



MEETING NOTES

January 22nd, 2020

In Person: Don Okazaki (King County Metro), Mark Smutny (Sound Generations), and Monica Ghosh (WSDOT)

On Phone: Aaron Morrow, Belina Van (Catholic Community Services), Dave Waggoner (King County Veterans Consortium), Ian Wesley (WSDOT), Janie Walzer (Hopelink), Jean Kim (PSRC), Kevin Chambers (Full Path LLC), and Robert Taylor (Compass Housing Alliance)

Staff Support: Cassidy Giampetro and Staci Haber

UPDATES AND ANNOUNCEMENTS

The meeting began at 2:30pm. After introductions and an acknowledgement of the workgroup guidelines, no major announcements were shared amongst those in attendance.

UPDATE: FTA GRANT

King County Metro applied for the Federal Transit Administration's Mobility for All Pilot grant on January 6th, 2020 in partnership with the King County Mobility Coalition (KCMC). Due to a technicality in grant requirements that prevented the KCMC from applying itself, King County Metro offered support to pursue the grant for a One-Call One-Click pilot in association with the KCMC.

This grant has a large emphasis on access to healthcare, support in rural/small-urban areas, and regional coordination.

The KCMC received 28 letters of support to submit with the grant application! The Seattle/King County Area Agency on Aging, Sound Transit, King County Metro, and Hopelink all contributed matches to financially support the grant application, as well.

Notice of funding is expected to be announced in late spring/early summer. This would then put the KCMC on a timeline to complete a soft launch in 2021. A soft launch would mean delivering the basic, foundational aspects of the One-Call One-Click system, implementing a structure to be scaled and developed to full capacity with further time and funding.

DISCUSSION: ONE-CALL ONE-CLICK BUSINESS PLAN

Work to Date



To supplement the feedback heard in 1:1 interviews with stakeholders, King County Mobility Coalition staff have been soliciting feedback from partners and participants through multiple avenues.

Staff distributed surveys at community events, community centers, and shelters to garner insight on One-Call One-Click features for end-users. A total of 53 participants were reached through surveying, with an additional 16 participants providing feedback through other engagement opportunities during Round 2. Using this outreach and the feedback log that recorded partner and participant contributions over the course of the grant, the [One-Call One-Click Feedback Summary](#) was produced. This summary compiles information heard about an ideal One-Call One-Click system and lists the suggestions by overall structure (system functions), technology, user interface and accessibility features, staffing, product development, and marketing.

An attendee noted that there is an opportunity to get more tribal engagement in future outreach efforts.

Staff also distributed a Transportation Providers Survey that received a total of 17 responses from service representatives across King County, Pierce County, Snohomish County, and more. This survey aimed to gauge interest and capacity for involvement in a One-Call One-Click system. This survey and other tools will be kept updated beyond the Inclusive Planning grant to foster better understanding of institutional buy-in for One-Call One-Click.

Both resources were shared with Kevin Chambers, the KCMC's One-Call One-Click consultant, for the Business Plan.

Business Plan Draft

Kevin Chambers of Full Path LLC has been working with the One-Call One-Click Workgroup to produce a Business Plan that will advise on the many elements of developing a One-Call One-Click platform in King County.

With the first draft of the Business Plan ready to review, Kevin gave an overview to those in attendance on the general outline and projection of the document. He noted the technology, institutional, data, and support aspects of a One-Call One-Click system that he addresses in the plan, including an emphasis on establishing the one-click side first before organizing the one-call center.

The following section lists the sections of the Business Plan and includes conversations and commentary that was provided when reviewing the document during the meeting:

Introduction

No comments were received for this portion.



Problem

No comments were received for this portion.

Solution

Data

Attendees were interested in Kevin's explanation of the GTFS-Flex component of the plan, as GTFS-Flex is critical to the efficient production of a one-click service. GTFS-Flex, or the "Flex" extension of the General Transit Feed Specification routing system, allows for services beyond fixed-route, like deviated route or paratransit, to be mapped in trip planning applications. Kevin acknowledged that the utilization of GTFS-Flex for this project is foundational. He also shared that GTFS-Flex's predecessor, GTFS, is a standard data software for transportation services throughout the world, implying that GTFS-Flex will likely maintain this dominance as the standard data software in this realm. An attendee who works with GTFS-Flex at WSDOT shared that WSDOT is working with the University of Washington Taskar Center, Oregon State University, and Oregon Department of Transportation to continue learning and gathering information about putting GTFS-Flex to use, specifically in discussing how smaller human service providers can make use of the software.

Software

An attendee wondered about the potential for GTFS-Flex to incorporate data from Transportation Network Companies (TNCs; examples being Uber and Lyft). They shared that it will be helpful to capture trip data, specifically that relating to the use of TNCs, in a repository to contribute information on the declining ridership data trend for human services or special needs transportation programs. Kevin said that while involving TNCs is possible on the technology side, it is often the competing business models that prevent TNCs from working together on the same platform.

Services

No comments were received for this portion.

Plan Cost Effectiveness and Return on Investment

Kevin shared here about how he views a One-Call One-Click system as being more of a necessary investment that entities make for the public good rather than a service that will generate a large return on investment. He believes this service will reduce inefficiencies and provide a public service that will provide more indirect cost savings. Attendees also stated that coordination efforts will breakdown silos and support a better understanding of barriers and gaps in services.

Business Plan

Initial Marketing and Outreach

Staci asked attendees if the assumption is that a one-click service will be developed from the current FindARide.org branding. Attendees shared that this is probably best than attempting to rebrand, although there may be some concerns to work out about the domain ownership related to a OCOC's housing agency.

One-Click



No comments were received for this portion.

One-Call

No comments were received for this portion.

Governance

An attendee suggested that a One-Call One-Click Oversight Committee be adopted into the King County Mobility Coalition to ensure an elevated role for the Coalition.

Timeline

No comments were received for this portion.

Costs

Kevin emphasized that the costs presented are focused on a Phase 1 approach, meaning the first year efforts. He sees the project management and constant upkeep to maintain pace with rapidly changing transportation and technology fields will require the work and capacity of dedicated staff. He stated that it is important not to underestimate the project management components, which will require a good amount of staff time, especially in Phase 1.

Without having time to go in-depth in every section, it is encouraged that interested parties review the One-Call One-Click Business Plan draft offline and provide feedback by January 27th, 2020. A final version will be distributed to Inclusive Planning members by the beginning of February.

SUSTAINABILITY AND NEXT STEPS

Beyond applying for the FTA grant, the King County Mobility Coalition will continue One-Call One-Click efforts by working on getting buy-in from institutional partners and service providers. The KCMC will consistently look for funding opportunities to develop a first phase of a One-Call One-Click system.

As the future of One-Call One-Click efforts is currently acting on a rolling basis, this meeting served as the last of the Workgroup for the time being. However, a One-Call One-Click communications list will be compiled so that members are kept informed on the ongoing OCOC efforts the Coalition partakes in – and the potential extension of a Workgroup when and if awarded funds.

If you would like to opt-out of further communications, please contact Cassidy Giampetro at CGiampetro@hopelink.org.

ACTION ITEMS

- *Cassidy* will update One-Call One-Click communications list to establish network of partners interested in ongoing OCOC efforts
- *Cassidy* will connect with WSDOT partners to ensure that the Coalition is kept in the loop about GTFS-Flex efforts in our region
- *Workgroup* will provide feedback on Business Plan by January 27th, 2020



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