



PROJECT CHARTER

One-Call/One-Click System

KING COUNTY MOBILITY COALITION



BACKGROUND

Over the past two years, the King County Mobility Coalition's Access to Healthcare Committee has developed ideas for a coordinated transportation system. Such a system would simplify and improve the user experience of finding and securing transportation in the region. The idea has evolved over the years, most recently being referred to as a "One-Call/One-Click" system (OCOC).

The King County Mobility Coalition (KCMC) recently took part in Round 1 of an Inclusive Planning Grant. The project, sponsored by the Community Transportation Association of America (CTAA), encourages the use of inclusive planning processes – including the end users in the discussion and decision-making of programs designed to fit their needs.

The Steering Committee for the Inclusive Planning Grant has conducted extensive outreach with the community to gather their feedback on what improvements they want to see in current ride searching, requesting, and scheduling processes. That outreach established there is a need to simplify the process of finding and securing transportation. The Steering Committee has collected over 50 specific ideas for what should be included in the platform, including technology needs, user interface, product development, and marketing.

The KCMC Inclusive Planning Steering Committee developed an action plan and agreed on a project that could fill the gaps mentioned above:

1. Develop a one-call/one-click system, in close collaboration with regional transportation providers, that allows consumers to access a centralized system for transportation information, finding transportation that will fit their unique needs, and scheduling rides.

The KCMC received Round 2 funding to further the planning efforts for this project.

PROJECT DESCRIPTION

One of the KCMC's goals for the grant's Round 2 funding is to continue the planning process for the future creation and implementation of a One-Call/One-Click platform. There should be *one number* to call and *one website/app* to go to where the public can receive multi-modal trip planning or request a ride with any transportation provider in the region. With the help of a technology consultant, the Steering Committee will work to develop a Business Plan that can be used to identify funding sources and eventually solicit a contractor to create the One-Call/One-Click system.



Stakeholders

This project is currently guided by a work group consisting of four participants (as defined as an older adult, person with a disability, or their caregivers) and 12 partners (as defined as representative from community agencies).

Participants:

- Aaron Morrow
- Carla James
- Megumi Tanaka
- Ray Krueger

Partners:

- Cliff Perry, Northshore Senior Center
- Dinah Wilson, City of Kent
- Don Okazaki, King County Metro
- Jacqueline Mann, Puget Sound Educational Service District
- Jean Kim, Puget Sound Regional Council
- Jon Morrison Winters, Aging and Disability Services
- Julie Povick, Seattle Children's
- Kari Ware, Solid Ground
- Mark Smutny, Sound Generations
- Sam Nigh, SHAG
- Susan Carter, Hopelink Transportation
- Tammie Bui, Seattle Cancer Care Alliance

Requirements

Staff support for this project must submit monthly reports on any grant-related activities to its grantor, CTAA. The Mobility for All project must engage at least three participants, understanding that individual projects and workgroups may have fewer.

Constraints

Deliverables for this project are restricted by the 9-month period of the grant and a funding cap of \$70,000. Staff support will work with the grant Steering Committee and project work groups to determine what is scalable in light of these time and budgetary constraints. Next steps for the project include securing funding to create and test a product with diverse populations through focus groups.

PROJECT DELIVERABLES

This project will strive to produce a complete Business Plan that can be used in the future to find both funding and a contractor to develop the One-Call/One-Click system.



This Business Plan's solution will include detailed picture on what will be expected of the system, including:

1. Connecting provider software/intake systems across multiple agencies;
2. Accessibility features;
3. Online and mobile phone application capabilities;
4. User interface;
5. Client profiles and security;
6. Back-end controls, and more.

This Business Plan will be a product that combines the community vision of a potential One-Call/One-Click system with a project management mindset and knowledge of what is happening in the field (i.e., what technology is available now and what is possible).

PERIOD OF PERFORMANCE

This project will operate from April 1st to December 31st of 2019.

RESOURCE NEEDS

With the funding support of CTAA's Inclusive Planning Grant Round 2, this project will need the staff support of 0.5 FTE employee. The success of this project also relies on the support of our Steering Committee, project work group, participants, and community partners.

PROJECT MANAGER

Staci Haber, Director of Mobility Management at Hopelink, is acting project manager and is responsible for all project activities as directed by the project work group and Inclusive Planning Steering Committee.