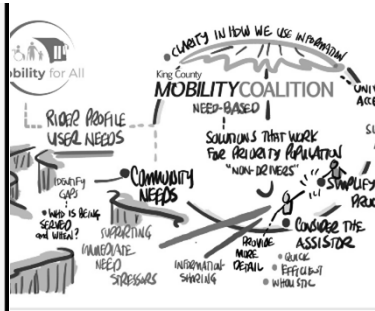


2023-2026

KING COUNTY MOBILITY COALITION ACTION PLAN

A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region.



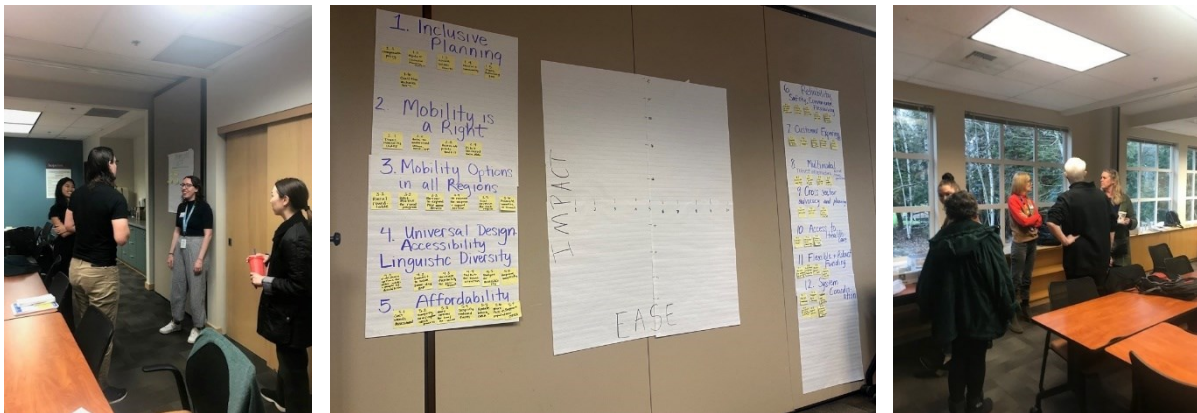
King County
MOBILITY COALITION

June 2023

ACKNOWLEDGMENTS

As a product of the King County Mobility Coalition, this Action Plan is indebted to the members and community partners that make up our collaborative group. Each action identified in this plan comes from the input and feedback given to the KCMC from our dedicated community partners, who, in the face of serious transportation needs and gaps, respond with creativity and collaboration. This plan is rooted in optimism. It sets a vision of what we believe to be possible and necessary. Whether you engaged in the action planning process at every opportunity or simply tracked our progress at quarterly meetings, we hope you see yourself, your work, and your community reflected in this plan.

Without the input of our partners, we would be unable to develop meaningful solutions to the mobility barriers our priority populations face. The actions found in this plan are intended to build on, strengthen, and support the success of, the vital efforts of coalition partners, who work every day to provide access and connection throughout King County. Thank you to every partner who took time out of that important work to join our table, map needs, brainstorm solutions, discuss impact, strategize, prioritize, and partner with us as we work toward a coordinated transportation system that allows all people to move freely.



Images from the January Action Plan Meeting. Attendees stand together in small groups discussing the Ease and Impact Matrix.

The actions, accompanying literature review, and this final report were written by Bebhinn Gilbert, Program Supervisor for the King County Mobility Coalition with support from Staci Sahoo, Director and Bree Boyce, Senior Manager of Coalitions. Hopelink Mobility Management members contributed to the refining and editing of this document. Thank you to Traci Jones and Scott Cooper for their editing expertise! A thank you to Amy Biggs, Snoqualmie Valley Transportation and Jacque Mann, Puget Sound Educational Services District, who reviewed the language of each action in their entirety. The King County Mobility Coalition thanks its 2022-2023 co-chairs, Jonny Procriv of Volunteer Services of CCS and Penny Lara of King County Metro, for strategic guidance throughout this project.

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INTRODUCTION

THE KING COUNTY MOBILITY COALITION

The King County Mobility Coalition (KCMC) works to inform transportation services' planning by developing strategies, tools, and projects to improve outcomes for people with unique mobility needs with access to fewer options due to age, income, disability, limited English proficiency, and other factors. The KCMC has been designated by the Puget Sound Regional Council and Washington State Department of Transportation as the coordinated special needs transportation coalition for King County, Washington, and brings together a roster of more than 30 members invested in mobility topics – representing transportation providers, community-based organizations, governments and municipalities, riders, and more.

The Coalition works to highlight the crucial role mobility plays in every person's life – and by collaborating with our partners to ensure each community member has full access to their mobility.

HOW KCMC USES ACTION PLANS

The 2023-2026 Action Plan is essential for aligning community needs with Coalition priorities and projects. This document outlines the Coalition's focus areas for the coming three years (mid-2023 through mid-2026). Each initiative and action in this plan is rooted in improving transportation options and overall mobility throughout King County.

The Coalition will continue to assess its approach to these actions throughout the timeframe of this plan, always centering on the needs and experiences of community members and their mobility.

As partners review this document, we encourage you to consider incorporating these initiatives into your work, partnering with us where possible, and further embedding mobility into your practices.

CREATING THE 2023-2026 ACTION PLAN

The 2023 -2026 Action Plan results from research and outreach conducted from November 2022 to January 2023. The goal was to understand existing needs, gaps, and opportunities. [Appendix A](#) provides a summary table of the Literature Review conducted for this project.

From this research, KCMC staff drafted potential activities and projects which were reviewed and refined by Coalition partners. Partners were encouraged to consider the potential impact of each item and how its successful completion might address the Coalition's vision. The deliberation process also included a discussion of whether the Coalition was well-positioned to undertake the action and assessment of available resources and project partners. [Appendix B](#) provides a list of all drafted actions.

From the nearly 60 drafted actions, the King County Mobility Coalition has finalized our Action Plan to include 15 unique actions. The actions are organized into six overarching initiatives.

1. **Mobility is a Right**

Mobility is a resource, not a barrier, for all community members.

2. **Inclusive Planning**

Community members are meaningfully involved in the design and implementation of programs that affect them.

3. **Geographic Equity**

All regions, urban, suburban, and rural, have adequate transportation resources to support the mobility of all residents and visitors.

4. **Affordability**

Cost is not a barrier to mobility. Community members are not burdened by their transportation costs.

5. **Access to Health and Wellbeing**

The regional mobility network supports community wellbeing including trips that support mental, physical, and social wellness.

6. **System Coordination**

Community members experience a seamless mobility network through thoughtful collaboration and effective service design with participation from diverse perspectives.

Woven throughout this plan are additional themes which intersect multiple actions:

▶ **Reliable and Trusted Network**

Mobility services are convenient, dependable, safe, and frequent.

▶ **Human-Centered Transportation System**

The regional mobility network is accessible to all community members, and services are designed with diverse end users in mind.

▶ **Positive Customer Experience**

The regional mobility network is known for its excellence and ease of use.

▶ **Multimodal (Robust Infrastructure, Active Transportation)**

The regional mobility network supports the complete trip, including bike, walk, and roll.

▶ **Flexible and Robust Funding**

Specialized transportation programs have access to resources to fund existing capacity and creative solutions.

► **Cross-Sector Advocacy and Planning**

The mobility network is integral to all facets of livelihood – whether that be housing, employment, food, school, recreation, and play.

By working toward these ideals and setting them ahead of our work as overarching themes, the KCMC will move toward our overall vision.

The final list of actions includes work to be led by the King County Mobility Coalition, along with projects and activities the Coalition will partner on with other organizations and agencies. This plan also includes a few areas where the Coalition intends to build momentum and create a deeper understanding of the topic before defining individual projects. In these instances, the first listed action is to convene workgroups to deepen understanding.

OUR VISION

A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region.

ACTIONS

I. MOBILITY IS A RIGHT

At the heart of the King County Mobility Coalition’s vision is the agreement that mobility is an essential resource that must be available to all people. The King County Mobility Coalition aims to guarantee mobility for all people. We understand this aim includes safety nets to ensure mobility and provide choices as often as possible. We believe all people should have access to full mobility, especially those community members who disproportionately experience barriers to their mobility due to age, disability, income, language spoken, and other factors.

ACTION 1.1 Regional Transportation Survey and Needs Assessment

Action Description: In partnership with the Regional Transportation Needs Survey project facilitated by Snotrac, the King County Mobility Coalition will help gather community data on current rates of transportation security and access to mobility options.

Outcomes: The development of the survey tool will allow the Puget Sound region to document and track, in detail, our community’s mobility needs. Quantitative data from this survey will inform future specialized transportation investments, current program improvement, opportunities for collaboration, and effective outreach.

KCMC Role: Partner

Action Lead: Snohomish County Transportation Coalition (Snotrac) and Transportation Choices Coalition (TCC)

Possible Partners: Pierce County Coordinated Transportation Coalition (PCCTC) & transit agencies.

Timeline: July 2023 – March 2024

Themes: Reliable and Trusted Network; Human-Centered Transportation System

ACTION 1.2 Host Summit to Address Same-Day Transportation Needs

Action Description: The King County Mobility Coalition will bring together partners to find workable solutions for same-day transportation needs throughout the County, especially the needs of older adults and riders with disabilities. The summit will be an opportunity to clarify solutions for rural and suburban service gaps and accessibility needs. The event will offer

opportunities to build connections between partners looking to serve these communities, who are otherwise disconnected.

Outcomes: Increased awareness of existing and proposed same-day transportation programs – taxis, ride-hailing services, etc. - and their ability to accommodate older adults and riders with disabilities. Human service providers (for example, senior centers) have professional connections to transportation providers, facilitating the strengthened partnership so they can better meet their needs.

KCMC Role: Lead

Possible Partners: Transit agencies, taxi & ride-hail industry, jurisdictions, King County Veterans, Seniors, & Human Services Levy partners, senior centers

Timeline: July 2023 – December 2023

Themes: Reliable and Trusted Network; Positive Customer Experience; Flexible and Robust Funding



ACTION 1.3 Develop and Pilot a Transportation Advocacy 101 Curriculum

Action Description: The King County Mobility Coalition and our partners will create curricula and tools to broaden our base of transportation champions throughout all sectors. These curricula will include documentation of when and how transportation planning takes place and where planning priorities are connected to program design and outcomes. Modules could include content to explain all aspects of transportation, including transit planning, how various agencies create routing, funding streams, legislative priorities, and how the local Metropolitan Planning Organization (MPO) establish plans and priorities. The curriculum will be piloted in Snoqualmie Valley and then shared and scaled for the county and region.

Outcomes: The transportation landscape is more transparent for end-users and transportation providers alike, with attention to how service decisions are made.

KCMC Role: Lead

Possible Partners: Snoqualmie Valley Mobility Coalition, transportation planners, community members

Timeline: May 2024 – December 2025

Themes: Reliable and Trusted Network; Flexible and Robust Funding; Cross-Sector Advocacy and Planning

II. INCLUSIVE PLANNING

Inclusive Planning – involving community members in program design and decision-making for programs they use – is essential for the success of all public-facing projects and resources. The King County Mobility Coalition has used Inclusive Planning practices in our communities, and this initiative aims to expand upon our work to date. In addition to regularly updating the [Inclusive Planning Toolkit](#) and designing projects alongside the community, this initiative has the vision of every significant transportation project embedding inclusive planning standards and shared decision-making into its structure.

The KCMC believes all transportation decisions should be transparent and all mobility outreach should build trust. The KCMC acknowledges that we must first focus inwardly and improve our coalition practices. The KCMC can then lead accessibility and inclusion for the region.

ACTION 2.1 Update Coalition Charter and Roster with Attention to Inclusion, Accessibility, Diversity, and Equity

Action Description: King County Mobility Coalition will assess the current guiding charter, membership model, and roster, making improvements where necessary to ensure the Coalition has inclusivity and accessibility in its core structures. This review will also assess how our practices encourage a broad base and cross-sector partner network. Areas of membership additions include, but are not limited to, partners serving Veterans, Housing and Homelessness, Land Use Planning, and Food Security.

Outcomes: Through a review of our structures and norms, the KCMC will reduce barriers to participation in Coalition activities, thereby encouraging participation from diverse representatives across King County – covering the breadth of geographies, community densities, rider experiences, professional sectors, and other factors affecting community mobility found in our region.

KCMC Role: Lead

Possible Partners: Community groups and partner coalitions

Timeline: July 2023 – December 2023

Themes: Human-Centered Transportation System; Multimodal; Cross-Sector Advocacy and Planning

ACTION 2.2 Create a Coalition Compensation Plan

Action Description: Building from lessons learned from the Community Transportation Navigator Program and the One-Call/One-Click Honorarium Policy, the King County Mobility Coalition will establish a compensation policy built to honor those contributions from our partners who are otherwise uncompensated for their time. The Coalition will document lessons learned, methods, and draft policies compiling them within a toolkit to support wider adoption.

Outcomes: King County Mobility Coalition will have active members with lived expertise. Successful implementation of this policy and promotion of the related toolkit will help establish similar meaningful and sustainable practices throughout our partner network.

KCMC Role: Lead

Possible Partners: community members, transit agencies, jurisdictions

Timeline: August 2023 – February 2024

Themes: Human-Centered Transportation System; Flexible and Robust Funding; Cross-Sector Advocacy and Planning

ACTION 2.3 Host Inclusive Planning Workshops within the Transportation Sector

Action Description: Using the Inclusive Planning Toolkit and recent insights, the King County Mobility Coalition will communicate, and encourage adoption of, best practices for accessibility and inclusion to local transportation agencies as they recruit diverse community representatives to serve on regional mobility coalitions, commissions, boards, and other transportation decision-making bodies.

Outcomes: Regional decision-making bodies, and transit agencies, are prepared to host inclusive and accessible commissions and advisory groups. These same advisory boards will represent King County's community members with lived expertise.

KCMC Role: Lead

Possible Partners: transit agencies, commissions, peer coalitions

Timeline: July 2024 – June 2025

Themes: Human-Centered Transportation System; Positive Customer Experience

III. GEOGRAPHIC EQUITY

The Geographic Equity initiative of the King County Mobility Coalition acknowledges our community’s diverse transportation needs. This initiative seeks to improve transportation options for underserved communities by helping to develop a baseline standard for transit and communicate that standard to the transit agencies. This will include improvements to the planning, implementation, and evaluation of processes for services in rural and suburban communities.

ACTION 3.1 Conduct a Comprehensive Inventory of Services and Assess Service Gaps.

Action Description: The King County Mobility Coalition, in partnership with the Puget Sound Regional Council, will use the recent data creation for the One-Call/One-Click platform, Find a Ride, to analyze service levels across public transit and specialized transportation providers. This may include temporal (weekend or evening services), geographic gaps, and/or eligibility gaps. This assessment will empower transportation providers with data to advocate for adjustments in their services, support community advocacy, and illustrate the region's breadth and depth of mobility services.

Outcomes: Puget Sound Regional Council’s inventory of services will inform the Regional Transportation Plan and show the actual service gaps in our region, leading to greater awareness for filling those gaps.

KCMC Role: Partner

Action Lead: Puget Sound Regional Council

Possible Partners: Specialized Transportation Providers, Pierce County Coordinated Transportation Coalition (PCCTC), Snotrac

Timeline: July 2024 – June 2025

Themes: Reliable and Trusted Network; Human-Centered Transportation System; Flexible and Robust Funding

ACTION 3.2 Examine Specialized Transportation Operations to Increase Flexibility and Optimization in the Delivery of Services.

Action Description: The King County Mobility Coalition and partners will delve into program operations to uncover what external barriers may lead to operational inefficiencies and client denials. Based on commonalities and trends, the Coalition will partner with funders and

decision-makers to remove said barriers, assess the current specialized services in the region, and how effectively these services meet community members' mobility needs. The KCMC will document what changes are still needed.

Outcomes: Optimize existing specialized transportation programs to instill capacity and serve more riders. Existing services shall have greater flexibility to serve customers, hire staff, and operate in a way that best meets their needs and communities' needs.

KCMC Role: Lead

Possible Partners: Specialized Transportation Providers, Puget Sound Regional Council (Special Needs Transportation Committee), Washington State Department of Transportation

Timeline: December 2024 – April 2026

Themes: Reliable and Trusted Network; Flexible and Robust Funding; Human-Centered Transportation System; Positive Customer Experience

IV. AFFORDABILITY

Throughout the planning and research stages of the Action Plan project, cost and affordability emerged as a significant barrier for the Puget Sound region. Through the Affordability initiative, the King County Mobility Coalition seeks a mobility landscape where cost is no longer a barrier between community members and their trips.

ACTION 4.1 Establish Affordability Workgroup

Action Description: King County Mobility Coalition partners and staff create a common meeting space to strategize on increasing the overall affordability of transportation in the region. This workgroup will develop strategies to address system-wide needs and collaborate on affordability-related projects across sectors. Areas of focus could include simplifying reduced fare program administration and enrollment, assessing cost-saving programs and subsidies, and documenting local, county, and regional approaches to increasing affordability.

Outcomes: Central Puget Sound will have an affordable and accessible landscape. Cost reductions will be available to every community member who needs them. Transportation providers will coordinate with one another, be informed of the impact of cost adjustments and subsidies, and operate with fiscally sustainable and equitable policies.

KCMC Role: Lead

Possible Partners: ORCA, transportation agencies, sectors serving low income or unhoused populations, mobility coalitions

Timeline: March 2024 – December 2025

Themes: Multimodal; Cross-Sector Advocacy and Planning

ACTION 4.2 Prepare and Execute a Zero Fares Policy for Adverse Weather and Emergencies.

Action Description: King County Mobility Coalition will impart the community benefit of zero-fare policies, particularly during adverse weather and emergencies. This action will document existing fare-free practices, including triggers and decision processes, craft a written policy for adoption by transportation providers – ensuring viability and functionality for providers, and build broad support and adoption of the policy. The project will reveal insights into zero-fare opportunities and a path toward future advocacy for other populations and situations.

Outcomes: Community members, especially those most adversely affected by inclement weather and emergencies, will know transportation is available in their time of need. Adoption of this policy will help build momentum toward further affordability barriers.

KCMC Role: Lead

Possible Partners: Regional Alliance for Resilient and Equitable Transportation (RARET), transit agencies, specialized transportation, emergency managers, Washington State

Timeline: April 2024 – June 2025

Themes: Human-Centered Transportation System; Flexible and Robust Funding; Cross-Sector Advocacy and Planning

V. ACCESS TO HEALTH AND WELLBEING

The Access to Health and Wellbeing initiative visualizes King County supporting every resident's access to all trips. This initiative is an iteration of past KCMC Access to Healthcare work. Supporting a definition of healthcare that broadens beyond the traditionally strict description of medical transportation, including wellness trips.

King County Mobility Coalition partners are eager to explore broad and transformative actions such as Medicare Transportation for All and region-wide guaranteed ride programs in future years.

The actions named are intended to be the first steps toward transportation networks that support community wellness.

ACTION 5.1 Establish the Access to Health and Wellbeing Workgroup, an expansion and next step for the Access to Healthcare Committee.

Action Description: The King County Mobility Coalition will update its current committee structure to include the Access to Health and Wellbeing Workgroup. This group will address mobility barriers in our community impacting end users' ability to complete all essential trips. This action includes the rebranding and expansion of Access to Healthcare – to include the wider term of wellbeing, meaning this table will broaden its approach and understanding of health to include a greater number of destinations and emphasize preventative wellness care.

Outcomes: King County medical and wellness-based programs will coordinate with one another and grow the number of transportation champions throughout the healthcare system.

KCMC Role: Lead

Possible Partners: Healthcare providers, Non-Emergency Transportation providers, Public Health, Human Service providers

Timeline: August 2023 – June 2026

Themes: Reliable and Trusted Network; Flexible and Robust Funding; Cross-Sector Advocacy and Planning

ACTION 5.2 Story Mapping for Access to Health & Wellbeing

Action Description: In partnership with the Disability Mobility Initiative (DMI), the King County Mobility Coalition will develop a story map of successes and challenges accessing healthcare in the region. These stories come from community members who face the highest barriers to

meeting their travel needs. These stories and findings will be shared with decision-makers to improve available resources and programs.

Outcomes: King County Mobility Coalition members and partners will understand what elements of our mobility landscape are well connected with health and wellness destinations and which are not. The Coalition and our partners will be prepared to advocate effectively for necessary improvements. The voices and experiences of specialized transportation users will be heard.

KCMC Role: Partner

Action Lead: Disability Mobility Initiative (DMI)

Possible Partners: Community members with disabilities

Timeline: January 2024 – September 2024

Themes: Human-Centered Transportation System; Multimodal; Cross-Sector Advocacy and Planning

VI. SYSTEM COORDINATION

The System Coordination initiative envisions the Mobility network supporting rider choice. Through strengthened coordination, end-users can make mobility decisions that fit their needs and ensure seamless travel experience. Coordination also allows transportation providers to easily share data and programs to meet their service goals better.

The following actions, in combination with those in earlier sections, are designed to coordinate operations and resources across our network to give a better experience to riders. These actions, and others that develop over the three years, will help in building a transportation network where all services work well together.

ACTION 6.1 Establish the Coordinated Volunteer Transportation Workgroup

Action Description: King County Mobility Coalition will host a meeting space to strategize on improvements for the volunteer transportation network. This workgroup will develop its own strategies and projects to address system-wide needs, such as increased flexibility in volunteer programs, reliability within the transportation network, system-wide driver shortages, program coordination, insurance impacts, and cost estimations. This effort will be in conjunction with statewide and national efforts to strengthen volunteer driver programs.

Outcomes: King County volunteer-based transportation programs are thriving, coordinating with one another, improving service outcomes for the community, and simplifying program delivery for administrators.

KCMC Role: Lead

Possible Partners: Volunteer driver programs, volunteer drivers, Washington State, national technical resource centers

Timeline: October 2024 – June 2026

Themes: Reliable and Trusted Network; Human-Centered Transportation System; Positive Customer Experience

ACTION 6.2 Carry Out the One-Call/One-Click (Find a Ride) Roadmap

Action Description: The King County Mobility Coalition is an essential component to the success of the Central Puget Sound One-Call/One-Click platform, branded Find a Ride. While day-to-day operations are managed by Hopelink Mobility Management, the KCMC will continue to carry out the [program's roadmap](#), including planning the intake, eligibility determination, and

enrollment verification across transportation programs and services as well as a brokering system where riders request a ride in one place. The program uses a no-wrong-door model, and will require intentional coordination across sectors, transportation providers, 211s, assistors, and community members to ensure success. The program will have a robust communications strategy that will enable all KCMC partners to share with their peers and those who are connected to their systems.

Outcomes: Central Puget Sound will develop backend capabilities for multimodal trip planning, centralized registration, and requesting a ride. Across all the platforms, all regional specialized transportation providers have data available in a public and open-source transportation planner.

KCMC Role: Lead

Possible Partners: Washington State, transportation agencies, University of Washington Taskar Center for Accessible Technology

Timeline: July 2023 – June 2026

Themes: Human-Centered Transportation System; Positive Customer Experience; Multimodal; Affordability

ACTION 6.3 Support the Success of the Emergency Transportation Provider Network

Action Description: King County Mobility Coalition staff will act as an inaugural partner in RARET’s Emergency Transportation Provider Network in the King County Mobility Manager position.

Outcomes: Central Puget Sound has a coordinated network to respond to emergency conditions in the transportation landscape, and King County partners are active participants in this relationship.

KCMC Role: Partner

Action Lead: Regional Alliance for Resilient and Equitable Transportation (RARET)

Possible Partners: King County Department of Emergency Management, Public Health, transit and transportation providers

Timeline: July 2023 – June 2026

Themes: Reliable and Trusted Network; Human-Centered Transportation System; Cross-Sector Advocacy and Planning

ACTION TIMELINE

	July - Sept 2023	Oct - Dec 2023	Jan - March 2024	April - June 2024	July - Sept 2024	Oct-Dec 2024	Jan - March 2025	April - June 2025	July - Sept 2025	Oct - Dec 2025	Jan - March 2026	April - June 2026
Project/ Initiative	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Same Day Transportation Summit	•											
Update Charter and Roster	•											
Create Compensation Plan												
Establish Health and Wellbeing Workgroup												
Carry out OC/OC Roadmap												
Regional Transportation Survey Needs Assessment												
Support ETPN												
Establish Affordability Workgroup												
Story Mapping for Access to Health and Wellbeing												
Zero-fare During Emergencies												
Transportation Advocacy 101 Curriculum												
Host Inclusive Planning Workshops												
Comprehensive Inventory of Services												
Establish Coordinated Volunteer Transportation Workgroup												
Examination for Increased Flexibility												

Lead Project
 Partner Project
 Event
 Deliverable



	April - June 2023	July - Sept 2023	Oct - Dec 2023	Jan - March 2024	April - June 2024	July - Sept 2024	Oct - Dec 2024	Jan - March 2025	April - June 2025	July - Sept 2025	Oct - Dec 2025	Jan - March 2026
Project/ Initiative	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q3
Same Day Transportation Summit		•										
Update Charter and Roster		•										
Create Compensation Plan												
Establish Health and Wellbeing Workgroup		█										
Carry out OC/OC Roadmap		█										
Regional Transportation Insecurity Index Needs Assessment		█										
Support ETPN		█										
Establish Coordinated Volunteer Transportation Workgroup							█					
Establish Affordability Workgroup				█			█					
Story Mapping for Access to Health and Wellbeing				█								
Examination for Increased Flexibility							█					
Zero-fare During Emergencies					█							
Transportation Advocacy 101 Curriculum					█							
Effective Community Participation						█						
Comprehensive Inventory of Services						█						

APPENDIX A: LITERATURE REVIEW TABLE

Document	Author	Link	Region	Target Population	Summary	Themes	Opportunity
2021 King County Transportation Needs Assessment	KCMC	https://irp-cdn.multiscreensite.com/c86a044e/files/uploaded/KCMC%20Community%20Transportation%20Needs%20Assessment.pdf	King County	older adults; people with disabilities; LEP; BIPOC; Veterans; Youth	<p>Twenty-one unmet needs in the county, 5 of which are most prominent. 1. rural and suburban transportation connections to employment and medical centers. 2. rural and suburban transportation options connecting neighborhoods. 3. Barriers for LEP communities accessing specialized transportation, lack of in-language support when learning about or accessing the service, and lack of culturally inclusive outreach. 4. Specialized transportation options are difficult to understand, as how services operate, and how to qualify for them. 5. off-peak options must be reliable and quick (evenings and weekends) for shift workers and non-traditional commuters.</p> <p>The Needs Assessment makes a case for the increase of flexible, responsive services. Increased eligibility definitions to allow for a broader base of specialized transportation users. The report highlights a need to decrease barriers to use (namely obstacles like cost and access to information).</p> <p>About the five overarching needs, the Assessment calls for cross-sector collaboration to create a more significant number of connections to the transportation landscape (p 16). Partners need to address infrastructure gaps, like lighting, seating, and sidewalks (p 18), and understand and address the impact of COVID-19 on traditional transit use, driver and staffing shortages for transportation programs (p 20)</p>	<ul style="list-style-type: none"> • Flexible, responsive services. • Increased eligibility definition. • Decrease barriers to use (cost, information). 	<ul style="list-style-type: none"> • Community Transportation Navigator pilot program • One-Call/One-Click system

2022 Mobility Focus Group Findings	KCMC	https://irp.cdn-website.com/c86a044e/files/uploaded/2022%20Diverse%20Communities%20Focus%20Group%20Findings.pdf	King County	older adults; people with disabilities; LEP; BIPOC	<p>Two focus group series conducted in 2022 where Mobility Staff heard directly from diverse community members, older adults, adults with disabilities, their caregivers, and community members speaking languages other than English.</p> <p>Findings include: 1. Transportation needs to be accessible, affordable, and easily discovered. 2. When available, community shuttle programs are popular with older adults especially. 3. The current system does not meet needs and lacks services connecting suburban and rural areas. 4. More options exist for cross-country or long-distance trips. 5. Opportunities to travel within suburban areas are limited or non-existent, leading to isolation.</p>	<ul style="list-style-type: none"> • Transportation needs to be accessible, affordable, easily discovered. • Physical and psychological safety while using transportation resources. 	<ul style="list-style-type: none"> • Increased flexibility for caregivers to support transportation needs; projects could consider how, and through which means caregivers are compensated. • Community information about how to access options, transparent and accessible to all community members
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Disability Mobility Initiative White Paper	DMI	https://www.disabilityrights.wa.org/transportation-access-for-everyone-research-paper-release/	Washington State	people with disabilities; non-drivers	<p>Series of interviews and summaries of needs reported directly from non-drivers and people with disabilities across Washington State.</p> <p>The white paper advocates for infrastructure improvements. Namely, consistent wayfinding, improved consistency, and quality of sidewalks, curb cuts, lighting, and seating at stations.</p> <p>The burden is on non-drivers navigating a transportation network built mainly for drivers.</p> <p>Transportation impacts all facets of a person's life, and access to viable modes is critical for non-drivers. Poor infrastructure; inaccessible (private) services; inefficient paratransit services; and a network that does not support cross-county travel place a tremendous barrier between non-drivers and their communities.</p> <p>Washington State has a pattern of high cost of living in areas where transportation options are robust, and lack of transportation options in more affordable locations. Long-term impacts could include increased isolation and removal of non-drivers from critical community touchpoints.</p>	<ul style="list-style-type: none"> • Accessible network • Robust infrastructure • Affordable, accessible, safe network 	<ul style="list-style-type: none"> • hiring non-drivers and including their perspectives in transportation planning and policymaking
Ride Now Pilot findings	SDOT	https://sdotblog.seattle.gov/2022/08/10/ride-now-pilot-program-recap/	Seattle	older adults; people with disabilities	<p>The Ride Now Pilot Program sought to provide on-demand services for older adults and adults with disabilities in Seattle.</p> <p>The linked documents review the process and findings of the pilot program. Successes included using broad eligibility criteria and programmatic structures. Namely, the program offered rides without restriction on a destination and showed self-identification as its eligibility criteria. Additionally, the program found success by providing options. Options in providers and opportunities in engaging with the program.</p>	Flexibility and on-demand options for specialized transportation users	Longer term pilots and a direct line between pilot and program.

Coordinated Mobility Plan	PSRC	https://www.psrc.org/media/6395	Central Puget Sound	older adults; people with disabilities; LEP; BIPOC; Veterans; Youth	<p>Specialized Transportation (Human Services Transportation) element in the comprehensive regional plan for Central Puget Sound. Includes an inventory of current services and projected demographic changes and highlights regional priorities and goals.</p> <p>Needs Highlighted in this report:</p> <ul style="list-style-type: none"> • Shorter travel times when taking regular transit or specialized transportation. • More transportation services at times when they are needed. • Accessible information about available services and language services • Better access to health and wellness destinations • Affordable transportation for families with low Incomes • Connected ADA-accessible infrastructure. • Better regional coordination to meet growing mobility needs. • More flexible scheduling for ADA paratransit or other demand response services improved driver communication and training. • Simplified ADA paratransit eligibility review processes • Improved rider comfort and perceived safety 	<ul style="list-style-type: none"> • Accessible and flexible network • Physical and psychological safety on transportation • Reduce barriers to eligibility restricted services 	<ul style="list-style-type: none"> • Support partners as they seek funding for projects that address these regional needs. • Reduce eligibility barriers, broaden definitions
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WSDOT Human Services Transportation Plan	WSDOT	https://wsdot.wa.gov/sites/default/files/2021-11/PT-Report-StatewideHumanServicesTransportationPlan.pdf	Washington State	older adults; people with disabilities; LEP; BIPOC; Veterans; Youth	<p>2022 update to the statewide Human Services Transportation Plan. Includes a comprehensive overview of specialized transportation user demographic information and funding resources.</p> <p>Highlights three goals moving forward to meet unmet needs. 1. Human Services transportation is accessible and helps more people get to the places they need to go; 2. People feel safe using human services transportation; 3. Human services transportation is easy to use.</p> <p>Identified strategies include maintaining and growing a pool of qualified operators, improving access for people with mobility barriers, improving the access those same communities have to influence transportation policy and planning, making transportation technology to plan book and pay easier to use, improving access to transit and on-demand services for people with mobility barriers.</p>	<ul style="list-style-type: none"> • Accessible Mobility network • Flexible and on-demand services for specialized transportation users 	<ul style="list-style-type: none"> • Support driver recruitment and COVID recovery • Reduce eligibility barriers
CCAM 2023-2026 Strategic Plan	Coordinating Council on Access and Mobility	https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-11/2023-2026-CCAM-Strategic-Plan.pdf	United States	US residents	<p>National goals and strategies from the FTA on how the transportation system can improve mobility for all residents.</p> <p>The strategic plan has three goals: 1. Strengthen the CCAM and improve multisector collaboration at all levels and across jurisdictions. 2. Promote the development of safer and more accessible transportation networks, and 3. Address CCAM agency policies that impede Transportation coordination. mobility, accessibility, equity, safety, affordability, reliability, access.</p> <p>Non-Emergency Medical Transportation (NEMT) processes at the federal level require clarification to improve services. Coordination across mobility managers; promote policies like Complete Streets and Vision Zero</p>	<ul style="list-style-type: none"> • Access to mobility choices • reliable network • policies that support increased eligibility 	<ul style="list-style-type: none"> • Coordination across mobility managers • Promote policies like Complete Streets and Vision Zero • Regional Transportation Needs Survey

APPENDIX B: COMPLETE LIST OF DRAFTED ACTIONS

Bolded actions are those that have developed into final draft actions.

1. **KCMC to establish a compensation policy and encourage other transportation agencies to do the same.**
2. Update Inclusive Planning Toolkit; continue sharing widely.
3. **Update the KCMC Charter with attention to equity, shared power structure, shared decision-making, and an update to the membership roster.**
4. **Recruit diverse community representatives to serve on regional coalitions and transportation decision-making bodies.**
5. **Develop a Transportation Advocacy 101 curriculum with the community to provide an overview of our region's transportation process and bring about new advocates.**
6. Coalition partnerships include active participation from government leaders.
7. **Conduct a needs assessment using the transportation insecurity index framework. Include in this work a definition of communities the most in need of mobility resources.**
8. **Leverage new data feeds (from Find a Ride) to chart transportation service levels, needs, assets, and gaps documented in every region.**
9. Create a roadmap or toolkit for designing equitable (accessible) programs and pilots; share with implementers.
10. Pilot a universal basic mobility program in one community.
11. Partner on a roundtable event with rural partners for information sharing, data gathering, and skills building to evaluate how to better serve rural communities.
12. Conduct a literature review or national scan to share best practices for mobility solutions in rural and suburban areas.
13. Coordinate with King County Metro, local jurisdictions, and other partners to expand demand response services and other alternative transportation services in suburban and rural areas.
14. Identify and leverage resources to sustain, improve, and expand rural transportation services in King County.
15. Establish evaluation criteria that adapt to each subregion and promote quality of life and social determinants of health.
16. Coordinate a public relations campaign in suburban and rural areas promoting the benefits of public transit.
17. Research rideshare options and how they could serve older adults and riders with disabilities.

18. **Organize a shared mobility summit geared towards solving the same-day transportation gap for older adults & people with disabilities.**
19. Advocate for increased flexibility for paratransit services or human service transportation.
20. Create standards and toolkits for creating translation and transcreation resources. Improve these processes with a proactive mindset.
21. Work with funders to establish a separate budget for accessibility accommodations, interpreters, etc., that may be used by their grant recipients.
22. Participate in regional projects to improve wayfinding throughout the county. Ensure community participation in wayfinding investments.
23. Needs assessment focused on cost (beyond public transit). KCMC to update the Fare Needs Assessment
24. Advise King County Metro and Public Health to simplify obtaining and replacing ORCA cards.
25. Advise local transportation agencies to create affordable options for low-income customers.
26. Advocate for a simplified reduced fare program. The current system places the highest admin burden on the most vulnerable users. Renewal requirements are most frequent and restrictive for the highest level of subsidy. Renewal ought to be easy. Automatic renewal should be available.
27. Update the “Which ORCA Card is Right for You?” and broaden the marketing.
28. **Advocate for other populations to ride for free (e.g., people with disabilities or Veterans).**
29. Support new ORCA phases to ensure the mobility network benefits from the new payment system.
30. Assess how underserved communities can better leverage ride-share programs and other carpool/vanpool options.
31. Conduct listening sessions to further understand resources that can support riders’ sense of safety.
32. Advocate for expanded and flexible service hours that meet more diverse types of travel.
33. Explore the Coalition’s role in the recovery services which have been reduced due to COVID. Evaluate how this recovery can support the mobility needs of all community members. Emphasize the role of reliability in this process.
34. Participate in the statewide research of baseline levels of service. Expand upon the topic through the inclusion of more mobility options beyond public transportation.
35. Improve the customer experience of finding and securing transportation in King County that best meets the customers’ needs.
36. Partner with regional projects to address in-trip support and ensure that diverse perspectives are represented in these tools. Pilot solutions to meet real-time transportation support.

37. Partner with local transportation agencies to improve the process of disseminating information in a timely manner for changes and service disruptions. Conduct listening sessions with the community to understand an effective strategy.
38. Develop an effective distribution plan to ensure the hardest-to-reach community members know about new and changing public transportation developments.
39. Evaluate and scale the community transportation navigator program.
40. Collaborate with all regional transportation providers and local city governments to improve accessible way-finding tools for the pedestrian environment, such as more funding to pilot audio guides on sidewalks to support pedestrian wayfinding for people who are blind or have vision loss.
41. Create best practice standards for evaluating bus stop safety and inclusivity that will advise transit agencies and jurisdictions to address/fix the stops with low evaluation scores.
42. Research and disseminate bus stop design best practices that are inclusive for all. Examples may include audible/visual amenities and multilingual features.
43. Raise awareness of municipal processes for reporting damages and unsafe conditions to the built environment that need to be fixed (e.g., SDOT's Find It Fix It app).
44. Coalition participation in comprehensive planning processes.
45. Coalition establishes coordinated policies to be used in comprehensive regional plans.
46. Explore our role in county-wide and cross-county collaborations such as food access and housing.
47. Partner with more hospitals to bring the Care Mobility Rewards model into fruition.
48. Publish a regional Medicare transportation needs assessment. Explore the growth of Medicare Advantage transportation benefits.
49. Work with transportation providers and funders to modify policies that enhance flexibility in service eligibility.
50. Host forums to address the driver shortage. Coordinate resources for driver recruitment and retention.
51. Understand the capacity of existing programs. Explore options to maintain and expand the network.
52. Research pilot to program process – how do we help make programs last?
53. Partner with local and state funders to improve their grant process and contractual requirements.
54. **Carry out the roadmap of the One-Cal/One-Click project.**
55. Support clear data standardization to ensure information remains comprehensive, accurate, and up to date.

- 56. Advance user testing and accessibility
- 57. Advocate for accessible, flexible, and on-demand services for older adults and riders with disabilities.
- 58. **Support Emergency Transportation Provider Network efforts**
- 59. **Establish a regional Volunteer Transportation workgroup.**

APPENDIX C: GLOSSARY AND TERMS

Access and Functional Needs: Individuals who require unique support to make use of services. This includes needs related to physical, developmental, or intellectual conditions as well as other limiting factors like language, age, and income.

Active Transportation: Ways of getting around without relying on a vehicle – like walking, rolling, biking, scootering, and running.

Community Transportation: A general term for a variety of different transportation options, including public transit. Also, the name of the Public Transit Agency in Snohomish County, Washington.

Curb-to-curb: Services that pick people up at a curb, and deposit them at a curb. The curb can be close or far from a person’s origin. Oftentimes users must walk/bike/Uber or Lyft from their origin to the pick-up curb and walk/bike/Uber or Lyft from their drop-off curb to their destination. The First Mile/Last Mile problem is often a symptom of Curb-to-Curb services. Door to Door and Hand to Hand services can often help to close this gap in service for vulnerable populations.

Information and referral systems: Programs that provide solutions for user-cases by either offering information or connecting users to resources or other services that can more appropriately help them.

DART – Demand Area Response Transportation: Transit service operated by Hopelink. Could also stand for Dial-A-Ride Transportation (Snohomish County service).

Demand Response: any non-fixed route system of transporting individuals that requires advanced scheduling by the customer, including services provided by public entities, nonprofits, and private providers.

Deviated Fixed Route/Flex Route: A deviated fixed route operates primarily as a fixed route service with set stops and a set time schedule with one exception—a flex zone. Flex Zones are sections of a community not easily served by fixed routes. Riders can call ahead to request that the bus leave its regular route to pick them up or drop them off within the select zone.

First-Mile/Last-Mile: The distance between transit stops and an individual’s place of work or home can be disqualifying if they possess mobility issues. Mobility options that provide reliable service to these populations—otherwise limited by personal disability, poor/dangerous infrastructure, topography, distance, or any combination of the aforementioned—help to “Close the First Mile/Last-Mile Problem.”

Fixed-Route or Fixed-Transit: Services with set schedules and routes where the stops never change.

Limited-English Proficiency: A term used in the United States that refers to a person who is not fluent in the English language, often because it is not their native language.

Inclusive: A principle focusing on including the voices or serving the needs of the community.

KCMC – King County Mobility Coalition: Works to inform the planning of special needs transportation services in King County and develop strategies, tools, and projects to improve mobility for people with limited transportation options.

Medicaid: Medicaid is the federal low-income insurance option. Locally, many people may know about the Washington equivalent, AppleHealth. Molina is another common sub-contracted insurance for Medicaid recipients. Anyone mentioning these is generally referring to Medicaid.

Mobility (industry): An industry centered around improving the transportation ability and range of options to vulnerable populations.

Mobility (noun): A person's state of easy access to alternative transportation regardless of factors that would otherwise inhibit their ability to own a personal vehicle or used fixed transit services—like disability, age, demographics, income, etc.

Mobility as a service (MaaS): Refers to a type of service that, through a joint digital channel, enables users to plan, book, and pay for multiple types of mobility services. The concept describes a shift away from personally owned modes of transportation and towards mobility provided as a service. It integrates various forms of transport services into a single mobility service, accessible on demand.

Mobility network: The mobility network refers to all modes of transportation – fixed-route, on-demand, personal, public, private, active, and beyond – that serve as options for individuals to get from one place to another. These options work together and separately to fulfill transportation needs.

Non-Emergency Medical Transportation (NEMT): NEMT services help transport people to and from medical appointments. Typically, these services run with volunteer drivers, or only serve clients that are seniors, disabled, or have Medicaid insurance. NEMT cannot help an individual access emergency medical care. Individuals must still call 911 to be taken to an emergency room.

One-Call One-Click: A resource that centralizes diverse transportation information into one centralized website and call center. It offers full information and discovery about available options and has the potential to integrate ride booking and payment functionalities.

On-Demand -Transport of passengers for hire (like a taxi) where the passenger or hirer decides the locations for the beginning and end of the journey, as well as the time of travel.

On/Off-Peak: “On-peak” time is when transit experiences its highest rider volume throughout the day. For example, rush hours of 7am – 9am when many people are traveling to work or 5pm – 7pm when many people are driving home from work. “Off-peak” is all other times.

ORCA (One Regional Card for All): This is the bus pass for the Puget Sound region accepted across many transportation providers, including King County Metro, Sound Transit, and Community Transit.

Priority populations: This is a qualifier used to group the communities that the King County Mobility Coalition elevates when assessing needs – including but not limited to people with disabilities, older adults, immigrants, refugees, youth, Veterans, and low-income populations.

Providers: refers to service providers of social programs/services.

Regional Alliance for Resilient and Equitable Transportation (RARET): Hopelink staffed workgroup whose goal is to increase the life-sustaining transportation services available to seniors, people with disabilities, low-income individuals, and other vulnerable populations in case of a major emergency in the Central Puget Sound region.

Rideshare: These programs are alternative transportation options—typically referring to work commuting options, but not always—that help people use vans or cars to travel. This mode is ‘door-to-door,’ which

means the driver comes to pick up passengers in her/his home community. Next, all the passengers commute to their destination community, and the driver drops each person off at his/her destination. Oftentimes, multiple passengers work at the same company and choose this mode because it makes sense to all go into work together. It may be faster than transit and help to build community within the van/car.

Specialized transportation: Transportation services that provide a unique service often defined by scope through eligibility, trip type, or service area.

Transcreation: While translation focuses on replacing the words in one language with corresponding words in a new language, transcreation services are focused on conveying the same message and concept in a new language.

Transit: Transit is commonly used to describe public transportation or mass transportation. It includes bus, light rail, commuter train, ADA services, and other public transportation services.

Transportation network companies (TNCs): Also known or better described as on-demand transportation companies, these are private providers like Uber and Lyft.

Transportation-Disadvantaged: Individuals who experience barriers to services or aid that impact transportation and mobility access.

TNC – Transportation Network Company: Companies such as Yellow Cab, Uber, and Lyft.

Volunteer Driver Programs: Volunteer driver programs provide transportation to vulnerable populations by recruiting volunteers to use their personal vehicles to help these riders to reach grocery stores, pharmacies, medical appointments, and beyond.