August 2023 SVMC Coalition Meeting Minutes

Date: August 11, 2023  
Time: 10:15 AM -12:00 PM  
Location: Zoom - https://us02web.zoom.us/j/87552372949?pwd=LzNvdkZFcnVkaUxpUnRNbnF5bHBZUT09

Next SVMC Task Force Meeting: September 8, 2023, Remote Meeting  
Next SVMC Coalition Meeting: October 13, 2023, Remote Meeting

Attendees: Aaron Morrow (King County Mobility Co-chair), Christina Gonzalez (King County Metro), Robert Blumenfeld (Disability Empowerment Center), Stephannie Dewar (King County Library Systems - Carnation), Steve Wright (Snoqualmie Valley Hospital) Carol Ladwig (Far East Senior Hub) Amy Biggs (Snoqualmie Valley Transportation) John Larson-Friend (City of Issaquah) Dean Sydnor (RARET) Julio Perez (Hopelink) Marianna Handfield (Washington Department of Transportation), Phirun Lach (Sound Generations) Jennifer Knaplund (Duvall Councilmember) Jonny Prociv (Catholic Community Services) Roz Novikova (Hopelink) Teresa Ngo (Hopelink) Diana Austin (Department of Health Services King Eastside), Ruby Flores (Duvall Place), Adair Hawkins (Carnation Councilmember).

Staff Support: Bree Boyce, Heather Clark, and Tracie Jones

Agenda Brief:
• 10:15 – 10:30 AM  Welcome, Introductions, and Networking Session

Partner Announcements:

Amy Biggs (SVT) – Hiring for 16 positions. SVT’s looking to hire drivers to operate PM routes, and two other local routes, including the Cedar Falls Loop, will be reinstated starting Monday. The Duvall-Monroe shuttle will restart before the end of the year. Please share.

Dean Sydnor (RARET) – Registration for our RARET Roundtable is available. Tabletop exercise. Partners will share plans for emergency scenarios. August 25th at Hopelink Redmond. Will be focusing on a flooding scenario. It will be a hybrid meeting and also involve cross-county issues we encounter from time to time. Find a Ride will also be there. Refreshments are available. Reach out to Dean at dsydnor@hopelink.org if you have any questions. RARET has multiple towns, but Snoqualmie Valley is not yet represented. Please share the registration link with those interested.

Stephanie Dewar (KCLS-Carnation) – The Carnation Library has been chosen to participate in the accessibility grant program, Libraries Transforming Communities. We aim to engage with people with disabilities by making our resources more accessible.
Diana Austin (DSHS) – Due to data migration, the Department of Social and Health Services (DSHS) will not be available statewide on August 14 and 15, 2023.

**Metro Flex Presentation**
Meredith Sampson, King County Transportation Planner II ([MeSampson@KingCounty.gov](mailto:MeSampson@KingCounty.gov))

**Pilot program**
- On-demand service
- Coverage of hard-to-serve areas.
- Connect to fixed-route transit.
- Increase access to jobs and community assets.

**Basics**
- Open to the general public
- Request rides on-demand using an app, call center, or web booking.
- Provide start/end anywhere within the service area, and get an ETA.
- Walk to nearby pickup locations.
- Join a shared ride with a 15-minute ETA on average.
- Same fare as a bus, free transfers with ORCA.
- A feature of the service is that it is integrated with the Metro fixed-route system.
- If a ride request is made, and a fixed route would better serve the rider, they will be given the information.
- Will not show metro flex option if the rider is within ¼ mile of a fixed-route stop.

**Current service areas – are all pilot programs (see service area map)**
- Issaquah recently approved adopting the pilot program.
- Top 3 locations (origin or destination) in Sammamish
  - Issaquah Highlands Park and Ride, QFC, and Beaver Lake Middle School

**Partnership Guidelines**
- Service design
- Funding
- Workforce and contractor capacity
- Learning value – we use these as pilots in a learning process. Different vehicles, transit patterns, etc.

**What is next?**
- End-of-pilot-period evaluation
- Electrification
- Integration with trip-planners
- Non-dedicated service providers for high demand times/overflow
- Planned expansion: Overlake, Auburn, Federal Way

**Partner Discussion:**
- The Beaver Lake stop will mainly support students getting rides after school.
- The app will be available in 6 languages,
- When Issaquah comes online, the app will combine Sammamish and Issaquah.
The King County Language Line will be available.

NKCMC Cross-County Transportation Study Final Recommendations
Julio Perez, North King County Mobility Coalition (JPerz@Hopelink.org)

Why – NKCMC 2020 Gaps analysis identified the need for more cross-county transportation options.

Goal – allow people to move freely across county lines.

Methodology: Lit review, semi-structured interviews, and narrative stories

Analysis and Findings
- Not enough funding
- Lack of program sustainability
- Incompatible technology
- Lack of cross-coordination of policies and procedures

End-user Barriers
- Mistreatment by drivers
- Long transfer wait times
- Not qualifying for paratransit
- Lack of accessible infrastructure
- Some providers do not meet ADA requirements.
- Not enough stops
- Lack of communication between Transportation providers
- Challenges in Scheduling

Strengths
- Commitment to quality service providers and mobility managers are dedicated and motivated.
- Nonprofits help fill gaps.
- Volunteer driver programs can circumvent cross-county borders.
- Interlocal agreements between providers.

Weaknesses
- Shortages in staffing capacity
- ADA training is lacking.
- Disability qualifications
- Long transfer and travel times

Opportunities
- Additional funding sources for specific populations
- Interlocal agreements between municipalities and local governments
- Hopelink one call one-click program: Find a Ride

Threats
• ADA requirements not currently being met.
• Funding sources lack consistency.
• No overlap or duplicity of service areas and service routes
• Transit systems and needs assessments in rural areas, where metrics and communities’ needs do not match.

Recommendations
• Improve driver training.
• Interlocal agreements
• Standard practices for cross-country collaboration
• Engage state legislature (Transportation Choices Coalition, etc.)
• Improve disability certification.
• Population or trip-specific funding
• Advocate and increase awareness about the ORCA card system.

Partner Discussion
• Amy Biggs (SVT) – KC Metro funded the Duvall Monroe shuttle for cross-county transportation with a $1 suggested donation. The SVT demand response portion of the service is also supported. The collaboration between Sno-Trac and the Coalition has received an award for breaking cross-county border barriers.
• Northshore is located within two different counties, King and Snohomish.
  o Another city is Bothell, which presents challenges due to its agreements and policies.
  o Providing door-to-door service to passengers is difficult, but volunteer drivers are often the best option.

Meeting Follow-up and Round Table

Tracie Jones (SVMC) – During the upcoming task force meeting, we will discuss our comprehensive plans for mobility and accessibility and would like to include a transportation statement. What additional items can we add? We aim to create a concise framework for local government and city planners to make informed decisions based on our coalition’s goals, objectives, policies, actions, and standards.
We have many sectors; we would like more involvement from hospitals. I want to ensure this remains a top priority for our upcoming SVMC Task Force meeting.

Amy Biggs (SVT) - Keep an ear out for anything related to the RTAP grant, even though it may need clarification. This work is vital. If we created something in the valley in coordination with Hopelink, that could get us recognized nationally.

Bree Boyce (Hopelink) - SVMC will primarily focus on Week Without Driving. Join us for a KCMC meeting next Tuesday, August 15th, from 9:30 to 11:30 AM. Also, we’ll be discussing the RTAP grant.

Marianna Hanefield (WSDOT) – Echo the work of KCMC and SVT. It’s being recognized. Your visibility is expanding. We’re proud of you for sharing our exemplary work and compelling grant application with others.
Upcoming Calendar Events
Hopelink Coalition Events
- Task Force Meeting - September 8, 2023
- Coalition – October 12, 2023
- RARET Tabletop Exercise – August 25, 2023

SVMC in the Community
- Mt Si High School Family Partnerships Back-to-School Event - August 15, 2023
- Carnation KCLS Family Storytime - August 17, 2023
- SnoValley Hopelink Food Market - August 30, 2023

Snoqualmie Valley Mobility Coalition Staff Support:

Tracie Jones
Snoqualmie Valley Mobility Management Coordinator
TJones@hopelink.org
c 425-466-3442

Bree Boyce
Senior Program Manager, Mobility Coalitions
BBoyce@hopelink.org
C 425-495-3191

For more information about the Snoqualmie Valley Mobility Coalition, email Tracie Jones-SVMC Coordinator (TJones@hopelink.org), visit our SVMC webpage, and sign-up to join the Coalition and receive SVMC Coalition emails, news, invites, and more.

Americans with Disabilities Act (ADA) Information
This material is available in alternative formats. Email the Hopelink Mobility Management team at Mobility@hopelink.org, or call (425) 466-3442, for further information and requested accommodations.

Title VI Notice to Public
Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial aid. Hopelink is committed to ensuring no person will be excluded from participation in or denied the benefits of transit services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B If you have been subjected to discrimination under Title VI, file a complaint with Hopelink’s Title VI Coordinator. For more information about Title VI complaint procedures and our nondiscrimination obligations, contact Hopelink’s Title VI Coordinator at (425) 869-6000, or email TitleVI@hopelink.org.