

Community Transportation Navigators - One Pager

The CTN program connects hard to reach communities to trusted transportation sources to increase their access to transportation. Through peer-to-peer education model, the Navigators reduce barriers by building trust and knowledge to ride transit with confidence and independence.

In 2018, Hopelink, on behalf of the [King County Mobility Coalition](#), received an Inclusive Planning Grant to assess how people access secure, reliable, and low-cost transportation. One key solution that emerged was a peer-to-peer model for delivering transportation education and outreach directly to community members. This approach empowers community leaders to leverage their existing networks and partnerships to ensure their communities receive culturally responsive information and resources. These leaders bring shared lived experiences, languages, cultures, and geographic connections that strengthen trust and accessibility.

In the fall of 2019, The Vida Agency conducted a [series of interviews](#) and developed an [evaluation report](#) on behalf of Hopelink to help inform outreach for the Community Transportation Navigator (CTN) program. This work was part of a broader inclusive planning effort that centered community voices to better understand what residents wanted from a peer-to-peer model and how it could more effectively meet their needs and strengthen access to mobility options. Additional research was completed in partnership with King County Metro, Hopelink, and Notre Dame Lab for Economic Opportunity to discover potential partnerships with community groups to develop the program.

Following extensive focus groups, interviews, and engagement with community-based organizations, Hopelink—in partnership with King County Metro—launched the first Community Transportation Navigator (CTN) cohort within the Filipino community in King County in 2022.

Within the first year, it became clear that this innovative, peer-to-peer model of transportation education was making a meaningful impact. The inaugural cohort of Navigators supported more than 2,000 community members in accessing transportation information and resources. Building on that success, Hopelink and King County Metro—alongside the Washington State Department of Transportation—have since expanded the program to include additional Navigator cohorts serving Afghan communities, Muslim communities, individuals living in transitional housing, and older adults in King County.

To learn more about the communities we serve and the impact of the CTN program, please visit our webpage. Below is a brief overview of the current and past cohorts that have been developed to increase access to transportation for hard-to-reach communities across King County.

Current CTN Cohorts

Health Through Housing (HTH) Cohort

The HTH cohort is dedicated to serving the Health Through Housing (HTH) residents to increase their access to transportation. HTH is an innovative program designed to support the region's homeless population by repurposing hotels and other vacant buildings in King County. King County is partnering with host cities to create up to 1,600 units of emergency housing and permanent supportive housing for people experiencing or at risk of long-term homelessness.

Funding Partners: King County Metro & Hopelink

Cultural Cohort - Afghan Community

The Afghan cohort is dedicated to serving the greater Afghan community in South King County with a focus on older adults and people with disabilities with intersectional identities, such as limited English, refugee status, and limited income, struggled to receive transportation education and were not utilizing services they qualified for such as reduced fare or specialized transportation.

Funding Partners: Washington State Department of Transportation & Hopelink
