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## MEETING NOTES

Date January 25, 2022

1:00pm-2:30pm

Zoom

Participants: Aaron Morrow (Community Advocate), Julio Perez (Hopelink), Mark Smutny (Sound Generations), Sandy Phan (Hopelink), Marty Boggs (City of Redmond), Betsy Maxwell (City of Kirkland), Valerie Cortes (Sound Transit), Regina Dove (KC Metro), Griffin Cole (CCS), Nadia Ali (Hopelink), Dean Sydnor (Hopelink), Sol Dressa (Move Redmond), Elizabeth Maupin (State Action Network), Antoinette Smith (City of Kirkland), Pran Wahi (IACS), Linda Woodall (Eastside Friends of Seniors)

Staff Support: Bree Boyce, Heather Clark, Salwa Raphael

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## WELCOME, INTRODUCTIONS, & ANNOUNCEMENTS

The meeting began at 1:00PM and attendees shared introductions.

- Heather shared she will be attending a resource fair at Bellevue College on Saturday, February 5<sup>th</sup> where she will provide information to prospective students with transportation options. She mentioned that she is available for similar education and outreach activities with partners, and to reach out if interested.
- Dean shared that he will be holding a RARET meeting on Wednesday, January 26<sup>th</sup>
- Griffin shared that CSS is offering in home housework for those who need it, he coordinates a meal program in Issaquah. He stated that they have an open position.
- Feb 10<sup>th</sup> is interfaith advocacy day
- Mark shared that his last day with Sound Generations is February 15<sup>th</sup>, but he will continue to work with the NCMM challenge grant in its current phase.
- Regina shared East Link Connections phase 3 is launching on Feb. 7<sup>th</sup>
- Elizabeth, asked about the most recent weather event, stating that volunteers were unable to deliver meals. KCRHA would benefit from list of drivers with AWD vehicles.
  - Bree: Dean will address this at the RARET workgroup tomorrow.
  - Mark added: Access and Sound Generations shut down due to adverse weather. People experiencing homelessness had no options to reach emergency resources. He is hoping that AWD for emergency response will be addressed.
- Marty, city of Redmond, Parks & Recreation, Redmond Senior Center
  - Redmond Senior Programs: Redmond's senior center closed permanently in 2019 due to water damage and subsequent structural issues. Moved programs to different sites around city. March 2020 Covid hit.
  - Update on current situation
  - Outside curbside lunch program, outside of city hall, provide 200-230 lunches a week. Free or small donations. Served over 8,700 lunches in 2021
  - Meals on Wheels continues partnering with Sound Generations
  - Programs online, starting to move indoors, in person groups. 20-30 people a day right now, but no food or drinking.
  - Bytes Café/City Hall with drop-in hours 3 days a week
  - In March, some programs will resume at Old Redmond School House

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- Intergenerational programs, senior garden group, pickleball clinics, etc.
- Coming in Summer, Rockin' on the River, booking now.
- New Senior Center being built, coming in 2023, will be twice as big, can check website: <https://www.redmond.gov/206/Senior-Services-and-Resources>
- Pran: IACS has been doing their lunches at different locations, looking forward to getting back to full-service options.

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## **EASTLINK CONNECTIONS UPDATE**

*REGINA DOVE AND VALERIE CORTES*

- Phase 3 Launch of East Link Connections
  - By end of 2024 ST will open 12 new light rail stations. Project areas shared.
  - Goals: Improve mobility for priority populations, Informing, engaging, and empowering in an equitable way, deliver integrated service that responds to Link expansion, formal partnerships with four community-based organizations
  - Phase 2 Highlights
    - Over 131,000 mailings, virtual info sessions, digital ads, outreach toolkit,
    - Survey with 1,832 responses, Online Open houses platform and survey in 8 languages
  - Key Messages
    - Mobility Board, targeted people from Eastside.
    - Priorities for revised network:
      - Improve and add local connections
      - More service on nights and weekends
      - Ensure transfers are easy and seamless
      - Preserve easy access to downtown Seattle
      - Good connections to Link and other destinations while building frequency.
  - Phase 3 Engagement Strategy
    - Taking final input from community, to put in final draft to submit to council.
    - Same engagement strategies as Phase 2
    - Virtual info sessions on Feb. 17<sup>th</sup> and 24<sup>th</sup>, link available on Feb. 7<sup>th</sup>
  - Timeline
    - Feb 7<sup>th</sup> is public launch, closes March 7<sup>th</sup> (4-week window for comments)
    - March to May, finalizing East link network, meetings with Mobility Board & Partner Review Board
  - How to Participate
    - Check out link to open house page.
    - Take survey
    - Review communications toolkit
    - Promote to your community and networks

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- Join live virtual info sessions
- Heather happy to share information in weekly announcements
- Pran: asked how to access website, Regina responded that it is not live yet, will share information on Feb. 7<sup>th</sup>.

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## **VOLUNTEER DRIVER PROJECT UPDATES & NEXT STEPS**

*BREE BOYCE*

- Volunteer Driver Program Project, reminder the goal to recruit volunteer drivers in King County. Biggest need was to get volunteers with challenges of Covid. Tried to figure out strategies. Need more spaces to coordinate, learn best practices from each other. Flyers, social media, tool kit, website page on FAR. Camille had been liaison for potential volunteers to match them with best program. Project affected by Covid, got 6 volunteers to participate. Project report is in the process of being finalized. Following up with providers to see if volunteers became active. Next step is coordination, will convene group to continue conversations and coordination efforts. Victor Londono Quintero was recently promoted to Program Manager of Volunteer Driver Programs.

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## **EATS/EASTSIDE MOBILITY FOR ALL GRANT UPDATES**

*BREE BOYCE AND MARK SMUTNY*

- Eastside Advocacy for Transportation Services (EATS) subgroup task force of EERC
- NCMM's Community Mobility Design Challenge of 2021
  - decided to partner with Sound Generations
- Conducted 13 interviews with 22 individuals to understand needs
- Focus Question: "How might we meet culturally appropriate transportation needs, including the need for spontaneous trips, and address social isolation among the most impacted older adults in Kirkland, Redmond, and Bellevue?"
- September, Sound Generations was awarded funding
- Oct-present have been forming committee, had 2-day workshop, narrowed to 3 final concepts, attended an assumption testing webinar hosted by NCMM on January 19<sup>th</sup>.
- Feb-Mar: Assumption testing phase, focus group interviews, narrow to final concept(s)
- Apply for second round of funding in March to launch pilot

Mark:

- A long time coming, as communities have continued to grow, but groups of people have been left out of opportunities. Uses human centered design, and addresses pain points with creative partnerships for best possible solution.
- Testing 3 potential research solutions. Next 3-8 weeks will be testing.
- Aim is to develop best solution based on community research to pilot a sustainable transportation resource.

### Three Concepts:

1. **East Drop and Go**, will operate as a community-organization based van service for older adults. Vehicles are assigned to a local senior or cultural organizations within the three cities and can be used for transporting riders as well as services (ex. food delivery, cots, etc.). Vehicles will be available during core hours (7am-7pm, M-F) but will be available based upon sponsoring organization's driver's availability.
2. **Same Day Demand Response** service offers free, same-day door-to-door demand response transportation service for older adults 55 and older, PWD, BIPOC, and immigrants, serving any destination within and between the city limits of Bellevue, Kirkland, Redmond, as well as to transit services connecting to Seattle and Snoqualmie Valley. Vehicles will arrive within an hour of booking. Operating hours are from 7am-7pm, 7 days a week.
3. **Great Grocery Shuttle** provides door-to-door older adult residents of the three cities a responsive transportation to food destinations. Destinations include food banks, grocery stores, farmers markets, social gatherings, meal programs at senior centers, open kitchens at nonprofits/community centers, faith-based meal programs.

### Next Steps

Launching Assumption testing, focus groups/interviews, final concept, 2<sup>nd</sup> grant application.  
Mark committed to project through pilot phase.

Salwa asked if project is limited to older population and if so, why? Mark responded that the aim was to be inclusive of older adults and people with disabilities, assumption testing will make sure it reaches groups. May be for broader demographic. Money will also dictate sustainable funding

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### RARET UPDATE

DEAN SYDNOR

- RARET pilots key strategies to increase the life-sustaining transportation services available to seniors, people with disabilities, low income, and other vulnerable populations in event of a major emergency
- Multifaceted approach to improve transportation outcomes

### FAQ's

- Is RARET emergency management? No, RARET is facilitating discussions.
- Does RARET conflict with local mobility management? No, RARET is supplemental to coalitions. Focus is on emergency response.
- RARET During winter 2021:

Weekly updates and announcements were replaced by winter resources and updates

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- Regular meetings with staff from KCRHA and public health Seattle, and NWHRN daily coordination calls.
- Filling supplemental support role in KC Critical medical appointment transportation procedures
- Responding to RARET partner request related to winter needs and sharing them with affiliated transportation providers.

#### **Projects: Transportation Provider Network (TPN)**

- Non-binding agreements aim to facilitate a greater level of coordination and communications. Rely on strong network of committed partners.
- Allow urgent, emergent transportation needs to be systematically heard and addressed through a formalized process. Create a stronger, efficient system
- Desired outcome is improved situation awareness.
- Steering Committee, Work Group, TPN, Alliance
- Get involved: contact Dean Sydnor at [dsydnor@hopelink.org](mailto:dsydnor@hopelink.org)
- Look for TPN launch event, looking for planning committee

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#### **NEXT STEPS & COMMITMENTS**

- Reach out to Heather Clark at [hclark@hopelink.org](mailto:hclark@hopelink.org) for ideas for topics to cover in future EERC meetings.

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#### **NEXT EERC MEETING**

Tuesday, March 29<sup>th</sup>, 2022 from 1:00-2:30pm via Zoom.

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#### **EASTSIDE EASY RIDER COLLABORATIVE CONTACT:**

**Heather Clark**, Eastside Mobility Coordinator  
[hclark@hopelink.org](mailto:hclark@hopelink.org)  
425-943-6771

**Bree Boyce**, Program Manager of Coalitions  
[bboyce@hopelink.org](mailto:bboyce@hopelink.org)  
425-943-6751

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#### ***Americans with Disabilities Act (ADA) Information***

*This material can be made available in an alternate format by emailing the Mobility Management Team at [mobility@hopelink.org](mailto:mobility@hopelink.org) or by calling (425) 943-6760.*

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Eastside Easy Rider  
**COLLABORATIVE**

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