Welcome, Introductions, and Announcements

- Agenda
  - Welcome & Introductions
    - Heather provided opening remarks
    - Agenda review
  - Announcements
    - Martiza shared the Open Streets Festival announcement, also celebrating Ride Transit Month. Partners are invited.
      - Join us for our Open Street Festival on August 26th from 10AM-3PM. If you would like to have a booth at Our Open Streets Festival, you can do so by filling out the Festival Participant Registration Form [https://docs.google.com/forms/d/e/1FAIpQLSfxtgERx6YkEKScgQj2y_9vypYmnDrOQHNS9MM9eFGyt2rQ/viewform?vc=0&c=0&w=1&flr=0](https://docs.google.com/forms/d/e/1FAIpQLSfxtgERx6YkEKScgQj2y_9vypYmnDrOQHNS9MM9eFGyt2rQ/viewform?vc=0&c=0&w=1&flr=0)

Please contact Heather Clark at HClark@hopelink.org or 425-625-6784 with any corrections or additions to these notes.
• Stop by and say Hi to the Move Redmond team on June 13th from 7am-9am at the Redmond Transit Center to Celebrate Ride Transit Month. We will be giving out coffee, bike patch kits and transit resources!

- Jonny (chat): Would please add us for a monthly calendar invite?
  Jonny Prociv <JProciv@ccsww.org>
  Gabrielle Hodges GHodges@ccsww.org

- Albi Pacewicz calls for volunteers for MCI drills to be held in June, will send the details to Heather via email to plug in the newsletter.

  • Any volunteers who are able/willing to volunteer for any length of time, whether multiple days, full days or just a few hours are welcome to join. Volunteers are going to be role-playing as injured. All 4 triage colors will apply for this MCI. These drills are conducted by East Metro Training Group, which consists of Bellevue, Redmond, and Mercer Island fire departments. Additionally, Microsoft security, AMR, Tri-Med, and potentially Bellevue PD. Dates - June 5, 7, 9, 12, 13, and 15. Three sessions per day – 09:00-11:00, 11:30-13:30, 14:00-16:00. Lunch, water, and snacks will be provided for volunteers. Location - 3003 160th Ave SE, Bellevue WA 98008 Microsoft Advanta Bldg C. We are looking for 10-20 volunteers per day, if possible. Sign up here: https://docs.google.com/forms/d/e/1FAIpQLScVQmWHLBZa4f0y3_grF7sUt-HLW1IoH7HCDMD01mYF_26d4A/viewform. Let me know if you have any questions I am happy to provide more information.

  ▪ Rose: Sammamish having a transit fair on June 14th at their farmer’s market on June 14th at the Sammamish Commons from 4:00-8:00pm

  ▪ Griffin Cole: Processes almost back to normal after COVID-19, still searching for more volunteer drivers.

    • Gazel: Is there any plan to expand into Bellevue?
      o Jonny and Griffin: we have and will continue to do so, we cover the full Eastside, including Bellevue.

    • Elizabeth (chat): Griffin, does that include Snoqualmie?
      o Griffin, yes, dependent on volunteer driver availability

Eastside Mobility for All Pilot Project Update
Phirun Lach with Sound Generations

- Rider Data shows a great success.

- 1075 trips for 175 riders for 12812 miles

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• Many repeat riders
  ▪ Staff turnover has restricted service, has moved from 2 shuttles to 1.
  ▪ The shuttles are full, so we are hitting capacity, having to leverage Lyft more for some on the outskirts to reduce wait times. Some riders prefer the shuttle as they have social connections via the shuttle. Growth back to multiple shuttles would help these issues.
  ▪ Phriun noted they do serve Kirkland but not Snoqualmie to answer questions from the chat.
  ▪ Phriun explained how the shuttle process works for new attendees.
  ▪ Gazel: Phirun, what feedback do you have from Community Partners? My understanding is they assist with scheduling rides - is that correct?
    ▪ Phirun: folks like Pran and Anny have been providing input, most clients now call in themselves and some still use assistors. The first six weeks, we had issues with available interpreters for Language Line (a service that provides interpreters on demand) but those issues have been resolved.
    ▪ Phirun notes that a driver from Meals on Wheels is being onboarded which may facilitate the return of the second shuttle, but once we get news from the Consolidated Grant we can hopefully move to 6 shuttles. Shout out to parking spots from the north Kirkland Community Center (thank you, Anny!) and King County Metro. Still working on contacts for parking in Bellevue.
  ▪ Heather: When will we hear news about the grant funding?
    ▪ Phirun: hopefully end of this week or early next.
  ▪ Heather: Is the length of wait time reduced since troubleshooting with coordinators?
    ▪ Phirun: Yes, I would say so, the issues are usually recurring for riders that are on the extreme edges of the service area. Some refused Lyft to reduce the wait time as they’d rather socialize on the shuttle even if the wait is longer.
  ▪ Gazel: Is there anything we can do to advocate for this grant?
    ▪ Phirun: next year when we reapply, I will let you know how you can help.
  ▪ Pran: congratulations on the pilot, would like to know if we will get better service for folks that want to use the service.

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• Phriun: will not get a bigger bus but we are working to secure more resources. We have increased driver pay twice in the last six months. Priority is given to this program when we get new drivers. If you have any contacts for Bellevue parking, please send them my way.

Elizabeth (chat): Whom should people contact if they are interested in driving the shuttle?

Karen: confused about the shuttle, how do we contact for service?

• Phirun: call Hyde Shuttle and press option #2 to connect to the call center representative
  o Rides & Smiles 206-727-6262, option 2

Karen: does the shuttle go to homes?

• Phirun: yes, door to door

Karen: the clients were at first limited to certain groups, is that still the case?

• Phirun: still limited to the 4 CBO’s as we still lack capacity to serve beyond those at this moment. If folks call us we do not necessarily screen for that so if you have a particular referral that’s fine, but we lack the capacity for full public use.

Gazel: Six more shuttles or a total of six? Once this is open to the general population, I am concerned about the quality of the Language Line service.

• Phirun: total of six, will definitely need more drivers but cannot fully advertise for drivers until the funding is secured. Likely will be able to post in the next week or two.

• Phirun: Yes, it has been a hurdle. We have had issues with the Language Line and are rolling out online and app based bookings to supplement avenues to connect with us. We still want to address the Language Line issues but hopefully those will help bridge the gap.
  o Gazel: there can still be difficulties with those options as well, need to be sure folks are not excluded when we open to the public.

Elizabeth: What qualifications are you looking for?

• Driver qualifications: Have a valid Washington State driver’s license, clean driving record AND no moving violations in the past 3 years. Be at least 25 years of age, for insurance purposes. Be able to pass all pre-employment screenings such as DOT Physical,

Please contact Heather Clark at HClark@hopelink.org or 425-625-6784 with any corrections or additions to these notes.
Drug and Alcohol Tests and maintain compliance with city, state, and FTA regulations throughout employment. No CDL needed.

One-Call/One-Click

*Laura Loe, Find a Ride Program Manager with Hopelink*

- Laura provided an overview on the project’s origin
  - Inclusive Planning
- Central Puget Sound’s One-Call/One-Click
  - Regional focus on the Central Puget Sound
  - Phase 1 funds from the consolidated grant were secured previously
- Specialized Transportation Life Cycle
  - Aim for this product is to provide a platform to cover everything aside from service provision
- Roadmap highlights
  - Including integration with AccessMap as well as payment and billing.
- Find a Ride branding
  - Upcoming information on the difference between the two (old and new)
  - Eligibility filters and tagging
  - User testing
    - Assistive technology
    - Language accessibility
  - June: what about folks who do not use the internet?
    - Laura: we will always have a one-call component, the technology solution is great for assistors, but the one-call will remain as a people-based solution.
- Example of the UI of the trip planner and user profile.
  - Long term plan for user profiles to expedite getting a ride
- Example of trips
  - Functionality to email trips to yourself

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- Example of how a trip is shown on the map
- Service details tab for providers, looking for feedback with providers on this
- Current process & timeline
  - Looking for help with beta testing

**Q&A**

- Fares and Costs
  - Laura: working with partners to figure out the best way to share and display this

- Gazel: Will the presentation deck be shared?
  - Heather: The presentation deck will be shared in a meeting follow-up

- Karen: what was your phone number again?
  - c 425-941-6791, lloe@hopelink.org

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**EERC Fiscal Year 2024 Workplan**

_Heather Clark, Eastside Mobility Coordinator with Hopelink_

- Been meeting with the Eastside Advocacy for Transportation Services group to also prioritize gaps that need to be addressed – working to align with the EERC Workplan

- Looking to also align with the King County Action Plan

- Elizabeth: some of the areas that lack connectivity to the transit are areas in more remote regions with hills that are difficult for people with mobility issues to navigate

- Anny: one of the gaps, with the incoming Friends of Youth site in Kirkland, is that there is not easy access to a nearby bus stop. They do not have easy access to transportation and need convenient access to the shelter site, this is a big concern. Getting to opportunities like work and school is key. I think some of the programs like Digipen have their own shuttle, LW Tech also has great opportunities. Appointments for folks who are isolated present a problem.

- Gazel: senior needs are different, parking and pick-up/drop-off accessibility are concerns. Last mile concerns are the biggest barrier.

- Jonny: is CTN on the eastside?

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Please contact Heather Clark at HClark@hopelink.org or 425-625-6784 with any corrections or additions to these notes.
• Heather: not yet
  ▪ Dean(chat): some thoughts as an Issaquah resident, I know there have been plenty of concerns about public transportation options to the senior center. Also heard from a friend who commutes to Seattle that the popular ST 554 bus to get to work is often very full by the time it reaches the downtown Issaquah P&R, I have heard folks drive up to the highlands P&R to ensure they get a seat.
  ▪ John: in talks with Metro about bringing Metro Flex to Issaquah, nothing to confirm yet but the talks are happening.
    ○ Roundtable Discussion and Next Steps
    ○ Next Steps and Close

Next Steps & Commitments
• Heather will share announcements in the weekly newsletter
• Heather will continue to work on the EERC Fiscal Year 2024 Workplan
• Heather will send a meeting follow-up email with notes and the slide deck used for the presentation

Next EERC Meeting
Tuesday, July 25, 2023, @1:00-2:30 PM, via Zoom.

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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 or by calling (425) 943-6760.

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