

Eastside Easy Rider

COLLABORATIVE

March 31st 2026

1:00pm – 2:30pm

EERC Welcomes Everyone

The EERC welcomes and values all communities. We value, respect, and honor the identity and experience of all members. We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.

We acknowledge that the work we do takes place on the traditional land of the Duwamish, Muckleshoot, Snoqualmie and other Coast Salish peoples, as the first people of this county. We honor with gratitude the land itself and past, present, and future of these tribes

Agenda

Eastside Easy Rider
COLLABORATIVE

Time	Topic
1:00 – 1:10	Welcome and FY2026 update
1:10 – 1:40	Redlink - Konrad Hoernke
1:40 – 2:10	Choose Your Way Bellevue – Bradley Brashears and Tommie Lorraine
2:10 – 2:30	City of Bellevue Needs Assessment– Andrew Ndayambaje
2:30	Adjourn

GETTING AROUND KIRKLAND

ON-DEMAND						
King County Metro Flex	General public	Same as bus	Yes	Varies by route	Request ride through the Metro Flex app or call Metro	(206) 258-7739 metro.kingcounty.gov
NON-EMERGENCY MEDICAL TRANSPORTATION						
American Cancer Society Road to Recovery	Ambulatory cancer patients	Free	No	Mon-Fri 8am-5pm	4 days advance notice.	(800) 227-2345 cancer.org
Hopelink Medicaid Transportation	Medicaid-eligible patients	Free	Yes	Available 24/7	Reimbursement or door-to-door transportation.	(800) 923-7433 hopelink.org
Sound Generations Volunteer Transportation	Age 60+	Free	No	Mon-Fri 8am-5pm	Medical trips only. Call by Tuesday for rides in the following week.	(206) 448-5740 soundgenerations.org
VOLUNTEER DRIVER PROGRAMS						
Volunteer Services	Age 60+ and people with disabilities	Free	No	Mon-Fri	1 week advance notice. Additional eligibility criteria apply.	(206) 328-5787 ccsww.org
Community Van	General Public	\$3.00	Yes	Mon-Sun	Rideshare program. Request a ride 2 business days in advance. 2 rider minimum	(425) 587-3924 commvan@kirklandwa.gov
Peter Kirk Community Center	Kirkland residents eligible for Access	\$3	Yes	Mon-Fri	To/from Peter Kirk Community Center, medical/essential appointments, grocery shopping.	(425) 286-1026 kirklandwa.gov

GETTING AROUND BELLEVUE

ON DEMAND						
Overlake Metro Flex	General Public	Same as bus	Yes	Mon-Fri 7am-7pm Sat-Sun 8am-6pm	Pick-up and drop-off within zone, rides may be shared	Metro Flex app 206-258-7739 metroflex.app.ridewithvia.com
Bellhop	General Public	Free	No	M-Th 7:30am-9pm Fri 7:30am-10pm Sat: 10am-10pm Sun: 9am-9pm	Schedule in Circuit app or hail	Download the Circuit app, hail a ride, and driver will confirm they're on the way.
VOLUNTEER DRIVER PROGRAM						
Volunteer Services	Age 60+ and people with disabilities	Free	No	Mon-Fri 9am-3:30pm	1 week notice. Additional eligibility criteria apply.	(206) 328-5787 ccsww.org
Sound Generations Volunteer Transportation	Age 60+	Free	No	Mon-Fri 8am-5pm	2 week notice. Medical trips only.	(206) 448-5740 soundgenerations.org
NON-EMERGENCY MEDICAL TRANSPORTATION						
American Cancer Society Road to Recovery	Ambulatory cancer patients	Free	No	Mon-Fri 8am-5pm	4 business day advance notice needed, not including the date the ride is needed.	(800) 227-2345 cancer.org
Hopelink	Patients with Medicaid	Free	Yes	Available 24/7	Reimbursement or door-to-door transportation.	(800) 923-7433 hopelink.org

GETTING AROUND SAMMAMISH & ISSAQUAH

NON EMERGENCY MEDICAL TRANSPORTATION						
American Cancer Society Road to Recovery	Ambulatory cancer patients	Free	No	Mon-Fri 8am-5pm	4 business day advance notice needed, not including the date the ride is needed.	(800) 227-2345 cancer.org
Hopelink Medicaid Transportation	Patients with Medicaid insurance	Free	Yes	Available 24/7	Reimbursement or door-to-door transportation.	(800) 923-7433 hopelink.org
VOLUNTEER DRIVER PROGRAMS						
Volunteer Services	Age 60+ and people with disabilities	Free	No	Mon-Fri	1 week advance notice. Additional eligibility criteria apply.	(206) 328-5787 ccsww.org
Eastside Friends of Seniors	Age 60+ and able to manage own care needs	Free, donation accepted	No	Mon-Fri	1 week advance notice required for trips to medical appointments and other errands.	(425) 369-9120 eastsidefriendsofseniors.org
Community Van (Sammamish only)	General Public	Same as bus	Yes	Schedule on website	Rideshare program. Request a ride 2 business days in advance. 2 rider minimum	(425) 943-6721 https://kingcounty.gov/en/dept/metro/travel-options/community-van
Sound Generations Volunteer Transportation	Age 60+	Free	No	Mon-Fri 8am-4pm	Medical trips only. Call by Tuesday for rides in the following week.	(206) 448-5740 soundgenerations.org
ON DEMAND						
				Mon-Fri		

GETTING AROUND REDMOND

NON-EMERGENCY MEDICAL TRANSPORTATION						
American Cancer Society Road to Recovery	Ambulatory cancer patients	Free	No	Mon-Fri 8am-5pm	4 business day advance notice needed, not including the date the ride is needed.	(800) 227-2345 cancer.org
Hopelink Medicaid Transportation	Patients with Medicaid insurance	Free	Yes	Available 24/7	Reimbursement or door-to-door transportation.	(800) 923-7433 hopelink.org
REDUCED FARES & REIMBURSEMENT PROGRAMS						
Reduced Regional Fare Permit (RRFP)	Age 65+ and people with disabilities	\$1.00	Yes		Apply in-person, email, or by mail (for 65+ only). Must prove age to qualify for senior card.	(206) 553-3000 (TTY: 711) metro.kingcounty.gov
ORCA Youth	Youth (6 — 18)	Free			Apply in-person or online. Must prove age.	
King County Taxi Scrip	RRFP holders with a low income	Discounted taxi fares	Upon request		50% discount on up to 8 books of taxi scrips/month.	
ORCA LIFT	Individuals with low income	\$1.00	Yes		Apply by phone or online. Income verification needed.	(800) 756-5437 (TTY: 711) metro.kingcounty.gov
Subsidized Annual Pass	Those enrolled in specific state programs	Free	Yes		Apply online, phone, in person. Income verification needed.	



Circuit

RedLink
CITY OF REDMOND

Konrad Hoernke

Operations Manager, Circuit

RedLink x CBRE/Microsoft

Circuit is an all-electric shuttle service designed for short trips—perfect for errands, commuting, dining out, and local events.

We help connect the “first mile / last mile,” making it easier to get to transit stops, parking areas, downtown districts, and key destinations.

Every ride is 100% electric, helping support cleaner air and a more sustainable way to travel.

Circuit helps mitigate parking challenges by giving people an alternative to driving and searching for a spot.

We help reduce traffic by reducing the number of cars on the road—especially for short trips that don't always need a personal vehicle.

We now operate in 50+ services nationwide, supporting communities across the U.S. with smarter local mobility.

Using Circuit is simple: download the Circuit app, request a ride, and hop in when your driver arrives.

Thanks for riding with Circuit, we're excited to help you get where you're going!



From everyday essentials to little adventures.

Grocery shop ↔ **Run errands** ↔
Get to appointments ↔ **Commute** ↔
Be social ↔ **Dine out** ↔ **Stay connected** ↔

Enjoy Redmond with RedLink.





Free and Electric Rides are headed to Redmond



**Request a Free Ride
with the Ride Circuit App**



Need a ride around Redmond?



Hop in the RedLink!



Download
the App.



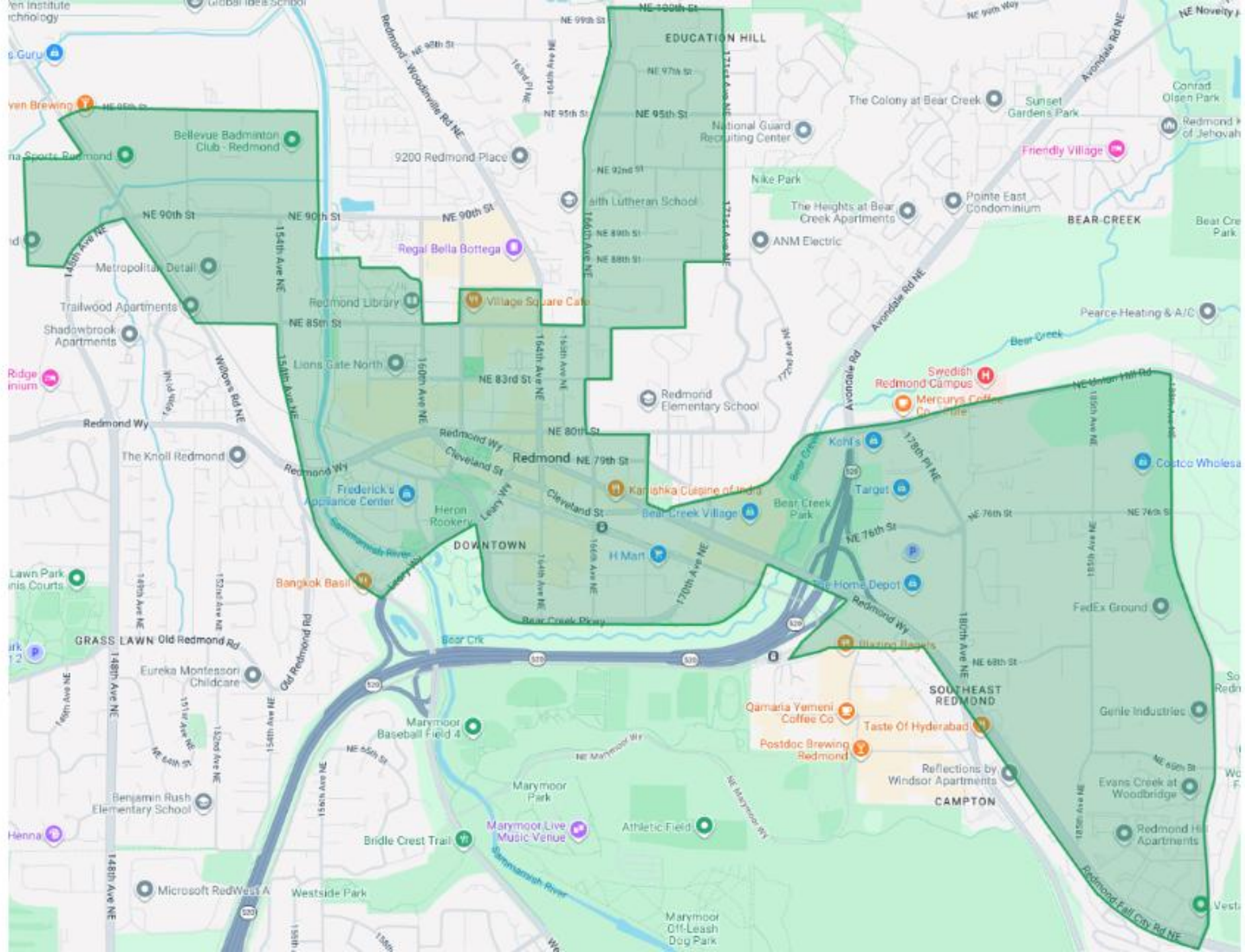
Enter Pick Up
and Drop Off.



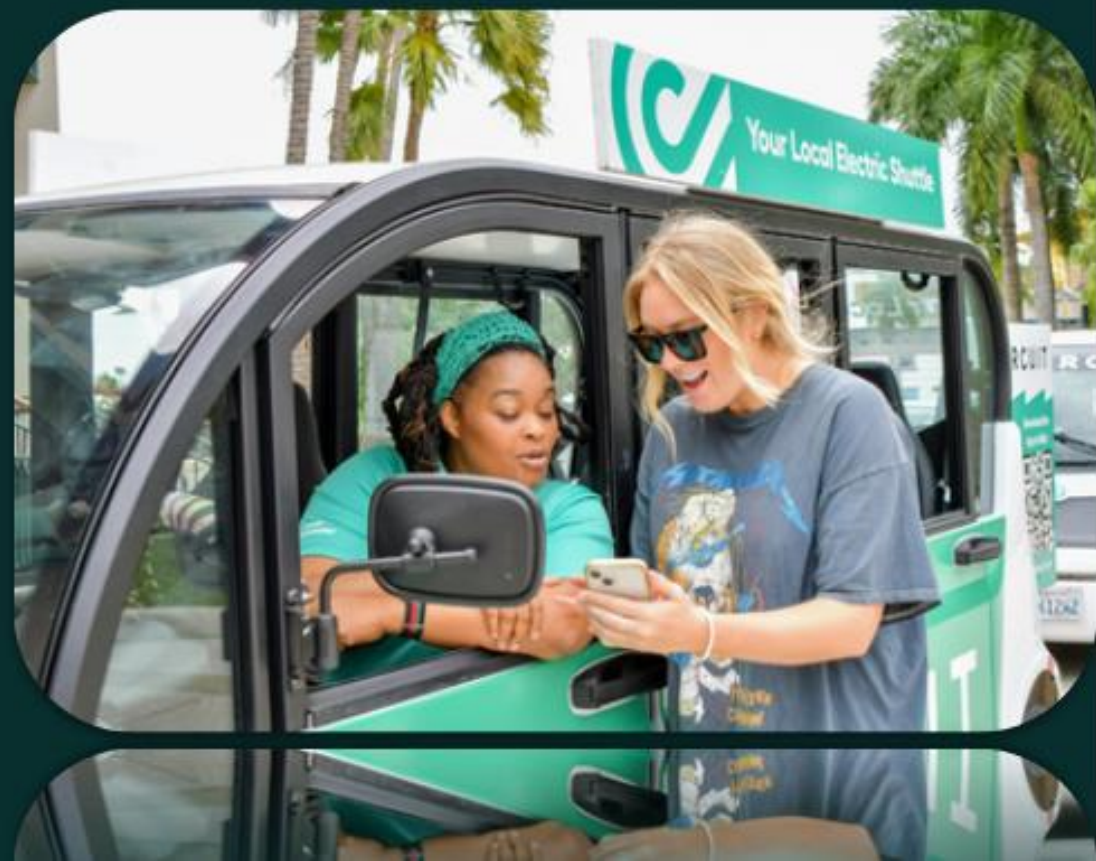
Enjoy Your
Circuit Ride!

Hours of Operation

Monday	07:00 AM - 07:00 PM
Tuesday	07:00 AM - 07:00 PM
Wednesday	07:00 AM - 07:00 PM
Thursday	07:00 AM - 07:00 PM
Friday	07:00 AM - 09:00 PM
Saturday	09:00 AM - 09:00 PM
Sunday	09:00 AM - 07:00 PM



Rider Platform



Ride Circuit in Just a Few Taps



The Circuit app is available for iOS and Android devices. Our app makes it simple for riders to request and receive rides. Here's how it works:



Download the App



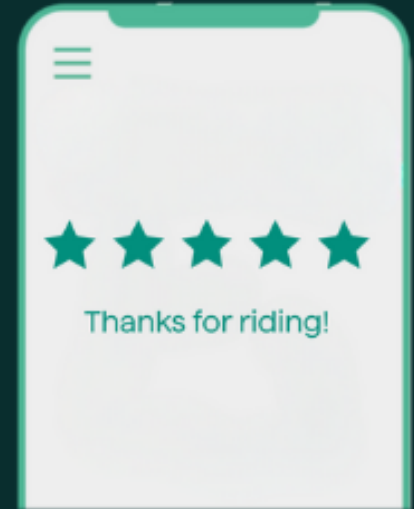
Create an Account



Request a Ride



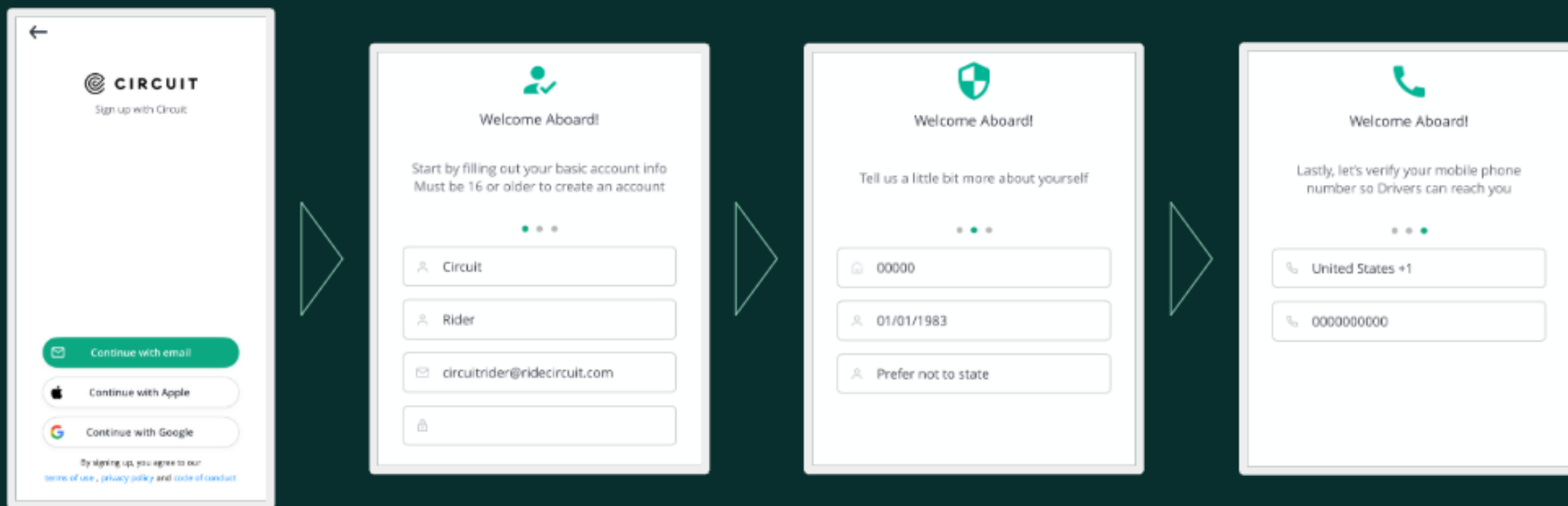
Connect to a Driver



Enjoy the Ride

Signing up for Circuit

After downloading the Ride Circuit app, users can sign up with an email address or through Apple or Google email verification.

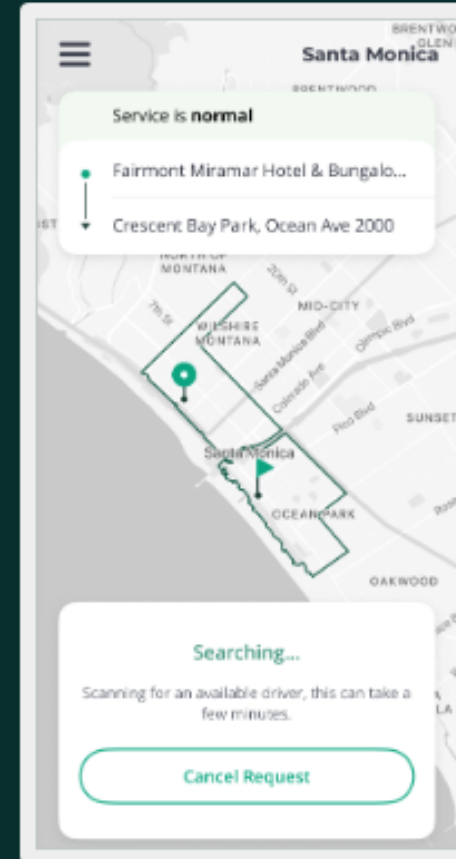
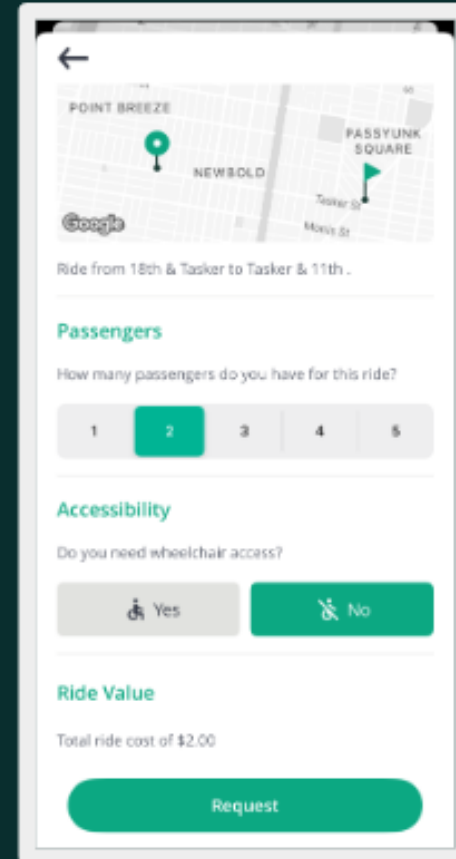
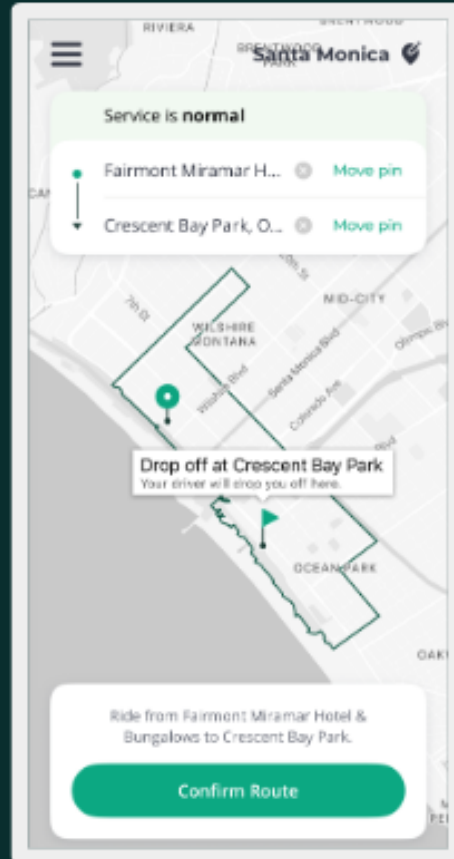


Riders will enter details like name, date of birth, and zip code (*gender is optional*), verify their phone, and accept Circuit's Terms, Privacy Policy, and Code of Conduct.

Requesting a Ride

Riders select pickup and drop-off locations, number of passengers, and any accessibility needs.

- Once submitted, the routing algorithm finds the best available driver.
- Circuit uses trusted Google mapping APIs for accurate, location-based pickup and drop-off search within each service area.



Driver Matching Process



Circuit's algorithm searches for available drivers for up to three minutes and assigns rides on a first-come, first-served basis. If none are available, the request is canceled. Availability is based on routing variables like queue length, ride ETAs, and deviation rules.



Rider requests a ride.



Drivers are checked for availability.



Available drivers are ranked.

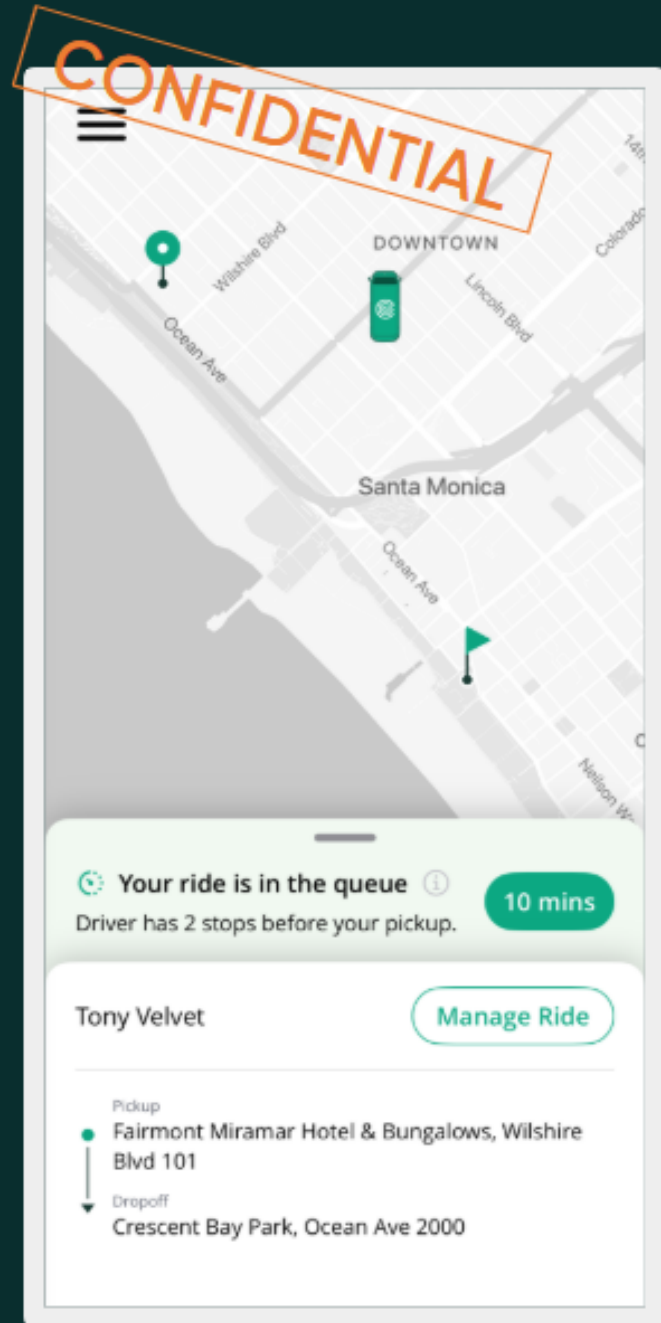
- ✓ **Match:** Driver gets assigned and an ETA is created.
- ✗ **Over Capacity:** If there are no drivers available the request is cancelled.



Catching a Circuit Ride

Track your driver and manage your ride.

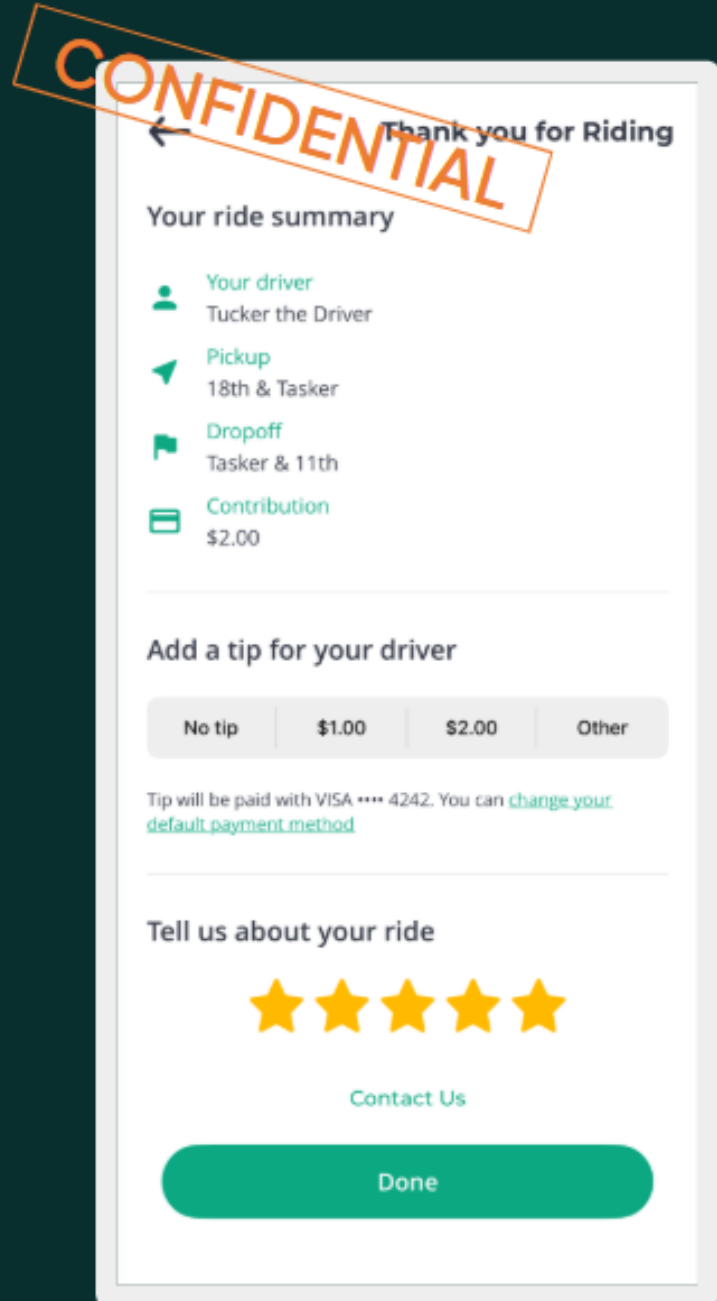
- After connecting with a driver, riders can see:
 - Live driver location
 - Stops ahead
 - Estimated pickup time (ETA)
- When the driver is approaching, an arrival alert is sent. Once marked as arrived, riders have three minutes to meet their driver before the trip is canceled.
- Before pickup, riders can message, call, or cancel through Manage Ride. ETAs may adjust slightly as conditions change, but real-time location keeps timing predictable.



Ratings and Reviews

After each ride, users can rate their trip, leave feedback, and tip their driver.

- Drivers also rate each ride. If a driver gives a 1–star rating, they submit a report reviewed by Location Managers. Verified reports may lead to strikes or bans per Circuit’s Terms of Use.
- Affected users are notified by email and may appeal through customer service.

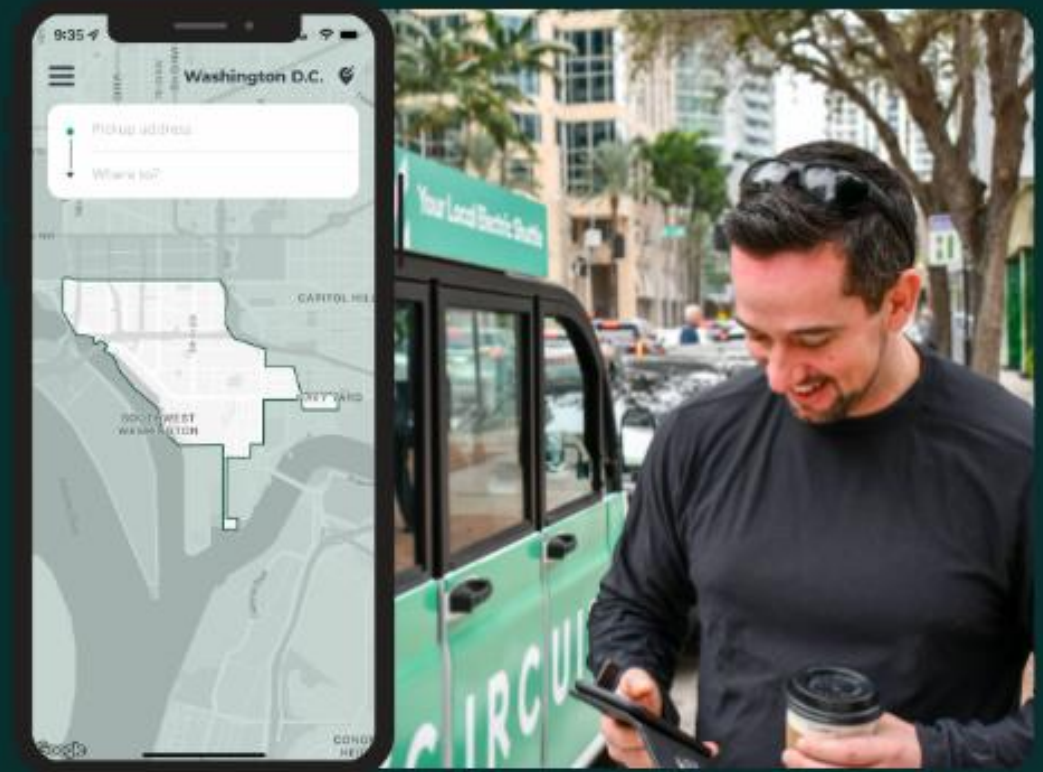


Rider & Driver App Roadmap

CONFIDENTIAL

Our short-term roadmap for making the rider and driver experiences even more simple and cohesive.

- Started in Q1 2026 and wrapping during Q3 2026 the following enhancements are in progress:
 - **Driver Directions**
 - Turn-by-turn directions provided to driver for clearer routing and simpler queue management
 - **ETA Improvements**
 - Full ETA analysis and calculation changes aimed to increase accuracy, accounting for fluctuations in driver queues
 - **Zone Visibility**
 - Better clarity of zone policies in-app, zone-based request restrictions





Bradley Brashears

Transportation Demand Management (TDM)

Program Manager



Transportation Demand Management (TDM)

Eastside Easy Rider Collaborative (EERC) Meeting March 31, 2026

Bradley Brashears – City of Bellevue TDM Program Manager
Tommie Lorene – Connect Bellevue TDM Program Manager





Transportation Demand Management (TDM)

Transportation Management Program (TMP)

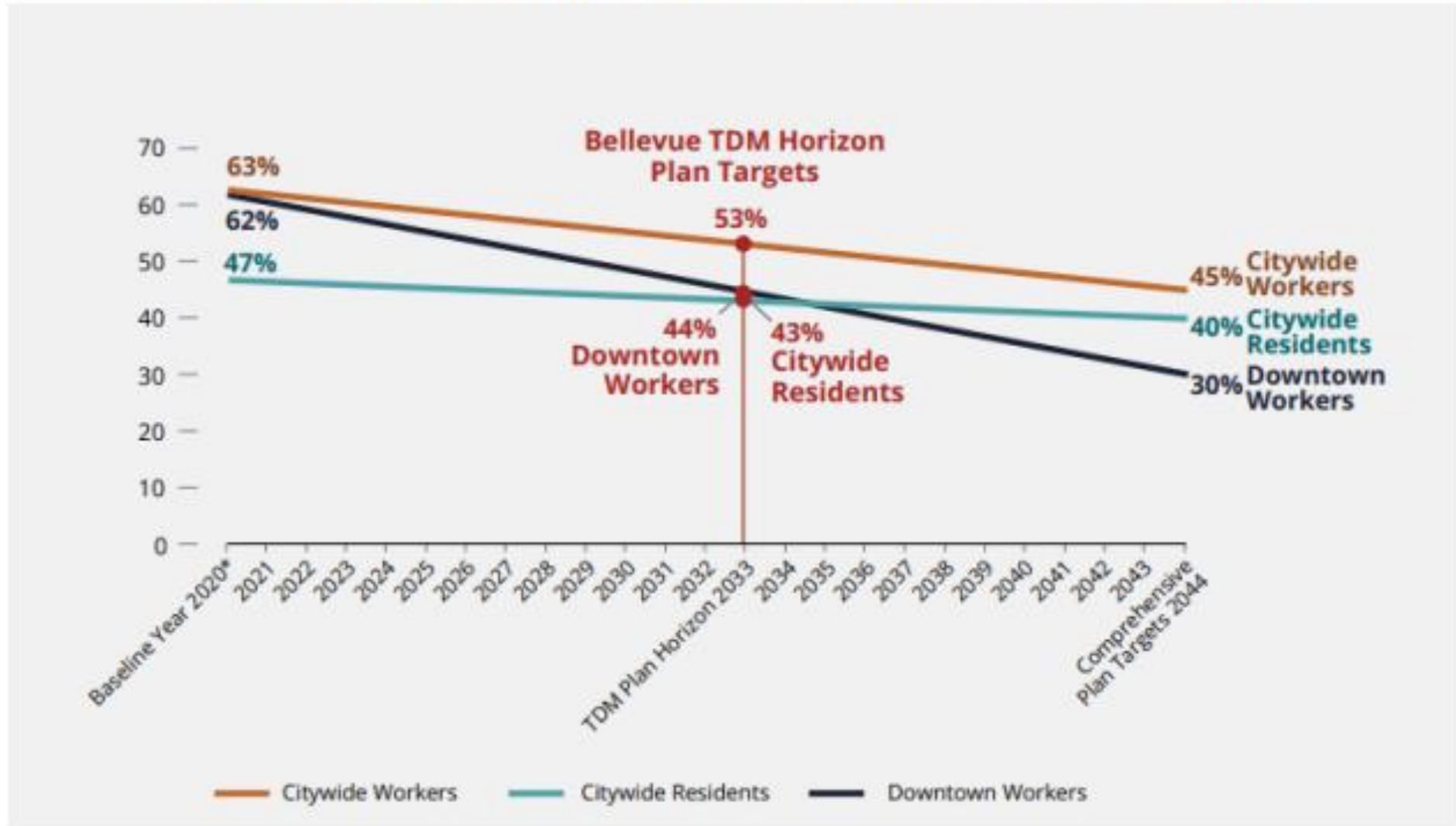


Commute Trip Reduction (CTR)



Choose
Your Way
Bellevue

2024-2033 TDM Plan Drive-Along Mode Share Targets





Choose Your Way Bellevue



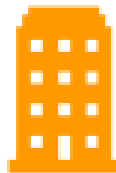
Bellevue Businesses/Property Managers



Bellevue Residents/Workers



Bellevue Schools/Students



Bellevue Multifamily Building Services  **New**

Bellevue's Sustainable Transportation Options



BUS



LIGHT RAIL



CARPPOOL



VANPOOL



BIKE



WALK



What we offer



Staff can answer questions about transportation options, provide resources to make it easier to avoid driving alone, and keep you up-to-date with transportation news affecting Bellevue.



We offer some sweet rewards for those who use alternatives to driving alone. Folks can create an account on the CYWB Rideshare Online portal to log their trips and earn rewards!



We host community transportation events, including *New to Bellevue* Bike Everywhere Month Activities, Travel Workshops, and Travel Challenges with rewards of up to \$300!

What we offer



Local Trips. Local Rewards.




Log 16 non-drive-alone trips (8 round-trips) and earn a **\$10 local coffee shop gift card** while supplies last.

Log 20 non-drive-alone trips (10 round-trips) for a chance to earn a **\$50 local grocery store gift card**.

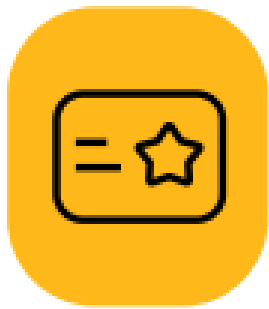
Log 30 non-drive-alone trips (15 round-trips) for a chance to earn a **\$150 local restaurant gift card**.

The Choose Your Way Bellevue Rewards Program is going local!

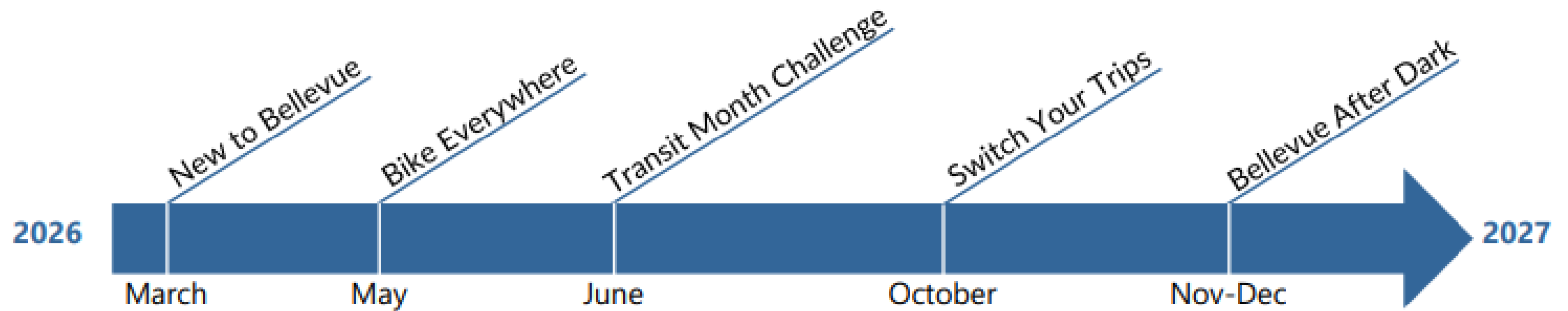


-  Log 30 sustainable trips → chance to earn a \$150 local restaurant gift card
-  Log 20 sustainable trips → chance to earn a \$50 local grocery gift card
-  Log 16 sustainable trips → earn a \$10 local coffee shop gift card

What we offer



Travel Challenges with rewards of up to \$300!



What you can do



Host CYWB for your community/organization to present a Travel Workshop or request our presentation for your group.



Host transportation fairs, webinars and events. Remember – **there is no cost to host a Choose Your Way Bellevue event.**



Promote Choose Your Way Bellevue's incentive program and other events.

Let Us Host Your Transportation Fair!

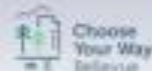
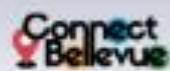
Learn about the **light rail expansions** to Redmond and Seattle, how to form a **carpool/vanpool**, the **incentives** you can earn for taking **sustainable** travel modes, collect **free goodies**, and more!



WEDNESDAY, APRIL 27



11 AM - 1 PM



Allow us to gather the experts to speak directly with your organization! Folks love being able to speak directly with agencies and collect fun giveaways.

If you'd like to get one on the books for spring or summer of this year, be sure to reach out soon!



Utilize our existing resources!

Visiting our website will give you useful information for your community members/organization, including a link to receive free [custom commute plans](#) and pre-loaded \$25 ORCA cards as part of our [Try Transit Program!](#)



And more!



Follow us here:

Instagram



chooseurwaybell
Choose Your Way Bellevue
345 followers
555 posts

Grid of content including: Exclusive FREE SWAG, New to Bellevue, Become a Sustainable Travel PRO!, and A GUIDE TO Exploring Bellevue.

LinkedIn



Choose Your Way...
44 followers
9mo

Want to keep up with the latest news impacting commuters in Bellevue? Sign up for our newsletter and get monthly updates on ...more

Important transportation updates straight to your inbox.

Learn about:

- ✓ Transit service changes
- ✓ Road closures
- ✓ CYWB reward challenges
- ✓ Upcoming events

and more!

Facebook



Choose Your Way Bellevue
700 followers

Follow Page

Exclusive

toke bags! rockers!

LINE

Thank you!! We're happy to answer any questions.



**Choose
Your Way**
Bellevue

Tommye

Lorene

she/they

Contact us at
info@cywb.org

<https://chooseyourwaybellevue.org>



Choose
Your Way
Bellevue



Andrew Ndayambaje,
Human Services Planner, City of Bellevue



Human Services Needs Update 2025: Building a More Responsive Bellevue

A comprehensive assessment of critical community needs and service gaps to inform policy, funding, and program development for Bellevue's most vulnerable residents.



A Note about Timing

The 2025 Bellevue Human Services Needs Assessment, conducted between January and June 2025, captures the state of human services during a period of sweeping reductions to federal funding.

While resident voices presented here reveal gaps and unmet needs across Bellevue, the immediate impacts of budget cuts are eroding the human services ecosystem. These hardships test our resilience, our compassion, and our collective will to protect the most vulnerable among us.



Bellevue Community Snapshot



59%

Residents identify as
People of Color



40%

Residents are
immigrants
and refugees



15%

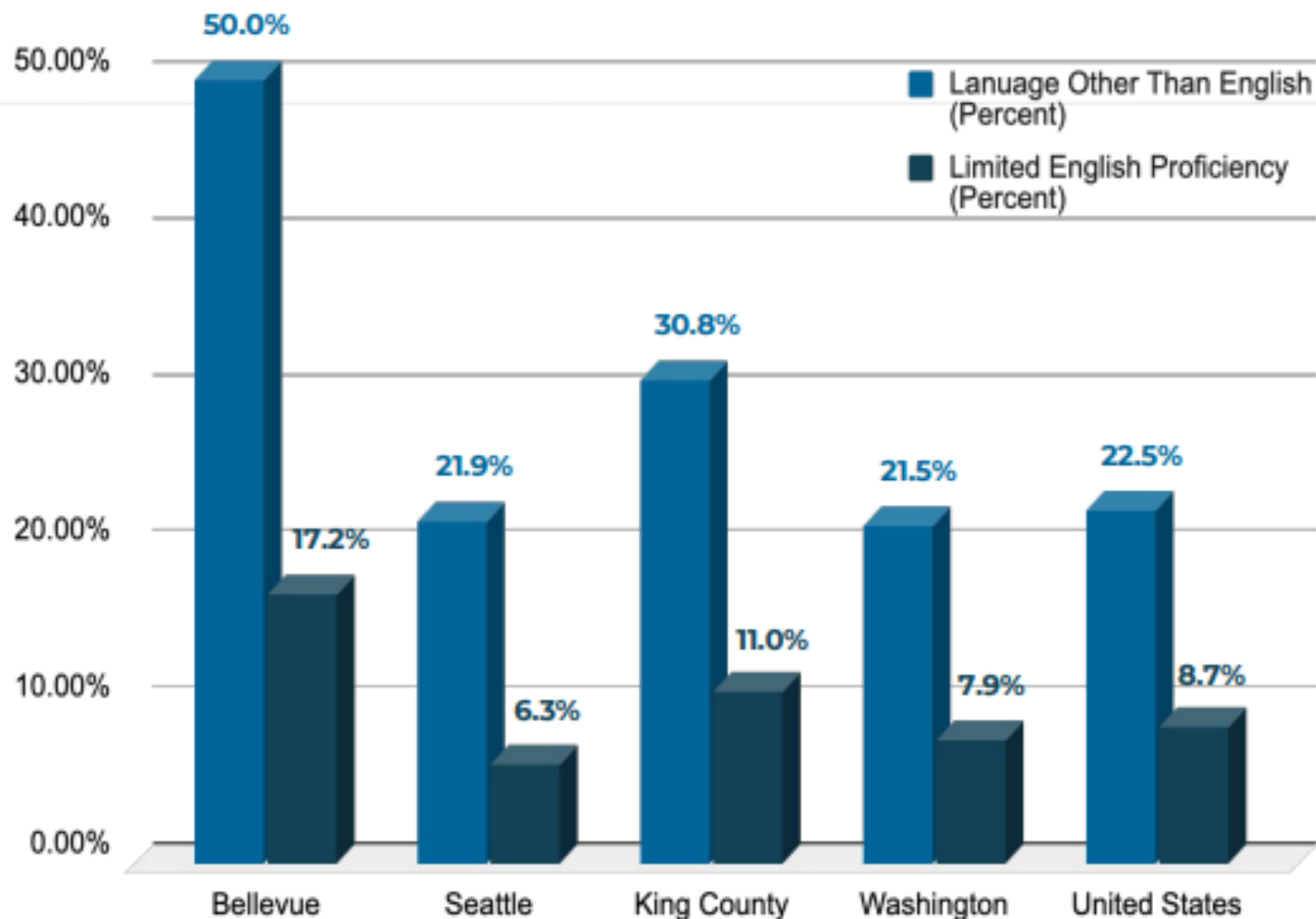
Older adult (65+)



8%

Residents have
a disability

Percentage of Residents by Primary Language Spoken & English Proficiency



Source: 2023 American Community Survey

Community Engagement: More than 700 individuals

- 14 Subject Matter Expert Interviews

- 8 Focus Groups (118 participants)

- 535 Community Survey Responses (9 languages)

- 62 Provider Survey Responses

Cross-Cutting Themes

Cultural and Linguistic Barriers

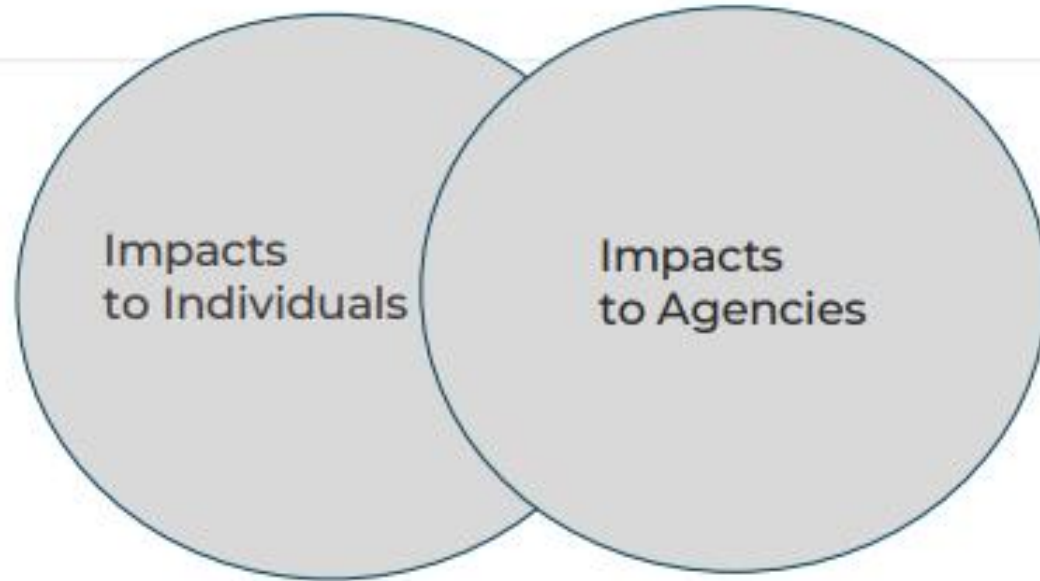
Access Barriers

Provider Strain

Stigma and Mistrust



Federal Cuts & Impacts



Older adults, persons with disabilities, low-income families, immigrants, refugees and unhoused people are harmed the most.



Areas of Need

Shelter & Housing Stability

Financial Assistance

Food & Basic Needs

Survivor Advocacy & Safety from Violence

Behavioral Health

Childcare & Early Learning

Medical and Dental

Navigation, Legal, Case Management
& Other Supportive Service

Fostering Well-Being in the Face of Bias, Hate &
Discrimination



Critical Needs

These three areas are especially critical to sustain life given the impacts of federal cuts

Financial Assistance

Food and Basic Needs

Shelter



Barriers to Services

Survey respondents able to access a human services provider when needed

54%

Survey respondents able to access services that supported language and culture needs

54%

Shelter

56%

Increase in
chronic homelessness
in King County

651

Students
experienced
Homelessness
in Bellevue

16,800

Unhoused individuals
in King County



A three-day count in 2024 identified 123 individuals residing in vehicles in Bellevue, about 38% were children.

Homelessness: Recent Examples of City Investment and Response

- **294,423** shelter bed nights
- **41,055** day center visits
- **15,007** hours of case management
- **551** residents accepted services from City's Homelessness Outreach Team
- **109** of those residents secured housing
- **57** households served through City's Safe Parking Program

Housing Stability

32%

Residents are
cost-burdened

23.8%

Low and moderate income
households

5,000

Unit shortage for affordable
homes



“A community that has ample housing for all income levels, for example, where there’s not food insecurity—those are all part of what makes a community safe and healthy.” –Subject Matter Expert

Housing Stability: Recent Examples of City Investment and Response

- **\$6.5 million** for Bridge Housing Spring District Project
- **\$1.6 million** for Congolese Integration Network's Amani Home
- **\$13.5 million** for Low Income Housing Institute's Aventine Apartments
- **\$221,579** for Catholic Housing's Maruice Elbert House
- **\$600,000** for Plymouth Housing Group's Eastside Permanent Supportive Housing
- **3,545** hours of case management
- **39** households with safe and stable home repair

Financial Assistance

\$795

Max TANF benefits for
family of 3

51%

Higher rent
than the national
average

63%

Of eviction filings
resulting in eviction



“We make too much money to get food stamps. But we don’t make enough money to qualify for housing.” –Bellevue resident

Financial Assistance: Recent Examples of City Investment and Response

- **\$1,746,365** distributed in rental assistance
- **826** financial aid awards to Bellevue households
- **~1000** residents supported by utility bill and energy assistance programs

Food Security & Basic Needs

25%

Bellevue school-aged children qualifying for food assistance

3,354

Bellevue households qualifying for SNAP benefits

42%

Immigrant families reporting limited access to culturally relevant food options

⚠️ "It's hard to think about your mental health or job when you don't have food in the fridge." – Subject Matter Expert



Food and Basic
Needs:
Recent Examples
of City
Investment and
Response

- **1,122,576** meals served
- **33,937** bundles of essentials for babies and children
- **4,542** hygiene kits distributed

Safety from Violence

926

DV cases
in Bellevue
in 2024

49.5%

Of crimes against
persons were
domestic violence
offenses

38%

Federal funding
decline for
victim services



Fear of judgment, deportation, or custody loss deters many immigrants, LGBTQIA2S+ individuals, and low-income households, from seeking help.—Subject Matter Expert



Safety From Violence: Recent Examples of City Investment and Response

- **4,443** hours of domestic violence survivor advocacy support
- **912** hours of sexual assault survivor legal and general advocacy services
- **649** hours of domestic violence survivor counseling
- **342** hours of sexual assault survivor counseling
- **96** hours of domestic violence support groups

Childcare & Early Learning

\$3,400

Monthly cost for
infant childcare

46.7%

Survey respondents
finding affordable
childcare

54.2%

Of childcare
accommodation
requests were
provided



“Our families often have to make hard choices—pay for rent or childcare.” --Focus Group Participant



Childcare & Early Learning: Recent Examples of City Investment and Response

- **13,524** days of Head Start early learning services delivered
- **7,295** months of childcare vouchers distributed to families
- **1,681** individuals assisted with finding childcare
- **948** hours of childcare consulting and training provided to childcare providers
- **22** home-based childcare businesses were provided technical assistance to develop and grow businesses

Behavioral Health

30%

Of students' mental health led them to withdraw from usual activities

1044

Overdose deaths in King County in 2024

69%

Increase in treatment costs

“Clients with dual diagnosis issues—mental health and substance use—fall through the cracks.” –Subject Matter Expert



“We need more therapists that are culturally aware and speak multiple languages.” –Subject Matter Expert

Behavioral
Health:
Recent Examples
of City
Investment and
Response

- **Bellevue Fire CARES and CCAT Programs**
- **23,034** hours of counseling services completed
- **2,978** crisis phone calls answered
- **2,745** students received suicide prevention education
- **1,485** hours of behavioral health educational groups delivered
- **1,521** hours of behavioral health case management provided

Medical & Dental Care

11%

Of adults delayed care due to costs

20%

Residents on Apple Health did not have annual doctor visit

32%

Children in low-income households have untreated dental conditions

7,000

Preventable ER Visits due to dental conditions



“People skip medications or don’t see a doctor because they don’t have insurance.” –Subject Matter Expert

Medical and
Dental:
Recent Examples
of City
Investment and
Response

- **2,717** dental appointments
- **2,488** medical appointments
- **979** units of durable medical equipment distributed

Navigation, Legal, Case Management, & Other Services

81%

Of survey respondents experience barriers to accessing services

40%

Of residents are immigrants or refugees.

50,000

Low-income residents supported by WA Office of Civil Legal Aid



"Case management is everything. Without someone to help navigate, clients get lost in the system."—Subject Matter Expert

Navigation, Legal, Case Management and Support: Recent Examples of City Investment and Response

- **10,549** hours of employment services
- **6,391** hours of adult mentoring and drop-in services for children and youth
- **6,362** hours of adult day care services
- **3,086** hours of attorney services and civil legal aid presentations
- **2,858** culturally specific information and referral phone calls
- **2,201** hours of culturally specific youth development
- **1,943** visits to culturally specific senior programs
- **1,238** hours of volunteer chore services
- **510** hours of family case management

Fostering Well-Being in the Face of Bias, Hate & Discrimination

112

Hate crime incidents in King County in 2023

46.5%

Of residents found well-being support that met culture or language needs

223

Housing discrimination complaints related to disability in WA in 2023



"We see a lot of hate, especially toward immigrants and LGBTQ folks. It wears people down."—Subject Matter Expert

Fostering Well-Being Bias, Hate & Discrimination

“It’s not just about access. It’s about belonging. True inclusion, requires more than translation—it demands cultural understanding, safety, and representation in both staff and service design.” –Subject Matter Expert

“I got to meet people that reflected my experiences...and I felt that they would understand me and not judge me.” –Focus Group Participant



Fostering Well-Being:
Recent Examples
of City
Investment and
Response

- Bellevue Police Safe Place Program
- City of Bellevue International Festival
- Cultural Events
- Cross Cultural Center Without Walls Program
- 932** hours of case management
- 2,448** navigation and referral resources provided
- 71** community building group sessions



Thank you

We extend our sincere thanks to everyone who contributed to this project. Their insight, time, and collaboration were vital in shaping this assessment and advancing our shared commitment to equity and community well-being. The success of this work reflects the strength of our partnership and dedication to Bellevue's residents.

Eastside Easy Rider

COLLABORATIVE

Next Meeting
May 26th (in person)
1:00pm - 2:30pm

Erin Funk

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Heather Clark

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