

North King County Mobility Coalition

April 2021

Welcome!

- Review Agenda
- Welcome & Introductions
- Announcements

Announcements

- LEP Outreach Taskforce Meetings
 - Monthly on the second Monday each month through July 2021.
- Vaccine Helpline Updates
 - Sara Sisco, Manager of Mobility Education & Outreach
 - The phone line operates Monday – Friday from 8:30 AM to 4:00 PM
 - (425) 943-6706

King County Mobility Coalition:
**Community Transportation Needs
Assessment + North King County**

Cassidy Giampetro (she/her), Program
Supervisor of the KCMC

King County Mobility Coalition

- Shared vision and population focus as North King County Mobility Coalition:
 - Improve the transportation network for transportation-disadvantaged populations, ensuring mobility for all in King County
- Strategic and long-term project planning

King County
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King County Mobility Coalition

- Distinct from the subregional Coalition, the KCMC develops need-based programming to serve high-level needs across the county and region



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FP Kevin Chambers | FULL PATH LLC



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- 49 resources reviewed
- Informed by KCMC survey
- 21 total needs
- 7 emerging trends
- COVID-19 call out box
- Each need is labeled by most impacted demographic and location

King County Mobility Coalition Community Transportation Needs Assessment

What NKC resources informed our assessment?

- Hospital and health needs assessments
- Immigrant and refugee needs assessments
- Various King County Metro reports
- County-wide documents, like Aging and Disability Services area plan
- Transit-to-Parks analysis
- North King County Gaps Analysis
- Seattle-based reports
- Shoreline resident satisfaction survey
- Bicycling for All report

Summary of Needs

- What needs are present in North King County?
 - Cross-county travel
 - Lower barrier options for specialized transportation (eligibility, trip type, service area)
 - Active transportation network
 - Growth is changing mobility landscape
 - People impacted by displacement, areas going from rural to suburban to urban

Top 5 Identified Needs

1. Better connections to employment and medical centers for rural and suburban populations
2. Better connections within local neighborhoods for rural and suburban populations
3. More culturally competent education and outreach.
4. A reduction in the confusing/overwhelming nature of understanding mobility options, specifically understanding specialized transportation options
5. More off-peak options

What are we doing with this needs assessment?

- Informing the Puget Sound Regional Council's Coordinated Plan
- Using findings to guide our Coalition's project planning
- Meeting with community-based organizations, advocacy partners, and transit agencies to strengthen findings awareness

What can you do with this needs assessment?

- Internal advocacy!
- More documentation matters – this resource can be used as a guiding tool to find opportunities for solutions
- We need solutions!
 - Take a look through the report and share with us opportunities you see to meet needs.

Cassidy Giampetro
King County Mobility Supervisor
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(425) 943-6752

Please contact us with any questions!



Central Dispatch for Wheelchair Accessible For- Hire Transportation Service

City of Seattle and King County

Who we are:

- Sean Bouffiou – King County Records and Licensing Services
- Lachen Chernyha – Seattle Consumer Protection Division
- The City and County jointly regulate the local for-hire transportation industry, including taxicabs, flat-rate/for-hire vehicles and Transportation Network Companies (TNCs, e.g., Uber and Lyft)

Wheelchair Accessible Services (WAS) Fund

- Since 2014, the City and County have jointly administered the WAS Fund to support the availability of wheelchair accessible for-hire transportation services
- Supported by a 10-cent per-trip fee on all taxi, flat-rate/for-hire and TNC trips originating in the City and County
- Currently used to offset the higher operational costs for owners and operators of the fleet of wheelchair accessible taxicabs
- In 2020, there were 60 wheelchair accessible taxis and flat-rate/for-hire vehicles licensed in the Seattle/King County region, though not all vehicles are operating during the pandemic
- We are now considering ways we can improve and enhance wheelchair accessible for-hire transportation services

Central Dispatch for Wheelchair Accessible For-Hire Transportation Service

- **Goal:** all wheelchair accessible for-hire vehicles will be visible and available for dispatch on all platforms, regardless of vehicle type (taxi, flat-rate/for-hire, TNC) or brand
- **Purpose:** Make it easier to find and request an accessible ride for customers that use wheelchairs, reduce customer wait times, and increase fleet efficiency through improved dispatching
- **Approach:** issue an RFP to contract with a service company to provide the technology that will support an integrated central dispatching solution and a call center to support both business-to-business and customer-to-business request for trips
- **Timeline:** goal to have system up and running Q1-2022

We're looking for customer input on:

- Designing a system that meets your needs
 - Identifying what works and what doesn't work with the current system
 - What opportunities exist for improvement
- What features must the system have
- What features would we like the system to have
- Identifying customer service features, service logistics, and operational needs
- Identifying experiences and use cases from customers, caregivers, dispatchers, drivers, etc.

Interested in providing more input?

- If anyone would like to participate in an information gathering session, as part of an ad hoc group or with your particular organization, we would be happy to schedule some time for that to happen
- Please contact us at FAST@kingcounty.gov (FAST= For-hire And Shared Transportation)

THANK YOU for your time and consideration this morning!

Networking Opportunity



Next Meeting:

June 24th, 2021

10:30am – 12:00pm

Zoom Remote

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Please contact with any questions!