

King County Mobility Coalition

DRAFT MEETING MINUTES

Tuesday, May 18th, 2021, 9:30 – 11:30 am
Remote Zoom

In Attendance:

Members/Alternates: Aaron Morrow, Alex O'Reilly, Amy Biggs, Andes Kong, Belina Van (co-chair), Caitlin Wasley, Cindi Laws, Cliff Perry, David Waggoner, Don Okazaki (co-chair), Dorene Cornwell, Jean Kim, Jon Morrison Winters, Joy Scott, Julie Povick, Linda Woodall, Mark Smutny, Nathalie Salazar, Penny Lara, Robert Blumenfeld, Sam Nigh, Susan Carter, Tamar Shuhendler, Traci Adair

Partners: Aidan Johan (City of Boulder), Bebhinn Gilbert (SKCMC), Bree Boyce (Hopelink), Brock Howell (SNOTRAC), Camille Heatherly (EERC), Carla James (King County Housing Authority resident), Carrie Avila-Mooney (Sound Transit), Catalina Gomez (Hopelink), Chris Andree (City of Tukwila), Christine Geneus-Hill (American Cancer Society), Dan Story (DSHS), Dean Sydnor (RARET), Denise Pierce (Seattle Central College), Emily Billow (Sound Generations), Erik Seymour (HopSkipDrive), Francie Wong (Asian Counseling and Referral Services), Gary Renville (Project Access NW), Gunner Scott (King County Metro), Jason Campos (King County Metro), Jeff Keever (Seattle Central College), Jen Boone (City of Kirkland), Jodi Connolly (Harborview), Judy Brown (Northwest Hospital), Julie Burrell (King County Metro), Kim Pearson (PSRC), Kristina Sawycky (Access Paratransit Advisory Committee), Kristine Edens (King County Metro), Kyle Bywater (Seattle Parks and Recreation), Laura Lee Sturm (Seattle Department of Transportation), Lisa Hirohata (Kaiser Permanente), Madeleine Vistica (United Way), Maggie Harger (NKCMC), Marianna Hanefeld (WSDOT), Marie Marquart (MV Transit), Megumi Tanaka (United Blind of Seattle), Melissa Allan (King County Metro), Melissa Brown (University of Washington), Mike Dee (Lake Forest Park Citizen's Commission), Mike Ryan (Zone One Emergency Management), Rocio Burgos (Casta Latina), Salwa Raphael (SVMC), Sarah Boden (Beeline Mobility), Shanita Stewart-Burrell (Catholic Community Services), Sol Dressa (GRTMA), Sonia Morales (Molina Healthcare), Suzy Miller (Seattle/King County ADS), Tara Wagner (Catholic Community Services), Tim Hams (King County Metro), Victor Londono-Quintero (Hopelink), and Wren Barulich (Commute Seattle)

Presenters: Chris McKnight (Sound Transit) and Stephanie Edwards (Sound Transit)

Staff: Cassidy Giampetro and Staci Sahoo

Welcome, Introductions, & Brief Announcements

After 15 minutes of networking before the start, the meeting began at 9:30 am. Attendees were asked to introduce themselves in the chat and share brief announcements. Announcements shared were:

- The Disability Consortium is hosting the next series of their Understanding Ableism event on Transportation Equity happening Thursday, May 20th from 4:30pm to 6pm. The event featured people with disabilities on a panel discussing how they navigate space and transit. A registration link for this event was shared in the chat.
- Belina Van was introduced as the new KCMC co-chair for the 2021-2023 term. Belina is a Program Manager at Catholic Community Services and has been an active member of the King County Mobility Coalition and Access to Healthcare Committee before election. Belina was replacing Alex O'Reilly of the City of Bellevue, who had been in the position since the Coalition's inception, and the Coalition welcomed Belina and thanked Alex for her contributions to the KCMC.
- Tamar Shuhendler of Cascade Bicycle Club shared in the chat that the [request for proposals](#) for the Washington Bike, Walk, and Roll Summit is open! Submit your request to host a presentation or workshop by July 2nd, 2021!
- Caitlin Wasley shared that World Relief is hiring for multiple positions across various departments – [view the vacancies now!](#)
- Christine Geneus Hill of the American Cancer Society shared that ACS has a partnership with a large hand sanitizer vender. ACS will receive a donation for every item sold. ACS can therefore offer discounted hand sanitizer and wipes for anyone interested as people return to the office! She encouraged people to reach out to her at Christine.geneushill@cancer.org for more information.

Consent Calendar

February 2021 Meeting Minutes: The Coalition approved the meeting minutes as drafted.

ORCA Next Gen

Chris McKnight of Sound Transit presented the group about a coordinated effort to usher new changes to the One Regional Card for All (ORCA) system – called Next Gen ORCA.

The slides used for this presentation are comprehensive and cover what has instigated the Next Gen change, what's new, what people like and dislike, timeline, accessibility, and more. [View the slides](#) to learn more about Next Generation ORCA.

Q&A

- Was a study or report done on the cost to implement a fare system (ORCA Next Gen and all related services like maintenance, boarding time, equipment, repair, and other relevant factors) versus a fareless system?
 - Yes, we have conducted studies on fare system implementation cost vs a fare-less system (Tacoma Link Extension is one example). The analysis reveals that the fare collection system is indeed revenue positive.
- For engagement, were non-ORCA card users interviewed to ask them why they don't use ORCA or what barriers there might be to using ORCA?
 - Yes, non-ORCA card users were interviewed. King County Metro surveys both riders and non-riders every two years. This survey includes questions about barriers to using the system. In addition, the ORCA team fielded a study on this topic in 2016.
- How will low-income individuals without smartphones know their card balance if this is not posted on the machines on buses?
 - The balance information will still be posted - it's just the cost of the trip that won't be visible. Again, this is to protect the privacy of the rider.
- Can someone pay multiple fares out of the app?
 - Yes, if they have multiple accounts or cards associated with the app, then they could. You can manage multiple cards for a family or organization through the app. But you cannot pay multiple fares with the same card.
 - The attendee who asked the question commented that they hoped to have more flexible fare options that allowed for multiple fares on the same card.
- Are there any plans to expand to Thurston County?
 - Not at this time. If Thurston County wanted to join in the future, Next Gen ORCA has the technology to embrace this.
 - An attendee comments that Intercity Transit (Thurston County) is fare-free.
- Can riders still check the balance of their cards at ticket vending machines?
 - Yes.
- Will these changes impact youth ORCA cards?
 - Fees for ORCA Youth cards will be reduced. We are also working with school districts to ensure that youth understand changes and have access to cards when the new roll-out begins.
- Will the card-reading machine on the bus still let people know if they have a low balance?
 - The balance information will still be available on the card reader.
- I am curious about how infrequent riders who aren't near a ticket vending machine and without mobile data would pay for a ride. Will onboard cash payment still be available?
 - Yes.

- What will the cost of getting a new ORCA card be?
 - \$5, but we anticipate being able to distribute many free and pre-loaded cards during the roll-out.
- Will ORCA cards still time out after three years?
 - The cards will not expire, but they may become blocked if they are inactive for three years.
- Will the new website have options for intermediaries to manage client accounts?
 - Yes, there will be a new business account interface. Individuals with their own account will also be able to access other people's accounts with certain permissions.
- How will the RRFP cards change?
 - The cards will eventually need to be replaced, but the fare payment amount will stay the same.
- Will there be any efforts to help people with disabilities understand the new system? For example, focus groups?
 - ORCA Next Gen follows industry standard testing to ensure that screen readers and other accessibility devices will work with the new card. They are testing this through user testing.
 - An attendee shares that Metro Transit Instruction provides group training for this purpose and offers their email address (marie.marquart@mvtransit.com).
- Is there an option to pay onboard with cash?
 - Yes, people can still pay with cash onboard.
- What are the current counties and transportation services that ORCA supports?
 - An attendee answers that ORCA currently covers the Washington Department of Transportation ferries, Sound Transit, Community Transit, Everett Transit, King County Metro, the Seattle Streetcar, the Monorail, and Pierce Transit.
- Who made the decision that multiple riders cannot use the same ORCA card?
 - Yes, this is an important change that will require lots of training to accommodate. Operators will need to have cards to give out. The outdated aspect that ORCA Next Gen is changing is that all data is currently stored on a chip in a card, so this new system will allow for better security.
 - Multiple folks seemed concerned about removing the payment option for multiple riders from the new ORCA card. Chris stated that the account-based system (as opposed to the chip system within the card) is much more modern. Folks shared that they felt this decision would not be well received and would make things more difficult. For example, a mother with kids dealing with her own card and those of her kids.

- Will the RRFP card look different, and will the color change?
 - The card will stay mostly white so that the name and photo can be printed on it.
- When the card is reloaded with money through the e-purse, will it be updated in real-time?
 - Yes. The money will be available immediately.
 - Two attendees who asked this question affirmed how important and valuable this update would be.
- Do ORCA cards support paratransit?
 - Not at this time, but it is on the radar for a second phase.
- I'm curious if you have insight on the reasoning behind removing cash upgrade if folks can still pay with cash since loading the e-purse can be a huge barrier.
 - The good news is that loading e-purse will be much easier, with more ways to add funds, in the new system. That said, customers can always pay cash. The only difference is that they won't be able to split a fare between cash and their ORCA card — if using cash, they will need to pay the full fare in cash.
- Can a driver tell the difference by looking at a card between a regular fare and ORCA LIFT?
 - The driver will likely be able to tell based on how the system they can see reads the fare; however, the general public will not be able to tell.

To provide more feedback on the presentation or ORCA Next Gen in general, contact nextgenORCA@soundtransit.org.

Vaccine Transportation

Cassidy provided an update about transportation efforts related to vaccines. This presentation touched on current programs and services available to individuals seeking transportation help, the partnerships of the King County COVID-19 Vaccine Mobility Task Force, and the successes of that collaboration thus far.

[View the slides](#) for a complete breakdown of this presentation.

Beyond multiple situational awareness updates, the majority of the presentation was about the Coordinated Vaccine Transportation Helpline. The Helpline is a phone number (425-943-6706) and an online form that individuals and assistants can use to secure transportation to and from vaccine appointments in King County. Anyone who needs transportation help can call to find a ride. View more about this resource in [this blog post](#). King County Mobility Coalition members are encouraged to share this number and form widely so that transportation is not a barrier to getting vaccinated for

people with unique mobility needs. Flyers and resources for the Helpline have been translated into 15 different languages. Reach out to Sara Sisco at SSisco@hopelink.org for additional questions about the Helpline!

- Question about the Helpline: Has anyone had to pay for transportation yet?
 - Answer: No. The Helpline provides free transportation.

KCMC Project Updates

Cassidy provided updates on various King County Mobility Coalition projects, namely:

- The [King County Mobility Coalition Community Transportation Needs Assessment](#);
- Access to Work and School Roundtable event on Tuesday, June 8th from 1pm – 3pm on the topic of Youth Access to Transit;
- The updated 2021 version to the [Inclusive Planning Toolkit](#);
- And a pending update regarding a One-Call One-Click funding.

Quick Briefings

King County Metro Update (updates shared at the beginning of meeting)

- King County Metro and Sound Transit are partnering on a communications campaign to further outreach, awareness, and enrollment regarding ORCA LIFT, RRFP, and Youth cards. This campaign will start in June.
- King County Metro will share a communication toolkit on the Subsidized Annual Pass in June, as well.
- The City of Seattle, Expedia, and King County Metro have partnered to offer the free Lumen Field Vaccine Shuttle to get people from the light rail station to the entrance of the Lumen Field stadium. This came after reports on the lack of accessible options to the stadium center from nearby public transit options. More information can be found on an upcoming City of Seattle webpage soon.
- Metro Community Engagement began outreach related to their [East Link Connections](#) project and realignment. They have assembled a mobility committee and are interviewing key stakeholders in the area. A second survey with a draft network of revisions will go out in July.
- Community Van has [added a new service area](#) in the Algona/Pacific neighborhood as of May 9th. It is an electric van. They are recruiting drivers!
- Trailhead Direct [is back](#) and starts on June 5th.
- Masks are still required on transit.
- More information on service restoration will be released in June. Metro is slowly increasing passenger count.

- Metro’s Transportation Demand Management Department is partnering with two community-based organizations to distribute incentives to encourage folks to return to transit. They are evaluating these efforts, mainly to measure the effectiveness of ORCA cards as incentives, in conjunction with a research consultant. Materials for this campaign will be translated into indigenous Mexican languages!
- For further questions, contact Don Okazaki at don.okazaki@kingcounty.gov who can field you to the correct representative of the updates above.

Washington State Department of Transportation Update

- Consolidated grant award letters are actively being sent out and will continue for the next few days. There was a delay in these announcements due to a glitch in the new grant system.
- For further questions, contact Monica Ghosh at GhoshMo@wsdot.wa.gov.

Puget Sound Regional Council Update

- The Puget Sound Regional Council (PSRC) is in the process of updating the Regional Transportation Plan. This plan lays out the long-term transportation needs of the four-county region (King, Pierce, Snohomish, and Kitsap counties) to 2050. It is updated every four years and addresses the needs of riders with special needs – including youth, older adults, those of lower-income, low English proficiency populations, and veterans.
 - PSRC is looking for feedback on the plan. They are looking for responses on needs through a [survey](#) that will close on May 25th. This survey is unique for the KCMC!
- PSRC will be back to the KCMC in August with results from their outreach to over 90 organizations.
- PSRC is has a [new online engagement platform](#) for people to provide stories and feedback. This webpage is translated into multiple languages.
- The PSRC has an additional [survey on the future of transportation](#) that they are encouraging people to take.
- For further questions, contact Jean Kim at JKim@psrc.org.

Sound Transit Updates

- Northgate Link Extension of three new link light rail stops opens on October 2nd!
- In the fall of 2021, Sound Transit will be adding service back so that Link wait times are at 8 minutes, 10 minutes on off-peak and weekends, and 15-minutes at night. Tacoma Link will be at full service again. Some Sound Transit Express and Sounder service will also be added.

- Sound Transit is actively conducting outreach to help inform decisions around program realignment through interviews with key organizations.
- A new round of engagement around fare enforcement policies will begin. The courts approved a solution that handled enforcement outside of the court system. This will now go back to the Sound Transit Board.
- Sound Transit has hired a new Youth Outreach Specialist who will consolidate a number of youth engagement projects at the organization and advance new programs.
- For further questions, contact Carrie Avila-Mooney at carrie.avila-mooney@soundtransit.org.

Mobility Management Updates

- To see Subregional Coalition updates, view [the meeting slides](#).

Next Steps

Next meeting: *Tuesday, August 17th, 2021 at 9:30 – 11:30 am, Zoom*

Agendas, minutes, and handouts from past Coalition meetings are available online on the [KCMobility Resources](#) page.