

King County Mobility Coalition

DRAFT MEETING MINUTES

Tuesday, August 17, 2021, 9:30 – 11:30 am
Remote Zoom

In Attendance:

Members/Alternates: Adam Halpern, Alex O'Reilly, Amy Biggs, Belina Van (co-chair), Caitlyn Wasley, Don Okazaki (co-chair), Dorene Cornwell, Gil Cerise, Jacque Mann, Jon Morrison Winters, Julie Povick Kari Ware, Karla Lynch, Kiern High, Linda Woodall, Mandy Wes, Monica Gosh, Nathalie Salazar, Susan Carter, Tamar Shuhendler

Partners: Alison Turner (City of Tukwila), Antoinette Smith (City of Kirkland), April Clements (SCCA Proton Therapy), Bree Boyce (Hopelink), Brock Howell (SNOTRAC), Camille Heatherly (EERC), Dean Sydnor (RARET), Denise Pierce (Seattle Central College), Eldon Luo (SNOTRAC), Gracie Geremia (Lyft), Gunner Scott (King County Metro), Jamie Burrell (City of North Bend), Jennifer Cao (SNOTRAC), Jennifer Covert (PHSKC), Judy Brown (Northwest Hospital), Julio Perez (Hopelink), Marianna Hanefield (WSDOT), Marie Marquart (MV Transit), Megumi Tanaka (Community Advocate), Molly Dinardo (King County Metro Graduate Researcher), Nadia Ali (NKCMC), Salwa Raphael (SVMC), Sara Sisco (Hopelink), Sol Dressa (Move Redmond), Suzy Miller (City of Seattle ADS), Tammy Mason (Hopelink), Tim Hams (King County Metro TDM), Victor Londono Quintero (Hopelink),

Presenters: Jean Kim (PSRC), Kim Pearson (PSRC)

Panel Discussion Moderator: Claire Brostrom-Smith (King County Public Health)

Panelists: Jeremey Fichter (King County Metro), Carrie Avila-Mooney (Sound Transit), Shanita Stewart-Burrell (Volunteer Services of CCS)

Staff: Bebhinn Gilbert 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:

- Eldon Luo and Jennifer Cao were introduced to the group by Brock Howell of SNOTRAC. Eldon and Jennifer are working with Brock as Americorps Vista staff members supporting SNOTRAC and the Everett Station Area planning work.

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Consent Calendar

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

New members and alternates: KCMC members approved and welcomed Kieryn High of Byrd Barr Place as the new alternate for Non-Profit Human Service (low-income).

One Call One Click Announcement

Staci Sahoo of Hopelink Mobility Management shared an update regarding the Puget Sound Region's One-Call/One Click project. Her brief presentation covered information regarding the work-to-date and both short- and long-term next steps for this effort.

Staci reiterated the news that Hopelink Mobility (in partnership with the KCMC) has received funding for Phase 1 of the One-Call/One-Click system, as detailed in the [Business Plan](#). News of this funding comes after several years of community engagement and planning.

With funding secured, the One-Call/One Click System is planning a soft-launch by the end of this fiscal year (June 2022).

More immediate next steps for this work include the publishing of a press release, the launch of an informational webpage on KCMobility, the publishing of a FAQ page to support community understanding and buy-in, and the development of a Request for Proposals to be sent out to software companies.

An Advisory Committee has been established to support this work, providing feedback on these and other deliverables.

Transportation Returning From Covid

The August meeting featured a panel discussion focusing on the status of various transportation services in the county as Covid-19 related restrictions change. The panel discussion was moderated by Claire Brostrom-Smith from King County Public Health. As such, the discussion began with a review of how our region is faring in the Covid-19 pandemic.

- Claire shared a [dashboard](#) which highlighted Key indicators of COVID-19 activity. Through these Key Indicators, and in part due to the Delta variant, King County is currently classified as a “high transmission” region.
- Claire highlighted the important role that vaccination makes in slowing the spread and reducing the severity of Covid-19.
- She emphasized the importance of mask use. Masks are required for all people in indoor settings, including while aboard transportation.

Transportation Program Question and Answer

The next section of the panel discussion included a question and answer session between the moderator, audience, and transportation program representatives. These representatives were Carrie Avila-Mooney (Sound Transit); Jeremy Fichter (King County Metro), and Shanita Stewart-Burrell (Volunteer Services of Catholic Community Services)

The first question was offered to Sound Transit and King County Metro:

1. What is the status of your transportation network?
 - Metro: We have done a lot of studies to identify changes that need to be made. After the March service change and during COVID period of decline in ridership, we discontinued many routes. We did bring back some service in June 2020 and again in March 2021. The next scheduled service change will be coming in October 2021 which includes the return of about 200 hours of service. We are starting to welcome back riders and seeing an increase in ridership. The service changes scheduled for October will see us return to 90% of our pre-Covid hours and operating levels.
 - Sound Transit: Similar to Metro, we experienced a huge drop from 160,000 to 20,000 weekday riders. Sounder still not at pre Covid service. Sounder North at 2 round trips per day. For the Link Light Rail as of June 2021, service times increased. Ridership remains down 70-80%. In last two weeks, starting to tick down again with new variant and rise in cases. No capacity limits in place currently. On October 2nd of this year, the Light Rail service will increase with three additional stations up to Northgate. The 2022 service changes will reflect some lessons learned from Covid-19, namely an emphasis on all-day travel patterns rather than a focus on “peak hours”. Excited for 2022 service change and reflecting new thinking about all day service and essential riders’ use. Noticed demand for all day travel demands, with the focus on South King County and Pierce County, where the most consistent demand was observed.
2. Any information on the full and complete return of service?

- Metro: Planning is not finalized, but the likely scenario is that significant service change (and return) will be March of 2022 at which point Metro will continue monitoring and adjusting service. Primarily looking at demand patterns and ridership.
- Sound Transit: Looking at 2022, the organization is still facing a reduced budget environment, lost revenue. Currently restructuring service, as mentioned above but not up to pre-Covid levels. Adding back service as needed and remaining flexible.

The next questions were presented to Volunteer Services of Catholic Community Services.

3. Q: What programs are you able to offer clients
 - CCS: Volunteer services offers many services to community including household, yardwork, personal transportation or grocery delivery. Shanita represents the transportation services. These volunteer-based rides are for older adults and people with disabilities. They help folks maintain independence and dignity. Eligibility is 55 and older or 18 older with disabilities. Can email or call to request rides. Masks are required and sanitation and cleaning between rides. Staff takes pride in finding the right volunteer for each rider. Volunteers pass background checks. Always looking for new volunteer drivers.
4. Q: How can community members access services?
 - CCS : In initial intake they are assessed to see if they qualify for program. If not, then provided with different transportation programs. Pretty lenient and open for program unless over an income line. All clients call in, after assessment they are assigned to program coordinators and reach individually for help.
 - All clients can call into the intake line, complete their assessment, and be connected with Shanita Stewart-Burrell to complete their transportation requests.
 - Shanita Stewart-Burrell
 Transportation Coordinator- Volunteer Service
 O:(206) 328-5873 F: (206) 329-2662
 Shanitasb@ccsww.org
 Client Referrals may call the intake line at: (206) 328-5787

Finally, Claire asked a concluding question for all panelists to respond:

5. What policies do each of your organizations have in place to protect riders and operators (volunteers)?
 - Sound Transit: Masks are still mandated. Closely monitoring compliance. Last week was 93% compliance, previously had dropped into high 80's. Masks are offered on all the services. Many reminders and communications to riders to wear masks to protect themselves and others. Cleaning protocols in place. Later this month will be ambassadors on

trains to serve as train agents, to talk about fares, how to pay and how to find low fare support.

- Metro: Linked here is information about the [Healthier Metro Campaign](#). To highlight, the Metro fleet is disinfected every vehicle, every day, each has an upgraded air filter, safety partitions, masks required, requiring vaccination for all King County employees, request riders to stay home if sick, continuing to provide more service where needed. Have ability to provide supplemental service in order to decrease crowds. Customer facing dashboard with metrics, [The Dash](#) shows mask compliance 80-90 % range.
- CCS: Following same protocols. Wiping down vehicles, masked required, gloves are provided. On same page to keep everyone healthy.

Attendees asked a few follow up questions:

1. Are the rides that volunteer services schedules, are they shared, or is each ride for only one client?
 - A: At CCS, it is one-rider based but they can discuss each scenario with each client because every household is different.
2. Questions regarding the differences between various volunteer-based programs were answered. Yes, clients of one volunteer service can be clients of another as well. To see differences between different programs, view the linked page for [Volunteer Driver Program](#) resources.
3. Q: For Sound Transit, do you have any comments about Sound Transit and realignment?
 - A: last year and half, the board has been discussing program realignment. Last board meeting adopted a new realignment plan. Looked at affordability gap 6.5 billion with increased labor construction costs. All current and future projects are still on original schedule. To address gap, looked at pushing schedules, more revenue, or cost saving measure. Decided to stay on target schedules for ST3. Schedule based on affordability gap, pushes out timeline if more money or reduced cost aren't resolved. Link in chat with new schedule for target and affordability date.
4. Q: Question for Metro but maybe more so feedback for drivers. There is a delay with plexiglass due to it's opening to deploy ramp.
 - A: This will be shared with the drivers.

Puget Sound Regional Council's Regional Transportation Plan

Jean Kim and Kim Pearson

Jean and Kim presented on the Coordinated Transportation Plan update underway from Puget Sound Regional Council. This plan has the horizon year of 2050 at which point older adults aged 85+ are expected to grow at the fastest rate at 296% and older adults 65+ will grow from 15% to over 20% of the 2050 population.

Community outreach began in Spring 2021 during Phase 1, and now PSRC is developing strategies based on those findings in order to develop plans during Phase 2. Outreach has reached over 80 organizations, with the goal of understanding different transportation needs. Engaged with over 230 people at the meetings.

Compiled all information and identified key mobility challenges, which include lack of services helpful times, longer travel times associated with transit and specialized services, difficulty getting to appointments, lack of information about available services, high costs of services, and lack of accessible infrastructure.

The meeting attendees participated in a mentimeter activity to dive further into these identified barriers and why they may exist.

This link is available for KCMC members and partners to provide feedback to the proposed strategies <https://www.menti.com/9uk416ds5b>

PSRC will follow up, share data from outreach efforts.

New engagement website, option to share stories, fill out surveys. [Linked here.](#)

Timeline for these updates: a draft will be completed early 2022 followed by public comment and adoption by May 2022.

Quick Briefings

Mobility Management Updates

- To see Subregional Coalition updates, view [the meeting slides](#).
- New members of the Hopelink Mobility Management Team were introduced to the Coalition: Julio Perez, Nadia Ali, and Sandy Phan
- Dean Sydnor provided an update of recent work from RARET, the Regional Alliance for Resilient and Equitable Transportation. This is a tri-county coalition (King, Pierce, and Snohomish) convening around intersection of emergency

management, mobility, and access and functional needs during an emergency. Dean highlighted recent RARET meeting topics of Heatwave responses, wildfire smoke preparedness, and the standing project of developing a Transportation Provider Network. To engage with RARET or learn more about their work reach out to Dean. dsydnor@hopelink.org

- Salwa Raphael provided an update of recent work from SVMC, the Snoqualmie Valley Mobility Coalition. This subregional coalition meets to discuss the unique mobility needs of the rural communities in east King County. They are currently working on a coordinated awareness campaign, partnering with regional cities to highlight transportation resources that exist in the valley but may be underused due to lack of community awareness. To engage with SVMC or learn more about this and other projects reach out to Salwa. sraphael@hopelink.org

Next Steps

Next meeting: *Tuesday, November 16, 2021 at 9:30 – 11:30 am, Zoom*

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