

# King County Mobility Coalition

## Draft Meeting Minutes

Tuesday, August 16, 2022

9:30 AM to 11:30 AM

### In Attendance:

#### Members and Alternates:

Cochairs: Jonny Prociv and Penny Lara

Aaron Morrow, Adam Halpern, AJ Block, Amy Biggs, Andes Kong, Carrie Avila-Mooney, Cliff Perry, Dinah Stephens, Don Okazaki, Dorene Cornwell, Gil Cerise, Jacque Mann, Jennifer Covert, Kari Ware, Mandy Wes, Matthew Cramer, Phirun Lach, Sherry Jennings, Suzy Miller, Tom Hewitt

#### Partners:

Adam Vance (New ORCA), Alex O'Reilly (Community Member), Allison Turner (City of Tukwila), Brenda Freeman (NAMI Eastside), Brock Howell (Snotrac), Christiana Williams (MV Transportation), Daeveene May (PCCTC), Dean Sydnor (RARET), Emily Billow (Seattle Public Libraries), Gabrielle Hodges (Volunteer Services CCS), Griffin Cole (Volunteer Services CCS), Heather Clark (EERC), Heather Shin (Worksource), Jeanne Suliman (King County Metro), Julio Perez (NKCMC), Kelli Refer (Move Redmond), Kristy Marie Sawycky (Community Member), Marianna Hanefeld (WSDOT), Marlee Fischer (King County Public Health), Nic Alquist (Sound Transit), Ryan Young (Sound Transit), Sandy Phan (SKCMC), Sara Sisco (Hopelink Mobility), Staci Sahoo (Hopelink Mobility), Tiffany Olson (King County 211), Traci Adair (DCHS), Veronica Bean (City of Auburn), Victor Londono-Quintero (Community Van)

#### Presenters:

Kiana Parker and Margo Iñiguez-Dawes

#### Staff:

Bebhinn Gilbert

### Welcome & Logistics

The King County Mobility Coalition quarterly meeting began at 9:30 with the welcoming statement and introduction to the Coalition. Bebhinn provided a few regional announcements:

1. Des Moines fast ferry pilot connecting the Marina to Downtown Seattle: [learn more here](#)
2. Sound Transit and King County Council approved fare free services for youth riders.
3. Lift Fare Reduced to \$1 on Sound Transit Services. [RFP released](#) for Pierce and Snohomish Lift enrollment partners.
4. West Seattle Bridge to reopen on Sept. 18<sup>th</sup>.
5. [Solid Ground Circulator](#) relaunch

### Consent Calendar

May meetings were approved with no edits. Jonny introduced four new members and alternates to the [KCMC roster](#).

- AJ Block, World Relief Western Washington
- Dinah Stephens Age Friendly Seattle.

- Sherry Jennings Snoqualmie Valley Hospital
- Matthew Cramer WSDOT (non-voting)

## Seattle Department of Transportation: Ride Now Pilot

The presentation from Seattle Department of Transportation (SDOT) covers the structure, values, and outcomes of a recent pilot, The Ride Now service. Information about this pilot can also be found at these two locations: [program overview](#) & [recap of lessons learned](#).

Two years ago, SDOT received \$273,350 grant from Transit Planning for All. the purpose of the funding was to plan and pilot a mobility on-demand solution designed by and for older adults and people with disabilities.

### Inclusive Planning Key Features and Successes

- Representative and Diverse Steering Committee
  - Lots of lived experience
  - 7 community stakeholders
  - Did not recruit via formal application but rather through word of mouth
  - Lasted over a year
  - Compensated \$100/hr
  - Co-leadership and responsiveness; shared power and decision-making
  - Inclusive engagement as a throughline rather than a phase
  - Mix of virtual and in-person

The community liaisons helped with voucher distribution. A video in multiple languages was created to reach people in different formats.

### Ride Now Pilot Key Feature and Successes

- Multi Provider (Yellow Cab, Uber and Lyft)
  - Different providers met critical need but no individual partner met all of them.
  - Example wheelchair vehicles at Yellow Cab
  - Phone based at Yellow cab vs multiple languages for App-based services
- Low-barrier
  - Riders self-identify as eligible, no additional verification
  - Trust based approach
- Flexible Use
  - No restriction on trip type or destination except that it must start or end in Seattle.
  - Originally planned on requiring trips to connect to transit but steering committee pushed for greater flexibility
- High Demand
  - Distributed over 6.7K vouchers to about 1k participants
- High Use
  - Overall 58% of riders used at least 1 voucher
- High Impact
  - Ride Now saved participants time, effort, and money

### Questions

- Dorene asks question about drivers handling walkers and other mobility devices.

- Margo responds the feedback surveys did not reveal any issues, but noticed that some folks with mobility devices would request Uber/Lyft even though Yellow Cab have WAVs
  - Kristina notes that WAV availability for same-day requests were almost impossible even when used for medical trips. Noted that Seattle is on the low end of WAV's compared to other cities and voiced concerns over the World Cup coming up
  - Aaron Morrow echoes sentiments on the WAV issue, asks where the money is, and how is it being dispersed, it is a disgrace he says, there needs to be an investigation he claims, seriously there is something wrong here. Says he appreciates the presentation.
    - Margo thinks we should bring Carol in to talk about the fund
    - Kiana notes she hears them, 80 is not a very large number, and she wants this to be better addressed

### Ride Now Pilot Challenges

- Language Access
  - Rider-driver language barriers (all providers), English-only dispatch (yellow cab)
- Voucher Acceptance
  - Some Yellow Cab drivers refused to accept vouchers 9or more than one voucher per trip)
- Too short-term
  - Only live for about 3 months, likely impacted driver familiarity, people were disappointed when it ended
- Slow processing times
  - Requests manually processed, lacked staff capacity
  - Paper vouchers desired but hard to get them out in a timely fashion
  - Not enough SDOT staff to be able to get on top of demand
- Margo notes that the acceptance issue was the biggest issue in practice and lessons were learned for future programs

### What's Next?

- We hope...
  - More inclusive compensated engagement with shared power and decision-making (including with drivers)
  - More convenient, accessible (including language access), and affordable mobility options for older adults and people with disabilities
  - Metro same-day service pilot for Access riders
  - More multi-provider ride voucher programs?
  - Modernized taxi scrip?
  - Guaranteed ride programs for RRFP cardholders?

### Consolidated Grant Applicant Roundtable

The King County Mobility Coalition invited all WSDOT Consolidated Grant applicants who are in the process of applying for operational funds to make brief presentations on their proposed services.

This was an opportunity for our applicant partners to share about their services, practice their pitches and hear feedback from community partners. For meeting attendees, this was an opportunity to learn about these services, any potential changes or expansions.

The meeting broke into 6 small groups with each applicant introducing their projects for 5 minutes and responding to questions for another 5.

The applicants were asked to provide responses to the following questions:

1. Programs description in 2-3 sentences.
2. Where will the project operate?
3. Who will the project serve?
4. Are there any aspects of the project that have yet to be decided?
5. Are there any aspects of the project that are new or changing?

The notes for this portion of the meeting are organized by program. You may notice some different styles in note taking across this section. Please reach out to Bebhinn if any information is unclear.

Our meeting featured presentations from:

Snoqualmie Valley Transportation (SVT) – Amy Biggs  
Puget Sound Educational Services District (PSESD) – Jacque Mann  
Northshore Senior Center Shuttle – Cliff Perry  
Hyde Shuttle – Phirun Lach  
Volunteer Services of CCS – Jonny Prociv  
King County 211 – Tiffany Olson

## Snoqualmie Valley Transportation

### Program Description

A are a project with Mt Si Senior Center. North Bend and Snoqualmie. Have operated since 2003. Large rural area. Door-to-door service when needed. We try to accommodate same day requests. With exception of Hyde Shuttle, there are no other carriers who do what we do. We serve the general public. Donations of \$1 per ride. We give rides to school, medical appointments, employment.

### Where and Who does this program serve?

North Bend, Snoqualmie, Preston, Duvall, Carnation, and Monroe, and unincorporated King County. This is a service that is open to the general public. We serve seniors, people with disabilities, limited income. We take riders over the age of 10 (without an adult). We provided 36,000 rides last year. Our reliability is 99%. We need letters of support.

### Changes, Upcoming Decision or Expansions?

We would like to expand to weekend service but cannot do that with funding we are asking for at this time. SVT has grown in scope. Upcoming grant to sustain services. Consider writing an expansion grant for weekend service. Need support letters. Funded by Metro, Snoqualmie Tribe. If we write for a weekend service.

Metro wants them to provide fixed route on weekends. If they allow us to use that contract as a match, then we can provide demand response service.

## Questions

If I want to pick blueberries in carnation, can I get there?

- If you are coming from outside the area, there is one from King County Metro, but you have to go to Issaquah, it's not frequent. You would have to figure out how to get from the outlet mall to the blueberry farms. Amy – we get 8.4 million visitors per year. Tourists often access service more than residents (due to awareness)

Do you think OC/OC will help with “findability?”

- I certainly hope so. Our routes should show up on google maps but they don't yet. I am hoping that everything will be integrated and that riders can learn how to use the service.

A lot of people aging into blindness. This is a great service to help people age in place. Wheelchair accessibility?

- Yes. We also take people's pets. We also do travel training and teach youth to use the service. We have senior advocates. We work with seniors as their health and needs change.

youth getting to school, is that serving regularly covering gaps?

- We are not allowed to go to school properties, but we do assist with charter schools. We do get teachers to work. Schools sometimes have agreements – sort of a subscription. Unfortunately, sometimes they do get bumped but we do the best we can.

Impressive the connection to the job centers. Do you have driver shortages?

- We're down by 5 people.

## PSESD Road to Independence

### Program Description:

Has been around for 2-3 years. We provide training for drivers who are low-income. In the process, they provide services to people who are special needs, particularly those who are in rural areas and needing transportation to urban areas for employment or other vital services. We are located in Pacific on the border between King and Pierce County. Majority of trips originate in Pierce County. We provide cross-county services. We try to coordinate with other agencies. We will provide transportation to other transit agencies.

- Wrap around program
- Driver training, train low-income folks and get their CDL and then use the vans to drive people in rural areas
- Rural to urban
- Referral by other CBO
- Referral needs case manager
- Drivers are paid during training sessions, paid internship

### Where and Who does this program serve?

Pacific, providing services in Pierce and King County Special needs population

### Changes, Upcoming Decision or Expansions?

We used to be primarily a volunteer organization, but we have needed to pivot.

## Questions

What challenges do you see for people seeking the training?

- It is a challenge. We had vehicles and no drivers. We need to think of new and innovative ways to bring drivers in. Increase wages for interns. Paying them during the classroom portion. Focus on retention. Some need one on one assistance to progress through the program and receive their CDL.

Do you do anything regarding outcomes? Finding out what happens to drivers a year after they complete the program? Stability is important.

- We do track individuals who stay with us. School bus drivers – everyone who has been hired have their own route now (they all start being a sub).

The people you train, do they all stay in your service area?

- Generally, yes.

What age group?

- All are adults, unless a child is riding with an adult.

Does the critical service include medical appointments?

- Yes. Cross-county? Yes, but we usually do not go into Seattle. We will go as far as Auburn and Federal Way.

How much are drivers paid?

- \$18/ hour

Is there any changes going on?

- No but we would like to expand service area, tighten up the service area

Kari asked, how do you do your outreach?

- working with King and Pierce countied like 211 KCMC, flyer and ad in DSHS office,

## Northshore

### Program Description:

Largest senior center in the state of Washington. Currently receive funding from Bothell, Kenmore, Woodinville and Kirkland. We encourage all people who use our services to apply for Metro Access eligibility (they reimburse us). We serve other senior centers as well including Mill Creek. We partner with Peter Kirk Community Center. We used to be all passenger services but when the pandemic hit we transitioned to meal delivery service, and we will likely continue to do that while we also resume passenger services.

- Largest senior center in WA
- Transportation program serves the seniors only
- Referrals and contracts with ACESS and get refund for those referrals
- Meal delivery and transportation rides to medical app, food opportunity, salons, ymca, any destinations in the service area

### Where and Who does this program serve?

Where will the project operate?

- City of Bothell
  - o Snohomish and King County sides of Bothell
- Kenmore
- Woodinville

- Who will the project serve? 65+ and people with disabilities. Goal is to serve bringing folks to Senior Center but now they want to get folks around the community. Have a dozen vehicles, all lift equipped, it is large for senior centers
- North Kirkland

### Changes, Upcoming Decision or Expansions?

- Volunteer driver program: looking for funds for it. Bothell Snohomish and Bothell King. Constraints include the fact that Bothell is half in Snohomish and half in King County which make it very difficult to get funds. Operationally, scheduling and coordination are difficult as well.
- We usually ask WSDOT to help prop us up to reach our necessary funding level. What we ask varies from quarter to quarter.
- Our request is for more drivers and more vehicles.
- Volunteer driver program: looking for funds for it.
- Are there any aspects of the project that are new or changing? Went from passenger service to meal delivery but now do a lot of meal delivery. Major increase in demand for rides

### Questions

The cross-county issue – one of the things that I am curious about, we do not see data in this geography. How much of the transportation primarily in your service area vs. where the destinations are (outside of your area).

- We do not have data for that. We generally do not provide transportation services to areas outside our service area, but we do try and help make connections with volunteers who can do provide that service. It's a small percentage of requests. We will accommodate by going a little bit out of our way to support programs at our senior center (northshore). It is sometimes a movable target. We hate to say no, but sometimes we have to. We have long served an individual in a power wheelchair who is in Snohomish county who is just outside of the DART region. We can make it work. It shouldn't be this complex due to geographic limitations, but we do it.

### Hyde Shuttle

#### Program Description:

Door-to-door van service for older adults and people with disabilities. Hot meals, doctor appointments, senior centers, or other local destination. Socialize and stay active in communities. Applying to sustain this service.

#### Where and Who does this program serve?

Program serves adults 55+ and adults with disabilities. Do not require documentation or proof with disability but take your word and provide the service. Operate throughout King County but with several specific service boundaries.

### Changes, Upcoming Decision or Expansions?

Plan to expand to the eastside. Pilot program in October through June 2023. Pilot is exciting, it'll give data on what we're looking for on rider behavior. Limited to 1 shuttle with the pilot but teaming with 3 CBOs to get this done. Also starting to get Maple Valley back up and running.

### Questions

Could you share information on driver training?

- Driver training is done in-house. 1-week procedure. Company policy and train driver for 1-2 days. Sensitivity training, operate lift, and interact in situations. Pair with experienced driver to complete ride alongs.

Where do you receive funding? Are there other sources?

- King County Metro. City contributions are small compared to Metro, ADS, and WSDOT. City mainly support the volunteer transportation.

What is the funding amount you are looking for in this application?

- 2 million

What are you hoping to learn from pilot to finalize your proposal ?

- Phirun wants to learn the travel patterns, this pilot will be removing boundaries, maybe partner with Lyft for specialized service, fill gaps

## Volunteer Services of CCS

### Program Description:

Volunteer Services support a wide range of community needs including transportation. Also provide volunteers for grocery delivery, home chores, and other tasks. Transportation can be to appointments, grocery stores, various destinations. We are receiving an increasing number of requests but have not yet seen the full return of our volunteer base. Ideally our program connects people in community with one another, neighbors helping neighbors.

### Where and Who does this program serve?

Older adults and people with disabilities in King County.

### Changes, Upcoming Decision or Expansions?

We are hoping to expand what we already do and have a dedicated staff person to do outreach. This person could be in King County connecting with community members and advertising the volunteer opportunities. Ideally, we would be able to match a dedicated volunteer to a community member so that they can build a relationship, get to know one another. a lot of our volunteers may not be in a demographic that will be well matched for those who need services. We will need to build a diverse volunteer base.

## Questions

How does the outreach happen successfully where English is a second language? What is in place to allow for successful communication at the beginning?

- The staff would connect with community leaders in those areas who can act as a go-between. We will have fliers distributed in multiple languages. We have ability to connect with a translation service. Griffin – we need to have multiple ways available to communicate.

Are you expecting that this project will have other funding? This is more than just a transportation project.

- Yes, part of the grant is that we need to have matching funds. We will be okay with that aspect. We will communicate with WSDOT.

Are there issues with trust?

- fostering connections will help.

Consideration partnering with a CBO?

Consider working with Community Transportation Navigators to share out about volunteer network and providing volunteer pamphlets in other languages.



Is there anything existing in King County that's already trying to fill this gap?

- Outreach person will help break down barriers
- This might be a good leverage to collaborate with others, CTN group and Public Health Navigators and share program in language.

## King County 211

### Program Description:

Program serving folks needing transportation in King County as they connect with 211 with an immediate or short term transportation need. Rides are limited to \$22 estimated cost and participants can request either one roundtrip ride or 2 one-way requests. This current pilot is a partnership with Lyft.

### Where and Who does this program serve?

Low income individuals traveling in King County.

### Changes, Upcoming Decision or Expansions?

Still currently considering the WSDOT application. We would like to offer more rides at a greater distance or a larger monetary limit. We would like to integrate with One-Call/One-Click and serve as a safety net ride provider.

## Briefings

### One-Call/One-Click Project Updates

Staci Sahoo shares project updates: Vendors have been selected, working with Cambridge Systematics and IBI Group.

### New ORCA Update

Bebhinn covers on behalf of Adam Vance who had to leave the meeting early:

- The new ORCA retail network will launch either in late September or early October. The exact date is in flux but will be announced as soon as possible.
- You can still purchase and reload existing ORCA cards at all participating retailers!
- A new retail resource webpage launched this week. <https://info.myorca.com/retail/>
  - It has all sorts of information for riders, like who needs a new card, what stores will offer what services in the new network, and info videos.
  - Reminder: the majority of riders won't need to get a new card. Visit the page linked above to figure out if you need a new card when they launch
- There are events coming up in September at which riders can get their questions answered:
  - Rider Q&A on Facebook, noon, on Monday, September 12<sup>th</sup>
  - Rider Virtual Open Houses on September 13<sup>th</sup> and 15<sup>th</sup> (Times TBA)
- Our team will be mailing and emailing RRFP customers that reload their cards at retailers to let them know of the upcoming changes.
- Good news! Full card reader screen information coming soon, meaning riders will once again see their card account balance and transfer window on card reader screens when they tap their card.

## Sound Transit Update

Updates from Ryan Young regarding free youth transit pass: All youth cards that currently exist, will be turned into free youth transit passes.

Ferries will be free starting October 1<sup>st</sup>. The monorail will most likely not have free fares due to their separate funding structure.

Carrie Avila- Mooney shared after the meeting:

I am writing to send along information from today's Sound Transit Board's System Expansion Committee meeting. Staff updated the Committee on the four Link extensions currently under construction. Attached below is the staff presentation and the agency's press release ([slides](#); [press release](#)) calling out the delays we anticipate on each of the projects. We have more work to do to ascertain new opening dates, but in a nutshell we are anticipating the following based on a combination of construction issues, pandemic challenges, and the concrete delivery strike:

**East Link:** delayed at least a year from earlier June 2023 opening date;

**Federal Way Link:** previously scheduled for delivery in December 2024, now expected to be complete into 2025;

**Lynnwood Link:** previously scheduled for delivery in mid-2024, now expected to be delayed by four to six months;

**Downtown Redmond Link:** previously scheduled for delivery in mid-2024, now expected to be delayed by four to six months.

While the news is disappointing, none of the challenges are insurmountable and we are working aggressively with our contractors and partners to address project risks and ascertain new delivery dates. As we told the Committee today, we will be coming back to them in the fourth quarter of this year with schedule updates, after completing assessments of each project followed by a programmatic review.

I (Carrie Avila-Mooney) am available to answer questions or provide more information.

## King County Metro Update

As of September 1, students will not pay fares on Metro busses.

Summer youth project

In summer of 2022, 5700+ ORCA cards were distributed to priority schools and populations. There was a 28 percent sign up rate for in person events. Students who took advantage of the summer pass, will maintain access to their cards when fares become free on September 1<sup>st</sup>.

Goal for today's meeting was to have someone from Metro chat about ORCA Youth, but team members are on vacation. Penny shares on their behalf: Metro distributed 5k cards with a hybrid approach to priority schools, 12 in person outreach events, 1.9k distributed in person, developed a communication toolkit for use with staff. Streamlined card order process. Dashboard where folks can learn more. ORCA cards distributed this summer will automatically convert to the free youth pass.

Kritsina asks if the pass covers Link Lightrail and Sound Transit

Penny: yes

## Subregional Coalition Updates

Community Transportation Navigators has launched! Peer-to-peer model of outreach and education. First cohort will engage with Philippine communities. Roots in inclusive planning process.

## Next Steps

- Next Meeting: November 15, 2022 from 9:30am-11:30am, remote

### OUR VISION:

*A coordinated transportation network that allows all people to move freely  
around King County and the Puget Sound region.*

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