DRAFT Meeting Notes

Tuesday, May 16, 2023
9:30 AM – 11:30 AM

Location: https://us02web.zoom.us/j/84968252278?pwd=Y1E1VjZ4bnZ2WjdmiVpSTUgZHRIQT09

Participants:
Aaron Flaster (Community Collaboratory), Adam Aba-Husain (Seattle ADS), Adam Vance (ORCA), Anat Caspi (UW Taskar Center), Beth Hamby (Sound Transit), Bree Boyce (Hopelink – Coalitions), Brock Howell (Snotrac), Christiana Williams (MV Transit), Cliff Perry (Northshore Senior Center), Dean Syndor (RARET), Dinah Stephens (Age Friendly Seattle), Dorene Cornwell (Community Advocate), Esther Lee (King County), Gabrielle Hodges (CCS), Gianna Ferrara (Evans School Consulting Lab), Heather Clark (EERC), Heather Shin (Worksource), Jacque Mann (PSESD), Jean Kim (PSRC), John Larson-Friend (City of Issaquah), Joseph Wei (Evans School Consulting Lab), Julie Burrell (King County Metro), Julio Perez (NKCMC), Kyle Chan (Evans School Consulting Lab), Laura Loe (Find a Ride), Mary Pat O’Leary (Seattle ADS), Matthew Cramer (WSDOT), Meg Woolf (Seattle ADS), Roz Novikova (Hopelink), Sandy Phan (Community Transportation Navigators), Sara Sisco (Hopelink Mobility Outreach), Teresa Ngo (Community Van), Tim Hams (King County Metro), Tom Hewitt (SDOT), Tracie Jones (SVMC)

Staff Support:
Bebhinn Gilbert, Staci Sahoo

Cochairs:
Aaron Morrow (absent), Jonny Prociv, Penny Lara

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

Meeting Goals: 1) Review the details of the KCMC Action Plan and prepare for adoption vote 2) Understand the needs of cross-country travel service and review recommendations 3) Receive updates from area agencies.

Welcome, Introductions, and Announcements

The meeting began at 9:30am. Attendees provided introductions in the chat.

Bebhinn provided an overview of several regional announcements:

1. The KCMC Members have voted to update our guiding KCMC Charter adjusting to a three co-chair model allowing for a co-chair for lived experience – Aaron Morrow.
2. Washington State Legislative Session Recap provided by Transportation Choices Coalition
3. Trailhead Direct returns for the season
4. West Seattle Bridge has re-opened after repairs
5. Metro has modified routes to increase reliability (begins September 2)
6. Sharing the Spark – Electric Vehicle and Mobility workshop (May 24)

Penny led the official approval of the February Meeting minutes with no amendments or edits.

Standing in for absent co-chair Aaron Morrow, Staci announced the updated member and alternate positions. This quarter our announcements are adjustments to existing partnerships rather than brand new partnerships.

- Carrie Avila Mooney is now the Sound Transit Member and Beth Hamby is the Alternate
- Jean Kim is now the non-voting Member from PSRC and Gil Cerise is the Alternate
- Marianna Hanefeld is filling the non-voting WSDOT Alternate

Carol Rozumaalski (City of Seattle) introduced herself to the group at her first KCMC meeting.

2023-2025 Action Plan Project Finalization

Presentation from Bebhinn Gilbert and Staci Sahoo

Bebhinn and Staci presented the final draft of the 2023-2026 Action Plan. Reviewing the linked draft will provide context for the following notes.

Bebhinn provided an overview of why the Coalition uses action plans, noting that they are a tool for achieving their vision and meaningfully linking projects to community need and desires.

Bebhinn highlighted the planning process which began in November 2022 and involved KCMC partners at every stage. She notes that the goals for this meeting are to review these resulting actions and prepare for the final vote of adoption by KCMC members.

The plan includes 15 actions that are a mix of KCMC-led and organizational partnerships. The following slides of the presentation are organized into the 6 Initiative areas of the plan. All details of these Initiatives are found in the Action Plan draft and these notes will provide only a brief overview, focusing on the meeting participant questions and discussion.

Mobility is a Right

1. Partnership with mobility coalition and SnoTrac to do a needs assessment
2. Host a summit to address same-day transportation needs
   - Primarily around seniors and people with disabilities
3. Develop a transportation advocacy 101 curriculum
   - Empower people to become expert transportation champions
Inclusive Planning
1. Update and Revise KCMC Charter and roster with EDI focus to create more effective planning for the communities we serve
2. Establish Coalition Compensation Policy and encourage other community organizations to adopt similar approach
3. Support effective community participation initiatives

Geographic Equity
1. Comprehensive inventory of services to assess gaps, in partnership with Puget Sound Regional Council
   - GTFS and GTFS Flex data feeds will support this work and make it more accurate than past versions of this work.
2. Examine specialized transportation operations and partner to increase flexibility
   - What are some barriers? What are possible solutions? We want to understand the network better and understand what causes inflexibility (e.g. eligibility) and pursue solutions for how the network can become more flexible.

Affordability
1. Establish affordability workgroup which will focus on reducing cost barriers to mobility
2. Prepare and execute a zero-fare during emergencies policy
   - Can better understand nuances for what it would take to adopt broader zero-fare policies

Access to Health and Wellbeing
1. Re-establish workgroup
   - Revival and re-branding of Access to Healthcare committee. Current members are invited to join and celebrate road ahead
2. Community member story mapping in partnership with Disability Mobility Initiative
   - Tell stories from perspective of community members regarding transportation barriers regarding healthcare services

System Coordination
1. Establish volunteer transportation workgroup
2. One-Call/One-Click roadmap
3. Support the success of the Emergency Transportation Provider Network
   - Continue to partner with RARET
Discussion

- Aaron Flaster: Are you asking for members to pick what they are interested in vs they are being assigned to initiatives?
  - Bebhinn: vision is that all members are encouraged to participate in initiatives as they arrive. In terms of workgroups, they will have their own project plans and members may participate as those come along.
  - Staci: Enthusiastic for partners volunteering to participate in any of these.
- Alex O-Reilly: Excited about the same day transportation summit and the needs of older adults.
  - Staci: late summer and early fall timeline
- Brock: Needs assessments lack a consistent approach and this tries to set a model. Personally would keep calling it a regional mobility survey until the index is integrated
  - Staci: that can be a quick edit, yes

Bebhinn – does this result ring true of our work in creating this plan? Meeting attendees nodded and showed thumbs up reactions. Bebhinn then concluded the presentation with the action items.

- Feedback and questions by Friday, May 19
- Bebhinn will respond to feedback, sharing comments and the KCMC’s response by May 26th
- Membership vote for adoption by June 2
- Take action. Huzzah!
Recommendations for Cross-County Transportation

Presentation from University of Washington Researchers - Evans School of Consulting Lab

The Evans School Students were invited to the KCMC meeting to review their months-long research project. The research question itself – reviewing the barriers to cross county transportation and how they might be overcome – are the result of the North King County Mobility Coalition Gaps Analysis.

To ground their research the students used a literature review and a series of semi structured interviews. Their high level analysis and findings were organized by those impacting end-users and service providers.

- **Service Provider Barriers**
  - Not enough or inconsistent funding
  - Lack of program sustainability
  - Incompatible tech
  - Lack of cross-coordination of policies and procedures

- **End-User Barriers**
  - Mistreatment by drivers
  - Long transfer wait times
  - Not qualifying for paratransit services
  - Lack of accessible infrastructure
  - Some providers do not meet ADA requirements
  - Not enough transportation stops

**Recommendations**

1. Improve driver training
   - Challenges in communication, onboarding and offboarding
2. Interlocal agreements
   - One example of a good agreement: Metro and Community Transit work together for transfers to rural areas
   - Potential challenges include funding restrictions
3. Create an official structure for Cross-border coordination
   - Role of Find a Ride as a coordination hub
   - PSRC could be a source of best practices
4. Engage in State Legislature Activities
   - TCC role
   - Focus on House and Senate Transportation Committees
     - Marko Liias and Jake Fey
5. Re-evaluate Disability Certification Process
   - Greater transparency on decision-making process
b. Consider removing or loosening re-certification milestones, especially for permanent disabilities

6. Population or trip-specific funding
   a. Cost-sharing voucher examples in Central Indiana My Freedom program and SDOT RideNow pilot

Next Steps

- Work with PSRC and WSDOT to arrange interlocal agreements
- Seek out bills in the legislature to advocate

Discussion

Marianna – thank you. Want to make sure I didn’t miss something on interlocal agreements – something I am interested in is aspect of perfect trip for paratransit cross-county trip being seamless. Fewer transfers, or even no transfers. Issue is who pays for what? Coordination of schedules is great. There is a lot of back and forth including funding so the trip can be seamless.

- Kyle- cross-voucher program tries to address that. Public benefit. If different municipalities can work together.
- Staci – that is a model for NEMT
- Marianna – trying to reduce transfers
- Staci – is there anything in the law that says you can’t operate outside your service area?
- Marianna – I don’t believe so. Agreements need to be spelled out specifically. Paratransit is particularly difficult due to the expense. How can we make this happen?
- Jacque – via chat - School districts also have agreements for MV transportation when kiddos live in one district but are transported to their home district. They have interlocals to share costs.

Alex O’Reilly – driver pay. Higher wages and benefits may also be an issue in addition to training.

- Kyle – in terms of pay, one of the things with the shortage, even when providers increase pay and benefits, still facing driver shortages. Pay scale and certifications is an interesting point but there seem to be other factors in play but we encourage future research in that area
- Giannina – requirement for vaccinations contributed to the shortage

Jean Kim – is there a final report we can review?

- Kyle – yes, we are working on the finishing touches. Final report needs to be completed by May 29th. Hopelink can share it out.
- Bebhinn – confirmed, yes, we can share it widely in our partner network
- Jean – also interested in the draft report if that would be helpful

Cliff Perry – appreciate this opportunity. We do cross-county transportation in Bothell (straddles King and Snohomish). Will there be more information about the operation in Indiana? This could be helpful. We also
need the larger entities involved. There has to be more coordination. We lose money doing cross-county transportation. We would appreciate contact information about the Indiana program

- Giannina – we will reach out to them and look into that

Beth Hanby via chat: Wanted to note that cross-county paratransit trips are something our Operations team are looking at as we plan for future light rail and BRT expansions that will serve corridors in both King and Snohomish Counties. Local partners provide paratransit for our services as part of interlocal agreements with Sound Transit to complement light rail (currently only within King and Pierce Counties).

Partner Agency Briefings

1. Puget Sound Regional Council
   Jean Kim – PSRC summer planning academy, free education program for high school students to introduce planning begins soon. Safety meeting June 29th Additional information will be made available in the upcoming weeks.

2. One-Call/One-Click – centralized trip planning.
   Internal User Testing continues with public facing user testing to begin in the coming months. More information available online.

3. ORCA
   Adam Vance – New support site at myorca.com which includes a self-service desk. ORCA Birthday Event – May 25th at KEXP. Family friendly. Looking ahead – customer satisfaction survey is coming. Transit trivia event in Tacoma June 1st. Please recommend stores to add to the retail network. Updates are in the works. Open payments will be coming (credit cards can be used in addition to ORCA cards).
   - Dinah – question about the survey – is it in the field or are you putting it together?
   - Adam – still being developed and should go live by the end of the month but maybe June – should be live through the end of the summer
   - Dinah – is there anything addressing safety and using public transit? Is this something you are testing the water for?
   - Adam – we don’t plan on incorporating safety topic into our survey, it is more focused on ORCA use and functions.
   - Andrew - we do ongoing surveys at Sound Transit and we have talked about safety. Andrew will follow up with this group as he learns more.

4. Sound Transit
   Andrew Austin – Westlake station work. There was damage done to the ceiling. Service disruptions were tough, but we have resumed service. The Board is looking at months ahead about the sequencing of opening light rail lines. A big question surrounds the east link starter line. More to come on that. Later this month at a board meeting, a technical document will be coming out. Updates on project schedules will be available at that time.

5. King County Metro
Penny Lara – As Bebhinn mentioned earlier Trailhead Direct is back and September will see revised schedules for increased reliability. Metro will be announcing alternate routes and services to community impacted by the changes Metro ambassadors in light blue jackets are available, and help share information to riders.

6. **Commute Seattle**
Kirk Hovenkotter – 2022 commute survey – we work to make alternative transit easier to use for those in Seattle. Looking beyond home to work. How do you get to other destinations such as grocery stores and medical appointments, school pickup and drop off? How do days of the week differ for transportation patterns? How do we adapt our work better? How have things changed since the pandemic? Affordability, connectivity. BIPOC populations. How do we make Seattle more affordable, sustainable and connected?
We are excited to show up in new spaces to understand intersecting factors. My ask is to connect with all of you and invite you to engage with us.

7. **Community Transportation Navigators**
Sandy Phan – Announced the new cohort of Navigators through the Health Through Housing Program.

8. **Subregional Coalition Update** –
Bree – welcome Kirsten, new SKCMC coordinator. ETPN Tabletop exercise Wednesday, June 28th. Eastside Advocacy for Transportation Services has reconvened.

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**Next Steps**

**Next Meeting:** August 15, 2023 from 9:30 AM – 11:30 AM, remote

King County Mobility Coalition Contact:

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For more information on KCMC, contact Bebhinn Gilbert, visit our website [kcmobility.org](http://kcmobility.org), or sign up for our distribution list [here](#)