

King County

# *MOBILITY* COALITION

**Welcome  
Everyone**

- **Please type in the chat:**
- Your name
- Your organization
- Your contact information
- **\*do you have a recommendation for a venue for the May KCMC in-person meeting?**

# **The King County Mobility Coalition Welcomes Everyone**

**The King County Mobility Coalition welcomes and values all communities. We respect and honor the identity and experience of all members.**

**We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.**

**We acknowledge that the work we do takes place on the traditional land of the Duwamish, Muckleshoot, Snoqualmie and other Coast Salish peoples, as the first people of this county. We honor with gratitude the land itself and past, present, and future of these tribes.**

**The King County Mobility Coalition (KCMC) brings together individuals and organizations to improve mobility for all.**

**We do this by:**

- **Sharing Information**
- **Assessing needs**
- **developing strategies, tools, and projects to improve mobility for people with unique needs.**
- **Providing recommendations for improvement**
- **and educating decision-makers, community groups, and the general public**
- **[www.kcmobility.org](http://www.kcmobility.org)**

## **Accessibility and Logistics**

- **All are encouraged to participate – use chat or raise hand**
- **Please remain muted unless speaking to the group**
- **State your name before speaking**
- **Try to avoid acronyms or jargon**
- **We are using Zoom generated closed captioning**
- **Message \*Sandy Phan for tech or accessibility support**

## Agenda

<b>Time</b>	<b>Topic</b>
<b>9:30-9:45am</b>	<b>Business, introductions and announcements.</b>
<b>9:45-11:00am</b>	<b>FIFA Preparedness Discussion: Jonathon Rose, Susan Carter, Anat Caspi</b>
<b>11:00-11:10am</b>	<b>Find a Ride Updates: Chelsea Nelson, Laura Loe</b>
<b>11:10-11:25am</b>	<b>Partner Agency Briefings</b>
<b>11:25-11:30am</b>	<b>Next Steps and Close</b>

# Consent Calendar and New Members

**\*Approve November Meeting Minutes**

<b>Category</b>	<b>Pending Member/Alternate</b>
<b>King County Metro Market Innovations (Member)</b>	<b>Mary Herman, Program Manager III, Transportation Demand Management</b>
<b>Sound Transit (Member)</b>	<b>Emilie Pelfrene, Acting Manager, Accessibility &amp; Paratransit, Passenger Experience, Service Delivery</b>
<b>Area Agency on Aging (Alternate)</b>	<b>Blake Matthews, ADS Planner</b>



# **Welcome - Jonathon Rose**

**King County Metro Program Director – FIFA Preparedness**



# **Welcome – Susan Carter**

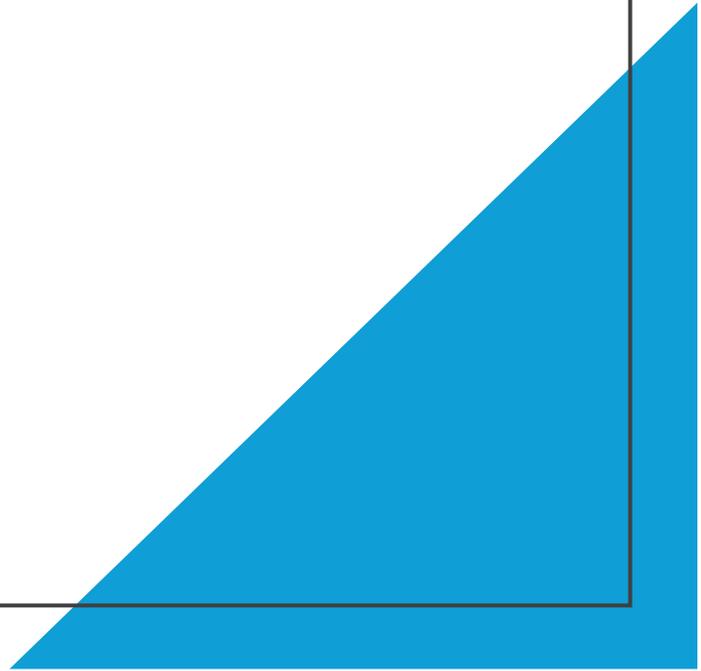
**Vice President of Transportation, Hopelink Mobility Management**

# Hopelink and FIFA

Don't Panic

# Hopelink Transportation

- Nonemergency Medical Transportation
- DART
- Mobility Management
  - Coalitions (You are here)
  - Education and Outreach
  - Community Van
  - Find a Ride



# The Problem

Locals Still Need to get Around

Work

Childcare

Services

Medical Care



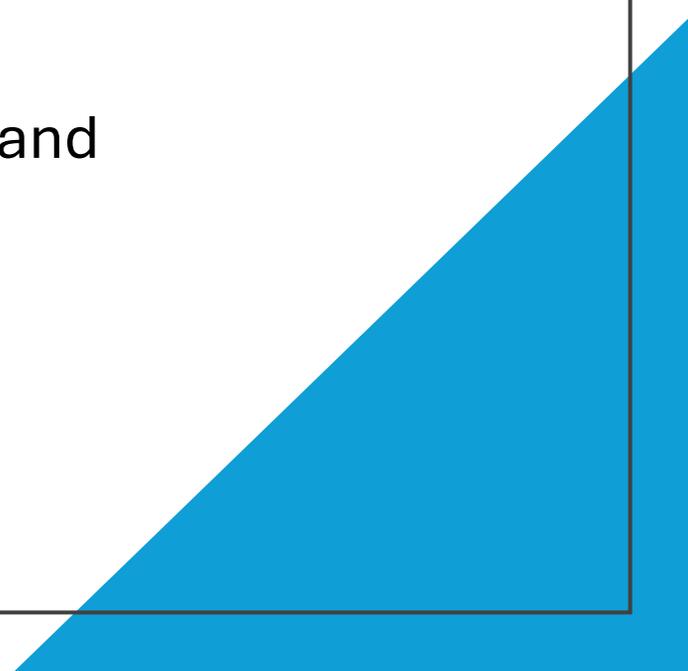
# Approach

- Client
  - Timeliness
  - Communication
  - Essential Travel
- Staff
  - Timeliness
  - Communication
  - Essential Travel

# Planning

- Client
  - What do clients need to know and when?
  - Who do we need to collaborate with?
    - Hospitals and medical centers (NEMT).
    - King County Metro
    - Other Non-profits
- Operations
  - Review of all operations:
    - Systemic review of daily operations.
    - What work can we set aside during FIFA?
    - What can we do now to prepare?
    - How do we keep it fun?

# Next Steps

- What resources are becoming available for FIFA that our staff and clients can use?
  - What is the best way to get information out to clients and staff:
    - In Advance?
    - In Real-time?
  - What information is most pertinent?
- 



# **Welcome – Anat Caspi**

**Director, UW Taskar Center for Accessible Technology (TCAT)**

King County  
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FIND A RIDE

Chelsea Neslon, Senior Manager – [Cnelson@hopelink.org](mailto:Cnelson@hopelink.org)

Laura Loe, Program Manager - [Lloe@hopelink.org](mailto:Lloe@hopelink.org)



FIND A RIDE

*Central Puget Sound's Multimodal Trip Planner and Referral System*

One-Call/One-Click  
Updates  
February 2026

# Phase 2 Updates





# Welcome – Chelsea Nelson

Chelsea Nelson, Senior Manager - Find a Ride

[CNelson@hopelink.org](mailto:CNelson@hopelink.org)

Chelsea came to Hopelink with over a decade of experience in social impact, workforce development, and policy reform. She's passionate about creating pathways to opportunity for individuals facing systemic barriers and building partnerships that drive community-led change. Before joining Hopelink, she led regional social impact initiatives at Amazon and co-founded two mission-driven organizations focused on justice reform. Outside of work, Chelsea enjoys time with her 8-year-old daughter and their dog, live music, sports, and the outdoors.



# Phase 1 Enhancements





Train to DC



CCAM-TAC



Check-in



National Press Club



Laura & Chelsea



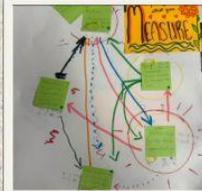
Find a Ride Stuff



ICAM Gathering



Presentation



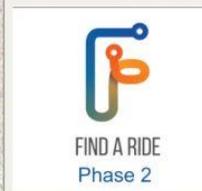
Learning



Laura & Chelsea



Washington Monument

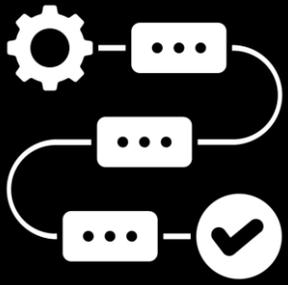


Find a Ride Phase 2

December 2025,  
Travel to DC

January 2026,  
Video Project

February 2026,  
OpenThePaths



## Inclusive Planning Spring & Summer 2026

Inclusive Planning Taskforce

Find a Ride Advisory Committee

Inclusive Planning Engagement

# Project Contacts

[lloe@hopelink.org](mailto:lloe@hopelink.org)

**Chelsea Nelson**

Sr. Manager, Find a Ride

[cnelson@hopelink.org](mailto:cnelson@hopelink.org) (425) 457-9685

[ssahoo@hopelink.org](mailto:ssahoo@hopelink.org)

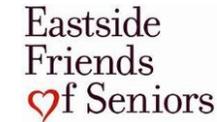
The screenshot shows the 'Find a Ride' website interface. At the top, there is a navigation bar with a logo and links for 'Trip Planner', 'Provider List', 'More Resources', and 'About Us'. Below the navigation bar, a welcome message reads: 'Welcome to Find a Ride. We will help you discover transportation options across King, Pierce, and Snohomish counties.' A secondary message states: 'ORCA Tap-to-Pay is coming in late February. Stay tuned!' and a link to 'Try our Mobile Trip Planner View!'. The main search area is titled 'Find your ride on Find a Ride.' and includes a 'HIDE TRIP DETAILS' button. The search form consists of several fields: 'Starting Location' and 'Destination' (both with search icons and clear buttons), 'Depart at / Arrive by' (with radio buttons for 'Depart at' and 'Arrive by'), 'Date of Trip' (set to '1/28/2026'), and 'Time of Trip' (set to '01 : 26 PM'). Below the form is a map of the Seattle area with a 'PLAN YOUR TRIP' button. At the bottom, there is a section for 'Need Email & Phone Support?' with a link to 'FindARide@hopelink.org' and a phone number '1-888-697-9080'.



FIND A RIDE

# Find a Ride Transportation Services – Fall 2025

Help Keep Our Data Fresh !



King County  
**MOBILITY**COALITION

# Partner Agency Briefings



*Lorrie Alfonsi*



*Beth Hamby*



*Brock Howell*



*Daeveene May*



- **Tap to Pay, using contactless debit or credit cards, including in digital wallets, is now live on the King County Metro RapidRide G Line. This new payment option will roll out to the entire ORCA system soon – hopefully by the end of the month if testing goes well. More updates will come soon. Stay tuned to ORCA social media, our customer newsletter, and other resources for updates.**
- **For information about Tap to Pay, [click here](#).**
- **The February ORCA customer newsletter comes out next week! [Click here](#) to subscribe if you haven't already.**
- **Contact the ORCA Customer Experience Team by emailing [info@myorca.com](mailto:info@myorca.com) if you have any questions.**

*Adam Vance*



*Sandy Phan, Program Manager*

*Community Transportation Navigators*

[Sphan@hopelink.org](mailto:Sphan@hopelink.org)

King County  
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**!RARET**

Regional Alliance for Resilient and Equitable Transportation

*Dean Sydnor, Program Supervisor*

[Dsydnor@hopelink.org](mailto:Dsydnor@hopelink.org)



## **Hopelink Mobility Management – Subregional Coalitions**

Join us! Rural Transportation Advocacy 101  
Workshop

Share Your Transportation Story- Help Shape  
a More Inclusive King County

**Next KCMC Quarterly Meeting:**  
**Tuesday, May 17th, 2026 9:30-11:30am**

**IN PERSON**  
**Location TBD**

# Contact:

Lyn McCarthy

KCMC Program Supervisor

Hopelink Mobility Management

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425-466-3442