

MEETING NOTES

Thursday, April 22nd, 2021
10:30am-12:00pm
Zoom Remote Meeting

Participants: Mike Dee (Lake Forest Park Citizens Commission), Rogan Zangari (Office of Suzan Delbene), Nancy Slote (Seattle Public Library), Lachen Chernyha (City of Seattle Consumer Protection), Robert Blumenfeld (Alliance of People with disAbilities), Sam Nigh (SHAG), Dean Sydnor (RARET), Sherman Goong (City of Bothell, Transportation Planner), Sara Sisco (Hopelink Mobility), Cassidy Giampetro (Hopelink Mobility), Dan Story (DSHS), Victor Londono (Community Van), Shanita Stewart-Burrell (Catholic Community Services), Sean Bouffis (King County Records & Licensing Services), Nancy Slote (Seattle Public Library), Nici Feldhammer (Community Health Plan Washington), Brock Howell (SNOTRAC), Cliff Perry (Northshore Senior Center)

Staff Support: Maggie Harger, Salwa Raphael, Bree Boyce

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 10:30 AM. Attendees provided introductions.

Maggie welcomed announcements from partners, no announcements.

LEP Outreach Task Force Meetings are currently being hosted on a monthly basis through July 2021, currently focused on outreach to Spanish speaking populations. Invited to email Maggie to join. First coalition project of the year.

Sara Sisco of Hopelink Mobility Management provided updates on their Vaccine Transportation Helpline, a service aimed at getting folks to and from their vaccine appointments.

Launched on March 8th, 60 rides for 30 riders to and from vaccine appointment. It has been made possible through partnerships with many existing transportation providers around the county, as well as donations from Uber and Lyft. They try to serve anyone in King County going to appointment. 3-5 days advance notice is preferred for best program matching. Same day possible with 90-minute advance notice using Uber and Lyft. Open to anyone, no qualification necessary. 99%. have been filled. The Helpline will be open as long as demand exists. The phone number for the Helpline is (425) 943 6706.

North King County **MOBILITY**COALITION

KING COUNTY MOBILITY COALITION NEEDS ASSESSMENT (SEE SLIDES)

CASSIDY GIAMPETRO, KCMC

To access the needs assessment, please [click this link](#).

Cassidy gave a brief overview of the King County Mobility Coalition. The KCMC is similar to NKCMC with a shared vision of a transportation system which works for all users. However, the distinction is KCMC is involved in strategic and long term project planning as it relates to King County as a whole.

Cassidy shared some examples of KCMC work. The work they do is primarily needs based, and they do not engage in much education and outreach. Cassidy then began to explain the process that went into the Needs Assessment. This included:

- Broad literature review, 49 resources since 2014.
- Covid was not part of assessment and data, but call out box recognizes the impact.
- Each need labeled by most impacted demographic and location, easier to use for reader looking for specific populations.
- The North King County resources used included: Hospital and health needs assessment, immigrant and refuge assessments, KC Metro reports, Countywide Documents, Transit to Parks Analysis, North King County Gaps Analysis, etc.

The needs specific to North King County were similar to needs discovered by the NKCMC Gaps Analysis. These needs included:

- The need for easier cross county travel
- Lower barrier options for specialized transportation,
- Active transportation networks
- Recognition that regional growth is changing the mobility landscape

The top 5 identified needs ranked by survey and literature review for all of King County included:

- Better connections to employment and medical centers
- Better connections within local neighborhoods for rural and suburban populations
- More culturally competent education and outreach
- A reduction in the confusing/overwhelming nature of understanding mobility options, specifically understanding specialized transportation options. Solution will hopefully be One Call/One Click
- More off-peak options

The KCMC Needs Assessment will inform the PSRC Coordinated Regional Plan, inform NKCMC plans, and inform the work conducted by partner organizations. Partners are encouraged to use this document to inspire internal and external advocacy and find solutions to common gaps.

Cassidy then opened the floor to discussion:

Mike Dee: Do any reports cover PSRC designation of high-capacity transit areas? How are designations made?

Cassidy: No. Doesn't cover recommendations at all for planning around cities. Instead it highlights needs.

Brock: Great to go through 49 resources, kudos. How are the gaps described? Did you pull out relevant information in a narrative form or in a table?

Cassidy: The needs assessment portion is a narrative. Grouped into categories and then organized using tagging system. The primary need is listed first, then followed by a summary paragraph, which includes information extracted from the primary resource. Appendix is bulk of documents, all 49 resources are cited with page, link, and summary of insights. More details on each resource are provided in the appendix. The needs flow narratively, not in table format.

Brock: Considering growth, we want communities that are better developed for people with disabilities and disadvantages. Better built communities means less need for special transportation needs. PSRC has used opportunity mapping that is helpful.

Cassidy: The report very intentionally did not list any specific recommendations, instead it lists needs and emerging trends.

Maggie: At least one source found by NKCMC referenced opportunity mapping. This was the [Seattle 2035: Growth and Equity](#) report.

Reach out to Cassidy Giampeto cgiampetro@hopelink.org for more information about the Needs Assessment.

CENTRAL DISPATCH FOR WHEELCHAIR ACCESSIBLE FOR-HIRE TRANSPORTATION SERVICE (SEE SLIDES)

LACHEN CHERNYHA, CITY OF SEATTLE & SEAN BOUFFIOU, KING COUNTY

The City and county jointly regulate the local for-hire transportation industry, including taxicabs, flat rate/for hire vehicles and Transportation Network Companies (TNCs, e.g., Uber and Lyft). They also manage the Wheelchair Accessible Services (WAS) Fund, which was created to support the availability of wheelchair vehicles in for-hire transportation services.

Right now they are working on establishing centralized dispatch for wheelchair accessible for-hire transportation. This includes reducing wait time and increasing accessible trips. Their current goal is to have the system up by 2022, and right now they are conducting outreach to gain customer input. Today they wanted to ask the group if they have any suggestions or experience in this realm.

Mike Dee: Is <specific name> part of your outreach?

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Lachen: Yes. In the next month we will start putting together specific stakeholder groups.

Sherman: Is this a door-to-door services approach? Is it different from paratransit?

Lachen: Some wheelchair operators provide overflow services. The group we are working with is standard taxi service, rate based and on-demand transportation. Many drivers are trained in door-to-door service. Interested in hearing more about if this type of service is in demand.

Sherman: Does the ride include an attendant?

Lachen: Currently no extra charge for caregiver. Programs like taxi scrip are available, and we have contracts with other transportation providers the cost is not normally covered by the client.

Dean: I used to be an off-site transportation coordinator. One issue we ran across was that not all vehicles fit all wheelchair sizes. Would cause frustration for clients if the vehicle shows up is not right for them. It might be a good idea to have a place where clients can share the size of their wheelchair or which vehicle size they need.

Mike: It would be a good idea to collect information about location and access. Sometimes large vehicles cannot fit in specific spots.

Maggie: Do current transportation providers want to share their best practices?

Victor: Get as much info beforehand from the user is best when dealing with wheelchair accessibility.

Maggie: How is it working with apps?

Lachen: Currently, the information on the TNC side is inadequate. The only wheelchair accessible option they list is yellow cab, but the reality is there may be many other options for users. Our hope is for direct integration into existing apps to request wheelchair accessible trip. We want the user experience to be more streamlined, easier.

Maggie: Will it take longer to get rides?

Lachen: Our goal right now is for service to be equivalent. Right now, we have a small number of vehicles, 3 or 4 different companies, and have to find out which one will be fastest. Our hope is that universal dispatching will provide more equitable wait times. Due to the small sample size we don't have the data to know what the demand is. Many don't know that on demand options are even available.

Maggie: Any last feedback on what to consider for wheelchairs?

Victor: Consider different type of medical terminology when describing wheelchairs and assigning vehicles.

Lachen: To clarify, dispatchers should be trained in terminology from medical field?

Victor: Yes. To know what vehicles can handle the different chairs. Sometimes they may even need an extra vehicle.

Maggie: What is your timeline?

Lachen: Timeline is adapting with the pandemic. Hope in next 3-4 months starting to have a solid RFP to go out. Next 1-2 months organizing more listening sessions and customer surveying. Please reach out with more ideas for groups and information sharing.

Maggie: We can share out survey when the time comes!

To contact or provide feedback, reach out to FAST@kingcounty.gov (FAST= For Hire and Shared Transportation)

NETWORKING OPPORTUNITY

Maggie then set up breakout rooms for the coalition members who wished to stay and network for 10-15 minutes. Members were encouraged to learn about each other's current projects.

ACTION ITEMS

- **Maggie** will share out meeting notes and slides
- **Coalition members** are encouraged to reach out to Lachen and Sean to provide any additional input on wheelchair-accessible vehicles.

NEXT MEETING

THURSDAY, JUNE 24TH, FROM 10:30AM-12:00PM, ZOOM REMOTE MEETING

NORTH KING COUNTY MOBILITY COALITION CONTACT:

Maggie Harger, North King County Mobility Coordinator

mharger@hopelink.org

(425) 943-6730

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Mobility Management Team at mobility@hopelink.org or by calling (425) 943-6760.

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