

North King County

# **MOBILITY**COALITION

Shoreline | Lake Forest Park | Kenmore | Bothell | Woodinville | Seattle

*A coordinated transportation network that allows all people to move freely around North King County and the surrounding area*

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**Welcome to NKCMC!**  
June 25th, 2026

Hope**link** | Mobility Management

# Meeting Agenda

- 10:30am-10:45am: Welcome, Introductions, and Announcements
- 10:45am-11:15am: Partner Spotlight: Northshore Senior Center
- 11:15am-11:45am: Ride Circuit Presentation
- 11:45am-11:50am: Downtown Bothell Workgroup Updates and Feedback
- 11:50am-12:00pm: Roundtable Sharing & Close

# Gratitude

The North King County Mobility Coalition **welcomes and values all communities**. We value, 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 **Coast Salish**, and **Duwamish** peoples, **among others**, as the first people of this land. We honor with gratitude the land itself as well as the past, present, and future of these tribes.

# Introductions

- Please provide your name
- Pronouns if comfortable
- Organization
- Title
- You have 3 magical pumps that you can summon at any given moment that also provide an infinite amount of any liquid of your choosing. What liquids do you choose?

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If you are new to the North King County Mobility Coalition, Welcome! Please share your name and contact info in chat to be included in our newsletter distribution list.

# Partner Spotlight: Northshore Senior Center

*Cliff Perry*

*Northshore Senior Center*

# North King County Mobility Coalition Presentation



Northshore  
Senior Center

NKCMC, June 25, 2026

Cliff Perry, Transportation Manager

# What we do...

So much more than a conventional senior center:

- Adult Day Health Program
- Food Pantry & Meal Programs
- Two Commercial Kitchens
- Beauty Salon
- Chronic Disease Support Groups
- Liquor and Gambling Licenses
- Fitness Classes
- Programs in 4 languages
- Enhanced Wellness
- Information & Referral
- Civic Engagement
- Games & Recreation
- Art Programs
- Social Clubs
- Multicultural Programs
- Veterans Breakfasts
- Caregiver Supports
- Inclusion Program
- Transportation/Mobility
- ...JUST TO NAME A FEW

# NSC Locations

## Bothell Campus

10201 E Riverside Dr (Senior Center)  
10212 E Riverside Dr (Health & Wellness)



Mill Creek Senior Center  
4111 133<sup>rd</sup> St SE, Mill Creek



Kenmore Senior Center  
6910 NE 170<sup>th</sup> St, Kenmore

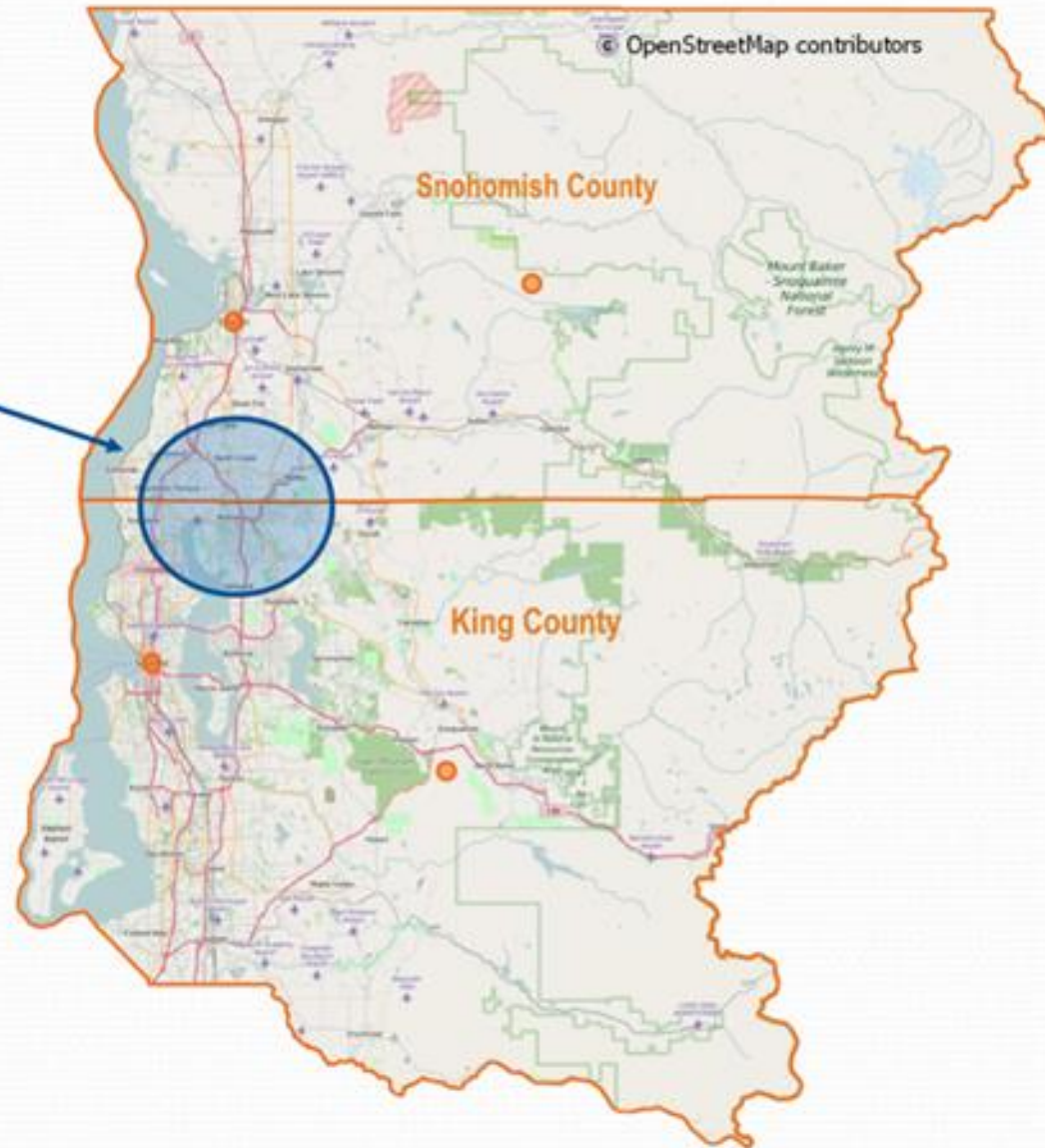
*As a volunteer-led 501(c)(3) community organization, NSC has been a vital source of inspiration, human connectivity, and innovative wellness for 50+ years.*

# NSC Locations

North King County  
South Snohomish County

95% of rides originate in:

- Bothell
- Kirkland
- Kenmore
- Woodinville
- Shoreline
- Lake Forest Park
- Mill Creek
- Canyon Park
- Unincorporated Areas



# Transportation at NSC

- Predominantly demand response
- Focus on serving seniors & people with disabilities
- Working across two counties, seven cities, and unincorporated areas.
- Drivers trained and skilled in transporting special needs riders
- Lift-equipped vehicles
- Caregivers on Wheels



## NSC Transportation by the numbers



- Maintain a fleet of 11 lift-equipped ADA vans
- Two passenger minivans
- Staff of 18 drivers and dispatchers
- Average over 1,300 one-way trips per month in 2025
- Serving 150 unduplicated riders each month
- Field Trips for Northshore and Peter Kirk Center

## NSC Transportation funding mix 2025



Source	Annual Amount
King County Metro	\$ 400,000
WSDOT	120,000
King County (VSHSL)	10,000
City of Kirkland	20,000
City of Bothell	18,000
City of Kenmore	12,000
City of Woodinville	12,500
Transportation Contributions	8,000
Legacy Gifts	Variable

# Looking forward...

- Reflects NSC plans to achieve modest growth and expansion in transportation and mobility services
- Currently experiencing increases in demand that are expected to persist
- Considerable growth opportunities in Snohomish County with more flexible funding sources
- Augmenting our fleet with new buses
- Opportunities for new drivers

# Questions?



Northshore  
Senior Center

Cliff Perry, Transportation Manager

[cliffp@mynorthshore.org](mailto:cliffp@mynorthshore.org)

425-286-1075

# Ride Circuit Presentation

*Konrad Hoernke, Ride Circuit*



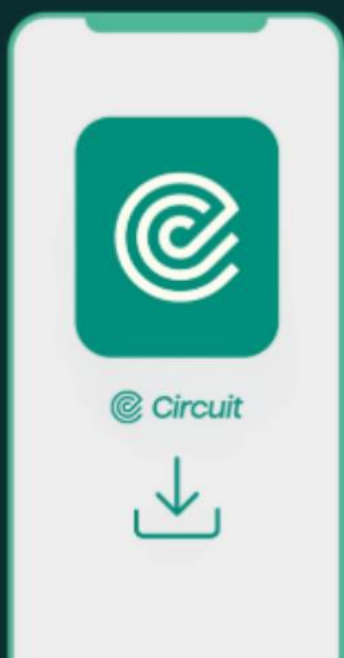
# Rider Platform



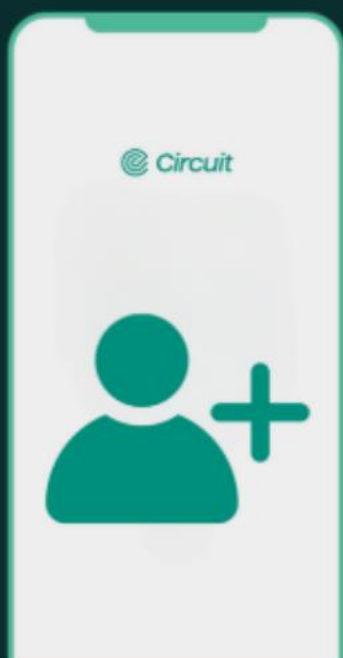
# Ride Circuit in Just a Few Taps



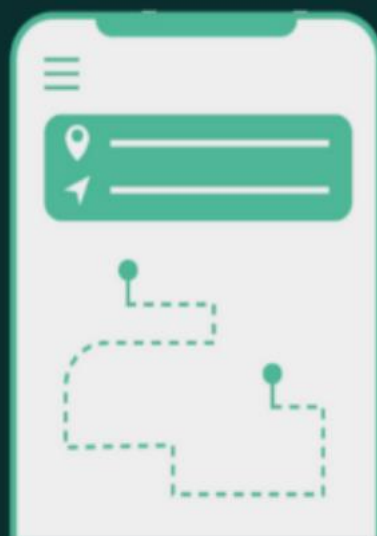
The Circuit app is available for iOS and Android devices. Our app makes it simple for riders to request and receive rides. Here's how it works:



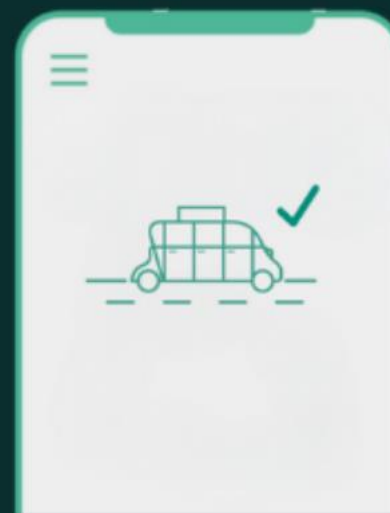
Download the App



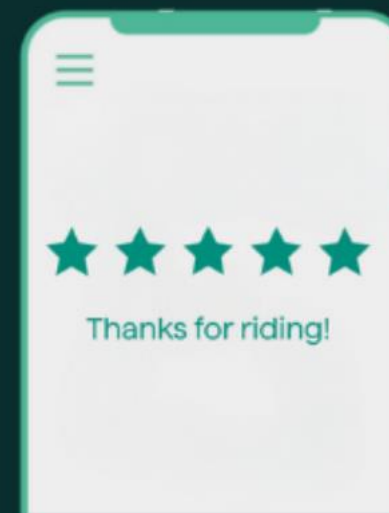
Create an Account



Request a Ride



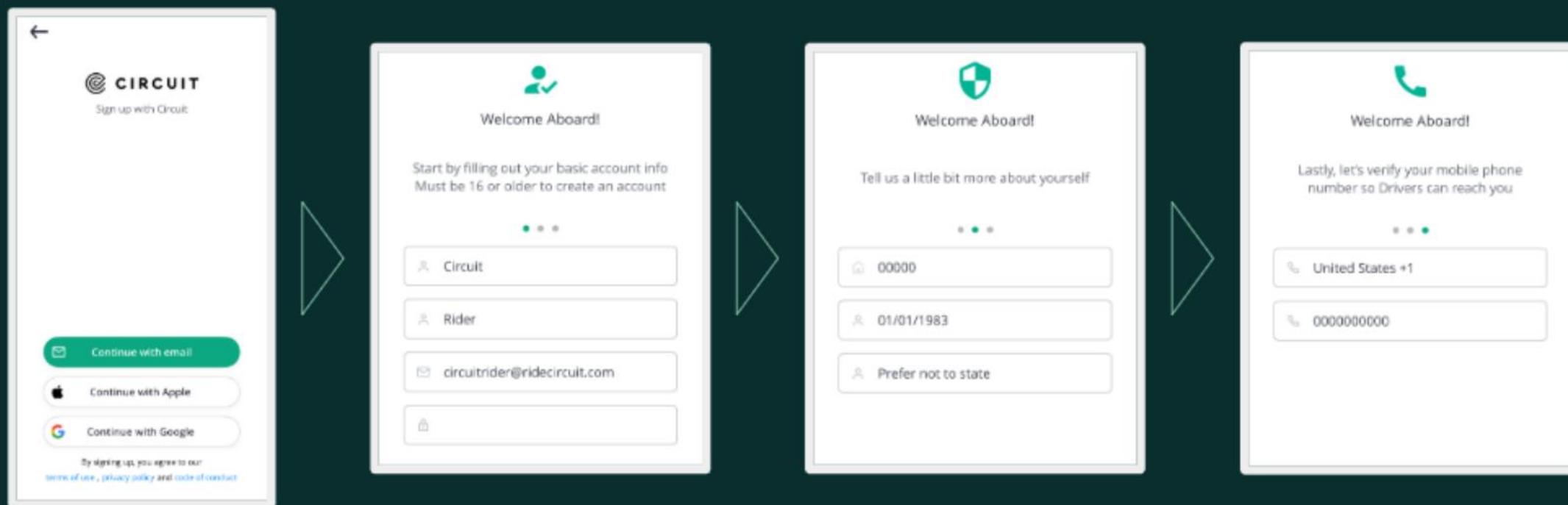
Connect to a Driver



Enjoy the Ride

# Signing up for Circuit

After downloading the Ride Circuit app, users can sign up with an email address or through Apple or Google email verification.

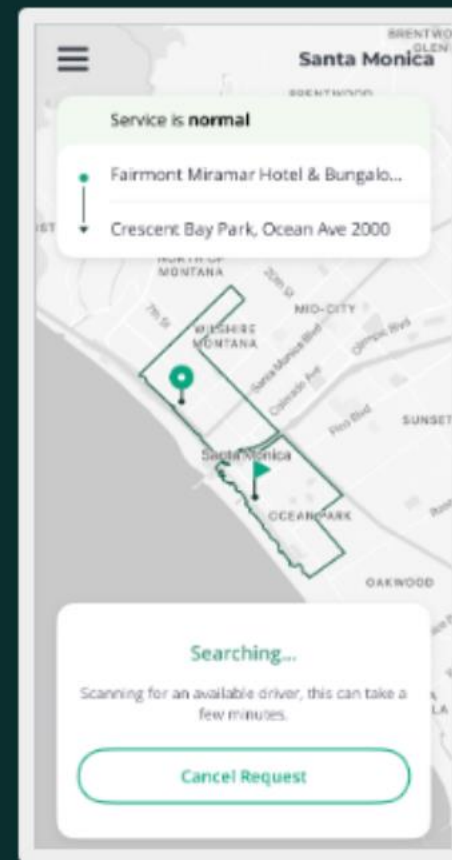
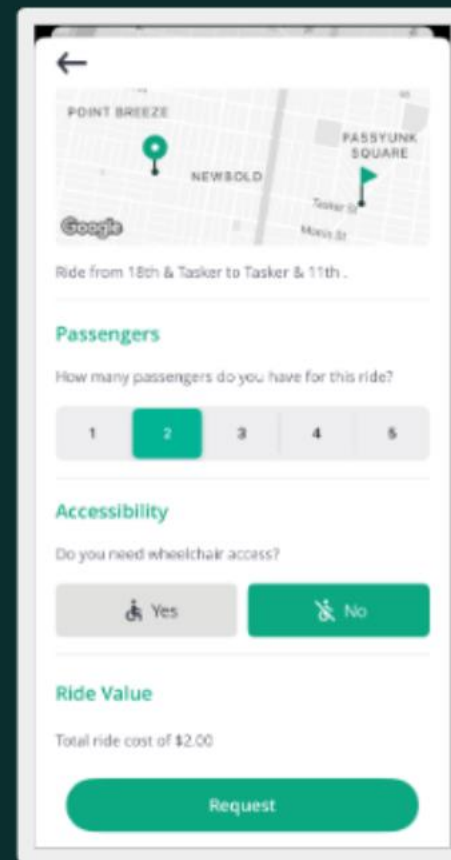
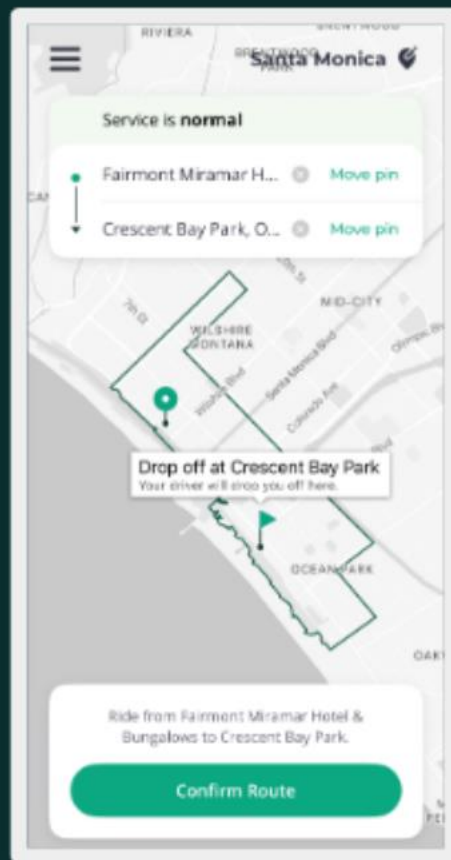


Riders will enter details like name, date of birth, and zip code (*gender is optional*), verify their phone, and accept Circuit's Terms, Privacy Policy, and Code of Conduct.

# Requesting a Ride

Riders select pickup and drop-off locations, number of passengers, and any accessibility needs.

- Once submitted, the routing algorithm finds the best available driver.
- Circuit uses trusted Google mapping APIs for accurate, location-based pickup and drop-off search within each service area.



# Driver Matching Process



Circuit's algorithm searches for available drivers for up to three minutes and assigns rides on a first-come, first-served basis. If none are available, the request is canceled. Availability is based on routing variables like queue length, ride ETAs, and deviation rules.



Rider requests a ride.



Drivers are checked for availability.



Available drivers are ranked.

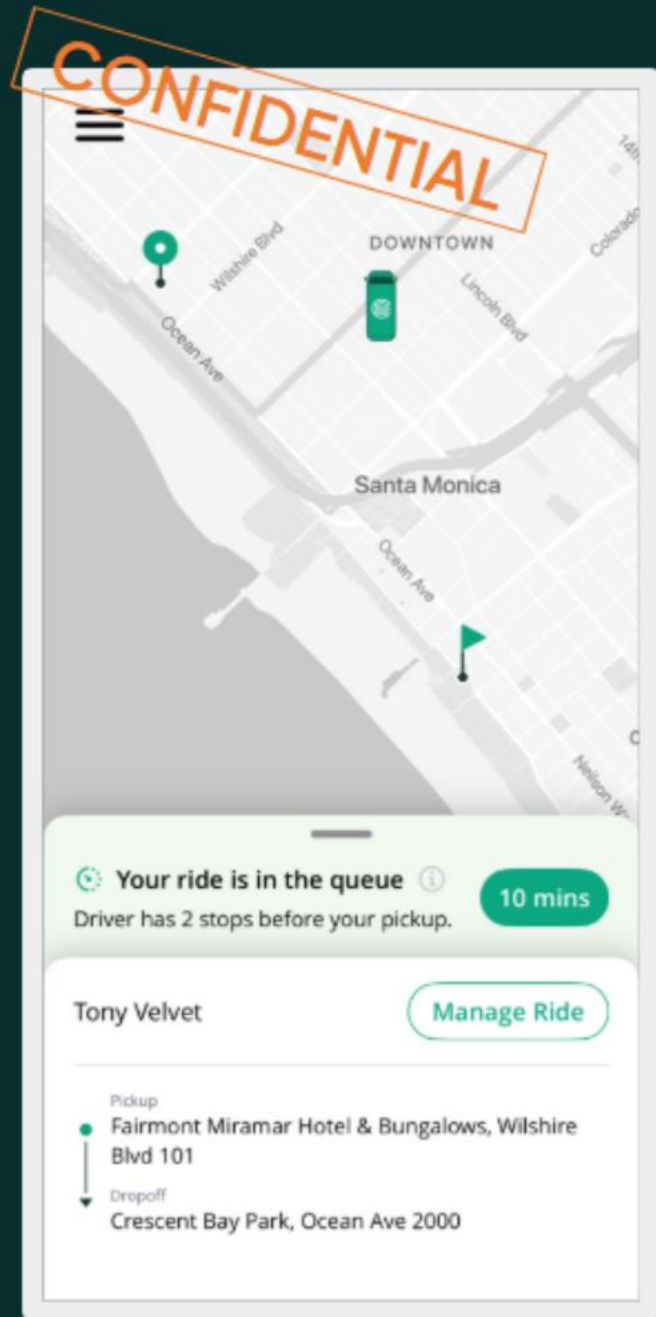
- ✔ **Match:** Driver gets assigned and an ETA is created.
- ✘ **Over Capacity:** If there are no drivers available the request is cancelled.



# Catching a Circuit Ride

Track your driver and manage your ride.

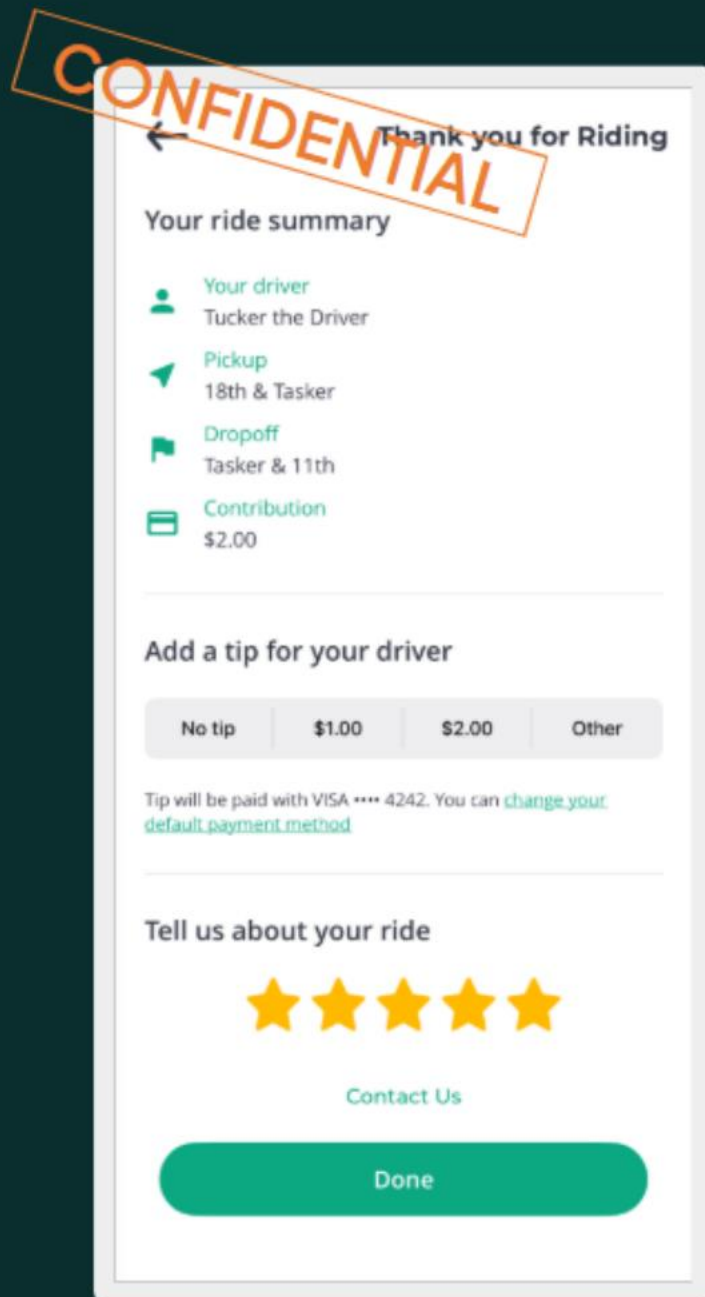
- After connecting with a driver, riders can see:
  - Live driver location
  - Stops ahead
  - Estimated pickup time (ETA)
- When the driver is approaching, an arrival alert is sent. Once marked as arrived, riders have three minutes to meet their driver before the trip is canceled.
- Before pickup, riders can message, call, or cancel through Manage Ride. ETAs may adjust slightly as conditions change, but real-time location keeps timing predictable.



# Ratings and Reviews

After each ride, users can rate their trip, leave feedback, and tip their driver.

- Drivers also rate each ride. If a driver gives a 1–star rating, they submit a report reviewed by Location Managers. Verified reports may lead to strikes or bans per Circuit’s Terms of Use.
- Affected users are notified by email and may appeal through customer service.

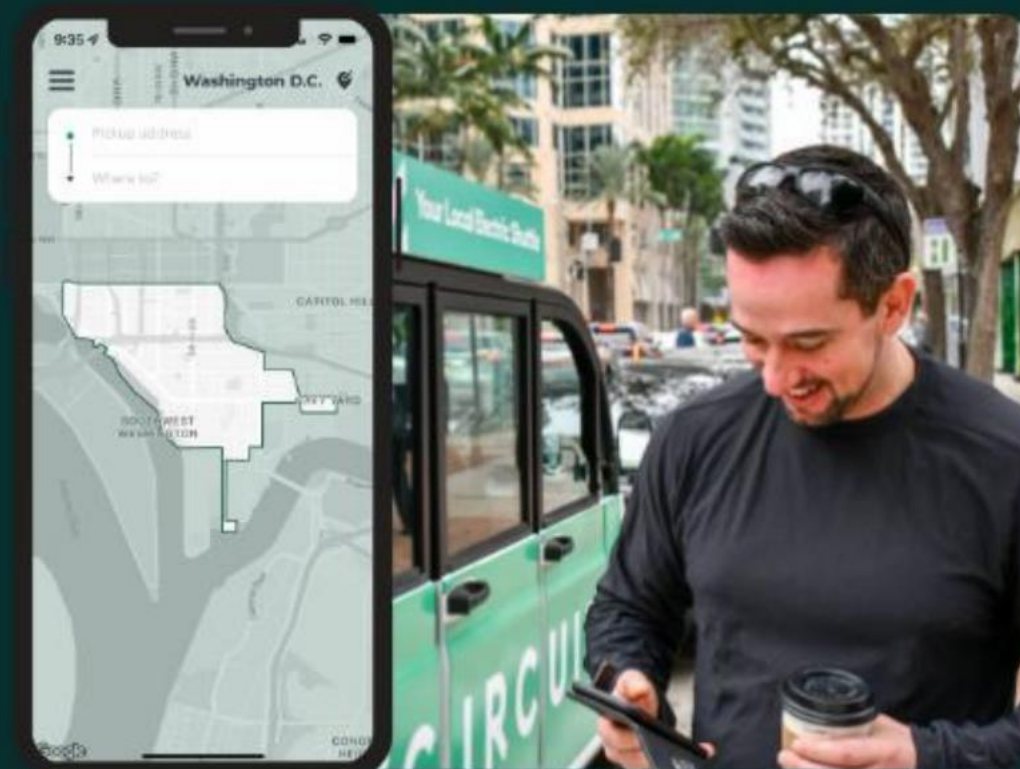


# Rider & Driver App Roadmap

CONFIDENTIAL

Our short-term roadmap for making the rider and driver experiences even more simple and cohesive.

- Started in Q1 2026 and wrapping during Q3 2026 the following enhancements are in progress:
  - Driver Directions
    - Turn-by-turn directions provided to driver for clearer routing and simpler queue management
  - ETA Improvements
    - Full ETA analysis and calculation changes aimed to increase accuracy, accounting for fluctuations in driver queues
  - Zone Visibility
    - Better clarity of zone policies in-app, zone-based request restrictions



# Downtown Bothell Workgroup Project Updates and Feedback

# Bothell Downtown Workgroup Open House

**July 22nd 5:30-7:30pm at Bothell City Hall**

Objectives:

- Share draft goals and policies of the downtown subarea plan
- Identify priorities and potential implementation strategies
- Build shared understanding of planning efforts in downtown

# North King County Mobility Coalition Fiscal Year 2027 Workplan

# NKCMC FY27 Workplan

## **NKCMC Speaker Series**

- Identify topics of interest (transportation/mobility related) from partners
- Host quarterly speaker series based on feedback and ideas from partners
- Speaker/topic ideas include external funding opportunities, sidewalk accessibility and maintenance advocacy, etc

# NKCMC FY27 Workplan

## **Take Transit with Me Video Series**

- Transit trip educational video series
  - "Can you get from A to B using X mode of transportation?"
- Intended for general public, but has the flexibility to focus on certain groups like youth or seniors
- Focused on amenity and transit hubs in NKC
- Digital version of Public Transit Orientations

<https://www.cognitoforms.com/YsabelYu/NKCMCFY27WorkplanFeedback>



# Roundtable and Close

North King County

**MOBILITY**COALITION

**Next Meeting:**

**August 27th**

**10:30 AM – 12:00 PM**

**Zoom**

# NKCMC Contact Information

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**Thank you!**