Welcome

Happy Summer!

INTRODUCTIONS

• Name
• Pronouns (if comfortable)
• Organization/affiliation

What's your favorite thing to do in summertime?
Welcome!

June 22, 2023
10:15 AM – 12:00 PM

Julio Perez
Hopelink | Mobility Management
North King County Mobility Coalition

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

Welcome!

June 22, 2023
Welcome!

Please share:

- Name
- Pronouns (if comfortable)
- Agency/affiliation
The North King County Mobility Coalition Welcomes Everyone

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.
Agenda

Find a Ride (One/Call-One/Click)

Cross-County Transportation Project Final Findings

North King County Mobility Coalition FY24 Work Plan

Roundtable/ Next Steps
Announcements

• King County Metro suspends bus routes
  • Route 16 – Shoreline Community College, Broadview, Bitter Lake, Greenwood, Woodland Park, Fremont, Downtown Seattle
  • Route 237 – Woodinville, Brickyard P&R, Totem Lake, Houghton, Bellevue
  • Route 301 – Aurora Village Transit Center, Shoreline P&R, Northgate
  • Route 304 – Aurora Village Transit Center, Shoreline P&R, Northgate
  • Route 320 – Kenmore, Lake Forest Park, Lake City, Northgate, South Lake Union

• Join our team! Two open positions:
  • King County Mobility Coalition Program Supervisor
  • South King County Mobility Coordinator
Announcement from Coalition Partners?
Find a Ride (One/Call – One/Click)

- Laura Loe
One-Call/One-Click
Find a Ride
Central Puget Sound’s Multimodal Trip Planner and Referral System
The latest and greatest

• Branded Name: Find a Ride
• Eligibility Filters and tagging
• Functionality & Accessibility Testing
• User Testing
  • Older Adults & People with Disabilities
  • Assistors, Caregivers
  • Transportation Providers
  • In-Language User Testing
  • Beta Testing with Other Communities
Rider Requests Trip Online, Multiple Providers Available

<table>
<thead>
<tr>
<th>Rider</th>
<th>OCOC System</th>
<th>Transportation Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Discover</strong>&lt;br&gt;Rider visits OCOC website and views transit options in the region.</td>
<td></td>
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<td><strong>Review Options</strong>&lt;br&gt;Rider sees many options and is uncertain about which service to use.</td>
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<td><strong>Request Service</strong>&lt;br&gt;Rider builds profile and requests trip through the OCOC system. Based on the rider's preferences &amp; confirmed eligibility, the request is submitted to potential providers</td>
<td></td>
<td></td>
</tr>
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</table>
Governance Structure

Mobility for All

Hopelink
Advisory Committee

King County Mobility Coalition
Technical Advisors

Ad Hoc Community
One-Call/One-Click Find a Ride Roadmap

1. Service Discovery & Trip Planning
2. Rider Profiles
3. Intake, Eligibility Determination, & Enrollment Verification
4. Integration with AccessMap
5. Trip Brokering
6. Payment and Billing

More information is available at: https://www.kcmobility.org/ococ
Click OK to confirm language selection.

English

Español

中国人

 한국인

Tiếng Việt

Tagalog

Soomaali

አማርኛ

Tigrinya

Русский

українська
Current Process & Timeline

✓ Phase 1a User Testing
✓ One-Call/One-Click Advisory Committee
✓ Internal user testing with Hopelink team, March 2023
✓ Software vendor finalization, May 2023
✓ User Testing broadens, Spring & Summer 2023
✓ Community engagement & partner marketing Fall 2023
✓ Beta testing with you!
Solution: Central Puget Sound’s One-Call/One-Click

- Inclusive planning; focused on the user.
- Regional focus - King County led, with Snohomish and Pierce partners.
- Unique user cases such as emergency management and healthcare.
- Phase 1 funds by Washington State Department of Transportation’s Consolidated Grant.
  - Match support from Hopelink, King County Metro, Sound Transit, and Aging and Disability Services.
Trip Discovery

Transportation Options for You

Sort by: Specialized Options First

Sound Generations - Hyde Shuttle

Hyde Shuttle

Call to schedule

Trip must be related to: Other Purpose
### Rider Profile

#### Customize Your Travel Profile

- Don't Show this Screen Again

#### For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility

- I have a disability.
- I have Medicaid/Apple Health.
- I have limited/low income.
- I am a veteran.
- I am ADA paratransit eligible.

#### For Specialized Services, Indicate Your Age to Check Eligibility

| Age | 65 |

#### For Specialized Services, Indicate Any Mobility Accommodations that You Require

- I need room for a folding wheelchair.
- I need room for a motorized wheelchair.
- I need assistance from the driver.
- I need delivery to the curb in front of my home.
Led with Inclusive Planning

- *Transit Planning 4 All Grant (2018-2020)*
- Evaluated “how do older adults, people with disabilities, and caregivers find and secure transportation?”

Learn more at https://www.kcmobility.org/kcmc-inclusive-planning-grant
Current Phase Timeline

Development
Nov 2022 to March 2023

Production Site
Mid-March 2023

User Acceptance Testing
March & April

Usability Testing + Audit
April & May

Expand testing
Spring & Summer

Marketing
Summer 2023

Soft Launch
Late Summer 2023

Data Creation, Validation, and Maintenance
Continuous

Updated 6/29/2023
Map View: Door to Door
Transportation Services List
Done & In Progress
Learn more!

The One-Call/One-Click Approach to Specialized Transportation

The current transportation system places a burden on community members to find their ride on their own. This becomes especially tricky for anyone who wants to use specialized transportation services like volunteer programs or neighborhood shuttles. As part of that burden, the community member must know and understand all the complexities in the service network. They must become experts in different programs’ eligibility criteria, scheduling practices, service areas, and other details.

A One-Call/One-Click System seeks to connect community members to the transportation services that meet their needs through a centralized trip planning and ride requesting service that is just one call or one click away!

Hopelink Mobility Management and the King County Mobility Coalition have received funding for Phase One of creating a One-Call/One-Click system for the Puget Sound Region! Read our Find a Ride Roadmap and business plan to learn more.

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**Phase 1 Key Project Milestones**

1. Inclusive Planning / Community Engagement (2018 - 2021)
2. Software Request for Proposal (2022)

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**In the News!**

The Central Puget Sound One-Call/One-Click project represents tremendous progress for both the specialized transportation and transit technology sectors. Read more about the impact our work is...
User Testing Recruitment

Laura Loe
(she/her)
Program Manager,
Find a Ride
LLoe@hopelink.org
(425) 941-6791
Ride Referral Coordination Success
Example 1:
Rider Requests Trip Online, Multiple Providers Available

- **Discover**
  Rider visits OCOC website and views transit options in the region.

- **Review Options**
  Rider sees many options and is uncertain about which service to use.

- **Request Service**
  Rider builds profile and requests trip through the OCOC system. Based on the rider's preferences & confirmed eligibility, the request is submitted to potential providers.

- **Assign Request**
  Provider B reviews the request and accepts the trip in the OCOC system; the other two providers are also informed the ride has been fulfilled.

- **Confirm**
  Provider B contacts rider to confirm trip, explains trip experience to the rider and answers any questions.

- **Provide Service**
  Provider B provides trip and reports the successful outcome to the OCOC system.
Trip Results & Directions

Directions

Step by Step

2:55 PM
12318 15th Ave NE,
Seattle, WA 98125
WALK
HEAD WEST on sidewalk for 790 ft

2:58 PM
NE 125th St & 15th Ave NE BUS
CONTACT INFO
BOARD King County Metro Route 75 and ride it 3 stops
GET OFF at stop: NE 125th St & 30th Ave NE

3:02 PM
NE 125th St & 30th Ave NE WALK
HEAD WEST on sidewalk for 510 ft

3:04 PM
10521 30th Ave NE
Trip Search
Thank you!

Find a Ride Contact Information

Laura Loe
Program Manager
Find a Ride
LLoe@hopelink.org
(425) 941-6791

Staci Sahoo
Director
Mobility Management
SSahoo@hopelink.org
(425) 625-6856
Cross-County Travel for King and Snohomish County
- Kyle Chan
Cross-County Travel for King and Snohomish County

Kyle Chan & Julio Perez
Introduction - Who We Are

This project has been done in partnership by:

UW Evans School Consulting Lab
  ➢ Kyle Chan, Joseph Wei, Giannina Ferrara

Hopelink Mobility Management team
  ➢ Bree Boyce, Julio Perez
Introduction - Project Overview

➢ Methods: Literature, interviews with service providers, WSDOT, PSRC, and end-users, and Disability Rights StoryMap Tool for additional stories

➢ Analysis and Findings - We identified end-user barriers and service provider barriers to cross-county travel and services.
  ○ Largest challenge for providers was working within restrictions of their funding, primarily as services are not allowed to overlap
    ▪ Providers look to WSDOT, WSDOT looks to legislators and bills, legislators look to constituents
  ○ Largest challenge for end-users was wait time and travel time, including transferring between vehicles, and additional stops to pick up riders. They also expressed anxieties towards changes to service routes and difficulties adjusting
# Analysis & Findings - SWOT Analysis

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
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<tbody>
<tr>
<td>➢ Commitment to quality service, providers and mobility managers are dedicated and motivated</td>
<td>➢ Shortages in staffing capacity</td>
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<tr>
<td>➢ Nonprofits help fill the gaps in some areas</td>
<td>➢ ADA trainings</td>
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<tr>
<td>➢ Volunteer driver programs can circumvent cross-county borders</td>
<td>➢ Disability qualifications</td>
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<tr>
<td>➢ Interlocal agreements between providers</td>
<td>➢ Long Transfer and Travel Times</td>
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<table>
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<tr>
<th>Opportunities</th>
<th>Threats</th>
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<tbody>
<tr>
<td>➢ Additional funding sources for specific populations or purposes</td>
<td>➢ ADA requirements not currently being met by all service providers and local governments</td>
</tr>
<tr>
<td>➢ Interlocal agreements between municipalities and local governments</td>
<td>➢ Funding sources lacks consistency</td>
</tr>
<tr>
<td>➢ Hopelink One Call One Click</td>
<td>➢ No overlap or duplicity of service areas and service routes.</td>
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<td>➢ Transit systems and needs assessments in rural areas, where metrics and communities’ needs do not match</td>
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Recommendations

- Improve Driver Training
- Interlocal Agreements
- Standard Practice for Cross-County Collaboration
- Engage in State legislature
- Improve Disability Certification
- Population or Trip-specific Funding
- Other Recommendations
Improvements to ADA Training

Based on feedback from end-users: challenges in communication, onboarding and offboarding

Specific aspects to focus on:

➢ Customer interactions and greater awareness of unseen disabilities
➢ Learn terrain for drop-off and pick-up locations
  ○ ADA entrances and exits of buildings, sidewalks, crosswalks, etc.
Create an Official Structure for Cross-border Coordination

Use Hopelink’s *One Call One Click* project to establish a centralized hub to coordinate transfers for both providers and end-users/riders.

PSRC can serve as a platform for organizations to start putting together a list of best practices for cross-county collaboration and coordinating transfers.

Certain aspects to focus on:

- Communication between providers: who to contact, how to inform rider, where to transfer, when to pick-up
- Scheduling rides between different organizations that have different deadlines for when rides must be scheduled: 24 hours in advance, week in advance, the Monday before, etc.
Interlocal Agreements

One example of an interlocal agreement: King County Metro and Community transit have an inter-agency agreement to coordinate pickup and drop-off locations for transfers to rural cities.

Potential challenges: balancing baseline transportation needs in rural areas with low ridership numbers → additional or increased costs for driving to and from rural locations

Funding restrictions: unable to provide services that duplicate efforts

Municipal governments can establish and expand Public Transit Benefit Areas to Aggregate funding
The Transportation Choices Coalition (TCC) is a nonprofit organization that participates in statewide policy and advocacy efforts to bring Washington more transportation choices.

House and Senate Transportation Committees members are key champions of delivering these issues.

➤ Marko Liias, the Chair of the Senate Transportation Committee has sponsored many bills that are of interest such as SB 5342 (2023) that looks at transit agencies’ ability to enter into interlocal agreements for procurement; SB 5560 (2023) that improves older adults driver safety.

➤ Jake Fey, the Chair of the House Transportation Committee has sponsored many bills that are of interest such as HB 1198 (2023) that authorizes PTBAs to become limited authority Washington law enforcement agencies.
Re-evaluate Disability Certification Process

Based on the mixed feedback from end-users we’ve seen during interviews

- Greater transparency on decision-making process
  - Appeals process
  - “It feels like whether you get approved or not is based on the occupational therapist you get that day”

- Re-certification milestones
  - Allow exceptions to re-certifying for permanent disabilities
  - “I was blind then, I’m still blind now. It feels humiliating having to prove that over and over.”
  - Social Security Administration (SSA) re-evaluate Continuing Disability Reviews (CDRs)
Next Steps: Who? What? When?

- Work with Puget Sound Regional Council and Washington State Department of Transportation to arrange interlocal agreements with neighboring partners!
- Seek out bills in the legislature to advocate for, or work with non-profits to make your own!
- Read the Recommendations chapter in the Final Report for more details on each recommendation!
- Partner with Hopelink Mobility Management team for more detailed actions!
Population or Trip-Specific Funding

Cost-sharing voucher examples:

One example: Central Indiana’s My Freedom program

➢ Population: People with disabilities and older adults
➢ Trip: Cross-county transportation
➢ Funding: Central Indiana’s Regional Transportation Authority, Indiana Department of Transportation, Federal Transit Administration, and CICOA.

Another example: Seattle Department of Transportation’s RideNow pilot program

➢ Population: People with disabilities and older adults
➢ Trip: On demand, point-to-point transportation, up to 3 miles
➢ Funding: U.S. Administration for Community Living, managed by Federal Transit Administration
Other Recommendations To Consider

This is a list of recommendations to consider for future research and general activities

1. Accessibility as a Performance Measurement
2. Improvements to Language Accessibility
3. Public Engagement and Participation in Decision-Making Process
4. Improve Infrastructure and accessibility beyond vehicles
   a. Examples: Sidewalks, chair ramps, crosswalks, etc.
5. Improve Orca Cards and Reduced Fare Cards
   a. 41% of people with disabilities own or apply for ORCA cards: why? How can this number be improved?
THANK YOU!

Questions?
Goals for Today

1. Solicit feedback
2. Initial reactions
Our focus

Older adults
People with disabilities
Low-income households
Unhoused
Refugees
Recent immigrants
Youth
Limited-English Proficiency
Past Projects

- 2020 Needs Assessment
- Limited-English Proficiency
- Cross-County Transportation Project
Things to consider

• King County Mobility Coalition's Action Plan
• Cross-County Transportation Project
• What is working well?
Workplan Ideas

- Participate in Transportation Advocacy 101
- Participate in Transportation Insecurity Needs Index
- Active participation in King County Mobility Coalition workgroups to advocate for findings from Cross-County Transportation Project
- Create space to discuss next steps for Cross-County Transportation recommendations.
- Support new or expanding services in North King County
Rank the current Ideas

Start presenting to display the poll results on this slide.
What are you noticing?

What transportation challenges are you noticing in your community?
Thank You!

Questions?
Roundtable & Next Steps
Coalition Staff Contact:

Julio Perez
North King County Mobility Coordinator

Jperez@hopelink.org
(425) 943-6730
Office Hours: 7:30 AM – 4:00 PM
Please contact with any questions!
Next Meeting:
August 24, 2023
10:15 AM – 12:00 PM
Zoom