Date: 2023-06-22  
Time: 10:15 AM – 12:00 PM  
PowerPoint Link: https://irp.cdn-website.com/c86a044e/files/uploaded/North%20King%20County%20Mobility%20Coalition%20Meeting_Hopelink%20Mobility%20PPT%202023.06.22.pdf

Participants: Laura Loe (Hopelink); Mike Dee (Community Advocate); Brock Howell (Snotrac); Tracie Jones (Hopelink); Phirun Lach (Sound Generations); Sherman Goong (City of Bothell); Teresa Ngo (Hopelink); Kyle Chan (Evans School Consulting Lab); Cliff Perry (Northshore Senior Center)

“Get To Know You” Participants:

Staff Support: Julio Perez, Bree Boyce, Heather Clark

North King County Mobility Coalition Get To Know You

Welcome & Introductions

Announcements
- Bus route suspensions affecting North King County, Routes 16, 237, 301, 304, and 320.
- Two open positions: South King County Mobility Coordinator (SKCMC) and King County Mobility Coalition (KCMC) Program Supervisor.

Find a Ride
Laura Loe, Find a Ride Program Manager

Goals: Be bold, more empathy, improve user experience, and use inclusive planning in designing this multi-modal transportation planning resource.

Mobility for All – Hopelink and King County Mobility Coalition (KCMC) involved with Advisory committee, technical advisors, and ad hoc community involved in the design process.

Please contact Julio Perez at Jperez@hopelink.org or (425) 943-6730 for any errors or omissions in these notes.
• Phase One funding was secured through Washington State Department of Transportation’s consolidated grant.
• Also incorporating RARET (not all blue-sky trip planning)
• 1,500 users access Find A Ride each month.
• Transportation providers – we (Find a Ride) want to make sure we do an accurate job in connecting riders with services. Our role with Find a Ride is to expedite that process.

Roadmap:

In the future, we are working toward ride booking, Integration with AccessMap (how steep is the incline of the sidewalk when I get off the bus?), Intake, eligibility determinations, enrollment verification, etc., and payment and billing.

• Latest and greatest:
  o Branded name
  o Eligibility filters and tagging
  o Functionality and accessibility

• User testing
  o Older adults and people with disabilities
  o Assistors, and caregivers
  o Transportation providers
  o In language user testing
  o Beta testing with other communities

We want to make sure our descriptions of the transportation services are accurate. This project is being closely watched across the nation since this is one of the first tools of this kind to be developed.

Language accessibility – working on this but there is room for improvement.

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Meeting Notes

Working with the developer on how trip results and directions are displayed. We want to make this as clear as possible for people with disabilities, seniors, etc. The more feedback you give Laura, the better we can prioritize.

We would like to add more services in Pierce and Snohomish Counties, still adding some in King County as well.

Current process and timeline

- Beta testing
- Advisory committee
- Internal user testing with Hopelink team
- Software vendor finalizations
- User testing broadened.
- Marketing (summer 2023)
- Soft launch (late summer 2023)

We want to ensure that there is no “wrong door” when reaching out for ride services.

Contact Laura Loe if interested in participating in user testing.

Question and Answer:

Mike Dee: does the website go through an ADA checker?

Laura: our standard was to be above compliance. We have advisors who support that. We have had accessibility audits and will have more. We are following ST’s accessibility testing as well. National standards are disappointing. We want to do better.

On-going, iterative process

Mike: Darker greens and blacks are challenging

Julio: cross-county trips?

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Meeting Notes

Laura: Staci brought that up with our marketing, and we are discussing that as a possibility, but we would also need your support. We need the data.

Cross-County Transportation Project Final Findings
Kyle Chan, University of Washington
Graduate program in public policy

Project overview

Methods: Literature review to understand different transportation networks in King and Snohomish counties, Washington State Department of Transportation, Puget Sound Regional Council, End-users, and Disability Rights StoryMap Tool for additional stories.

Analysis and Findings

• The largest challenge for providers was working within the restriction 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.
• Larges challenge for end-users was wait time, travel time, transfers, adjusting to changes in services.

Strengths

• Commitment to quality service
• Nonprofits help fill some gaps.
• Volunteer driver programs can circumvent cross-county borders (driver availability still is an issue).

Opportunities

• Additional funding
• Interlocal agreements between municipalities and local governments
• Find a Ride

Weaknesses

• Shortages in staffing
• ADA trainings

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Meeting Notes

- Disability qualifications
- Long transfer and travel times

Threats

- ADA requirements are not currently being met by all service providers.
- Funding sources lack consistency.
- No overlap or duplicity of service areas/routes
- Transit systems and needs assessments in rural areas where metrics and communities’ needs do not match.

Recommendations

- Improvements in ADA training
- Communication, onboarding and offboarding
- Focus on customer interactions and greater awareness of unseen disabilities.
- Learn terrain for pickup and drop off locations.
- Create official structure for cross-border coordination.
  - Find a Ride can help centralize and coordinate.
- PSRC can serve as a platform for organizations to start putting together a list of best practices.

Interlocal agreements

Example being inter-agency agreement to coordinate pickup and drop off locations for transfers to rural cities.

Municipal governments can expand public transit benefit areas to aggregate funding.

Engage in State Legislature Activities for example support Transportation Choices Coalition, and House and Senate transportation committees, who are key champions.

Re-evaluate disability certification process.

- Allow exceptions to re-certifying for permanent disabilities.
- Population or Trip-Specific funding.
- Cost-sharing vouchers.
  - Example: Indiana’s My Freedom program.
  - Example: SDOT RideNow pilot program.

Other recommendations

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Meeting Notes

- Accessibility as a performance measurement
- Improvements to language accessibility
- Public engagement and participation decision making process.
- Improve infrastructure and accessibility beyond vehicles.
- Improve orca cards and reduced fare cards.

Next Steps:

- Work with PSRC and WSDOT to arrange interlocal agreements with neighboring partners.
- Seek out bills in legislature to advocate for.

Question & Answer:

**Brock**: Main issue we heard was non-transportation services had difficulty transporting people from Snohomish to King County (example, Homage).

**Kyle**: From what we gathered, it was that they wanted to see seamless transportation across the border. The problem was overlap of services.

**Brock**: did you provide a recommendation? One provider completes the trip. Work to assist with transfers? What will work best?

**Kyle**: re-negotiate with transit benefit areas.

**Brock**: Homage is not in a transit benefit area specifically.

**Bree**: The report will be ready soon. It’s not specific and more nuanced. Next steps will be tackling barriers and finding solutions that will work well.

**Brock**: Interlocal agreements to provide trips within rural areas. My understanding is how to arrange transit at the border for paratransit. I am less familiar with how to do this in rural areas, so I’m wondering what that is about.

**Brock**: Not always rural area – Lynnwood is an urban area and often those residents need to cross the border. They are not able to use fixed-route transit and paratransit crossing a county border presents a problem.

**Julio**: How is cost determined/shared between counties?

**Brock**: In general, Metro does not provide services in Snohomish County. The main thing is that CT is focused on ridership, so they have focused on the bulk of cross-

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border services. With light rail, they are adjusting. They are shifting away from that. Sound Transit will connect across the border. There is significant funding available for express buses that cross borders. Sound Transit offers services but contracts out.

NKCMC FY2024 Work Plan
Julio Perez, North King County Mobility Coalition

Things to consider: KCMC Action Plan, Cross-County Transportation Project, and What is working well?

Workplan Ideas

- Participate in transportation advocacy 101.
- Participate in transportation insecurity needs index.
- Active participation in KCMC workgroups to advocate for findings from CCT project.
- Create space to discuss next steps for CCT recommendations.
  - Senior centers? VSHSL senior transportation forum
- Support new or expanding services in North King County.

Question & Answer

Bree: Do we want to go back to the gaps analysis and pull from that?

Julio: Yes, and past projects are still informing current work (Spanish-speaking population)

Brock: How is that currently connected?

Julio: It falls into everything, how I include that population in the work that I do – ensuring they are aware of existing services.

Brock: Would we add a sixth idea of travel training?

- These topics are quite broad. Comp plans are being developed and this is a good opportunity to be involved.
- Work on ADA transition plans
- S2 Line is planned but work to be done for safe routes (within topic 1)

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Meeting Notes

- Forum called Seashore – elected leaders of Northwest King County – meet once a month – would be good to be involved.
- Aurora Re-imagine project also might fit.

Action Items

Next Steps

Next Meeting: August 24, 2023, from 10:15 AM – 12:00 PM

North King County Mobility Coalition Contact:

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<thead>
<tr>
<th>Julio Perez</th>
<th>Bree Boyce</th>
</tr>
</thead>
<tbody>
<tr>
<td>North King County Mobility Coordinator</td>
<td>Senior Manager of Mobility Coalitions</td>
</tr>
<tr>
<td><a href="mailto:Jperez@hopelink.org">Jperez@hopelink.org</a></td>
<td><a href="mailto:BBoyce@hopelink.org">BBoyce@hopelink.org</a></td>
</tr>
<tr>
<td>(425) 943-6730</td>
<td>(425) 943-6751</td>
</tr>
</tbody>
</table>

For more information on NKCMC, contact Julio Perez, visit our website here [https://www.kcmobility.org/nkcmc](https://www.kcmobility.org/nkcmc), or sign up for our distribution list here [http://eepurl.com/gx6St9](http://eepurl.com/gx6St9).

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