Thursday, January 12th, 2023
10:15am – 12:00pm
Zoom Call-in

Participants: Sandy Phan (HL), Julio Perez (HL), Katie Drewel (Sound Transit), Kahdijah Jackson (Skyway Community Van), Rocel M (CTN), Daveene, Jordan Hoover (King County Metro), Roz Novikova (HL), Sara Sisco (HL), Vicky Navarro (CTN), Chris Andree, Alexis LaFlamme (CCS), Bree Boyce, Bebhinn Gilbert (HL), Kim Cooper (City of SeaTac), Heather Clark (HL), Jacque Mann (PSESD), Mackenzie Martin (PSE), Tracie Jones (HL), Gabrielle Hodges

Staff Support: Bree Boyce, Julio Perez, Sandy Phan

New Year, New Start!

Participants: Sandy Phan (HL), Julio Perez (HL), Katie Drewel (Sound Transit), Kahdijah Jackson (Skyway Community Van), Rocel M (CTN), Daveene, Jordan Hoover (King County Metro), Roz Novikova (HL), Sara Sisco (HL), Vicky Navarro (CTN), Chris Andree, Alexis LaFlamme (CCS), Bree Boyce, Bebhinn Gilbert (HL), Kim Cooper (City of SeaTac), Heather Clark (HL), Jacque Mann (PSESD)

Welcome, Introductions, & Announcements

Announcements: Hopelink announced the new Program Manager of Volunteer Transportation, Teresa Ngo!

MEO

Upcoming Travel Ambassador Training: Aerospace Joint Apprenticeship Committee

Partner Announcements

Jonathan: New SKC Program Coordinator at CCS, Alexis LaFlamme is introduced

Katie Drewel: Katie shared that she is working with a group to promote ORCA LIFT. Pierce Transit is looking to join the ORCA LIFT program.

SKCMC 2022 Achievements

I wanted to take time to thank everyone for their support everyone who joining these meetings. Within 2022, we hosted 6 meetings and ended the year with an avg attendance of 13 participants compared to 8 in 2021.

Throughout this meeting we aimed to invite and create space for diversity and inclusivity at our meetings, and within our meetings we had 15 unique agencies joining us to combat the transportation challenges in SKCMC such as CCS, King County Housing Authority, Muckleshoot Transportation, to share a few.

I know everyone has received communication and weekly announcement from us. In these weekly announcements, our goal is to share transportation resources and service changes. Other topics included are funding opportunity, community events, and general announcement from our team. In 2022, we expanded our reach and information sharing to 23 new partners such as UTOPIA WA, neighborhood house, pierce county, CTN, to share a few.

I also wanted to highlight that we overall satisfaction rate of 89%, 9 responses compared to 8 in 2021.

The coalition also supported and believed in the program and CTN from the beginning and the pilot stage
- Added 23 new partners to SKCMC distribution list
- 6 Meetings with an increase in average attendance
- 89 percent satisfaction survey
- Supported the CTN program launch

Sandy invited SKCMC partners to share one achievement they had in 2022

Kahdijah: Kahdijah shared that 2022 was the first year of the CV in Skyway. They had a slow start, and they have been increasing their ridership and excited to see another year for the pilot program.

**CTN Updates**

**CTN History**

Before going into the panel, as a reminder CTN project came out of an inclusive planning grant in 2018 to create deeper engagement in the community. CTN is a peer to peer model approach and is dedicated to provide transportation information to the community directly from the community. We wanted to utilize shared experience, language, culture, and geography to lead and staff this program. We are recruiting directly from communities and looking to identify community champions to support our pilot project.

Sandy announced that the CTN program was approved for another 6 months!

CTN Outreach included tabling session and presentations at the following below:
- Seafood City
- Kirkland Library
  - St. Paul
- Arts of love and extravaganza
- Local radio spotlight on Rainier Ave Radio

---

**Community Transportation Navigators Panel:**
*Rocel Mendoza & Vicky Navarro — Community Transportation Navigators*

Sandy introduced two of the CTN, Rocel Mendoza and Vicky Navarro and started to facilitate the panel discussion.

**Q: What interested you in this program and this position?**

Rocel:
A: That seniors should not need to car to move around. Being a CTN helps create awareness about transportation options for people.

Vicky: Joined because her background and love for helping her community.

**Q: What is one client success story you’d like to share?**
Rocel:
Met a mom during outreach who has a daughter who was experiencing a disability and had been paying the full fare for transit over 16 years. The mom never heard about the reduced fare programs offered from Metro or Public Health and when she visited the CTN booth, she was so excited and grateful to get connected to the services and resources. After a home visit from and applying, the daughter received her subsidized annual pass and could ride transit for a whole year for no cost.

Vicky:
A client who moved to DT Seattle for housing. The client encountered a parking barrier. Vicky taught the client how to use the bus, and other resources the client can you.

Q: What do you enjoy about being a CTN and this program?

Vicky: Enjoys being out in the community and building partnerships with the community.

Rocel: Enjoys being out in the community and talking in her native language with the community. It builds a sense of home. She feels great being able to connect people to transportation resources to help them with this transportation needs.

Q: Based on your outreach, what suggestions do you have for improvement for the rest of us to increase community outreach?

Rocel: Having internet access while you are out in the community. Showing client how to interact with bus schedule. Having more than one CTN available would be helpful. Sometimes other CTN personnel are not able to join.

Vicky: Technology is a key to support the work they do to do enrollments. As far as partnership building, she would like to see partnerships with different organizations to share the work they do.

Chris: Thanks, the CTN for the amazing work they are doing. How would it look for partners who join your Zoom meeting?

Vicky: its about a 30-40 min presentation. Sometimes partners have clients who need support and partner can refer them to CTN. They would like to join spaces where partners can have them share the work they do.

Jacque Mann: is there a link to the Zoom meeting? Sandy will share the link with Partners.

---

**King County Mobility Coalition Action Plan**  
*Bebhinn*

Sandy invited Bebhinn to present on the King County Mobility Action Plan.

Bebhinn expressed the goals for the discussion which is to introduce county wide projects and brainstorm how SKCMC’s needs can align with the action plan.

The king county mobility coalition uses action plans as an essential tool for aligning our work with the community needs. They are a roadmap for identifying next steps, coalition priorities, and potential projects.
Coalition Lifecycle
We review the county wide needs and assets and update it every couple of years.

- Access to healthcare
- Veterans’ transportation
- Emergency management coordination
- Education and outreach
  livable communities
- Access to work and school

Other Actions Plan success
- Worked with valley medical to create a program by providing transportation options for people to get where they need to go after their appointments.
- Piloted care mobility rewards programs
- OCOC
- Free youth fare
- Established Access to Healthcare and access to work and school subject communities.
Their action plan has led to establishing different committees.

Bebhinn shared upcoming ways to engage
- January: Ease impact mapping
- March: Narrowing and early prioritizing

Regional Needs (Shared so far)
- Expand service hours
- Connections to regional cities
- Transit infrastructure
  - Includes pedestrian access
  - Lighting, seating, shelter, safety
- Cost as barrier to mobility
  - In urban cities on-demand services are too costly

Kahdijah: Skyway residents have expressed 1) to be able to travel within their own community. Being able to have a shuttle service.

**What Opportunities do you see for coordination and partnerships?**

Jacque: How can we coordinate or partner to increase driver pool? She would like to shift back to have more drivers.

What is your ideal solution? What will solve mobility needs in South King County?

Kahdijah: Meet the community at their needs. Create programs to each community’s needs. Needs are different based in the area people live.

Jacque: There is no one solution.
Daveene: Some communities do not want government in their communities. Finding local champions to communicate our work to the community plays a big role.

Vicky: Go where people are. Sometimes people just do not know here to start.

Next Steps & Commitments, and Roundtable

Sandy – SKCMC Mobility Coordinator

**Next Meeting:** Thursday, March 9th, 2022 from 10:15am-12:00pm
**Location:** Zoom

South King County Mobility Coalition Contact:
Sandy Phan, South King County Mobility Coordinator
Sphan@hopelink.org
(425)-457-3940

Bree Boyce, Program Manager
BBoyce@hopelink.org
(425) 943-6751

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.

Title VI Notice to Public
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Hopelink is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Hopelink’s Title VI Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact Hopelink’s Title VI Coordinator at (425) 869-6000 or TitleVI@hopelink.org.