Thursday, Marc 9th, 2023
10:15am – 12:00pm
Zoom Call-in

Participants: Julio Perez, Sandy Phan, Bree Boyce, Roz NNN, Alexis LaFlamme, Allison Miskell, Daeveene May, Jonathan Prociv (CCS), Jordan Hoover, Kim Cooper (City of SeaTac), Veronica Bean, Sara Sisco, Mackenzie Martin (Puget Sound Energy), Mitch Brown (KCM), Heather Clark, Joy Scott (City of Auburn), Teresa Ngo, Tracie Jones, Tiffany Olsen, Jacque Mann, Chris Andree, Dorsol Plants, Veronica Bean,

Staff Support: Bree Boyce, Julio Perez, Sandy Phan

South King County Hidden Gems!

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Welcome, Introductions, & Announcements

Announcements:

- New Program Supervisor for Find a Ride, Laura Loe!
- Community Transportation Navigators program is expanding, and a new cohort is coming soon

MEO

Travel Ambassador Training
- Completed: King County Homeless Authority (1), Aerospace Joint Apprenticeship Committee (1), World Relief (1)
- Upcoming:

Getting Around Puget Sound
- Completed: Kent Activity Center (3), Auburn Community Court (2), Tukwila Library (1)
- Upcoming: Burien Library

Public Transit Orientations
- Completed:
- Upcoming: World Relief (1)

Partner Announcements

Mackenzie: PSE launched GO electric fleet and multifamily programs.

More Destinations with Metro Flex:
Allison Miskell – Transportation Planner
Metro decided to consolidate all their on demand services (Pingo, Via, and Community Ride) into one brand. They have made changes to the programs to meet community needs.

You can request a ride using an app or web portal. Riders have to walk to the nearby pick destination. Fares are the same as buses and reduced fare ORCA cards are accepted. There are ORCA readers onboard of all the vehicles.

Service areas: Juanita, Sammamish, Kent, Othello, Reainer Breach, Skyway, Renton Highlands, and Tukwila.

Some Key changes:

- New App Metro Flex
- Rebranded 7 passenger vans
- This service offers “Corner to corner” service. They can go anywhere within the service area.
- Fixed route filtering. If you request a ride and a Metro bus is near by, the app will redirect the person to go to the nearby stop.

The app is available in additional languages.

Changes to customers experience

- Community ride will see shorter wait times. The vehicles are smaller and customers need to indicate mobility needs or if they have a bike.
- If there is a high demand, clients will get a message telling them there is no seats available.
- Via to Transit is operating Metro Flex. There might be a wait time for Via Transit.

Efficiency Gains

- Corner to corner service is more in line with public transportation services. Operational efficiencies are with the consolidation.

Equity

- All mobility needs override the requirement to walk, and the rider will get door-to-door service.

- App/web/material available in 5 common languages.

Flex is embedded in Metro’s core values and long-term goals. These is relatively new concept and they always learning. When a service is launched, they have a pilot cycle: ID new project, develop pilot, implement pilot period, decision.

At end of the pilot metro evaluates what they discover.

Metro has seen a tremendous increase in on-demand services.
Questions:

Bree: How many vehicles do you have in service? Allison: There are over 30 vehicles in their fleet. Only two vehicles operate at a time.

Dae: 1) Any requirements to ride? 2) Wheelchair accommodation? Allison: 1) No qualifications to ride other than being over 13 years of age. 2) Vehicles are ADA accessible and their website lists wheelchair sizes.

Jordan: KCM will be going out to the community to share information. Reach out to Jordan for information.

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**Ride United Transportation Access**
*Tiffany Olson – King County 211 Manager*

211 is a part of the greater WA 211 network. It connects people to essential human services. They are AIRS accredited and they set national standards for consistency. They work with other 211 services in the region. 211 is operated by Crisis connections.

Help is three numbers away

- 911- emergency, medical, fire, crime, etc
- 988- suicide, mental health crisis, emotional distress, etc
- 211- Food, housing, healthcare, transportation, utility assistance, etc

2022 top needs
- Housing and shelter
- Healthcare

211 works with the department of health. They distribute information during adverse weather. They have family and caregiver services. They also have referrals for caregivers. They have food services and connect clients to food services specialist.

In partnership with Solid Ground, they offer housing solutions.

They are partner with United Way and Lyft to provide transportation to king county residents. They have a transportation program that works with Afghan refugees.

**Accessing 211 Transportation**

The person who needs the ride should be the person who calls.

Ride needs to originate in King County but can end outside the county. Rides needs to be within the $22 limit.

- Up to six rides in 2023
- Food, housing, legal, community support, non-emergency medical
- 18+ or accompanied by adult
- No phone required for on demand ride; smart phone required for future rides. The specialist provides all the needed details to ensure the client locates the vehicle picking them up.
No medical emergency rides. People do not need to provide a credit card.

To connect dial 211 between Mon-Fri, 8am – 6pm. 24hr texting is available, just text your zip code.

Average distance traveled is 5 miles.

Next Steps & Commitments, and Roundtable
Sandy – SKCMC Mobility Coordinator

Sandy invites people to take the satisfaction survey.

https://forms.office.com/Pages/ResponsePage.aspx?id=vswqlallB0yYetOGuOxVvdh3izCXfShDpWS343T4Q-tURFk5QTNPTjYNzdDNDVVUjhTUIUxNI2TOCQlQCN0PWcu

Next Meeting: Thursday, May 11th, 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.

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