

**Thursday, May 12, 2022**

10:30am – 12:00

Zoom Call-in

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10:15 AM – 10:30 AM

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Participants: Jacque Mann (PSESD); Jonny Prociv; Veronica Bean (The City of Auburn); Devene May (Pierce County); Allison Miskell (King County Metro); Anthony Avery; Jason Campos (King County Metro); Lizette Carrasco (King County Metro); Phillips James; Riley Patterson; Gracie Geremia (Lyft); Kahdijah Jackson (Sky Community Van); Heather Clark (Hopelink); Shanita Stewart (Volunteer Services); Kimberly Kinchen; Chris Andree (The City of Tukwila) Allison Turner, Adrian Down, Chris Lovings

Staff Support: Bree Boyce, Julio Perez

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### **Spill the Tea**

Participants: Networking Participants: Devene May (Pierce County); Allison Miskell (King County Metro); Anthony Avery; Jason Campos (King County Metro); Lizette Carrasco (King County Metro); Phillips James; Riley Patterson; Gracie Geremia (Lyft); Kahdijah Jackson (Sky Community Van); Heather Clark (Hopelink); Shanita Stewart (Volunteer Services); Kimberly Kinchen; Chris Andree (The City of Tukwila)

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### **Welcome, Introductions, & Announcements**

Sandy starts introductions and reads agenda.

Announcements:

Sandy starts to share announcements from Hopelink's team and then opens the floor for announcement from all our partners. Sandy shares that Hopelink's newest Program Specialist is Rose Rozilia Novikova!

The next announcement includes the King County Metro vanpool fare pilot in Kent. It is allowing people who live or work in Kent that make \$25 or less per hour, the opportunity to start or join a vanpool for a monthly fare of \$49 and that includes riding the car in the gas, any toll bridges is also included in that fare as well.

Sandy gives Mobility, Education, and Outreach updates from South King County and what we have been working on with the community. Please see outreach efforts below:

### **Travel Ambassador Training**

Completed: (4) Ideal Option and Valley Medical Center

### **Getting Around Puget Sound**

Completed: (3) Transform Burien and Seattle Veterinary – Native American Health Fair, Compass Center, Auburn Community Court

Upcoming: (2) Transform Burien and Seattle Veterinary – Native American Health Fair and UTOPIA Washington

### **Public Transit Orientations**

Completed: (2) World Relief (virtual)

Upcoming: (2) World Relief and Refugee Resettlement Office (in-person)

Sandy invites Kimberly to share any announcements with the group.

Kimberly announces the 2022 week without driving. Kimberly invites the coalition to join and participate in a week without driving. Kimberly shares that this event helps support those elected and particularly folks on transit boards, close their experience gap when it comes to non-drivers travel experiences. Kimberly will likely be reaching out to lots of folks who are in [this] meeting in the coming weeks and months to get your ideas and to engage.

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### **New ORCA Retail Network:**

*Jason Campos – King County Metro, Transportation Planner*

Sandy introduces Jason Campo, transportation planner and part of the transportation demand management group at King County Metro. Jason talks about the Orca retail network and ways that we can get you all involved and get additional feedback.

Jason shares his presentation on the New ORCA overview, new mobile app, more retail locations, and card design. Previously the retail or previously to be part of a retail network you had to buy special equipment and have special devices and was cumbersome. So Metro, really had a concentration of large chain stores, providing that type of option and being able to sell you the card directly. One of the main aspects Metro heard feedback from the community was really make it easier for end-users to reload fund on the card, help find retail locations make reloading funds easy and just increase access.

What is a retailer? It is a store or other locations, other locations with TBT in its initial phase, Metro is looking at retailers or, or groceries or mini markets. But it is really a place where transit riders will purchase ORCA cards and then load E purse value. And so why is it important? With the current ORCA system and soon with the new orca system that's rolling out, you have these great online options to reload your card and loads instantly and the ability to use the mobile app to load money to your card. And then you can use ticket vending machine that links stations on parking rides. The reason that Metro's expanding is to increase access and provides a way for people that have limited technology understanding or access to kind of reload their cards in an easy way where they go day to day and then put ORCA card location in and transit access to people's neighborhoods, and then provide additional options for our cash dependent riders.

### **High Priority Areas**

Their focus areas in underserved groups.

### **Retail Network Outlet Requirements**

To be a potential vendor, or retailer, you must be a registered business, you have to have a bank account you have to have the ability for financial transactions, an auto colon deposit, accept cash, have staff time devote time to this which can include actual ORCA card sales and inventory management.

### **New ORCA Retail Network Timeline**

Looking at Late July early August for the launch of retail network. Timeline can change as vendors are added. They are also looking at smaller retailers.

Ask of Mobility Coalition Members

Presentation Survey, and Draft Map of ORCA Retail Locations:

1. View Draft map of retail locations
2. Community Members fill out survey

### 3. Provide Recommended Retailers/locations via survey

#### Q & A

Jacque Mann-

Q: Have you considered banks or the Post Office as locations?

A: Yes. We considered it, but it's fairly hard to have them operate in banks or post offices since they tend to have limited hours and it's not the most comfortable place for our communities to reload in their day to day. We want to make sure that we're meeting folks where they go you, to buy groceries or get a coffee in the morning or tea or those basics. So, we are interested in focusing on retailer or retail or store locations, since those are the easiest to onboard and they have tend to be the most flexible and providing you know options are and how those extended hours since banks tend to operate when most people are already in work or already commuting.

Sandy-

Q: Is there any flexibility from Metro that can support to meet some of those requirements? I foresee maybe like a smaller business, might not have the fast internet to kind of like complete those transaction for reloading cards. Do you see any support from Metro's team?

A: We first want to establish the need, we know that there are businesses out there, but you know that business is recommended, and we've asked ready credit to do that outreach, and we start to see that feedback loop of like, need a lot of the smaller retailers just don't have that capacity. Now they don't have an internet connection, or they don't have a tablet. Like then we'll have the flexibility and really look into like how we can establish a pilot project or a pilot program, but you know, that's definitely something that's like floating in the ether of our thoughts. And so once we started to see that kind of pop up more, now we can definitely look into it and start talking about this as well. So that's definitely a concern I've seen and have it in the back of my mind.

Chris Lovings-

Q: If someone is only reloading only at retail, will they need a new card?

A: If you have a current generation ORCA card and you reload at a Safeway, Metro will be continuing to keep those special devices for the reloading of the blue card, but the ultimate goal is to have community members to eventually switch. However, there is no retirement date for those blue cards. But yes, if you wanted to use the extended network that goes at like seven elevens or potentially smaller businesses, then you would have to get a new black card.

Q: Is there other options are the languages for that survey

A: Currently only in English. Can reach out to translation team if needed in other languages. If there are specific languages that community members would like I can definitely try to get it translated, but at least for this initial go through, it's in English.

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#### **King County Metro: Ride Pingo & Via to Transit Impact**

*Lizette Carrasco - Community Engagement Planner*

*Allison Miskell – Transportation Planner*

Sandy introduces Lizette and Allison to the group.

Allison starts by sharing the current prioritization model that serving unmet needs and service feasibility. Metro has essentially created a an approach and a system to prioritize these services based on a number of factors. The first is unmet needs. Unmet needs classify as both high concentrations of priority populations low income BIPOC, English second language, and then also a low all day transit accessibility to jobs, community assets, schools and

medical services and social services. So that combination kind of creates our unmet need score, and then also a service feasibility.

Metro wants these services to be in kind of a medium to moderate dense neighborhood to low density would not be an efficient use of services, and to high density can be better served by fixed route transit. As these services are all pilot programs. King County Metro has a 1–2-year lifecycle for pilot programs.

### **On-Demand Services**

If you are access eligible you can unlock point-to-point services.

### **How do they Work?**

All services have an app and call center. No need for a smartphone. All call centers have interpreter services. You can get picked within 10-15 depending on the services. All services have wheelchair associability. When you use the ORCA cards you get free transfers to hubs and trains.

### **Via To Transit**

Point to Hub service.

Expanded the number of community hubs in Renton and we have matched the Renton service timeframe to match the other service areas.

Similarly, coming soon, by the end of the month, Metro will be expanding the Skyway service area the Rainier Beach Skyway service area to include southwest corner of the Black River Junction area.

### **Via Point-to Point**

Available for access eligible riders only can actually go anywhere point to point within this expanded service area. So, all the way up to I 90 and then down to the full service area. They could go theoretically from Renton Highlands all the way up to Mount Baker, Columbia, Columbia City.

### **Ride Pingo to Transit**

For Metro's next service in South King County is the Ride pingo to transit service. This is also a point to hub service. So one end of the trip must be at one of our designated hubs. The other end can be anywhere within the service area on the app is right pingo and the call center is one 805 6043. So this service you can go anywhere within the service area to or from Kent station and Kent Valley hub.

### **How to get involved:**

For the virtual meeting they want to speak to people who use the apps and representative from each hub.

June 7, Renton Farmers Market, June 11 Kent FM, June 15, Tukwila Village FM, and July 8-10, Kent Cornucopia Days.

They want to engage with all people to gather feedback.

### **Community Ride**

The community ride services are in Juanita in Spanish. And on the app is community ride and the phone number is 1-855-233-6043 text and these services are point to point services.

So part of the idea is to get folks to these transit stations without having to drive the car next and then the Smash community ride service.

### **Q & A**

Chris Loving

Q: Two questions: First, great thing about these programs and lovely would also love to hear of expansion areas that could be great.

Q: Second question, deeper question. I know there has been conversations about Sound Transit around fare enforcement and what that looks like. And so, from an equitable lens you know, groups have historically been harmed by fair services. Is there an internal talk external talk whatever talking with King County Metro about removing fares?

A: Allison, Fares is not her wheelhouse. I don't have a great answer for that question. I know that we just had a like a fair proviso go live and that is with our King County Council, which has a lot of recommendations on fair equity.

A: For expansions, they have areas in which they will work to expand in. They are looking at consolidating all three services they operate. They have learned a lot from have three separate services.

Kimberly Kinchen

Q: Wondering how that might balance against other urgent needs and sooner I'm thinking of specifically as medical appointments, whether there might be some urgency for folks to be getting to medical appointments on time that they can't reach a fixed route network. Is there any consideration or have we heard any feedback from folks about that?

A: Yes, so one of our services, the community rights service is operating a different model than then some of the other services in that. It is. We only have the budget for one vehicle operating in those service areas and so the wait times can be longer than the in vehicle times can be longer. That means that we have received feedback that if we can't get people reliably places to at a specific time, that is a challenge and we are actively working to remedy those two service areas. And we should have some solutions up here on the horizon.

Allison

Q: Do you have information on ridership and uptick on the services?

A: All of these services are actually seen pretty significant growth. These services are like recovering either consistent or on a higher level than our fixed route transit network. All of them are consistently seeing some significant growth.

Chris Andree-

Q: Do you have a timeline for your evaluation? I know it's a lot of services and there's a community feedback force valuation and whether they continue expanding etc. You have a rough timeline for what the different services would entail?

A: yes, we have timelines, but they are kind of budget dependent and based on some decisions that are still being made internally. But all the services are still in pilot phase and all of the services still have at least a year left in their pilots. So none of the services have hit their year mark. Some via service areas have put some via service areas are still in pilot and so they're there they're a little all over.

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## **Community Engagement & Opportunities with Lyft**

*Gracie Geremia – Community Strategist*

Sandy introduces Gracie, the Community Strategist from Lyft's team to share about how the coalition can get involved with Lyft's funding opportunities.

Gracie works primarily with nonprofits to provide support and help reduce transportation barriers. Specifically for historically excluded communities. Gracie works to understand the needs of drivers and advocate for policies both internally and externally.

A few months ago, the legislature passed House Bill 2076, which gave new benefits and worker protections to drivers. And so the vast majority of drivers drive in addition to work, childcare, school, all the other responsibilities so this bill allows them to keep that flexibility and independence and scheduling freedom, but still access new

benefits and protections. Wants to let people know you'll likely see the cost of rights increase across Washington they already have in Seattle.

### **Lyftup**

Lyft up is the combination of many programs to help family and individuals most in need. Lyft partner both nationally and locally to support nonprofits in providing free and discounted rides to keep these slack affordable and reliable transportation.

### **The umbrella services:**

Food access, job access, civic access, disaster response, bikeshare access, community grants and councils. They provide at least half a million dollars of ride credits.

### **2022 Lyft Racial Justice Alliance**

Launched second Washington, local Racial Justice grant Alliance. Alliance is a group of leaders serving communities of color who meet quarterly to award right credit, credit and cash grant recipients to organizations who are working to address the impacts of systemic racism and white supremacy. no easy task. We know that the organizations who are on the ground are the ones best equipped to determine the needs and how those ride credits and cash grants are used. Released a survey at the end of 2021 to understand how folks were using these ride credits and these cash grants and to learn about how we can update the application and the process to make it easy for nonprofits to apply and receive grants. We know that some of the major barriers to applying and receiving funding federally can be really complicated and the reporting process can be complicated. And so we wanted to reduce as many barriers as we can to get to get money in the hands of nonprofits who are experts in this work.

### **Q&A**

Chris Lovings

Q: When you're talking about write credits, is that something that organizations are able to give out to the groups they're working with? And it's not something that they're reimbursed on the back end? It's something that's advanced right credit, right?

A: Yes, it is. It's advanced right credit and acts like a promo code that you would put in a Lyft app. And it would be for X amount of typically \$50, \$50 worth of rides. It's like a gift certificate that would automatically pull from there. And we have two ways of doing. She won't get into too much detail. But we know that not everybody has access to a smartphone right and can access lift themselves. And so we do offer a form of ride credits, where the nonprofit can work with their case managers or staff on the ground to request rides for individuals they serve. And so you can either do the easy promo code out to folks who serve if they if they have access to using those credits, or we work with the nonprofit to request rides for 11:30

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### **Next Fiscal Year Coalition, Next Steps, & Commitments**

*Sandy Phan*

Sandy starts by recapping this fiscal year 2022. A couple of things that we've been working on and have completed is the first one which is the South King County roundtable series report. That is where we really brought a collaborative space together to identify barriers and needs together. And the main message for that one was, we do need to collaborate. We don't want to duplicate work. We want to be talking to the right people. We want to make sure we are being effective people's time.

Second project which is still in the works and going to be continuing to the next fiscal year is one that we've been talking a lot within the coalition as a reminder community transportation navigator, also referred as CTN. has been making lots of progress in terms of the policies that was put on it during the pandemic.



CTN is going to be overflowed to the next fiscal year to finalize the project and evaluate it properly. But that still leaves us a lot of time for the rest of the year to work on other projects that the coalition wants to share interest on. Just some guiding questions before we jump into our brainstorm activity to think about is what topics do you want to see the coalition focus on for the next fiscal year? Maybe what areas in South and county Do we still see gaps are super most gaps? And then the last question to think about is which populations might be missing from our coalition work.

### **Brainstorm Activity**

Sandy leads the brainstorm activity to create a shared white board

The coalition ideas include

- Safety
- Youth
- Federal Way/White Center/Auburn
- Youth transitioning out of foster care

Lastly, Sandy introduces the SKCMC Satisfaction survey. Available until June 9. All feedback is welcome.

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**Next Meeting:** Thursday, July 14th , 2022 from 10:30am-12:00pm

**Location:** Zoom

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