Connecting Communities to Improve Snoqualmie Valley Mobility Options & Opportunities

Coalition Meeting
April 14, 2023
Snoqualmie Valley Mobility Coalition Welcomes All

Tracie Jones
Bree Boyce
Heather Clark
In Gratitude...

The Snoqualmie Valley Mobility Coalition values all members’ experiences & identities with honor & respect. SVMC encourages all to participate, as we are committed to listening, learning, & improving our collective processes.

SVMC acknowledges our work takes place on traditional Snoqualmie & Coastal Salish Tribal lands, among others, as the first people of this valley. We gratefully honor the land, & the past, present, future of these tribes.

Visit: Snoqualmie Tribe Ancestral Lands Movement
Introductions

• Please provide your name & pronouns, if comfortable.

• Organization, Title.

• Focus question: Local restaurant recommendation… (Explain as much or as little)

If new to the SVMC Task Force, Welcome! Please share name and contact info in chat to be included in our distribution list.
Goals

• Create space for conversations.

• Collaborate & develop progressive strategies to unify engagement and planning.

• Stay up-to-date on regional transportation news through information-sharing and community-wide opportunities.
Agenda

- Ryan Packer
  2023 Washington State Legislative Session Overview

- Laura Loe
  Find a Ride Program Re-introduction, Overview, and Updates

- Teresa Gno
  Community Van Program Manager Updates

- Roundtable and Next Steps
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Find a Ride
Program Manager

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One-Call/One-Click
Find a Ride
Central Puget Sound’s Multimodal Trip Planner and Referral System

Mobility for All

King County MOBILITY COALITION

hopelink
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
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.
CURRENT PHASE TIMELINE

Development
• Nov 2022 – mid-March 2023

Production Site
• Mid-March

User Acceptance Testing
• Mid-March

Usability Testing + Audit
• End of March – mid-April

Beta Launch
• Mid-April – early June

Soft Launch
• June 2023

Full Launch (Marketing)

Late Summer 2023 – 2024
Leading to:
Data Creation, Validation, and Maintenance

Continuous

Data Creation, Validation, and Maintenance
Continuous
**Specialized Transportation Life Cycle**

- **Discover**
  - "What exists for people in my overall group(s)?"

- **Review Options**
  - "Among the existing options, which options will work for my situation?"

- **Apply or Register**
  - "What do I need to do to establish eligibility for the service?"

- **Sign In**
  - "How do I connect to the service as a registered user?"

- **Request or Book Service**
  - "What do I need to do to use the service?"

- **Service Provision**
  - The actual transportation services and immediate lead-up

Full Path LLC
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
Rider Requests Trip Online, Multiple Providers Available

<table>
<thead>
<tr>
<th>Discover</th>
<th>Rider visits OCOC website and views transit options in the region.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Options</td>
<td>Rider sees many options and is uncertain about which service to use.</td>
</tr>
<tr>
<td>Request Service</td>
<td>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>
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Rider | OCOC System | Transportation Providers

hopelink
The latest and greatest

- Branded Name: Find a Ride
- Eligibility Filters and tagging
  - Rider information
  - Mobility accommodations
  - Trip Purpose (tag)
- User Acceptance and Testing
  - Accessibility via assistive technology
  - Accessibility via language
Map View
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.
## TRIP DETAILS

<table>
<thead>
<tr>
<th>Transportation Options for Your Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart at: 411 Main Ave S, North Bend, WA 98045</td>
</tr>
<tr>
<td>Snoqualmie Community Park, 35016 SE Ridge St, Snoqualmie, WA 98065</td>
</tr>
</tbody>
</table>

**Depart at:** 4/4/2023 02:37 PM

- **Snoqualmie Valley Transportation Door-to-Door**
  - Dial-A-Ride
  - Call to schedule

10 min Specialized Transportation (estimated)
TRIP ROUTE
Next Steps

1. Continue garnering feedback from community (end users, assistors, and transportation providers)
2. Engage One-Call/One-Click Advisory Committee
3. Software vendor finalization March 2023
4. Begin user testing in early Spring 2023
5. Community Engagement in late Spring 2023
6. Ready for Beta Testing July 2023
7. Close out of Phase 1 by June 2023
Ride Referral Coordination Success

Example 1:
Rider Requests Trip Online, Multiple Providers Available

<table>
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<td>Assign Request</td>
<td></td>
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<tr>
<td>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</td>
<td><img src="image" alt="Diagram" /></td>
<td></td>
</tr>
<tr>
<td>Confirm</td>
<td></td>
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</tr>
<tr>
<td>Provider B contacts rider to confirm trip, explains trip experience to the rider and answers any questions</td>
<td><img src="image" alt="Diagram" /></td>
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<tr>
<td>Provide Service</td>
<td></td>
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<tr>
<td>Provider B provides trip and reports the successful outcome to the OCOC system</td>
<td><img src="image" alt="Diagram" /></td>
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Learn more about Find a Ride!

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)
4. Community Engagement and User Testing (early 2023) detailed

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 making in these recent articles
Thank you!

Questions?

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TERESA NGO

Community Van Program Manager

Contact Information:
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Community Van

For the Community, Driven by the Community

Teresa Ngo
Community Transportation Coordinator
Volunteer Transportation Program Manager at Hopelink
Overview

- Goal to fill in mobility gaps in the Valley
  - Transportation out of the Valley and on the weekends
  - Vans available 24/7 and flexible
- Low-cost volunteer-based transportation program
  - Serves community however they need
  - If trip fulfills two rider minimum, flexibility to go almost anywhere
- No income, age, or ability restrictions to ride with Community Van
Community Van Basics

- **Borrow our van for $2.75 (or less) per rider!**
- **Gas, insurance, and maintenance are covered!**
- **Take trips up to two hours away from pick-up location!**
- **Two-rider minimum per trip**
- **6 passenger vans with wheelchair accessibility and 12 passenger vans available!**
Community Van Jurisdictions

- Duvall-Carnation
- Shoreline-Lake Forest Park
  → Bothell-Woodinville
- Sammamish
- Vashon
  → Skyway
- Kenmore-Kirkland
- Algona-Pacific
Van Uses

- By organizations!
  - Food delivery trips, apartment resident grocery trips, faith-based service trips, donation pick-ups
- By community members!
  - Student carpool for after school sports games by parents, community outings, sports games
- By families and friends!
  - Visiting family members - airport runs, excursions
  - Day trips with friends and family
- Request a ride from a community of drivers!
- Volunteer to drive!
Community Van Costs

- Trips are free for the driver.
- Riders pay one Metro fare per round trip!
  - Full fare - $2.75
  - Seniors - $1.00
  - Youth - Free!
Payment Methods

- ORCA monthly pass.
- Transit GO App.
- Human service tickets.
- Drivers do not accept cash.
Driver Requirements

- At least 21 years of age
- 5 years driving experience
  - Current and unrestricted WA State Driver’s license
- Clean driving record
  - Metro screens for accidents, violations, insurance history, license suspensions/revocation, & medical conditions
How to Apply

- Fill out the application online
  - Driving history
- 45-60 minute in-person training
  - Accessible Equipment & Disability Awareness Training and accessing the vehicle
- 1-2 hour self-led online orientation
How to Get Involved - Riders

- Send a trip request through this online form, email, or call

- Information needed:
  - Personal information: name, phone number
  - Pick-up/drop-off location, destination, time
  - For youth riders under 18: child consent form filled out by parents

- Call: 425-943-6721
- Email: communityvan@hopelink.org
Feedback?

- Interested partners or organizations that could benefit from partnership with Community Van?
- Other ways to get involved and be present in the Valley?
- Clear messaging with public?
Roundtable

• Questions
• Discussion
• Parking Lot
Summary

• Conclusions

• Next Steps

• Actionable Items
Next Meeting: June 12, 2023

Bi-monthly meetings held the 2nd Friday, from 10:30 AM-12:00 PM.

King County Subarea and King County Flood Management presentations

Coalition focuses on cooperative partnerships to collectively amplify the importance of smart regional transportation expansion.

Questions, suggestions, email Tracie Jones, at TJones@hopelink.org.

• Next King County Mobility Coalition Meeting: Hopelink + University of Washington- Evans School of Public Policy and Governance joint project: Cross-County Transportation cumulative presentation, May 16, 2023, at the KCMC meeting, 9:30 – 11:30 AM.

• Featured Valley discussions include SVT and Duvall to Monroe Shuttle.

• Thank you to SVT for providing the Snoqualmie Valley’s transportation perspective.
Thank you for attending today’s meeting!

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