

MEETING NOTES

October 4th, 2017

Seattle-King County Public Health

Participants: Bill Woolley (Hopelink), Erik Friedrichsen (King County EMS), Hollianne Monson (Catholic Community Services), Jean Kim (PSRC), Jennifer Covert (Public Health), Jeremy Trenhaile (King County Metro), John Rochford (King County Metro), Julie Povick (Seattle Children's Hospital), Kris Van Dyke (Hopelink), Michelle DiMiscio (Public Health), Mona Chambers (Harborview)

Staff: Staci Haber

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 9:30am. All attendees provided introductions.

Volunteer Driver Summit

The South King County Mobility Coalition will be hosting a Volunteer Driver Summit on October 25th at Kent Commons. Staci Haber mentioned the event is based in South King County but all are welcome. The keynote speaker will be State Senator Karen Keiser of the 33rd District.

Community Transportation Field Trip Series

The KCMC Education and Outreach Committee continues to host monthly Community Transportation Field Trips. The next trip is Friday, October 14th at Northshore Senior Center. Related to this Committee, there will be a tour of Hopelink's Medicaid Brokerage on Friday, November 3rd from 10:00am to 11:00am in Bellevue. More information and to register is at <http://hopelink.eventbrite.com>.

Catholic Community Services Volunteer Recruitment

Hollianne Monson (CCS) announced a volunteer recruitment event taking place on Tuesday, October 17th from 11:00am to 1:00pm at First Congregational Church, 1st Floor. If you are interested in volunteering or would like to get the word out, please email Hollianne at HollianneMo@ccsw.org.

ORCA LIFT

Jennifer Covert (Public Health) announced ORCA LIFT received an award through the Puget Sound Regional Council. Also, ORCA LIFT informational brochures have been translated into new languages. The current available languages are Spanish, Chinese, Vietnamese, and Ukrainian and will soon be ready in Swahili, Punjabi, and Amharic. Related to Public Health, Open Enrollment starts on November 1st for healthcare, and ORCA LIFT will be marketed together.

BRIEFING: KING COUNTY METRO'S ACCESS PROGRAM

John Rochford and Jeremy Trenhaile (King County Metro) provided an overview and update on Metro's Access Program as it relates to access to healthcare. In 2016, Metro received an Inclusive Planning grant to focus on customer surveys and feedback. This initiative was launched in three phases:

1. What's working; what's not; what could be improved
2. How well did we listen to customers?
3. Inform the public on data and future action plans

Through this process, Metro created a Community Advisory group, received 1800+ survey responses, and completed about 14 community engagement events.

Currently, there has been a focus on feedback from limited English proficiency (LEP) riders. Metro is exploring having a Caller ID with database on preferred language so clients can be directed to the right interpreter earlier in the call.

In the future, Metro is considering changes to the websites, developing a post-trip survey to receive feedback in more real-time, and creating a quarterly customer satisfaction survey. A public engagement report is in development and will be sent to this Committee once it's finalized.

Access and Access to Healthcare

Access does not prioritize trips (per the Americans with Disabilities Act), so their larger mission is beyond only medical transportation to ensuring people with disabilities have comparable access when using public transportation.

Access has a number of features that go beyond what's required in the ADA:

- Door-to-door service rather than curb-to-curb
- Hand-to-hand service (ADA requires origin to destination)
- Zero denials policy - if someone call in today for a ride tomorrow, then Access does not deny
- Service area coverage in King County is beyond what's necessary (though there are still some parts of the County that are not covered)

Fare information:

- There may be an opportunity to offer ORCA LIFT rates on Access
- Personal care attendants do not have to pay, but companion riders do
- At this time, Access accepts a monthly ORCA pass or cash only
- Fares are a challenge because some individuals with disabilities cannot adequately handle money.
- An ORCA e-purse option is not currently available since the Access buses are not equip with ORCA card readers.
- There is a new pilot with some customers to test mobile ticketing.

Early Arrival - if a rider has a doctor's appointment at 10:00am, the aim is to have Access drop you off between 9:00am and 10:00am. Feedback has shown this is an issue because riders are being dropped off and facilities are not open yet. Metro is working on mitigating this issue.

There was a question on partnership opportunities with transportation network companies (TNCs) such as Uber and Lyft. Metro said it's difficult because there are not comparable background checks for these contracted drivers. Though similar to the [Taxi Scrip](#) program, if it's under "consumer choice", then it mitigates the liability.

A new feature is Access is allowing clients to book seven days in advance, not three.

The Committee thanked John and Jeremy for their presentation.

DISCUSSION: COMMITTEE WORKPLAN AND PRIORITIES

Staci Haber reviewed the Committee's mission, vision, and goals and the committee was still in agreement with them. Staci also disseminated a list of compiled needs, gaps, and opportunities for this Committee that was developed throughout the Committee's one year existence. Ideas for potential projects include:

- Supporting Volunteer Driver Programs and ideas that come out of the upcoming Summit
- Improving [FindARide](#); online booking (see more below)
- Continuing the Transportation Tips work but maps available online/mobile too
- Education partnerships on transportation options at shelters
- Transportation solutions for immediate demand (30 minutes or less)
- Partnership with Community Health Workers statewide coalition
- Transportation options between rural and urban communities

Staci recently attended a City of Seattle Hackathon, where two teams took on the challenge of improving FindARide and developing a program where users could input origin/destination address and necessary eligibility criteria to find their appropriate transportation options. One team also developed a universal intake/ride request form that could be filled out one time and sent to all available transportation providers in the backend. There is an opportunity to continue prototyping the software and having the Access to Healthcare Committee support this effort.

There was consensus that the Committee wanted to focus on ambitious solutions to access to healthcare challenges. Education on transportation options to medical opportunities could fall under the KCMC Education and Outreach Committee or through [Hopelink's Travel Programs](#).

ACTION ITEMS

- *Staci Haber* will send more information on the Seattle City for All Hackathon;
- *Staci Haber* will forward information on Hopelink Travel Programs for organizations looking for transportation outreach and education;
- *Staci Haber* will add King County EMS transportation to the next agenda;
- *Committee Members* will brainstorm next steps in solving challenges mentioned above; and

- *Committee Members* will send Staci any relevant data or resources pertaining to the importance of transportation to healthcare.

NEXT MEETING

Wednesday, December 6th from 9:30am to 11:00am at Seattle-King County Public Health, Room 1029

ACCESS TO HEALTHCARE CONTACT

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