

King County Mobility Coalition

MEETING MINUTES

Tuesday, November 17th, 2020, 9:30 – 11:30 AM
Remote Zoom

In Attendance:

Members/Alternates: Aaron Morrow, Adam Halpern, Alaric Bien, Alex O'Reilly (co-chair), Amy Biggs, Andes Kong, Belina Van, Cindi Laws, Don Okazaki (co-chair), Dorene Cornwell, Jacque Mann, Jean Kim, Jon Morrison Winters, Joy Scott, Julie Povick, Kari Ware, Linda Woodall, Mark Smutny, Monica Ghosh, Phillip James, Riley Patterson, Sam Nigh, and Traci Adair

Collaborators: Aaron Flaster (Community Collaboratory), Bebhinn Gilbert (SKCMC), Bree Boyce (Hopelink), Brock Howell (SNOTRAC), Camille Heatherly (EERC), Catalina Gomez (Hopelink), Dean Sydnor (RARET), Erik Seymour (HopSkipDrive), Griffin Cole (Catholic Community Services), Jodi Connolly (Harborview), Kim Pearson (PSRC), Maggie Harger (NKCMC), Marlee Fischer (King County Emergency Management Services), Michelle Welker (Seattle Children's), Mike Dee (Lake Forest Park Citizen's Commission), Mike Ryan (Emergency Management for East King County), Nancy Slote (Seattle Public Library), Sara Sisco (Hopelink), Sonia Morales (Molina Healthcare), Suzy Miller (ADS), Tara Wagner (Catholic Community Services), and Wren Barulich (Commute Seattle)

Presenters: Carrie Avila Mooney (Sound Transit), Daniel Rowe (King County Metro), David Phillips (University of Notre Dame's Lab for Economic Opportunity), Madeleine Vistica (United Way), and Lindsey Greto (King County Metro)

Staff: Cassidy Giampetro and Staci Sahoo

Welcome, Introductions, & Brief Announcements

Attendees introduced themselves and shared something they accomplished in 2020. Many attendees shared feelings of success over continuing to operate their services despite the impacts of COVID as well as the innovations they've forged to continue providing their service or working with communities in new ways.

State of the Mobility Network Briefings

This meeting hosted four presentations that exemplify exciting projects that occurred in King County in 2020.

Sound Transit Link Stations

Carrie Avila-Mooney presented on the state of progress and future goals for Sound Transit's Light Rail Stations. These extensions are happening all across the region -- including the Federal Way extension, East Link extension, Northgate, Redmond,

Tacoma, and Lynnwood. She also shared updates on two other facilities or garages with expected openings in the next couple years.

Carrie shared that when COVID first started, Sound Transit halted construction. However, they went back to construction pretty quickly.

To view the state of progress and percent completion of each rail extensions, [view the presentation slides](#).

Questions asked in the chat included:

- Will the move to all 4-car trains on Central Link coincide with Northgate coming on-line in September 2021?
 - The current plan is to have 4-car trains with Northgate. Sound Transit has seen a delay in the commissioning of the new trains and is currently on a "recovery path" to ensure we have enough trains for the 4 car consists in September.
- Can you speak to the delays in new service or cuts to existing service that have been caused by the COVID-related economic downturn?
 - There were drastic service cuts after dramatic ridership drops in the Spring. We added service in September 2020 and the board will vote this upcoming Thursday on 2021 service levels, which will add more service across all of our modes -- Sounder, Link and, STX.

To learn more about Sound Transit's Light Rail Stations and their timelines, reach out to Carrie Avila-Mooney at carrie.avila-mooney@soundtransit.org.

Transportation Navigators Pilot

Daniel Rowe of King County Metro and David Phillips of the University of Notre Dame's Lab for Economic Opportunity presented on the Transportation Navigators Pilot. The Lab for Economic Opportunity will be supporting this pilot's evaluation and research, and Hopelink Mobility Management is a partner in the outreach and engagement portions of the project.

This project will examine ways to further Metro's core values of equity by providing a service that intends to reduce inequality and facilitate access to services. The idea of a Navigator serves to provide a more culturally inclusive and personalized support system for individuals who seek to be connected to mobility resources. The program aims to address specifically non-cost barriers to ridership. Support obtained by a Navigator through this program should enable people to access jobs, education, and other important services.

This pilot's assessment will align with Metro's evidence-based practice and deliberation in resource expenditure. The University of Notre Dame's Lab for Economic Opportunity will assist to evaluate how the pilot responds to the research questions and if the intervention contributes to equitable access to mobility in our county.

The timeline for this pilot launch is still tentative but outreach and engagement to begin understanding the specific Navigator recruitment process should start in December 2020. The pilot will launch sometime in Spring or Summer of 2021.

Questions asked post-presentation included:

- What is the transportation navigator concept?
 - For this initiative, it is a peer-to-peer navigator model will be leveraged to provide personalized mobility support to individuals who opt-in when being offered this service during enrollment in programs at the Department of Social and Human Services. The personalized support will come from a trained Navigator who can help individuals identify solutions for their mobility challenges in sustainable ways. The peer-to-peer model recruits individuals from within communities to lead the dissemination of resources or further access to their own community.

This effort comes as an extension and through the lessons learned of Hopelink Mobility Management's Inclusive Planning project, [Community Transportation Navigators](#).

[View the presentation slides](#) for more information. To learn more about this project, contact Daniel Rowe at Daniel.Rowe@kingcounty.gov.

United Way + DoorDash Food Delivery Partnership

Madeline Vistica of United Way presented on her agency's partnership with DoorDash, an on-demand food delivery service, the grocery Safeway, and local food banks to deliver food during COVID-19. The partnership offers a centralized, efficient way to bring food to the most vulnerable people in our community during the COVID-19 pandemic.

To access the service, clients fill out an online intake form provided by United Way of King County. They are then matched with a local food partner based on the household and location. The food partner then prepares a grocery box for the client, and United Way coordinates with DoorDash to schedule a driver to pick up and drop off the box to the client.

This partnership has served over 2,800 households and 11,000 individuals to date. It works with 20 partnering food locations. About 70% of clients live in South Seattle or South King County and about 69% of clients identify as Black, Indigenous, and People of Color. The program prioritizes being able to minimize barriers to access and offering personalized client delivery plans.

United Way is actively looking for new food partnerships, as the migration of people due to economic circumstances means needs are rising in different parts of the county. Similarly, the need for this program has steadily increased, and United Way is in the process of scaling the program to meet demand.

Questions asked in the chat included:

- Is there a phone number equivalent to the online intake form if someone doesn't have internet access? Or any organizations that help someone with this intake?
 - Yes! Our line is (253) 237-2019. One of the things that we do is walk folks through the application verbally and submit it on their behalf. We utilize translation services over the phone for these conversations as necessary.
- Do you cover all regions of the county?
 - We do have coverage, be that by a food bank, Safeway store, or referral to a food bank partner's delivery program, in all regions of King County. In rare cases there are specific addresses that fall outside of the radius to which we can deliver, which we approach on a case by case basis. This has been the case for only a small handful of the thousands of requests we have received.
 - We are currently growing our program, and unfortunately folks may experience a wait depending on capacity in their area. We are actively working to minimize this but will communicate this with clients if it is the case.
- What is the purpose of asking about local college enrollment [on the intake form]? Are they subsidizing or something?
 - Community and technical college students may be eligible for a range of other services through United Way's Bridge to Finish program. We reach out to folks who indicate they are enrolled in partner campuses to ensure they are aware of the additional supports available to them including, but not limited to, housing and rent support, utility bill assistance, transportation services, emergency financial grants and free tax preparation.
- Is the intake available in additional languages, either online or by phone?

- The online form is currently available in Amharic, Spanish, Filipino, Russian, Vietnamese and Chinese. By phone we are able to assist/enroll folks in any language.
- For people with limited English proficiency, should we just make a note of this in the delivery instructions?
 - If there is any reason that an individual may have difficulty communicating with a delivery driver, which could include a language barrier, reliable access to a phone or other, it is helpful to note this in the delivery instructions. Our team works with clients to improve drop-off instructions when necessary to make it as clear as possible to Dashers how to complete the delivery. We make sure to have extra detail when there may be a communication barrier between the client and their delivery driver, so this note is helpful to us. We will still make this happen if this is not specified, but including it is great practice!
- If a potential partner is interested in working with you, what should they do?
 - Anyone interested in partnering, or learning more, can reach out to me directly! I would love to learn about their current operations and if we can support them in any way, as well as talk through what this program would look like at their site. mvistica@uwkc.org.
- Great to hear this will continue through 2021. When the world goes back to "normal", do you hope to continue supporting food delivery indefinitely?
 - We are currently scaling to meet the increasing requests coming from across our community and sustaining as necessary to meet this need. At this time, we are focusing on this phase of the work.

[View the presentation slides](#) more information. To learn more about this project, contact Madeleine Vistica at mvistica@uwkc.org.

Subsidized Annual Pass Program

Lindsey Greto from King County Metro presented on the Subsidized Annual Pass (SAP). This is a pass that allows people enrolled in certain state benefit programs to receive fully subsidized, cost-covered transportation on King County Metro and Sound Transit services. It is an option complementing a suite of ORCA fare options that King County Metro offers, alongside the Regional Reduced Fare Permit, ORCA LIFT, ORCA Youth, and the regular Adult ORCA.

Due to limitations of ORCA's inter-agency fare structure, the pass does not transfer to Community Transit, Pierce Transit, or several other transit agencies.

To learn more about eligibility for this program, including the six state benefit programs a customer must be enrolled in to qualify, [view the presentation slides](#). Lindsey clarified during the presentation that there can be confusion over Supplemental Security Income (SSI), which is a qualifying program for enrollment, versus receiving Social Security benefits, which does not qualify someone for enrollment. The pass is valid for up to 12 months and is renewable each year that eligibility requirements are still met. In 2022, King County Metro will look at expanding pass eligibility, including possibly to people who utilize SNAP/EBT benefits.

Due to COVID-19, enrollment processes have changed. Customers are encouraged to enroll over the phone although in-person options exist. Enrollment does not occur through King County Metro nor any of their pass sales offices. Lindsey suggested customers be very mindful of the hours of operation at the location they are calling to enroll at is open for, as they vary greatly and in response to COVID. To see more about places to enroll in-person or numbers to call for enrollment, [visit the Subsidized Annual Pass website](#).

After this presentation, an attendee shared in the chat that they hope King County Metro and Sound Transit consider more programming and options for people with no income as opposed to only people with low incomes. They recommend addressing this need through the SAP program. Lindsey acknowledged the program is missing some community members with current eligibility and the program will seek to address this in future expansions.

Questions asked in the chat included:

- Are undocumented immigrants eligible?
 - The program is currently funneled through enrollment in six state benefit programs, so requirements related to eligibility is somewhat controlled by qualifications for those programs. Therefore, the inclusion of undocumented immigrants is a variable of the six state programs' policy on accepting this community.
- Does the pass cover paratransit services?
 - Yes, it covers paratransit. The only Metro service that is not covered is Vanpool as it's an employer-based program.
- Are there any in-person enrollment locations in East King County?
 - There are not any enrollment locations on the Eastside. This may be something to revisit when pandemic conditions allow, but enrollment is currently being encouraged over the phone.
- Are people without a home address able to get a pass?

- Yes, they can. If they enroll by phone, we can hold a pass at our office or other locations around the area for them to pick-up. There is flexibility in working with the customer.

To learn more about the program, [visit the website](#) or contact Lindsey Greto at Lindsey.Greto@kingcounty.gov. You may also reach out to Metro's Reduced Fares Team through reducedfares@kingcounty.gov.

Consent Calendar

August 2020 Meeting Minutes: The Coalition approved the meeting minutes as drafted.

KCMC Project Updates + Year in Review

Cassidy provided some updates on project the King County Mobility Coalition has been working on since the last meeting. They include:

- One-Call-One-Click
 - The King County Mobility Coalition and Hopelink successfully submitted an application for the Washington State Department of Transportation's Consolidated Grant funding. If awarded, this proposal would fund the establishment of a Phase I One-Call One-Click website and the necessary data collection and integration that would contribute to its development. The Coalition is also still waiting to hear back from the ITS4US grant that it signed on to support a One-Call One-Click in the state and across the West Coast. Notice of funding for both of these opportunities is expected in Spring of 2021.
 - Regardless of funding, the Coalition will continue project planning for One-Call One-Click work in 2021. Conversations with many stakeholders in King County, the state, and the larger Pacific Northwest have provided actionable next steps to begin coordination that can help the eventual introduction of a One-Call One-Click platform.
- Care Mobility Rewards Program
 - The Care Mobility Rewards Program and Pilot, which was funded in September 2019 through the National Center for Mobility Management, will finish at the end of November. This pilot was a joint project of the Access to Healthcare Committee and the South King County Mobility Coalition to provide transportation to follow-up medical appointments and wellness trips for high-risk Medicare patients from Valley Medical Center. The internal team is now evaluating the pilot to make recommendations on

scalable programs that aim to reduce of hospital readmissions through transportation support.

- Access to Work and School Committee
 - The Access to Work and School Committee will discuss changes to the Committee structure during their last meeting of the year on December 8th from 1pm to 2:30pm. Changes to the Committee will take place at the beginning of 2021.
- FindARide.org
 - Hopelink Mobility Management's transportation information and discovery website, FindARide.org, is getting an update. The site has lacked usability in recent years after its initial launch but will be receiving updates to make it more reliable, accessible, and user-friendly. These updates will be completed by early 2021.
- King County Mobility Coalition Community Needs Assessment
 - The KCMC's Needs Assessment is still on track to have content completed by the end of the year. With the literature review complete, the KCMC was accepting responses to a quick survey where Coalition members could provide their input on needs prioritization, unmet needs, and emerging trends. This will all be compiled and added to the assessment.

If you have any questions about the above or any King County Mobility Coalition projects, contact Cassidy Giampetro at cgiampetro@hopelink.org.

Quick Briefings

WSDOT

- Monica Ghosh from WSDOT shared the agency's Consolidated Grant closed October 30th. They are in the process of doing reviews of those applications, which will continue until Spring.
- WSDOT is hearing people's concerns over the deadline for the meal delivery waiver as it is scheduled to end in January 2021.
- For further questions, contact Monica Ghosh at GhoshMo@wsdot.wa.gov.

PSRC Update

- Jean Kim (PSRC) shared PSRC has been working with WSDOT and applicants to prepare for issuing regional priority rankings to the WSDOT 2021-2023 Consolidated Grant applications. Since most of King County's projects are already funded after receiving 4-year grants, this year's applications are mostly

going to fund Snohomish & Pierce projects. The rankings deliberation will be held virtually on January 20th, 2021.

- PSRC is partnering with Hopelink to survey transportation providers who serve people with mobility challenges for their Inventory of Services. They are also interested in learning about the impact COVID has had on these providers. Transportation providers will be sent this survey before the end of the year.
- For further questions, contact Jean Kim at JKim@psrc.org.

Mobility Management Updates

- To see Subregional Coalition updates, view [this flyer](#).

Next Steps

[Take our 2020 Annual Satisfaction Survey now!](#)

Next meeting: *Tuesday, February 16th, 2021 at 9:30 – 11:30AM, Zoom*

Agendas, minutes and handouts from past Coalition meeting are available online on the [KCMobility Resources](#) page.