

King County Mobility Coalition

*A coordinated transportation network that allows all people
to move freely around King County and the
Puget Sound region*

November 19th, 2019

Welcome!

- Welcome, Introductions , & Brief Announcements

Welcome, Cassidy!

Program Supervisor for King County Mobility Coalition

I-976

Consent Calendar

A photograph of a dirt path winding through a forest. The path is bordered by a rustic wooden fence made of horizontal rails and vertical posts. The forest is dense with tall, thin trees and lush green undergrowth. The lighting is soft, suggesting a dappled sunlight effect. The text is overlaid on the upper half of the image.

One-Call/One-Click Business Plan

King County Mobility Coalition

November 19, 2019

Kevin Chambers, Full Path

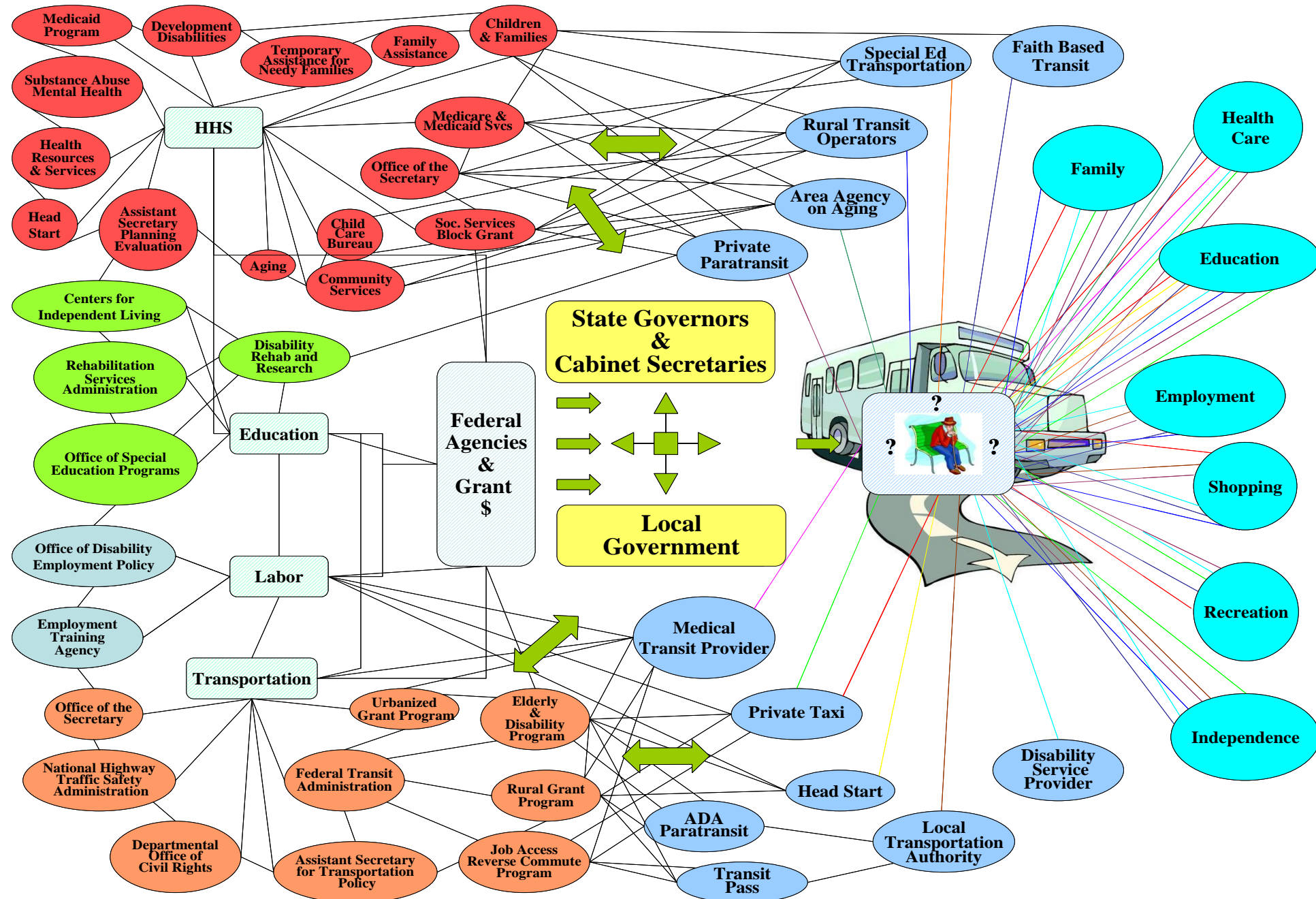
Specialized Transportation is Great!

It's a targeted response to small-scale or complex mobility barriers

But...

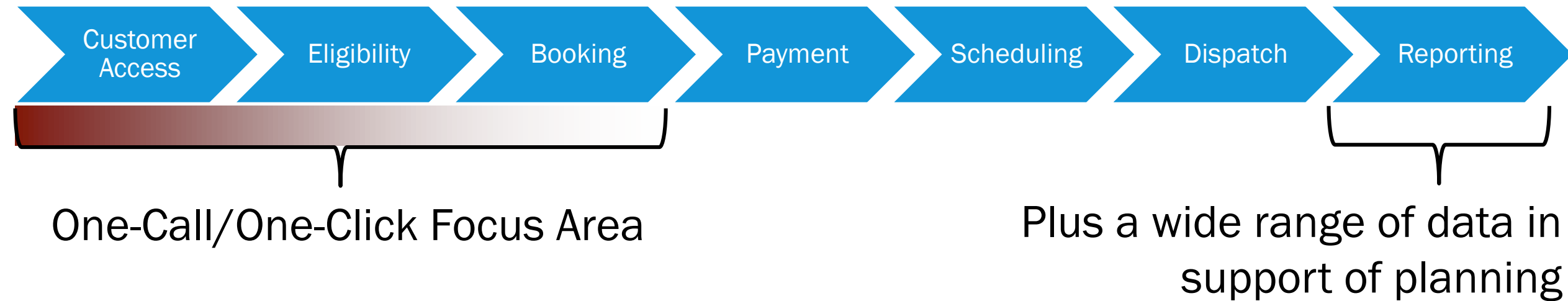
- Specialized transportation can very quickly become difficult to manage as a region's portfolio of specialized services expands.
- Services can be opaque to users, information and referral specialists, and planners.
- Keeping services “analog” risks aggravating existing inequalities in the mobility system

It Can Get Complicated

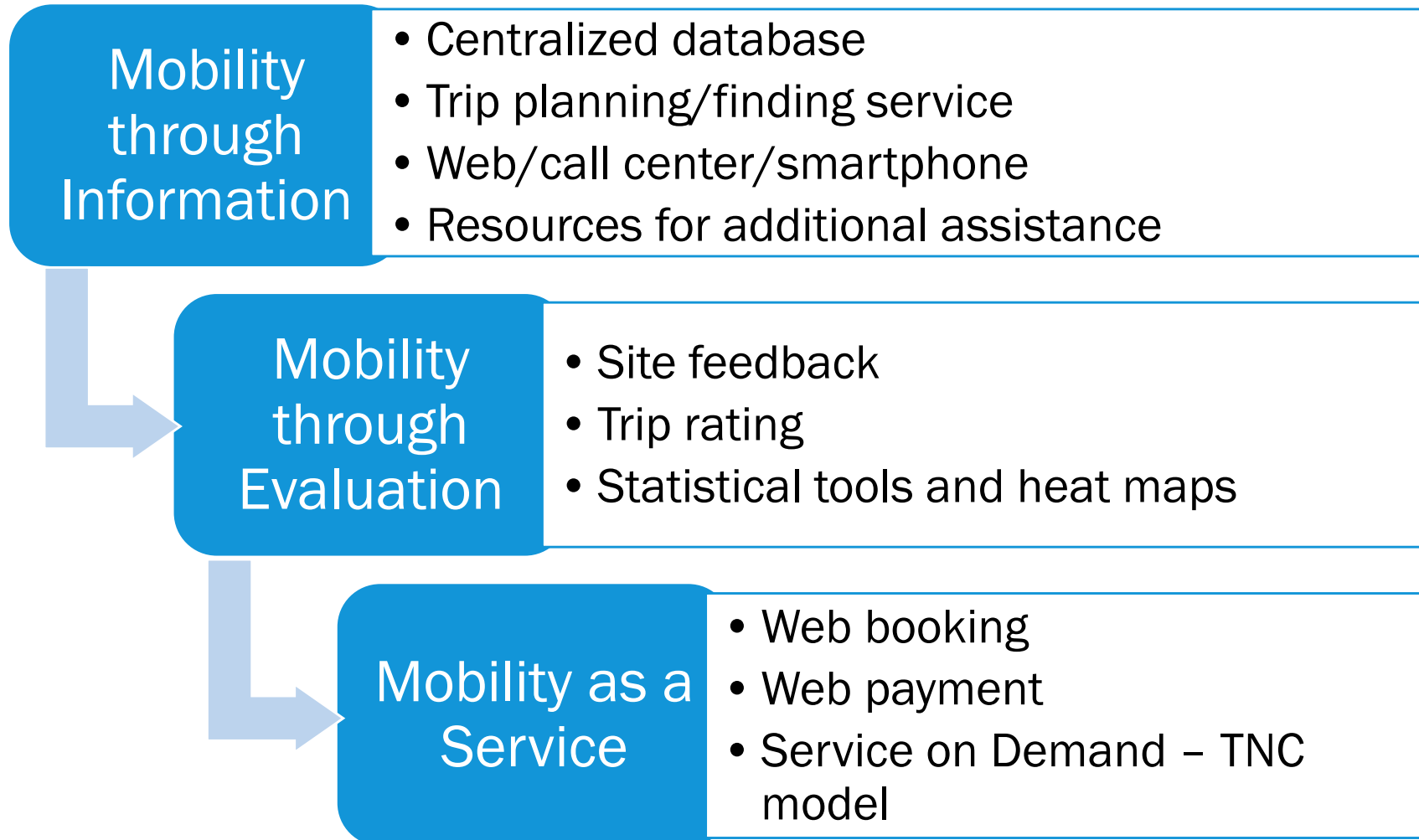


Enter One-Call/One-Click

Where It Fits In the Demand-Response Trip Life Cycle



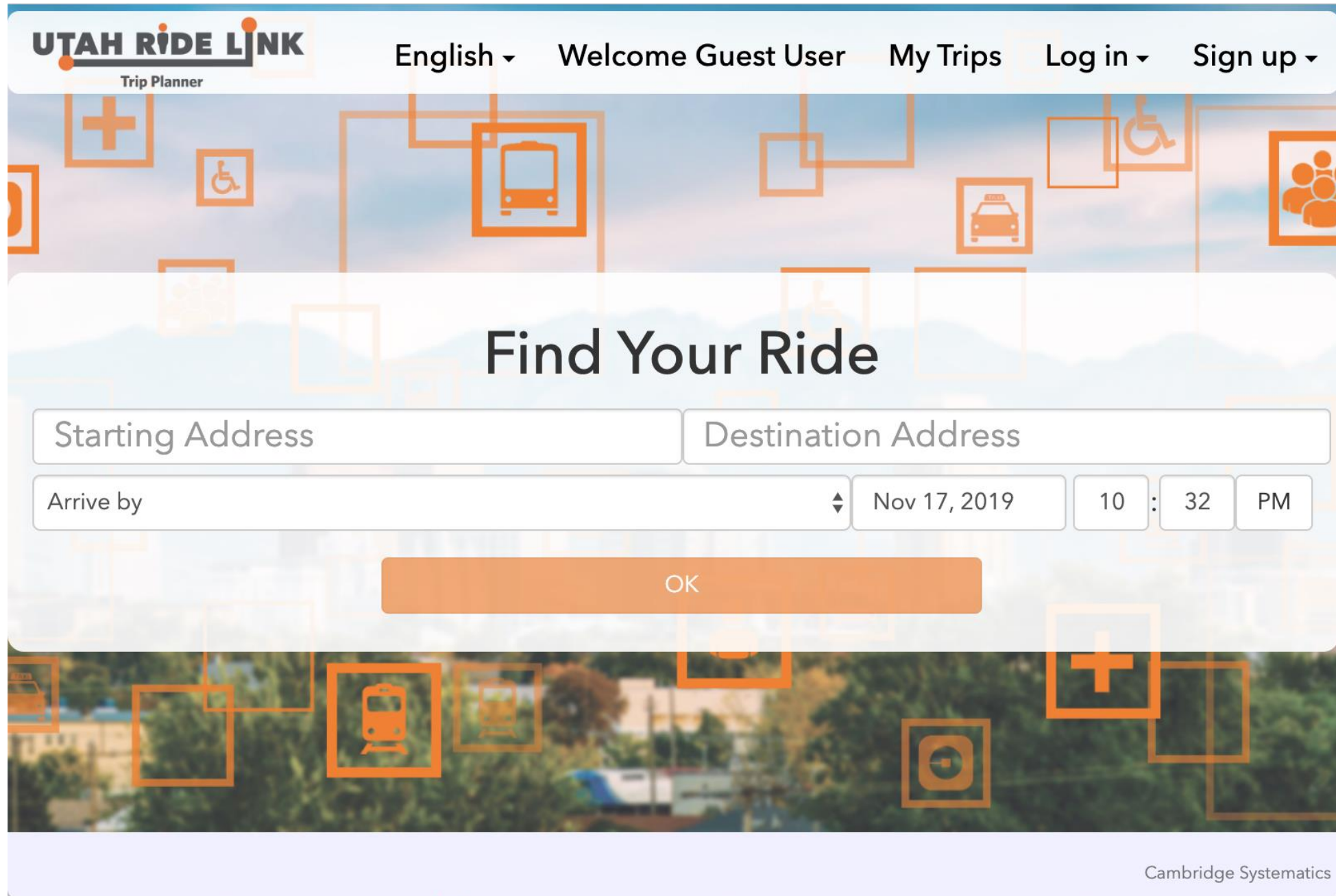
Levels of Complexity & Feature-Richness



Utah Transit Authority Ride Link Trip Planner

UTAH RIDE LINK
Trip Planner

English ▾ Welcome Guest User My Trips Log in ▾ Sign up ▾



Find Your Ride

Starting Address

Destination Address

Arrive by ▾

Nov 17, 2019

10

:

32

PM

OK

Cambridge Systematics

Ride Link Marketing Approach to Riders

Find Your Ride

Arrive by

Nov 17, 2019


10

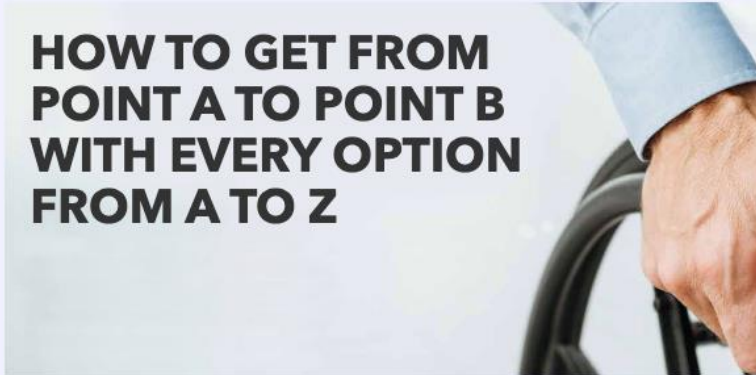
:

32

PM

OK





**HOW TO GET FROM
POINT A TO POINT B
WITH EVERY OPTION
FROM A TO Z**

**FIND THE BEST ROUTE, SEE TRAVEL TIMES AND
COMPARE COSTS FROM MULTIPLE PROVIDERS**

Ride Link Marketing Approach to Riders

Find Your Ride

Arrive by

Nov 17, 2019


10

:

32


PM

OK




The background image shows a city street scene with a train in the foreground and various transportation icons overlaid in orange boxes. The icons include a person, a bus, a train, a car, and a wheelchair.


Utah's Ultimate Trip Planner




Rail Transit




Bus Transit




Taxi Service




UBER




Health Services



Community Groups



Personal Transportation



Accessible Transportation

Ride Link Marketing Approach to Non- Profits and Transp. Providers

HOW UTAH RIDE LINK CAN BENEFIT YOUR ORGANIZATION



ADDITIONAL RESOURCES

We provide more transportation resources than just trip planning:

- Coordinating Councils
- Grant Funding Opportunities
- Travel Training
- Vehicle Programs
- Regional Projects

For more information regarding our additional resources [click here](#).

The Utah Transit Authority (UTA)'s Coordinated Mobility Department coordinates and provides resources among human service entities to efficiently maximize transportation for seniors, persons with disabilities and other groups with unmet transportation needs.

We are currently updating our providers listed in the UtahRideLink database. If you are a transportation service provider, please click on this [link](#) to take the brief, 5-10 minute survey.

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SERVICE PROVIDERS

By partnering with Utah Ride Link, you join a growing network of organizations dedicated to helping people get where they need to be. That means it will be easier for seniors, persons with disabilities and all others to find your services, resulting in more efficient transportation for everyone.

Utah Transit Authority Ride Link Options List

UTAH RIDE LINK

Trip Planner

English - Welcome Guest User My Trips Log in - Sign up -

3686 S 2000 E Salt Lake City

1050 East South Temple, Salt Lak

Arrive by

Nov 21, 2019

10

:

00

AM

Expand Your Results

I have a developmental disability

I am 60 or older

I have a physical disability

I require a wheelchair

I am a veteran

I have a disability and I am not a senior

I am older than 16

I am older than 65

I am 55 or older

I am older than 16

I am older than 60

I am eligible for Medicaid

I use a folding wheelchair

I use a motorized wheelchair

I need assistance getting to the front door

I need door through door service

I require assistance from the driver

I require a wheelchair lift

Purpose

All

Sort by

Fare

Preferred Modes

Bike

Drive

Paratransit

Taxi / Charter

Transit

Walk

Utah Transit Authority

Save to My Trips

9:07 AM To 9:57 AM

50 minutes Travel Time, 15 minutes walking

show more

Utah Transit Authority

Save to My Trips

9:03 AM To 9:45 AM

43 minutes Travel Time, 19 minutes walking

show more

Utah Transit Authority

Save to My Trips

8:37 AM To 9:40 AM

1 hour 3 mins Travel Time, 29 minutes walking

show more

Drive

Save to My Trips

9:32 AM To 10:00 AM

28 minutes Travel Time, 0 minutes walking

show more

Starzz Transportation

Save to My Trips

9:32 AM To 10:00 AM

28 minutes Travel Time, 0 minutes walking

show more

Ascent Luxury Transportation

Save to My Trips

9:32 AM To 10:00 AM

28 minutes Travel Time, 0 minutes walking

show more

UTA Paratransit

Save to My Trips

8:50 AM To 10:00 AM


1 hour 10 mins Travel Time, 0 minutes walking

show more

Rides for Wellness

Save to My Trips

Utah Transit Authority Ride Link Fixed Route Option


 **Utah Transit Authority** Save to My Trips

9:03 AM To 9:45 AM

43 minutes Travel Time, 19 minutes walking show less


Directions

9:03 AM

**START:**

Walk 0.74 miles (16 minutes)
To **HIGHLAND DR @ 3715 S**
Show steps

9:18 AM




220

HIGHLAND DRIVE / 1300 EAST
Salt Lake Central Station
Fare Info

From **HIGHLAND DR @ 3715 S**
Get on **Utah Transit Authority**
BUS 220
HIGHLAND DRIVE / 1300 EAST
Salt Lake Central Station
5.85 miles (24 minutes)
get off **100 S @ 1001 E**

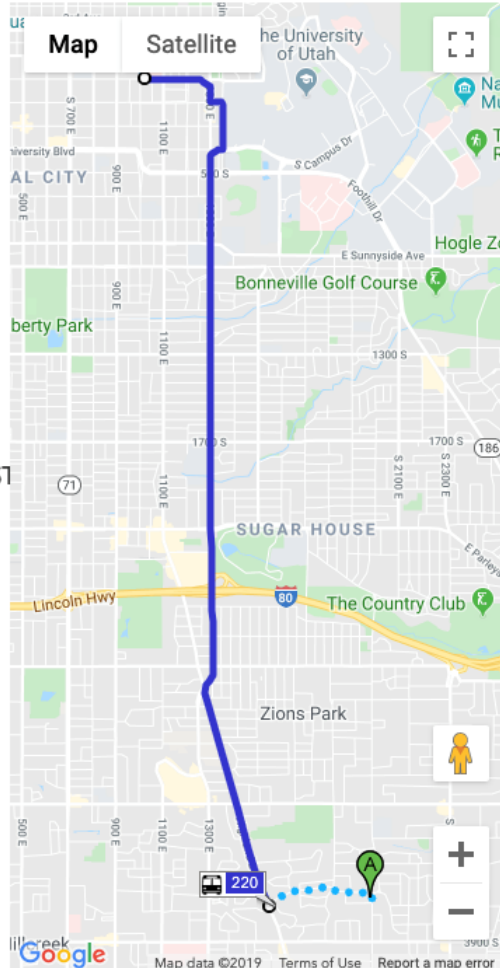
9:42 AM

**End**

Walk 833 feet (4 minutes)
Show steps

9:45 AM

Map Satellite



Map data ©2019 Terms of Use Report a map error

Utah Transit Authority Ride Link Para- transit



UTA Paratransit

Save to My Trips

8:50 AM To 10:00 AM

1 hour 10 mins Travel Time, 0 minutes walking

show less

About

****Eligibility Required**** UTA's Paratransit Service ADA program is a service of the Utah Transit Authority, for people with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all of the time, temporarily or only under certain circumstances.

Next Steps

Call (801) 287-7433 to register to use this service

More Information

Visit <https://www.rideuta.com/Rider-Info/UTA-Accessibility/UTA-Paratransit-Services> for more information

Schedule

Sunday 5:00 AM 11:59 PM

Monday 5:00 AM 11:59 PM

Tuesday 5:00 AM 11:59 PM

Wednesday 5:00 AM 11:59 PM

Thursday 5:00 AM 11:59 PM

Friday 5:00 AM 11:59 PM

Saturday 5:00 AM 11:59 PM

Utah Transit Authority Ride Link Option for Older Adults



Rides for Wellness

Save to My Trips

8:50 AM To 10:00 AM

1 hour 10 mins Travel Time, 0 minutes walking

show less

About

A courtesy call is made when registered within 48 hours. After the courtesy call individuals can begin booking rides. Priority rides are provided to individuals without other resources or very limited resources. Grocery trips from participating housing facilities only. Transportation to Salt Lake County residents 60 or older only. We work on a \$2.00 donation one way. Donation statements are sent out once a month. We have no way to collect money at the vehicle. Donations can be made for the cost of the ride or more at <http://slco.org/aging-adult-services/> using the green Donate Today button. Senior Transportation is the service.

Next Steps

Call (385) 468-3200 to register to use this service

More Information

Visit <http://www.slco.org/aging-adult-services> for more information

Schedule

Monday 9:00 AM 4:00 PM

Tuesday 9:00 AM 4:00 PM

Wednesday 9:00 AM 4:00 PM

Thursday 10:00 AM 4:00 PM

Friday 9:00 AM 4:00 PM

Find My Ride PA Options List

My ride request

From **153 Springdale Rd**
York, PA 17403

To **1850 Normandie Dr**
York, PA 17408

When **Thursday Nov 21, 2019**
Arrive by 10:00 am
Leave at 12:00 pm

Shared Ride options

\$2.35 Riders with disabilities
or less

\$15.65 Full Fare
or less

Taxi

\$21.00
(Each Way)
Estimated Fare



White Rose Taxi

Trip Time 19 min
Wait 0 min
Walk 0 min

[Back](#)

Already a Shared Ride member?

In order to book a Shared Ride, you need to tell us a few things

Your Shared Ride ID

[Forgot your ID?](#)

Your county



Your birthdate

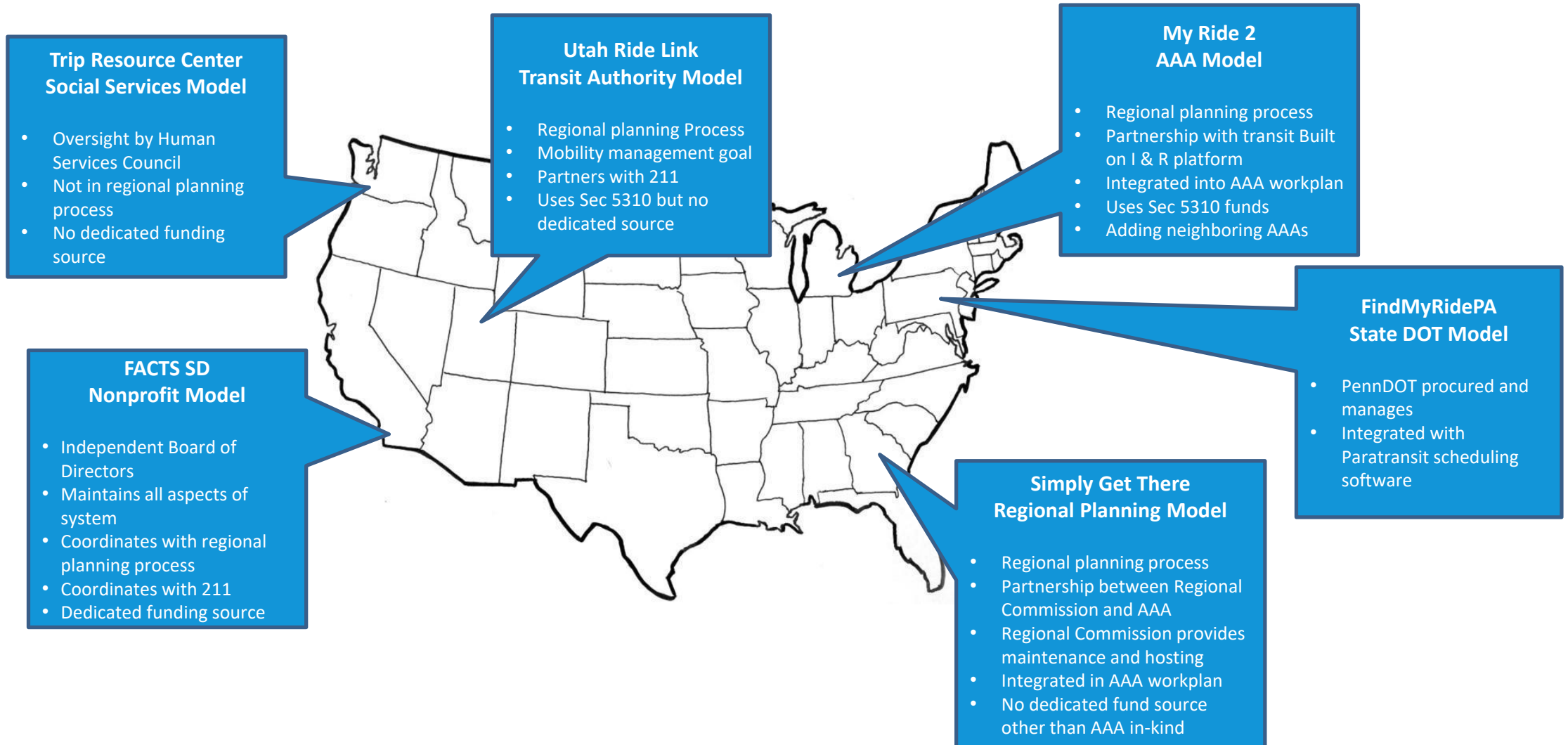
[Back](#)[Next](#)

Need Help? Call 1-844-PA-4RIDE

Need Help? Call 1-844-PA-4RIDE

Find My
Ride PA
Booking

A Range of Governance Models



One-Click “2.0”

Key Factors Changing One-Click Solutions:

- The development of GTFS-flex. Flexible transit can now be described alongside fixed route.
- The development of a trip planner capable of consuming GTFS-flex (Vermont)
- Standards-based, data driven workflows are now much easier

Barriers to Implementing OC/OC

- Lack of institutional capacity
 - Regional coordination
 - Maintenance – updating data and software (mostly data)
 - Updating & Expansion
- Difficulty integrating systems
 - Many scheduling and dispatch systems are not designed for integrated booking
- Not a panacea
 - OC/OC systems only address service discovery & (sometimes) booking
 - Not a replacement for service planning and funding
 - Not everyone wants increased visibility into their services. Many are stretched to the breaking point.
 - Without a strategic approach, can induced demand for highest-cost services, negatively impacting service scalability

Business Plan Focus Areas

- Collect Stakeholder Priorities
 - Riders
 - Providers
 - Healthcare providers, etc
- Inventory Needs for Capacity Building
 - Develop a clear set of steps for system sustainability
- Prioritize Based on Cost-Benefit Analysis
 - Elevation of “submerged” opportunity costs

Thank You



Kevin Chambers
Full Path Transit Technology
kc@fullpath.io

Small Group Discussion Questions

- Do you think a One-Call One-Click system is important in our region? Why or why not?
- What is the desired change or impact of a One-Call One-Click?
 - For the customer
 - For the community
- What features do you want in a One-Call One-Click?

Quick Briefings



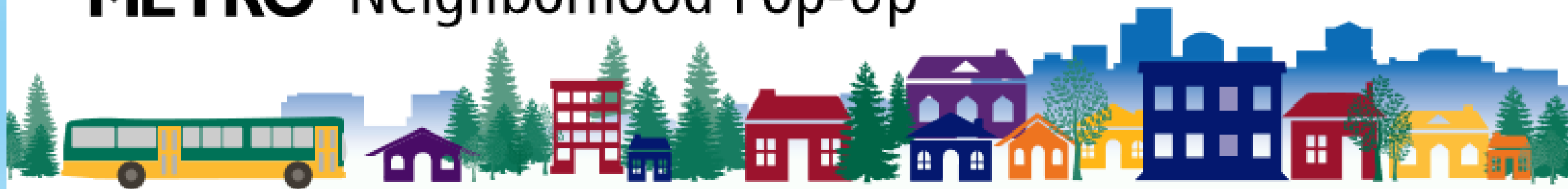
is now



King County

METRO

Neighborhood Pop-Up





Puget Sound Regional Council

Announcing KCMobility.org!

King County
MOBILITYCOALITION

Calendar ▾

About Us ▾

Mobility Coalitions ▾

Resources ▾

Stay Informed ▾



WELCOME

King County Mobility Coalition

A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region.

Inclusive Planning Round 2 Update



One-Call/One-Click

- Prototype to finish on November 27th

Marketing and Outreach

- Finished working with outside consultant to conduct stakeholder interviews for the Community Transportation Navigators project
- Beginning interviews for peer-to-peer navigator models

Inclusive Planning Toolkit

- Reviewed first draft of outline and discussed engagement strategies

Access to Healthcare Update

- Providing feedback and support for Care Mobility Rewards Project and Inclusive Planning projects
- **Upcoming Meeting:** Wednesday, December 4th; 9:30am – 11:00am at Seattle Municipal Tower

Access to Work and School Update

- Developing list of stakeholders to engage with and gain insights for the creation of a Small Business Toolkit
- Recruiting new partners!
- **Upcoming Meeting:** Tuesday, December 10th; 1:00pm – 2:30pm at Beacon Hill Library

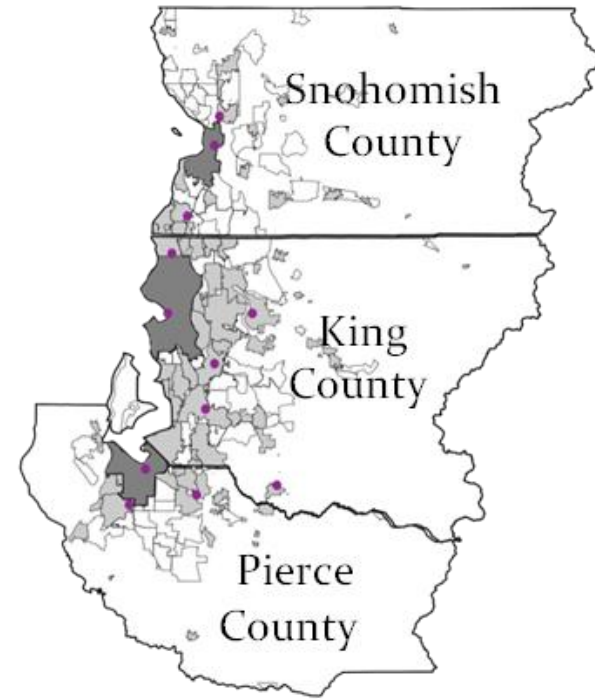
Education and Outreach Update

- Next E&O Field Trip:
 - Take a ride on a King County Metro Bus and learn about the North Eastside Mobility Project
 - Friday, December 13th from 1:00-3:00pm; meet at Kirkland City Hall



RARET Emergency Management Update

- Creation of a one-stop shop webpage for driver and provider preparedness
- **Upcoming RARET Meeting:**
Tuesday, December 17th from 10:00am to 12:00pm, Pierce County Emergency Management



North KCMC Update

- Stages of feedback for Gaps Analysis Project to understand transportation needs in North King County have been updated
 - Project timeline is being reviewed
 - Looking for additional data sources
 - Taskforce meeting is being scheduled

South KCMC Update

- Providing support for Care Mobility Rewards Project
- Feedback is being received for 2020 Work Plan

Snoqualmie Valley Transportation Coalition Update

- Received over 600 responses to transportation priority survey
- Developed project list from 5-year plan survey and drafted performance measures
- 5-Year Transportation Plan ready by January

Eastside Easy Rider Collaborative Update

- Successful Mobility Coffee Talk in Bellevue!
- Held second Eastside Advocacy for Transportation Services workgroup

Contact Camille Heatherly at Cheatherly@hopelink.org for more information and to get involved.



OCOC: Small Group Summary

Save the Date:

KCMC Quarterly Meeting

Tuesday, February 18th from

9:00am to 11:30am at

KCHA Seola Gardens (Seattle)

Cassidy Giampetro

King County Mobility Supervisor

cgiampetro@hopelink.org

(425) 943-6752

Please contact us with any questions!