“Getting Around Kirkland” Coffee Talk at the Peter Kirk Community Center

Event Overview
The Eastside Easy Rider Collaborative (EERC) partner with the Kirkland Senior Council to host the third Mobility Coffee Talk event. The Coffee Talk took place on Wednesday, April 24th, 2019 from 12:30pm to 2pm. Sixteen community members were in attendance along with seven members of the Kirkland Senior Council who supported and also attended the event.

The goal of the EERC Coffee Talks is to increase awareness of transportation options, while focusing attention on engaging members of underserved populations. The events also aim to increase the visibility of the EERC in the community. Each event has been tailored to the specific needs of the respective location, which is determined together with site staff.

Promotion
The Kirkland Coffee Talk was promoted through various means with support from a variety of community partners. Event information was posted on the EERC website, and EERC partners distributed information about the event to their networks. The Kirkland Senior Council mailed event flyers to partner organizations and businesses, including: Kirkland City Hall, Inglewood Presbyterian Church, St. John Vianney, the LDS Church, QFC strip, Village Mart strip North Juanita (N of NE 124th), North Kirkland Community Center (on 124th), strip malls, Safeway cluster, Juanita Community Hall, The Gardens at Juanita Bay, Juanita Village, Holy Spirit Lutheran Church, Evergreen Hill (Kingsgate), Kingsgate Library. In Totem Lake, the Kirkland Senior Council sent flyers to Madison House, Aegis on 116th Ave west of 405 & Totem Lake Blvd east of 405, and businesses in Totem Lake.

EERC staff support and Hopelink Mobility staff connected with agencies via phone, email, and in person, to spread the word among their members, clients, or residents. Promotional materials
were delivered to Lake Washington Institute of Technology, Hopelink (Kirkland), Kirkland Library, King County Housing Authority, Aegis Lodge of Kirkland, Lakeview of Kirkland (Pegasus Senior Living), Peter Kirk Community Center, City of Kirkland, Athene Housing (Imagine Housing).

**Support**
Over the past year, many EERC members have contributed to the Coffee Talk events through participation in work group meetings, drafting program concepts, printing flyers, promoting the event, and co-facilitating events. Feedback from previous Coffee Talk events suggested that it would be helpful to book an ORCA-To-Go table. In Kirkland the ORCA-To-Go Table was paired with the resource table.

Armaghan Baghoori brought various King County Community Van swag items for the raffle. Clemencia Robayo from SeaMar provided Spanish translation at the event, and Muffins were donated from Lakeview of Kirkland Senior Living. Hopelink’s Mobility Management team assisted with note-taking and more. Thank you again to everyone involved!

**Course of the event**
Four tables were set up in the room to create a welcoming, interactive atmosphere that allowed participants to sit in small groups. Coffee, tea, water, pastries, and other snacks. Participants stopped by the snack table on their way to finding a seat and were informed about the ORCA-To-Go table which was staged in the back of the room. A resource table included maps, informational brochures about the EERC and transportation services. In addition, a handout was created by the EERC with an overview of alternative modes of transportation options in Kirkland. A Hopelink Mobility Management volunteer, Michele Galaena, provided Spanish translation for the flyer. Dave Wagar (Kirkland Senior Council) and David Lynch (EERC) co-facilitated the Coffee Talk.

Participants were encouraged to share in an open conversation while being prompted to share a success of getting where they would like to go by transit or through alternative transportation options. Many participants shared their experiences and had tips for event participants. For
example, some of the participants were newly arrived immigrants who had little exposure to transit or alternative transportation options.

Diana Shanks (Sound Generations) shared information on Sound Generations Volunteer Driver program. Armaghan Baghoori provided information on the North Kirkland Community Van. Melissa Brown (Hopelink) provided a brief overview of the free Transit Instruction program offered by Metro for seniors and people with disabilities (including individual training, system training, ramp training, and group trainings/field trips). Attendees were then prompted to share tips with each other about the different ways ORCA cards can be purchased and reloaded, including at the ORCA-To-Go Table that was staffed throughout the event.

One of the major highlights of Kirkland Coffee Talk event was the walk to the North Kirkland Community Van to take a tour of the vehicle and learn more about how to get started as a rider or volunteer driver. Participants learned how to use the wheelchair lift, reviewed the low cost of only $2.75 for a round-trip ride within a 2-hour distance, and participants also discussed the process for reserving a ride. Participants learned that Community Van rides need to originate in Kirkland or Kenmore. Participants now know that rides can be established as long as there are two riders and a volunteer driver. At least one rider needs to be at the point of origin. The Community Van Coordinator is currently responsible for making connections between riders and volunteers. Once a ride is scheduled, residents of the community can join the ride at various points in the trip if there are open seats. The Community Van has a seven-passenger wheelchair accessible van and another eleven-passenger van as options.

**Evaluation**

Feedback surveys were designed for both attendees and representatives of organizations to evaluate the event and create learning opportunities for future events. Four surveys were completed by agency representatives and four additional survey by attendees. Participation in the survey was limited since several participants left after the tour of the Community Van, and the survey was administered after the last 15-minute activity that followed.

All attendees who completed surveys agreed that overall the event was satisfying. 100% of surveyed participants stated they learned about one or more resources that they didn’t know
about previously, and 75% felt that they feel more prepared to find transportation to get to a medical appointment, social event, grocery store, or another destination. 100% of surveyed participants noted that they are now more familiar with the Eastside Easy Rider Collaborative than they were before the event.

Attendees described the atmosphere as very friendly and people enjoyed learning from the local organizations in the room. Some participants noted that the event was very informative. In particular, a group of Spanish speaking immigrants noted that they didn’t know about any of the alternative transportation options and were really excited to learn about the Community Van as well as other resources. It was seen as particularly valuable that participants had an opportunity to share their own stories and tips in a guided conversation.

Although the surveys indicated that the event was successful, there are several things that could be done to improve the event for the next time:

- Some suggestions for improving promotion included offering incentives for all participants such as giving $5 or $10 on their ORCA Card.
- One suggestion was that speakers should use a microphone during the event. Another suggestion was that guest speakers should have more visuals when presenting.
- Another cluster of tables needed to be set up when the number of participants exceeded 25. Three Kirkland Senior Council members who were signing in and greeting participants could have participated in the group discussions with another table cluster.
- Have participants fill out the survey prior to taking a walk to the Community Van. Many participants left that could have provided useful feedback.

**Follow Up & Next Steps**

- Staff will follow up with attendees (who provided their contact information) three months after the event to see if they tried a new way of getting around or have additional questions.
- Attendees expressed that the Coffee Talks should be held at more Community Centers.