

MEETING NOTES

October 24th, 2019

10:30 am–12:00 pm

Bothell Police Community Room

Participants: Bree Boyce (Hopelink/Shoreline-LFP Community Van), Candace Ives (KCHA), Cliff Perry (Northshore Senior Center), Eden Amital (Catholic Community Services), Harold Hill (Community Van Driver), Kristi Dreessen (Bothell-Woodinville Community Van), Mike Dee (LFP Citizen's Commission), Sherman Goong (City of Bothell), Staci Haber (KCMC)

Staff Support: Melissa Brown Rotholtz

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting started at 10:30am. All participants provided introductions and brief program updates.

- Cliff Perry (Northshore Senior Center) shared that the Northshore Senior Center hiring for an Intake Coordinator for the *Right Ride* Program. The *Right Ride* Program is a new transportation program addressing the Hispanic community and other underserved areas in Bothell, Woodinville, Kirkland, and Kenmore. This program will use volunteer and paid drivers. For more information about the job posting, contact Cliff Perry at CliffP@mynorthshore.org.
- Cliff Perry (Northshore Senior Center) shared that Proposition 1 on the November ballot includes a levy for the Northshore Parks and Recreation Service Area (NPRSA), which would allow for continued maintenance and major repairs to Northshore Senior Center facilities. For more information about the impacts of Prop. 1, contact Cliff Perry at CliffP@mynorthshore.org.
- Sherman Goong (City of Bothell) shared that the City of Bothell has funding available to make improvements to pedestrian infrastructure in Bothell. Current projects include improving side streets and walkability in downtown Bothell when public transit expands to 185th street. For more information, contact Sherman Goong at sherman.goong@bothellwa.gov.
- Eden Amital (Catholic Community Services) shared that the CCS Volunteer Program, which provides chore and transportation assistance to King County seniors over 60 living with limited income and/or health/mobility limitations, recently hired a new transportation coordinator, Adrian Oliver. For more information, contact Eden Amital at edena@ccsww.org.
- *2020 King County Human Services Bus Ticket Program*: King County allocates funding to provide subsidized bus tickets to eligible human service agencies serving persons who are homeless and/or low income. Awarded agencies pay 10 percent of the value of the tickets, with King County Metro covering the remaining 90 percent of the tickets' value. The 2019 Request for Proposal (RFP) for the 2020 Program Year is expected to open November 6, 2019. For more information, visit the [Program Website](#).
- *North King County Emergency Winter Shelters*: The North Urban Human Services Alliance (NUHSA) is moving forward with implementing a winter weather shelter in Shoreline, to operate when temperatures drop below freezing, to provide a warm, safe space for people experiencing homelessness. Staff support for the NKCMC has attended planning meetings to assist with shelter transportation needs. For more information about the shelter, please contact Silje Sodal at staff@nuhsa.org.

- *Hopelink Mobile Community Pantry in North and East King County:* Hopelink has recently launched a [Mobile Community Pantry](#), to provide additional access to food bank programs for income-qualified community members. Twice monthly, visitors will receive a prepackaged box of food, fresh produce, and bread. Distribution centers in North King County include: Kenmore Community Church (2nd and 4th Thursday); Bothell United Methodist Church (2nd and 4th Monday); and Woodinville Library (1st and 3rd Tuesday). For more information, contact food@hopelink.org.
- *New Regional Reduced Fare Permit (RRFP) ORCA Collateral:* Hopelink Mobility Management recently partnered with the Seattle Department of Transportation (SDOT) to connect area older adults with RRFP cards. Marketing materials were developed in partnership with SDOT, King County Metro, and Hopelink, providing a guide to using the RRFP card. Materials are translated in seven languages. For more information and to request electronic copies, contact Melissa Brown Rotholtz at Mbrown@hopelink.org.

COMMUNITY VAN UPDATES

Bree Boyce, Shoreline-Lake Forest Park Community Van
Kristi Dreessen, Bothell-Woodinville Community Van

The Community Van program, funded by King County Metro, operates in Shoreline-Lake Forest Park, Bothell-Woodinville, and Kenmore-North Kirkland, covering the North King County region. This is a shared-ride, volunteer driver service intended to provide flexible transportation services outside of the fixed-route bus system.

Local Community Transportation Coordinators Kristi Dreessen (Bothell-Woodinville) and Bree Boyce (Shoreline-Lake Forest Park) provided program updates, and were joined by Harold Hill, a Community Van Volunteer Driver.

Shoreline-Lake Forest Park (LFP) Community Van Updates:

- The Shoreline-LFP Community Van has nine volunteer drivers.
- In September, 30 trips were conducted for 152 riders. Trips included the aquarium, Shoreline Library, Shoreline Hopelink Food Bank, Green Lake (Seattle), and Mt. Rainier.
- Van trips are currently posted on a [Google Calendar](#), and will soon be published on Metro's Rideshare Online platform.

Bothell-Woodinville Community Van Updates:

- The Bothell-Woodinville Community Van has been operating for two years and has sustained over 40 drivers.
- In August, 26 trips were conducted for 146 riders. The average trip size was 8.6 riders, using the 11-passenger van. Trips included Seward Park and the Japanese gardens.
- Kristi expressed that she has received several trip referrals from the Northshore Senior Center.

Discussion

- Bree shared that some of the first riders of the Shoreline-Lake Forest Park van was a couple needing recurring transportation to their weekly citizenship class at the Shoreline Library. This couple used the van weekly for several months and recently completed their interviews and were granted citizenship. This was a great example of the community benefit of a Community Van program.
- Eden Amital (Catholic Community Services) asked for updates regarding fare payment options. Bree and Kristi shared that most riders purchase e-tickets using the TransitGo Smartphone App, but older adults primarily prefer cash. While volunteer drivers are unable to accept cash, some workarounds have been used, such as requesting that other riders purchase an e-ticket on behalf of a rider paying cash. Kristi shared that agencies such as the City of Bothell and UW Bothell are unable to process cash payments due to accounting challenges.

For more information about the Community Van program, contact your local Community Transportation Coordinator:

- Shoreline-Lake Forest Park: Bree Boyce, CommunityVan@hopelink.org
- Bothell-Woodinville: Kristi Dreessen, CommVan@uw.edu
- North Kirkland-Kenmore: Armaghan Baghoori, CommVan@kirklandwa.gov

DISCUSSION: NKCMC GAPS ANALYSIS PROJECT

Melissa Brown Rotholtz, NKCMC

Melissa shared an update on the NKCMC Gaps Analysis Project, which has been brainstormed, reviewed, and adopted over several coalition meetings.

Previous Efforts

- Conducted stakeholder interviews and ranked project proposals
- Reviewed project proposal rankings and voted on project
- Drafted project charter and engaged with regional stakeholders for review

What's Next?

- Review project timeline
- Brainstorm potential data sources and opportunities for community engagement
- Identify interested taskforce members

Melissa shared the drafted project charter, which had been updated following feedback gathered from several regional stakeholders, including King County Metro, King County Aging and Disability Services, and the Puget Sound Regional Council.

The goal of the NKCMC Gaps Analysis project is to “examine the factors that impact the use of fixed-route transit, first-last mile solutions, and community-based transportation options in the North King County (NKC) area (North Seattle, Shoreline, Lake Forest Park (LFP), Kenmore, Bothell, and Woodinville) and the surrounding region through data analysis and community engagement.”

The projected outcome is that transportation providers and/or the NKCMC will be able to improve the quality or reach of existing programs, services, and/or policies based on the summary of findings from this project.

In short, this project aims to identify what transportation programs exist, who's using them, how well are they serving the area, and examine the factors that impact their use (e.g. public perception, affordability, eligibility, geographic reach, etc.)

Proposed Timeline

1. Data Collection and Analysis (October – December)
2. Community Engagement (January – February)
3. Compile and distribute summary of findings (End of February)

The group engaged in a brainstorming session to generate responses to the following questions:

1. What research questions are you interested in learning more about?

- Transportation Programs
 1. What options are currently available in the North King County region?
 2. How are transportation programs conducting outreach to older adults and limited-English proficient (LEP) populations?
 3. What are the top destinations for specialized transportation options (e.g. community shuttles, community vans, volunteer driver programs, etc.)?
 4. Are transportation providers asking, “who referred you to our program?”

5. Who is eligible and using services? Who is eligible and not using services? Why/why not?
- Regional Demographics
 1. What are the demographics of North King County? Are there trends in demographics and modes of transportation?
 2. Where are the “social equity communities” in North King County? (common question in grant applications)
 3. How are each cities’ community members unique? Where are there similarities across the region?
 4. Do we have access to a walk-shed or multi-modal travel shed tool?
 5. Where are the transportation deserts in North King County?
 - General Perceptions
 1. How constrained are older adults and people with disabilities with the current transportation modes they are using?
 2. What are community perceptions about existing transportation options and public transit?
 3. How can you encourage older adults or people with disabilities to apply for specialized services? (In some community groups, perceptions or pride will limit someone from using services.)
 4. What is confusing to people when it comes to transportation?
 5. What kind of access to transit is appropriate, expected, required, and available?
 6. What changes could be made to current transportation options to better serve the community?
 - Rural Transportation Needs
 1. How does geography impact transportation options?
 2. How do people in outlying areas get information on transportation resources?
 3. How do people in outlying areas relate to transportation besides driving?
 - Affordability
 1. Is there any impact on mode/service based on fare or payment method?
 2. How much is affordability prohibiting the use of transportation services?
 - Awareness
 1. How are older adults without smartphones or with limited technology literacy navigating their transportation options?
 2. How is the general population learning about transportation options, and how is this different from populations with specialized transportation needs? (e.g. older adults, people with disabilities)
 3. How are people finding out about resources?
 4. Which information and referral resources are most effective, according to client responses?
 5. Where do older adults start when looking for transportation services?
 6. How could the KCMC One-Call One-Click pilot help alleviate some of the challenges presented in the findings?
 7. How do LEP communities learn about transportation options? What modes are they using, and are they leveraging specialized transportation resources?
 - Travel behaviors
 1. Which transportation options are older adults and people with disabilities using to meet basics needs (i.e. health, food), and which are they not using that they are eligible for?
 2. How are people traveling on weekends (e.g. many specialized services operate M-F)
 3. When is driving not a viable option for an older adult? What type of scenarios/situations?

4. Are people with disabilities (PWD) using all available services in proportion? Why/why not?
2. **What existing local data sources can supplement our findings? (e.g. needs assessments, community surveys)**
 - Traffic engineers and transit agencies may have community engagement data from specific projects.
 - Ridership from transportation providers and GoGoGrandparent
 - King County Metro has data from community engagement processes (e.g. Community Connections), which collected information on travel behaviors, and how communities are receiving information about transportation.
 - KCMC Inclusive Planning project collected countywide data on how older adults, people with disabilities, and caregivers access information about transportation.
 3. **What methods to use for community engagement? (e.g. listening sessions, event, community survey)**
 - Coffee social
 - Listening session
 - Community survey (King County Housing Authority, libraries)
 - Meeting at senior living facilities (Cliff Perry has had success)
 - Provide free food (City of Bothell provides free ice cream)
 - Online using NextDoor platforms
 - Town halls, meetings about transportation

Melissa closed the discussion by posing several ways to get involved in the project:

- Participating on the project taskforce (first meeting TBD)
- Helping to identify potential data sources to inform this project
- Identifying opportunities or organizations who can partner on community engagement strategies
- Assisting with the drafting or reviewing of a report or summary of findings
- Distributing the summary of findings to relevant partners following the conclusion of the project

Melissa will follow up via email with a doodle poll request to schedule the first NKCMC Gaps Analysis Project taskforce meeting.

ROUNDTABLE & NEXT STEPS

The group shared additional program updates and announcements.

- Mike Dee (LFP Citizens' Commission) shared feedback on the Shoreline-Lake Forest Park Community Ride, reporting that pickup times were inaccurate, and there have been drivers who are not familiar with the service area. Melissa will pass along feedback to the Community Ride Operations Team.
- Mike Dee shared that some residents in Lake Forest Park have been pushing back on the Sound Transit ST3 plans to construct a 300-vehicle parking garage in Town Center, and Business Area Transit (BAT) lanes in the city.
- Melissa shared that King County Metro's Access Paratransit program has transitioned its operations contract from First Transit to MV Transportation, effective October 26th. The Access phone number, certification process, and reservation process will not change, however anticipated changes include tighter pickup/drop-off windows, shorter onboard times, shorter call center hold times, improved interpretation services, and other operational improvements to increase customer satisfaction.
- Sherman Goong (City of Bothell) shared that the City of Bothell received System Access Funds from Sound Transit to make nonmotorized access improvements in downtown Bothell by 2022. Improvements include sidewalk widening, lighting, and ADA access improvements to provide safer access to the transit station from local businesses, nearby senior and low-income housing, and the Sammamish Regional Trail.

ACTION ITEMS

- *Melissa* will pass along Community Ride feedback to the Community Ride Operations Team
- *Melissa* will distribute the Human Services Bus Ticket (HSBT) application page and list of previous awardees to NKCMC membership
- *Melissa* will follow up via email with a doodle poll request to schedule the first NKCMC Gaps Analysis Project taskforce meeting
- *NKCMC Members* will email *Melissa* with additional Gaps Analysis topics of interest, data sources, and community engagement ideas

NEXT MEETING:

Monday, December 16th, from 10:30am to 12:00pm, Shoreline Hopelink

**Please note that this meeting was rescheduled from 12/27 to accommodate for the winter holidays. All future meetings will continue to be hosted on the fourth Thursday of each even month.*

NORTH KING COUNTY MOBILITY COALITION CONTACT

Melissa Brown Rotholtz, Mobility Coordinator

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