



NORTHSHORE SENIOR CENTER TRANSPORTATION

Field Trip #2

OCTOBER 13, 2017
EDUCATION AND OUTREACH SUBCOMMITTEE
King County Mobility Coalition

Northshore Senior Center Overview

- Northshore Senior Center was founded in 1972 and serves over 7,000 seniors monthly.
- In March 2016, Northshore Senior Center became an independent non-profit.
- Northshore Senior Center is the largest senior center on the west coast and the second largest in the country.
- Centers are located in Bothell, Kenmore, and Mill Creek.
- The senior center has a Meals-On-Wheels program, recreational activities, gym, transportation services, a beauty parlor, and an adult day health and wellness center.
- Members have the ability to utilize classrooms, computer labs, a multipurpose room, and a travel office.
- The Bothell Center has an adult daytime health and wellness building across the street.



Northshore Senior Center Transportation

- Northshore Senior Center is an on-demand transportation provider with no fixed routes. They facilitate transportation for the senior center, the Adult Day Health Program, to medical appointments, and shopping trips. Transportation is also provided for Hopelink's Medicaid Brokerage.
- In 2016, NSC provided 37,073 one way trips. Currently, NSC is providing on average 2,674 one-way trips each month, an average of 127 trips per day.
- They have 16 buses and each bus has 12 seats. Most buses can hold up to four wheelchairs. However, two at a time is a better fit.
- The Senior Center runs deviated routes in Bothell, Kirkland, and Kenmore. As a Medicaid broker for Hopelink, NSC trips can go as far as Duvall and Snoqualmie.
- Transportation is also offered to the Peter Kirk Community Center, and to local shopping centers on Fridays.
- They serve south Snohomish County, but receive no direct funding for services.
- Non-members can use the transportation services. There is no age requirement if you have a special need. NSC helps King County riders determine their eligibility for Metro Access, and assists with the application if they qualify.
- Funding comes from Metro, Hopelink, donations, and grants.
- There are three Transportation Coordinators on staff who manually take calls and schedule rides on a daily basis. The coordinators organize rides by start and end locations to make the most effective trips. They do not have software for this. They are looking into types of software, but have not found funding, or the best software to fit the size of their operation.

