



MEETING NOTES

October 18, 2019

In Person: Aaron Morrow (Participant), Jon Morrison Winters (ADS), Mark Smutny (Sound Generations), Megumi Tanaka (Participant), Sam Nigh (SHAG)

On Phone: Casey Gifford (Via, King County Metro), Cliff Perry (Northshore Senior Center), Dorene Cornwell (Participant), Julie Povick (Seattle Children's), Kevin Chambers (Full Path), Kim Pearson (PSRC), Mark Hartenstein (Amboundless), Ray Kruger (Participant)

Staff Support: Cassidy Giampetro, Janie Walzer, and Staci Haber

KEVIN'S UPDATES

The meeting began at 1pm. After introductions, Kevin Chambers gave an update on his progress as the KCMC's One-Call One-Click consultant.

Kevin is holding interviews with mostly large institutional actors to inform the O.C.O.C. business plan; he will not be creating the platform itself. From these interviews, he is learning what it will take to bring them to the table and their interest in participating in a regional system. He has talked to an O.C.O.C. platform vendor to see what is possible on the tech side of things. Will use his findings to produce the business plan by the end of the year or beginning of January.

Questions are raised about the possibility of payment integration. Kevin stated that in order to facilitate equivalent fare integration, there needs to be a simplification of the fare structure – which is a larger issue.

Kevin stated that an O.C.O.C. system is different from existing systems because it will allow for the discovery of all existing services with the ability to filter based on eligibility and trip type.

The group discussed the possibility for an O.C.O.C. system to house customer profiles that will show them only services they are qualified for.

Group agreed that there is a desire to start out small and manageable and then build a multi-year plan that can incorporate more features and providers over time, including adapting to different population needs.

DISCUSSION: PROTOTYPE STUDY

Prototype will take place in South Seattle and Bothell/Kirkland; these locations are more about serving target populations than having fixed geographical coordinates. There will be a central phone number and a link to an intake form (which will be a compiled/streamlined form based on what providers need). Surveys will be distributed to both providers and users to learn about their



experience with the prototype. KCMC has contracts with for-profit providers as fallback options in case no other services can be provided.

This prototype study plans to test elements of the larger O.C.O.C. plan by seeing what works and what needs to be changed. It will also provide insights based on case-study analysis of user experiences.

Attendees expressed a desire to monitor certain performance measures – like conducting cost analysis, tracking trip data to show the demand for different types of services in any given area, and monitoring trip denials (and reasons for trip denials).

Attendees were worried about the one-month study period being too short. Staci affirmed that the goal is not to get the prototype to be utilized widely, but with quality data. Marketing will be contained. Goal is to serve 15-20 people in each area.

Group decided to distribute marketing material to three locations in each geographic area. They suggest Northshore Senior Center in Bothell, Peter Kirk Senior Center, and SHAG's Woodlands at Forbes Lake center in Kirkland for the Bothell/Kirkland area. The target outreach for South Seattle is still TBD.

ACTION ITEMS

- *Cassidy* will follow up with Cliff and Sam to advertise at Northshore and SHAG locations
- *Cassidy* will schedule a follow-up call to go through remaining questions on prototype study
- *Kevin* will send O.C.O.C. platform consultant information to Mark Smutny

NEXT MEETING

Call TBD

Next Taskforce Meeting: Friday, December 6th from 1pm to 2:30pm at Hopelink Bellevue Center

CONTACT

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