



Regional Alliance for Resilient and Equitable Transportation

MEETING NOTES

Wednesday, March 25th, 2020

10:00am-12:00pm

GoToMeeting Call-in

Phone Participants: Alex Hatcher (Center for Independence), Ann Kennedy (Paratransit Services), Anna Zivarts (Rooted in Rights), Blake Geyen (Rooted in Rights), Belina Van (Catholic Community Services – King County), Brock Howell (SNOTRAC), Cassidy Giampetro (King County Mobility Coalition), Chris Bekkouri (Bethany at Silver Lake Nursing Facility), Cliff Perry (Northshore Senior Center), Gil Cerise (Puget Sound Regional Council), Hester Serebrin (Transportation Choices), Jeremy Trenhaile (King County Metro), Jon Morrison Winters (Aging and Disability Services), Judy Brown (Northwest Hospital), Karen Johnston (MV Transit), Kiana M. Parker (SDOT Equity Workgroup), Lori Bisping (Sound Transit), Maggie Harger (NKCMC), Mahlet Zeru (WA DOH), Marianna Hanefeld (SNOTRAC), Mark Smutny (Sound Generations-Hyde Shuttles), Mike Dee (Lake Forest Park Citizens Commission), Mike Ryan (SHS Region 6), Sam Nigh (SHAG), Tammy Mason (Hopelink Medicaid)

Staff Support: Bree Boyce, Nathan Emory, Staci Haber

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 10:00am. Attendees provided introductions.

Staffing announcements:

- Welcome Nathan Emory, new full-time RARET Coordinator.
- Welcome Maggie Harger, North King County Mobility Coordinator.
- South King County Mobility Coordinator position – vacant, but hiring is on hold.

Steering Committee announcements:

- There is still a vacancy for the Snohomish County representative. Marianna Hanefeld (SNOTRAC) is transitioning to WSDOT and recommended Brock Howell (interim SNOTRAC) is considered for the role. RARET staff support will follow up to fill this vacancy.
- Steering Committee has met twice, finalized the 2020 Work Plan, and will begin guidance on projects

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WORK PLAN AND PROJECT UPDATES

- **Launch and Promote RARET's Adverse Weather Driver Resources Webpage**
- Many partners shared out RARET's new [adverse weather driving resource webpage](#) including:
 - Hopelink Medicaid Transportation: sent webpage to all their drivers as well as Northwest Kidney partners;
 - Paratransit Services: shared with all their drivers in all nine counties;
 - SNOTRAC: emailed and sent out the information via newsletter; and
 - KCMC: included webpage in newsletter.
- RARET staff will close out this project and reassess new resources to include sometime this fall. There is also an opportunity to consider how RARET's webpage can adapt to include information on COVID-19 resources (to be discussed later in this meeting).

PRESENTATION: SNOQUALMIE VALLEY TRANSPORTATION COALITION'S 5 YEAR TRANSPORTATION PLAN

The coalition formed in 2017 to address unique rural needs and brought together a diverse group of stakeholders with the goal of addressing transportation needs in Snoqualmie Valley. The coalition completed a broad needs assessment including reaching out to 26,000 households in 2017 and received 600 survey responses in their 2019 follow up. The group also launched the Duvall-Monroe shuttle which greatly reduced ride times for users. Along with this, the coalition finalized a [5-year transportation plan](#) uniting all the cities in Snoqualmie Valley.

The group wanted to point out that this model is repeatable in other places but that ongoing buy in from public officials is critically important. There is also an opportunity to bring coalition members to solve transportation gaps during blue-sky days or during adverse weather. We encourage RARET and SVTC to continue to partner to find ways to collaborate to achieve similar goals. More information can be found on SVTC's website [here](#).

DISCUSSION: COVID-19

The discussion section of the meeting began with a conversation on resources for community members who are blind and/or deaf. Judy Brown (Northwest Hospital) asked what resources are available for this community in order to understand transit service changes or options for food delivery. It was stated that members of these communities are having trouble navigating Please contact Bree Boyce at bboyce@hopelink.org or 425-943-6751 for any errors or omissions in these notes.



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stay at home orders and changes in the transportation system during COVID-19. There is a need for a central repository of information, with these populations in mind considering the challenges with navigating the internet and bus schedules using a screen reader. The group offered several resources, including Metro's Customer Service Hotline (206-553-3000) and the [King County Donations Connector](#) (which doesn't include a lot of information on transportation).

Belina Van (CCS – King County) wrote in the chat that volunteer services are having volunteers do grocery deliveries/medication pick-ups, essential medical transportations, and phone check-in's. Their intake line is 206-328-5787 and eligibility is for folks who are low-income. Call the intake line for more information. Volunteer services exists throughout the state as well so the intake coordinator can connect you to the appropriate office if necessary.

Jeremy Trenhaile noted that King County Metro's Accessible Services has additional capacity to support the community and is reaching out directly to schools and community based organizations to assist with food delivery. Access is still taking reservations via phone with normal operations.

- Judy Brown clarified that individuals who are blind/low-vision that she's working with are doing fine using Access, but it's the bus riders that are having trouble navigating the changes.
- Jeremy mentioned Seattle-King County Public Health is leading weekly COVID-19 check ins every Monday for anyone interested in participating. RARET staff will follow up with the webinar details.

Jon Morrison Winters (ADS) noted he has been re-assigned to COVID-19 response and is working on how to best deliver help. They are currently handling issues on a case by case basis and are putting together a list of food services, currently over 100, available in the area and how those services are shifting models. Jon is looking at how food services could potentially connect with transportation providers for food delivery. And if that is possible, how does an individual know what's available to them? RARET should be able to help with information discovery but unclear if we're the best point of contact at an individual level.

Anna Zivarts (Rooted in Rights) expressed concern for the rear-door boarding policy enacted by transit agencies to promote social distancing. Anna has heard nationally some concerns on allowing folks in wheelchairs or other devices that they can still use the front doors. While this may not be an issue in our region, more information should be shared out so it's clear to the drivers and the public that front-door boarding is still allowed for some people. RARET will be sure to include information on the full rear-door boarding policies in future COVID-19-related updates.

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Cliff Perry (Northshore Senior Center) clarified that Northshore Senior Center is running a Pop-up Pantry on Tuesdays and *Fridays* (RARET's last weekly summary stated Thursdays). Cliff recommended RARET's Weekly Summaries include contact information on providers that are still operating.

- The group also discussed the need for a single call point and discussed using preexisting modes; 211 and Aging and Disability Services' Community Living Connections (CLC) (844-384-5464) may be options. It was also noted that for complex transportation challenge, Hopelink Mobility's Transportation Resources Line, which is sponsored by CLC (425-943-6760) number can be used.

In addition to these resources, Judy Brown was also interested in a better way to contact Hopelink Medicaid if they are a provider. Tammy Mason (Hopelink) acknowledged the impact COVID-19 is having on their operations, but that they are still operating as normal. In the last week, the average wait time was one minute. Providers are encouraged to fax for discharge requests (425-644-9447) or they can use the [Hopelink Online Chat](#) feature. Finally, there is a phone number for medical staff only to use for requests and concerns about today, though it is not a backline. If anyone in this group is having trouble getting through to Hopelink, they can contact Tammy directly at tmason@hopelink.org.

- Hopelink is ready to transport eligible clients, as the number of trips has dwindled to about 1,000 trips/day. Service providers are available and ready to transport people who need it.
- As of 3/26, Hopelink will be able to transport COVID-19 positive clients for life-sustaining trips only, including dialysis, cancer treatments, and discharge. A handful of service providers will be trained to offer this service. These providers do not have enough Personal Protective Equipment (PPE) and are looking for how to acquire more.
 - Mike Ryan (SHS Region 6) recommends you contact your local emergency management office to submit a request.
 - Jon Morrison Winters (ADS) mentioned the Older Adults Taskforce group said to submit all PPE requests to HMAC.02@kingcounty.gov for processing.
 - Judy Brown was concerned that dialysis centers are over-capacity and may not be able to serve COVID-19 positive patients. Tammy confirmed that Hopelink has several trips booked for next week for Northwest Kidney.

Marianna Hanefeld (SNOTRAC) provided an update on Snohomish County partners.

- Catholic Community Services in Snohomish only has 10 drivers still driving but there have been a lot of cancellations. CCS usually also does a lot of transportation to the VA

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hospital, but those appointments have been reduced. Otherwise CCS drivers are supporting food delivery and checking in with clients via phone.

- Stanwood Senior Center is still providing some transportation to residents while also fulfilling transportation requests from Hopelink Medicaid. Finally, they are supporting some food delivery.
- Camano Center is offering gas and meal vouchers.
- Homage Senior Services' Transportation Assistance Program (TAP) is still providing essential medical and grocery trips. TAP is also still offering their Meals on Wheels program for food delivery.

As for cross-county needs, Marianna encourages transportation providers to look at what Snoqualmie Valley Transportation (SVT) is doing to serve riders and continue operations during COVID-19. Providers can contact [Amy Biggs \(SVT\)](#) to learn more about how they've innovated and adapted to serve Snoqualmie Valley.

- Cliff Perry (Northshore Senior Center) stated they are providing some cross-county food service work and are looking to expand. Cliff also provided a phone number that can be used for assistance: 425-286-1026.

Ann Kennedy (Paratransit Services) wrote in the chat that Paratransit Services is operating as usual. Our trips are down by 50%. We have been able to spread the trips out to keep the providers going, but have had 2 businesses decide to suspend service until things improve. We are able to serve our clients and the phones are being answered quickly.

Staci Haber (Hopelink Mobility) shared that King County Metro's Community Van is looking at adapting their service model to transport goods and support food delivery to clients. Hopelink, which operates the Shoreline-LFP and Duvall Community Vans, are still seeking guidance from Metro and will update in the next RARET Weekly Summary.

Jeremy Trenhaile (King County Metro) stated that ridership is down 50-60% and that the agency has put in enhanced cleaning procedures, social distancing, as well as suspending fare collection. They have also put out information on changes to service but that there is no impact on Access services. Jeremy also noted Metro's public facing offices are closed and that buses are running less often. Finally, Access' eligibility process has changed because of social distancing rules and recertification dates have been pushed out so people will not lose service. Instead, new certifications are no longer being conducted at Harborview's Evaluation Center and are instead done remotely.

Jon Morrison Winters (ADS) wondered if volunteer transportation services have been impacted by COVID-19. If services are reduced, Lyft is now offering grants to organizations to help with Please contact Bree Boyce at bboyce@hopelink.org or 425-943-6751 for any errors or omissions in these notes.



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transportation. Staci Haber noted the [Urban League of Metropolitan Seattle](#) must have received these funds as they are offering \$25 in Lyft credits for transportation to essential needs.

Bree Boyce wrapped up the conversation to share that it may be worthwhile to have these check-in calls more regularly. RARET staff will follow up to announce when we'll be meeting again before the next bi-monthly meeting.

ACTION ITEMS

- *RARET staff* will connect with Brock Howell about SNOTRAC serving as the Snohomish County representative on the RARET Steering Committee.
- *RARET staff* will explore adding COVID-19 updates on the RARET webpage.
- *RARET staff* will improve upon the weekly summary, including adding:
 - Information on Public Health's weekly COVID-19 webinars for community-based organizations.
 - More information on the rear-door boarding policy in the weekly COVID-19 updates.
 - Contact information for providers still operating service.
- *RARET staff* will send more information about more frequent phone calls to update on COVID-19 response and coordination.

NEXT MEETING

Wednesday, May 27th, 10:00am-12:00pm, Pierce County Department of Emergency Management, Policy Room (2501 S 35th St, Tacoma, WA, 98409) or remote

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