

“Putting People First” A Mobility Framework

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March 20th, 2019

Regional Transit Committee

King County

MOBILITYCOALITION

What is the King County Mobility Coalition?

- 40+ Agencies: rural and urban transportation providers, human service agencies, municipalities, and system users
- Co-chaired by transit agency and human services planner
- Additional mobility coalitions:
 - Eastside Easy Rider Collaborative
 - North King County Mobility Coalition
 - South King County Mobility Coalition
 - Snoqualmie Valley Transportation Coalition

Targeted Populations

- Limited English proficiency (LEP) populations
- Older adults
- Low-income individuals
- People experiencing homelessness
- People with disabilities
- Veterans
- Youth

Equity

FAIR INCLUSION...

...into a society in which all can participate,
prosper, and reach their full potential

- Michael McAfee , PolicyLink

The Need



The Need



The Need



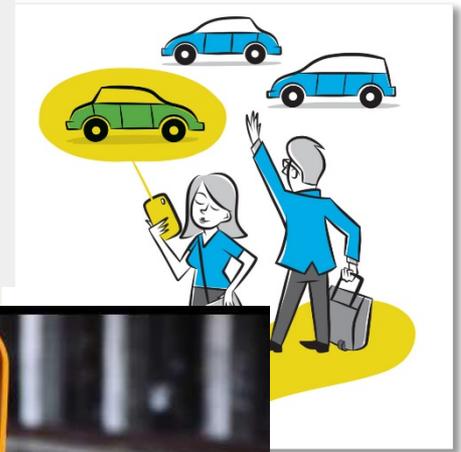
The Need



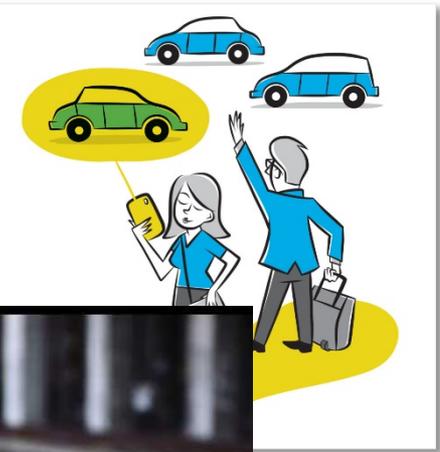
The Need



The Need



The Need



Inclusive Considerations

- Responsive Service Adaptations
 - Cost considerations
 - Digital Divide
 - Wheelchair accessible options
- Appropriate Outreach and Engagement
 - Trans-creation materials
 - Accessible meetings and documents
 - One Stop Shop

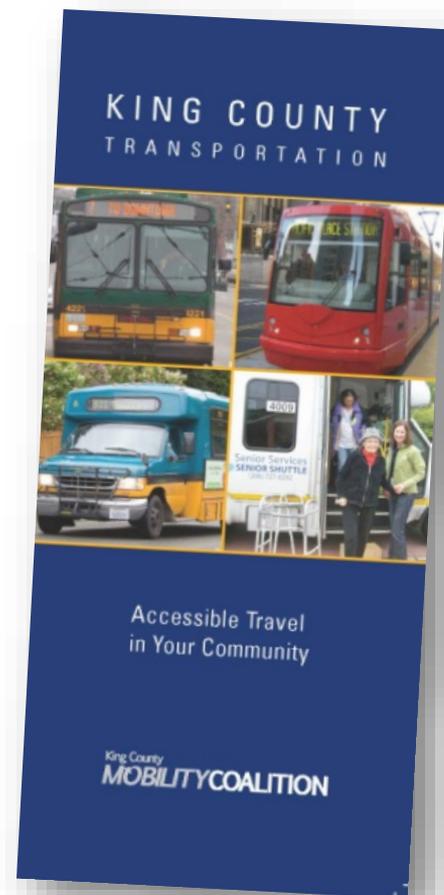
Public Transit Orientations (PTO)

- Working with facilities to offer group trips, showing clients how to use transit.
- Primary partnerships with resettlement agencies
- Multi-modal and transfers
- Funds are distributed towards their ORCA cards.



Accessible Travel Map

- For older adults & people with disabilities, caregivers, and support staff
- 30+ transportation services and resources in King County
- 20,000 copies printed in-kind by King County Metro
- Now in Spanish!



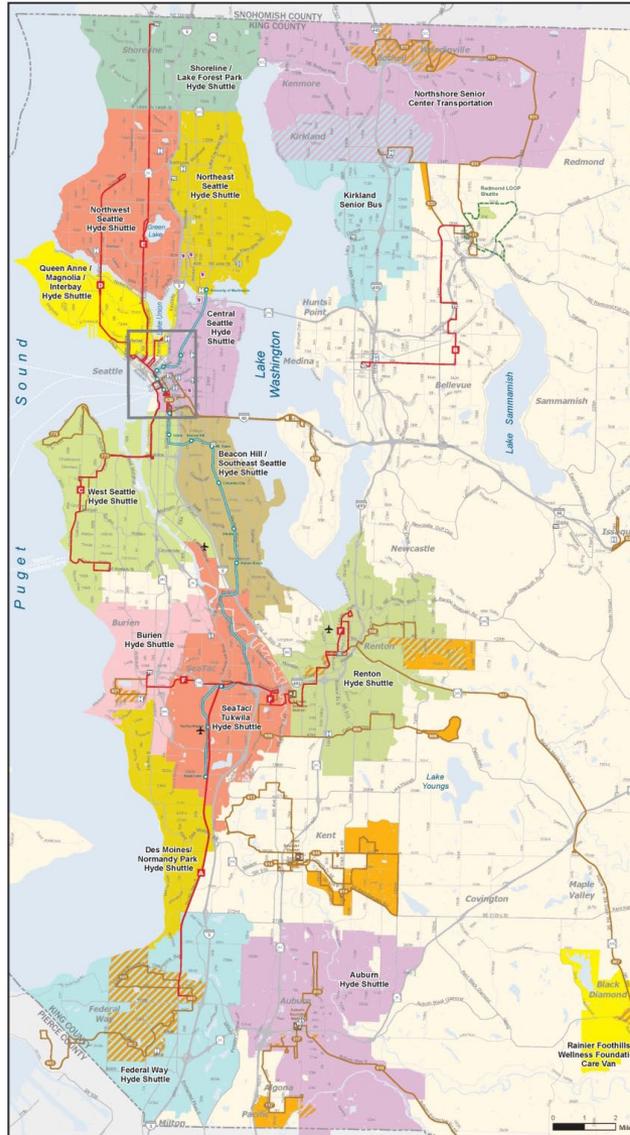
King County Accessible Travel Map

Local bus routes are not shown. See reverse side for additional details regarding service areas and accessibility features.

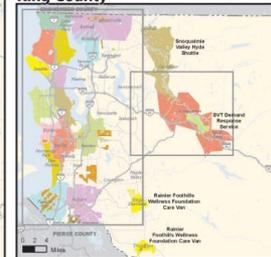
Updated Summer 2016



- UW Health Science Express Stops
- Hospital
- Transit Center
- RapidRide
- Link Light Rail
- Seattle Street Car
- Demand Area Response Transit (DART) Route
- Demand Area Response Transit (DART) Area



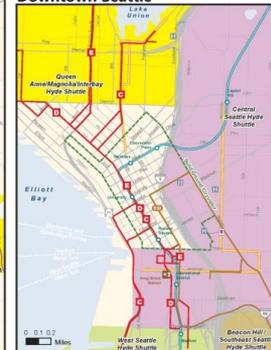
King County



Snoqualmie Valley



Downtown Seattle



King County
MOBILITYCOALITION

FindARide.org / Vets-Go

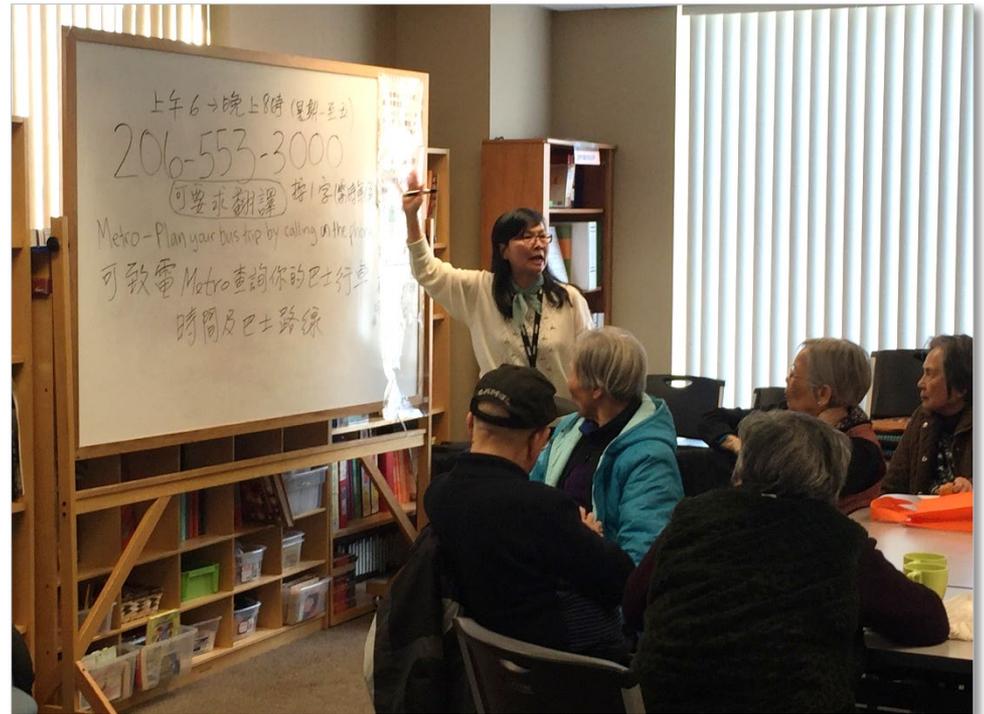
The screenshot shows the FindARide.org website interface. At the top, there is a navigation bar with the logo and links for "Find a Ride", "Travel Tools", "Community Resources", "Provider List", and "Newsletter". Below this is a header with the text "Finding Your Best Transportation Options" and social media icons for Facebook, Twitter, LinkedIn, Pinterest, Google+, and Email. The main content area features a map of the Seattle area with various locations labeled. On the left side, there are search filters: "Trip Origin" with buttons for Seattle, East King County, North King County, South King County, Pierce County, and Snohomish County; "Accessibility Needs" with a dropdown menu set to "-Any-"; and "Medical Trip?" with "No" and "Yes" radio buttons. A prominent orange "Find a Ride" button is at the bottom of the filter section.

This section displays search results for transportation services. It includes a "Print Search Results" link, a "Trip Details" section with fields for Date, Destination (set to Seattle), Vehicle Type, and Accessibility, and a "Medical Trip?" section with "No" and "Yes" radio buttons. Below this are three service listings:

- Hopelink Medicaid Transportation**
 - ☐ "Call Ahead" Service
 - 📅 Su, M, Tu, W, Th, F, Sa **24/7**
 - 👤 Power Chair, Wheelchair, Foldable wheelchair, Door-to-Door Service, Personal Care Attendant, Scooter, Walker, Car Seat
 - 💰 Medicaid Clients Free **for Adults**
 - 🏷️ Discounts available >>
 - 📞 King County: (800) 923-7433
 - 📞 SnoCo: (855) 766 - 7433
 - 📞 TTY: (800) 246-1646
 - [More Info >>](#)
- Solid Ground Downtown Circulator Bus**
 - 👤 "Just Show Up" Service
 - 📅 M, Tu, W, Th, F **7:00 am - 4:00 pm**
 - 👤 Power Chair, Wheelchair, Foldable wheelchair, Personal Care Attendant, Scooter, Walker
 - 💰 Free **for Adults**
 - 📞 206-753-4801
 - [More Info >>](#)
- American Cancer Society Road to Recovery**
 - ☐ "Call Ahead" Service
 - 📅 M, Tu, W, Th, F **8:00am - 5:00pm**
 - 📞 1-800-227-2345
 - [More Info >>](#)

Case Study: Paper Schedules

- Partnership with Metro in 2016
- Feedback on *why* paper schedules were an important tool for getting around



Duvall-Monroe Shuttle

- 82.9% of individuals surveyed in Snoqualmie Valley felt the current public transportation system did **NOT** meet their needs.
- Pilot launched in August 2018
- Reduced 4 to 9 hours trips to approximately 20 minutes.
- 281 rides in first three months.



Needs Assessments

- Food Access | Exploring the transportation barriers present in securing food options for vulnerable populations.
- Immigrant & Refugee Transportation Needs Assessment | in production



Other Regional Examples

- SDOT's Transportation Equity Workgroup
- Sound Transit's Citizens Accessibility Advisory Committee
- King County Metro's Low Income Fare Program

The Why

“Most Seniors, who have driven their whole lives, now confronted with a traffic world that is “not friendly” and somewhat dangerous, **need alternatives to getting around**. Public transportation is “foreign” to them and can be **overwhelming**. We need to provide them with the **tools and information** to keep them safe in travels, and knowledgeable in all alternatives.”

– Retired Issaquah Advocate

The Why

“Despite my blindness I enjoy considerably easier mobility than many of my neighbors. My neighbors have great difficulty with both the fixed route bus system and with paratransit doing many activities such as grocery shopping, picking up prescriptions after medical appointments, and many other activities necessary for daily life. **There are more transportation options available than many of them realize but finding out about options and finding services that are reliable and have a service profile that meets the person’s needs is very difficult** even for a native English speaker with considerable education...

My dream would be that people needing transportation can go to one phone number or website or to a trusted community resource, that they can get help in a language they are comfortable in, that they can easily figure out fares and that the services both of the referral process and of whatever transportation option is chosen **are robust, reliable and satisfactory in meeting people’s transportation needs.**”

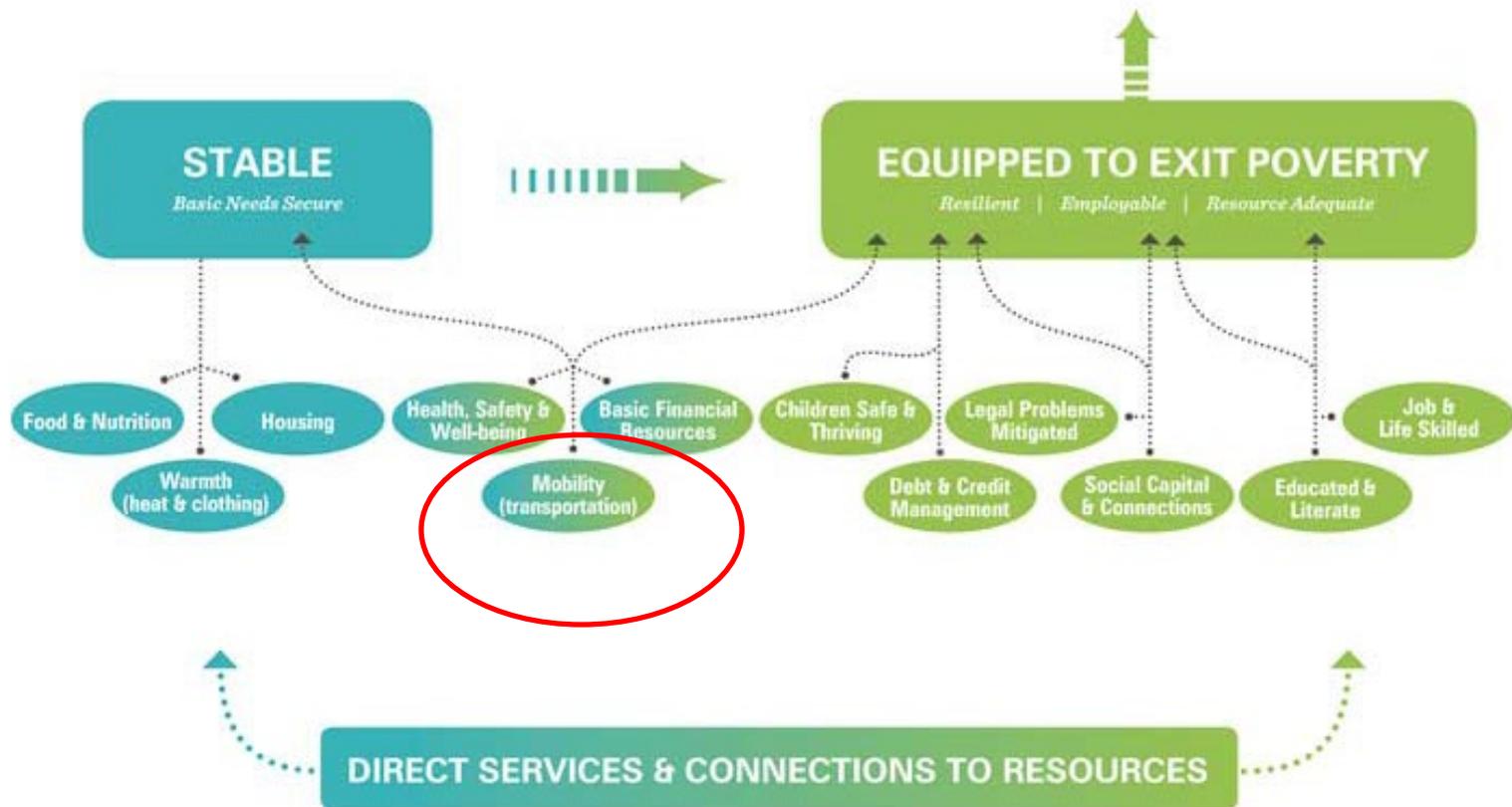
– Advocate with vision loss, Seattle

The Why

“Current disability transportation access programs are very poorly organized and people with disabilities are discouraged from using the system. We need an easy access transportation system for not only going to doctor appointments, but to support groups and other blind community gatherings and meetings. There are services and trainings for the visually impaired that are available in the King County area. However, there is no easy access transportation. For that reason, **many of us are forced to stay home**. Some of us can use smartphone devices. However, many visually impaired individuals are over 60 years old. Those individuals need a system for easy access and low-cost transportation that can be used by simply picking up a phone.”
– Advocate with vision loss, Mercer Island

Hopelink's Theory of Change

Healthy Individuals and Families
Hopelink's Theory of Change Model



Questions?

Thank you for listening!

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