

# “Putting People First” A Mobility Framework

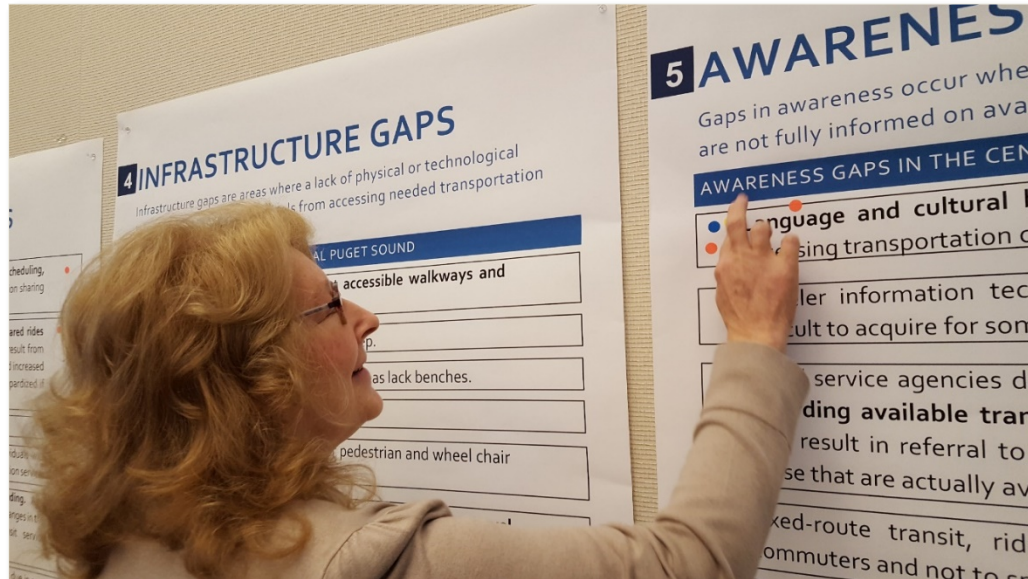
Staci Haber  
Senior Manager, Mobility Management  
March 20<sup>th</sup>, 2019  
Regional Transit Committee

King County  
**MOBILITY**COALITION

# King County Mobility Coalition Vision

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A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region



# What is the King County Mobility Coalition?

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- 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

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

# Equity

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## FAIR INCLUSION...

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

- Michael McAfeey , PolicyLink

# The Need

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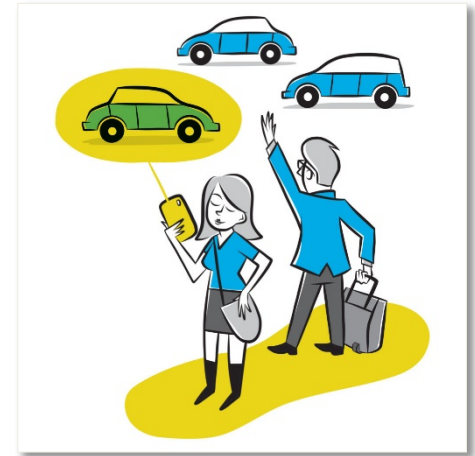
# The Need

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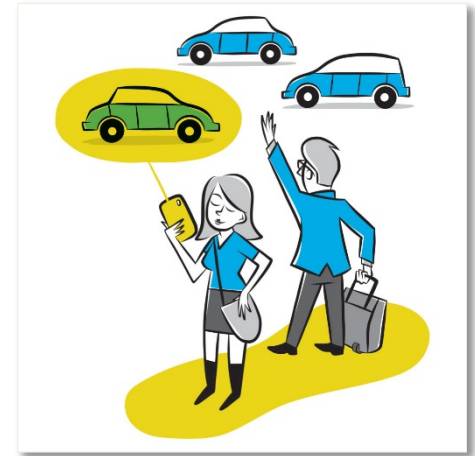
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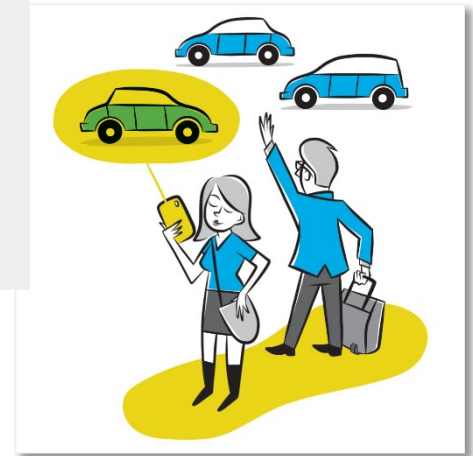


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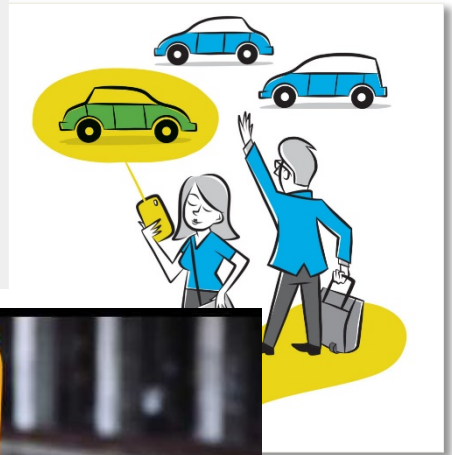
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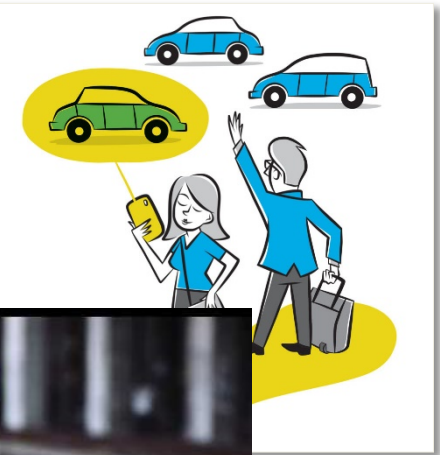


# The Need





# The Need



# Inclusive Considerations

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- 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)

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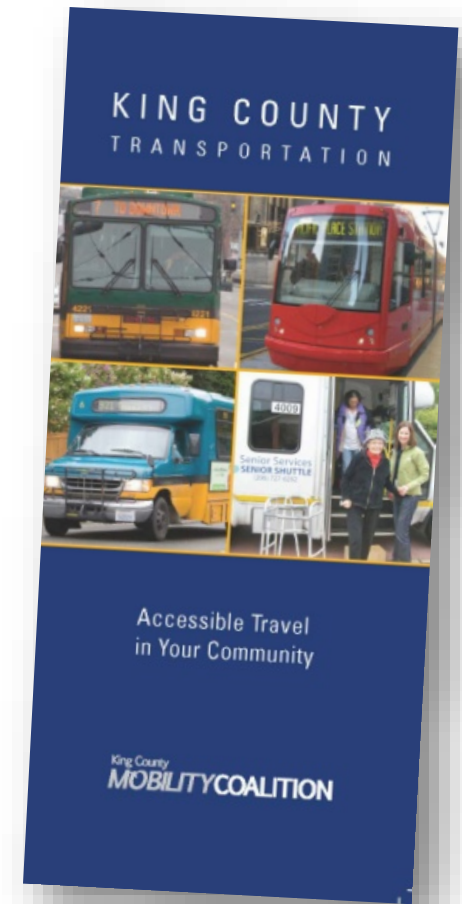
- Working with facilities to offer group trips, showing clients how to use transit.
- Primary partnerships with resettlement agencies
- Multi-modal and transfers
- Funds are distributed towards their ORCA cards.



# Accessible Travel Map

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- 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

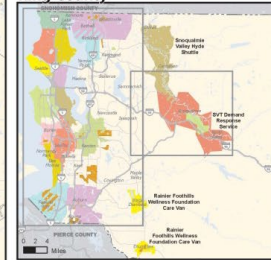
Local bus routes are not shown. See reverse side for additional details regarding service areas and accessibility features.

Updated Summer 2016



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

## King County



## Snoqualmie Valley




## Downtown Seattle



King County  
**MOBILITYCOALITION**



# FindARide.org / Vets-Go

[Find a Ride](#)[Travel Tools](#)[Community Resources](#)[Provider List](#)[Newsletter](#)

Finding Your Best Transportation Options

Port Angeles

Port Townsend

Langley

Marysville

Lake Stevens

Granite Falls

Everett

Hansville

Monroe

Sultan

Index

Henry M. Jackson Wilderness Area

Lynnwood

Shoreline

Duvall

Seattle

Burien

Renton

Kent

Tacoma

ndale

A 16

Bainbridge Island

Trip Origin

Seattle

East King County

North King County

South King County

Pierce County

Snohomish County

Accessibility Needs

-Any-

Medical Trip?

No

Yes

Find a Ride

Print Search Results >>

Trip Details

Date

Date

\* Seattle

Destination

Vehicle Type

Accessibility

Medical Trip?

No

Yes

Rider Details

\* Age 18 To 54

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 >>

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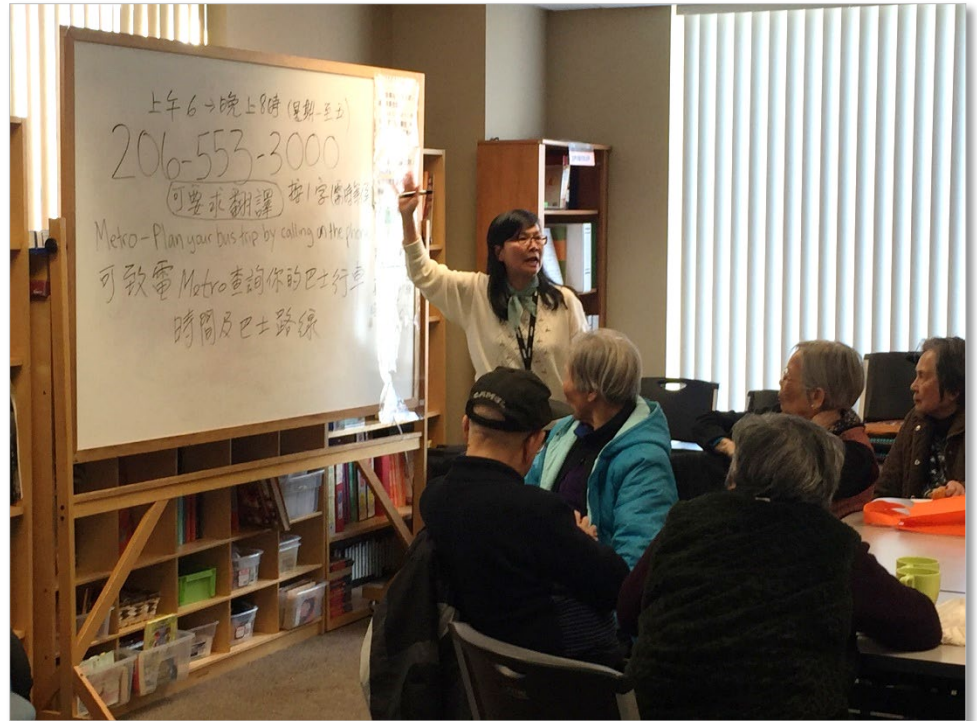
# Evaluate how older adults, people with disabilities, and caregivers find and secure transportation



# Case Study: Paper Schedules

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





# Duvall-Monroe Shuttle

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- 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

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



# Other Regional Examples

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

# The Why

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“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

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“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

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“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.”

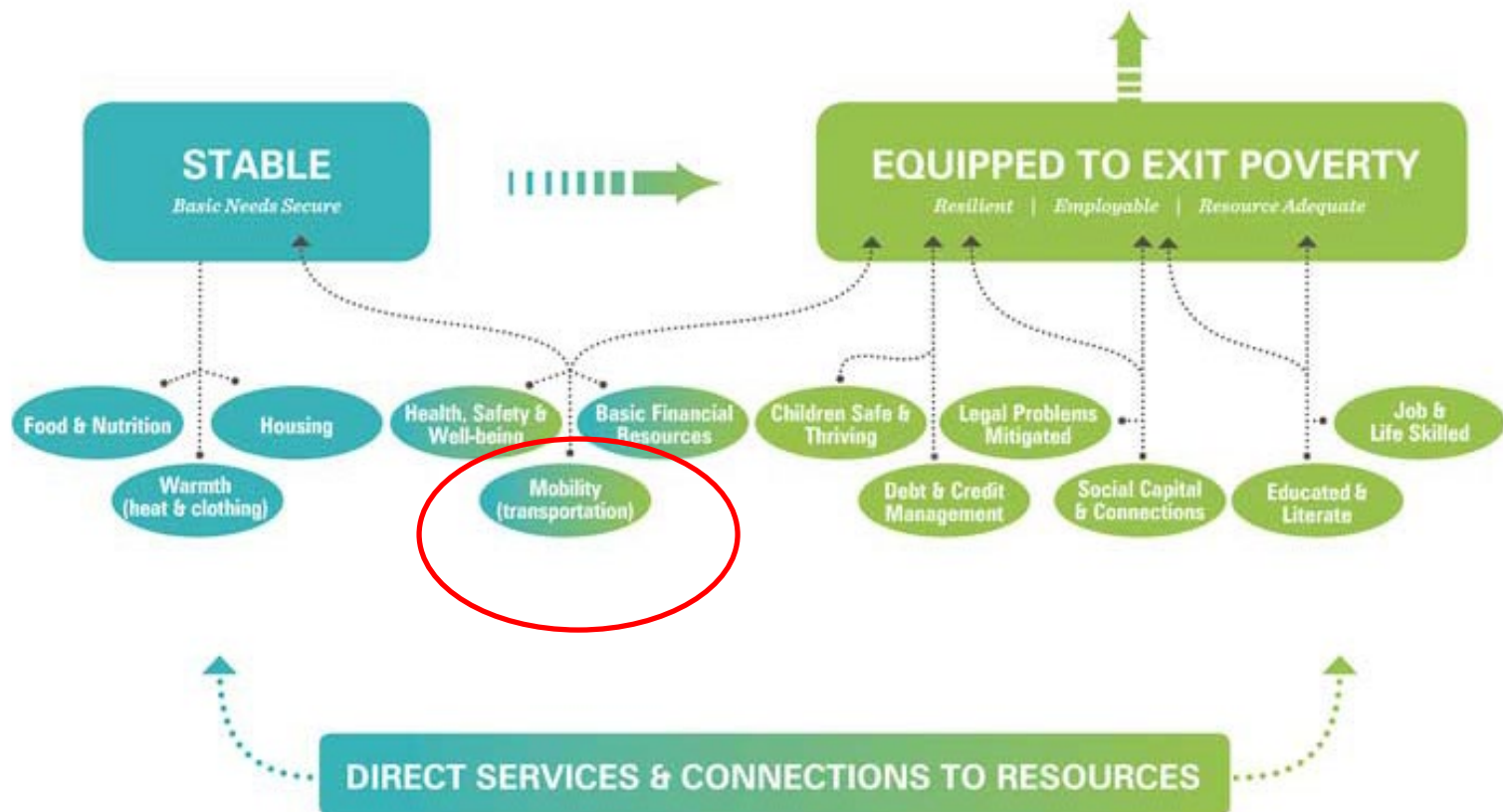
– Advocate with vision loss, Mercer Island

# Hopelink's Theory of Change

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## Healthy Individuals and Families

*Hopelink's Theory of Change Model*



# Questions?

**Thank you for listening!**

**Staci Haber**  
**Senior Manager**  
**Mobility Management**  
**(425) 943-6769**  
**shaber@hopelink.org**

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