
MEETING NOTES

August 24th, 2017

Kenmore Library, Room 1

6531 NE 181st St

Kenmore, WA 98028

Participants: Belina Van (Catholic Community Services), Ben Tibbetts (Hopelink), Candice Ives (King County Housing Authority), Harry Horst (Northshore Senior Center), Mike Dee (LFP Citizen's Commission), Robin McClellan (Citizen/Shoreline Sidewalk Committee), Shawna Brown (Home Instead Senior Care), Zoë Jorna (Hopelink)

Staff: Staci Haber

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 10:30 AM. New attendees introduced themselves. Mike Dee is with the Lake Forest Park Citizen's Commission, which was formed after the city closed all formal commissions. Transportation is a big issue for this Commission. Shawna Brown is with Home Instead Senior Care.

Ben Tibbetts (Hopelink) announced the creation of the new FindARide brochures to promote the online tool. The website is FindARide.org. Ben also distributed flyers for the upcoming Seattle Stand Down on December 14th and 15th in Georgetown, Seattle. King County Metro and Sound Transit are offering free transportation to Veterans during the two days to help Veterans get to the resource event.

Staci Haber announced the South King County Mobility Coalition is hosting a Volunteer Driver Summit on October 25th at Kent Commons. This summit will discuss best practices, build awareness of, and support volunteer driver programs into the future. While the summit started in South King County, anyone in King County, the Puget Sound, or Washington State is welcome to attend.

The King County Mobility Coalition's Education and Outreach Committee is hosting a monthly Community Transportation Field Trip Series for individuals to learn more about community-based transportation services around the County. The field trip to Northshore Senior Center's Transportation Department will be taking place on October 13th from 10:00am to 11:00am.

UPDATE: SHORELINE SIDEWALK ADVISORY COMMITTEE

Robin McClelland provided an update to the attendees regarding her participation on the City of Shoreline's newly formed Sidewalk Advisory Committee. Robin was appointed back in June and was asked to serve given her background and involvement with the NKCMC.

The goal of this Committee is to establish criteria for prioritizing sidewalk installation and repair in Shoreline. A diverse stakeholder group is represented on the Committee, including an individual who uses a mobility device, someone who is legally blind, and representatives for safe routes to schools. One recent observation was the King County Metro bus stops have Braille that is too high for some people to read. This work is vital in Shoreline, and the rest of North King County. As we found in our Coalition's previous listening sessions, access to a sidewalk is the difference between mobility or not for some residents. The Committee is expected to meet monthly until April 2018.

BRIEFING AND DISCUSSION: TRIP PLANNING CLASS WITH OLDER ADULTS

Ben Tibbetts presented on a current Hopelink Mobility project to provide group trip-planning classes at libraries, senior centers, and/or computer centers. In partnership with the King County Library System and King County Metro, the target audience is seniors and low technology proficient populations, and eventually limited English proficient populations. Tools discussed include Metro's online trip planner and Hopelink's FindARide websites. Both tools, when combined, can ensure someone is aware of their options on public transportation in addition to alternative transportation services, thereby increasing their mobility.

Someone asked about including smartphone apps in the training. Ben acknowledged the importance of those apps but didn't want the class participants to be overburdened with information. A separate class, for those interested, could include Google Maps, One Bus Away, and transportation network company apps such as Uber or Lyft. There was also an acceptance that less older adults may have smart phones or would be interested/willing to learn on them, and that a computer class is a good starting point.

Attendees also suggested other locations not listed in Ben's presentation, including the Shoreline Senior Center, WorkSource locations, and Compass Housing in Shoreline.

Other suggestions include:

- There is also an opportunity to couple these classes with transit orientation trips, likely to a less intimidating area such as a local library.
- Emphasize wayfinding best practices when walking to a bus stop or when reaching your destination.
- Include a section on AccessMap (<https://accessmap.io>) if anyone is interested in trips to Seattle. This tool does routing and takes into consideration mobility concerns, such as elevation, curb cuts, and construction sites.
- Discuss travel etiquette, including travel attire, body language, attitude, and safety when riding transit.
- Walking speed should be mentioned during Metro's trip planner portion. One attendee told the story of someone who missed their bus because they relied on the

walking time mentioned online. Since some people will walk slower than the average walking speed, it's important to remember to leave earlier than it says to not miss a bus.

- There should be a discussion on reaching doctor's appointments. Riders can select "Arrive By" on Metro's trip-planner to ensure they do not miss their appointment time. In addition, the class should also emphasize how early someone should reserve a ride on one of the alternative transportation services. Many riders call the day before and they are denied a ride due to capacity or the transportation provider scrambles to accommodate. The NKCMC Access to Healthcare is also looking into this issue of partnering with healthcare facilities to ask, "how do you plan to get to your appointment?" to assist in this concern.
- Include information on signing up for King County Metro Access for times when public transit or other alternatives are not conducive for the trip.

There was agreement that someone's first trip on transit has to be successful in order for someone to ride again. This includes meeting their expectations and being comfortable during the trip. This class should help ensure that success.

NKCMC has agreed to be a partner in this project. The goal is to have the pilot class before October.

DISCUSSION: NEXT NKCMC PROJECT

The meeting ran over to accommodate a discussion on the next NKCMC project. While the Coalition will help with the trip-planning class, there seemed to be interest in building awareness of transportation options in the local community. Robin suggested holding three resource fairs in 2018 to capture residents from across the subregion. Potential locations include Northshore Senior Center in Bothell and Third Place Commons in Lake Forest Park.

NEXT STEPS:

- *Staci* will send electronic flyers for the Seattle Stand Down, Volunteer Driver Summit, and Community Transportation Field Trip Series;
- *Ben* will reach out to NKCMC member Kumiko on ideas for the trip-planning class;
- *Staci* to reach out to Metro's Community Connections to present at the next meeting on their Kenmore/LFP project; and
- *Staci* will update coalition members on upcoming resource fairs taking place in North King County for Hopelink Mobility to attend.

The meeting adjourned at Noon.

NEXT MEETING

October 26th, 2017, 10:30am to 12:00pm

City of Bothell, Police Community Room
18410 101st Avenue NE, Bothell, WA 98011

NORTH KING COUNTY MOBILITY COALITION CONTACT

Staci Haber, Mobility Manager
shaber@hopelink.org
(425) 943-6769

DRAFT