

A modern, multi-story building with large glass windows and a blue tint overlay. The building has a prominent entrance with a canopy. The word "HOPELINK" is visible on the building's facade above the entrance. The overall image has a blue color scheme.

Transportation Equity and Innovation

November 18, 2020

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Hopelink

Vision: A Community free of poverty

2021 marks 50 years of serving low-income families, children, seniors and people with disabilities.

We assist more than 65,000 community members each year.



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Strategic Focus

Strategic Plan 2018-2022 - Promote systemic changes in the community to address broader issues that create and perpetuate poverty, such as institutional racism, policy definitions of the “poverty level” and the cost-of-living King County.

Equity Statement - To advance Hopelink's vision of a community free of poverty, the staff, volunteers, donors, and participants of Hopelink must disrupt racism and other forms of bias. Together, we will challenge systemic racism and oppression at the individual, organizational, and systemic levels.

Our Programs



FOOD ASSISTANCE



EMPLOYMENT SERVICES



FINANCIAL ASSISTANCE



HOUSING



TRANSPORTATION



ADULT EDUCATION



FINANCIAL CAPABILITIES



ENERGY ASSISTANCE



FAMILY DEVELOPMENT

Transportation Programs

Non-Emergency Medical Transportation

- Serving Medicaid eligible clients in all of King and Snohomish with access to life-saving treatment for clients with varying medical needs.
- 2019 – 1,524,763 trips (515,859 on public transit)

Direct Operations

- 31 DART/Community Connections routes contracted through KCM

Mobility Management

- Hopelink's Mobility Management team provides education and resources through various travel training programs throughout King County. Leads, manages and coordinates the King County Mobility Coalition.

Mobility Management Studies

- King County Mobility Coalition Transportation Needs Assessment (2021)
- Snoqualmie Valley 5-Year Transportation Plan (2020)
- Inclusive Planning Toolkit (2020)
- Inclusive Planning Process (2019)
- Immigrant and Refugee Transportation Needs Assessment (2019)



Immigrant & Refugee Transportation Needs Assessment (2019)

Top needs were:

1. Cost
2. Level of service
3. Information in-language

Listen and Respond



Accessing Transportation Options

One-Call/One-Click

- Multi-modal trip planner
- Request a ride that requires advanced booking
- Coordination among 50+ providers
- Eventual booking and payment platform

Community Transportation Navigators

- Educate the hardest to reach community members on underutilized programs and resources
- Community leaders; peer-to-peer model
- Meaningful compensation

Thank you.

*Geoff Crump, COO
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