

39730 - Regional Alliance for Resilient and Equitable Transportation (RARET)

Application Details

Funding Opportunity:	38335-2027-2029 Consolidated Grant Program - Mobility Management
Funding Opportunity Due Date:	Sep 9, 2026 3:01 PM
Program Area:	Consolidated Grant Program
Status:	Editing
Stage:	Final Application
Initial Submit Date:	
Initially Submitted By:	
Last Submit Date:	
Last Submitted By:	

Contact Information

Primary Contact Information

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Organization Information

Legal Name*:	Hopelink
DBA Name*:	Hopelink
Organization Type*:	Non Profit
Organization Website:	(Please enter http://... for this field)
SAM UEI #:	CPGMVDJWLLY3
Physical Address*:	14812 Main St
	Belleue Washington 98007-5245
	City State/Province Postal Code/Zip
Mailing Address*:	PO Box 3577

Remit to Address*: Redmond Washington 98073-3577
City State/Province Postal Code/Zip
PO Box 3577

Phone*: Redmond Washington 98073-3577
City State/Province Postal Code/Zip
(425) 943-6769 Ext.

Fax:

Fiscal Year End June

Last day of*:

Indirect Cost Rate: 0.00%

IDR Expiration Date:

Organization Contact Information

Organization Contact Information

Organization Director*: Meghan Altimore
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Title Email Address

Applicant Contact*: Staci Sahoo
First Name Last Name
Director, Mobility Management ssahoo@hopelink.org
Title Email Address

Project Contact: Staci Sahoo
First Name Last Name
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Summary of Project Information

Summary of Project Information

Identify whether the project in this application is sustaining, new, or expansion.

Need for Service: Sustain existing service

Expansion can't be combined with sustaining existing service in the same application for the first biennium.

Capital equipment for a mobility management project includes items that have a useful life of more than one year, exceed your organization's capital cost threshold or \$10,000, and are subject to depreciation and inventory tracking.

Examples for mobility management include information kiosks and technology.

Does your mobility management project include the purchase of capital equipment*: No

Checking "Yes" for federal funds means that your organization is willing and able to comply with the associated federal requirements, such as federal drug and alcohol testing procedures, Title VI activities, and federal small business enterprise (FSBE) requirements. For examples of federal requirements from last biennium, refer to the [Public Transportation Grant Guidebook](#).

Willing to Accept FTA funds for the biennium*: Yes

If project is a purchase-of-service type, the eligible funding source and match rate may be affected.

Is this a purchase-of-service project?: No

If your organization has proof of 501(c) nonprofit status, the project may be eligible for state paratransit special needs competitive funds.

Does your organization have 501(c) nonprofit status?: Yes

Choose the congressional district(s), legislative district(s), and county(ies) this project will serve (include the entire project area)

[Congressional & Legislative District map](#)

Congressional District(s)

1,10,2,6,7,8,9

Select as many as apply

*:

Legislative District(s)

01,02,05,10,11,21,25,26,27,28,29,30,31,32,33,34,36,37,38,39,41,43,44,45,46,47,48

Select as many as apply

*:

County(ies)

King,Pierce,Snohomish

Select as many as apply

*:

Scope of Work

Scope of Work

Select the [Regional Transportation Planning Organization \(RTPO\)](#) / [Metropolitan Planning Organization \(MPO\)](#) that will be ranking this project from the drop-down menu.

RTPO/MPO*:

Puget Sound Regional Council

Project Summary (Scope)

Provide a brief, high-level description of what your project proposes to do (address what the project is, whom it serves, and where the service occurs).

This summary will be used in your grant agreement and may also be used to describe your project to the Legislature.

Proposed summary/scope of work*:

This grant will provide staffing, short- and long-term planning, and operational support for the Regional Alliance for Resilient and Equitable Transportation (RARET) workgroup, whose goal is to increase life-sustaining transportation services for populations with access and functional needs during an emergency in the Central Puget Sound region.

Project Description

Provide a detailed description of the tasks, activities, and deliverables your project will complete. Your narrative should reflect the full life of the project and demonstrate how the proposed activities align with the grant program's goals.

Description of project*:

RARET is a regional coalition that improves transportation outcomes at the intersection of emergency management and access and functional needs. Using a cross-sector approach, RARET will continue to provide virtual and in-person activities, allowing participants to collaborate on problems across a variety of scenarios. Coalition members include emergency managers, transportation providers, accessibility experts, and community advocates who assess lessons learned and develop solutions to hypothetical scenarios. RARET's tabletop exercises support regional preparedness, while After Action Reports assess needs and gaps when reality strikes. Based on past findings, RARET will continue to expand its Emergency Transportation Provider Network (ETPN), ensuring emergency managers can connect with transportation providers to coordinate. Additionally, RARET will coordinate regular field trips, site visits, and relationship-building opportunities to encourage partnerships between the emergency management community and transportation services. These activities are in addition to RARET's core bimonthly workgroup meetings, biannual ETPN State of the Network Meetings, steering committee meetings, and tabletop planning meetings. Funding will support the established service level of the RARET Workgroup project. As RARET demonstrated during the COVID-19 pandemic, the coalition adapts as needed while remaining true to the pillars of mobility, accessibility, and emergency preparedness.

Project Need

Why is this project needed, and how does this proposal address the need? How would the community be affected if the grant is not awarded?

Include a description of the transportation problem that aligns with the need identified in the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP). Explain how the problem was identified and describe how the proposed project will address it.

Need*:

RARET formed in 2013 after an Urban Area Security Initiative conference identified transportation for vulnerable populations as a regional need. RARET continues coordinating with transportation providers, emergency managers, human service providers, and mobility managers to increase service availability and strengthen the transportation network.

Emergency planning must include underserved populations. As stated in the disability community, "Nothing about us without us". RARET brings underserved populations, emergency managers, and transportation providers together to coordinate before emergencies.

PSRC's CPT-HSTP identifies "Improved access to healthcare, wellness, and other essential services" as a Mobility Need. During COVID-19, priority

populations needed continued access to healthcare, testing, and vaccine clinics. Nowadays, RARET coordinates so life-sustaining transportation can continue no matter the situation. Rural areas face added challenges from limited fixed-route service, staffing shortages, and budget constraints that can increase reliance on emergency responders.

RARET coordinates emergency transportation and provides technical assistance and resources to help providers prepare for and sustain services during emergencies. Without this coordination, they would have fewer opportunities to plan, share resources, and address transportation needs, increasing the risk that underserved populations lose access to critical services during disruptions.

Area Served

Is this project primarily serving a rural area?*

No

Any service that supports public transportation in rural areas with populations less than 50,000.

Is this project primarily serving the Seattle, Tacoma, Everett urbanized area?:

Yes

Special Needs Transportation

To be eligible for special needs transportation funding, applicants must address how their project advances the efficiency in, accessibility to, or coordination of transportation services provided to persons with special transportation needs, as defined in [RCW 81.66.010\(3\)](#).

Does this project advance efficiencies in, accessibility to, or coordination of special needs transportation?*

Yes

Describe how your project advances these areas, and the approach you are using to achieve these improvements. Additionally, identify the special needs population(s) to be served by this project.

Special Needs Transportation:

RARET serves people with access and functional needs, including older adults, people with disabilities, and limited English proficiency populations. RARET brings disability advocates together with transportation providers, emergency managers, healthcare facilities, and other partners throughout emergency transportation planning and service delivery. Representatives from the access and functional needs community and regional mobility managers serve on RARET's Steering Committee, ensuring their perspectives inform decision-making.

RARET partners with subject matter experts to provide training and resources, including Personal Preparedness Training for non-emergency medical transportation providers. Over the past decade, RARET has built and maintained relationships with leaders and operators of most small, medium, and large transit, nonprofit, and for-profit providers in the region.

The Emergency Transportation Provider Network (ETPN) improves efficiency, accessibility, and coordination by formalizing emergency transportation procedures and plans. ETPN addresses gaps in situational and process awareness across sectors to improve emergency coordination. RARET will continue developing training and resources and using tabletop exercises to test and improve plans.

RARET works closely with regional mobility managers, including the KCMC, Snotrac, and PCCTC, to ensure smooth handoffs during blue-sky requests and coordinate mobility management during adverse weather and emergencies. When staffing is limited, this coordination helps maximize resources and avoid duplication of services. RARET's unique regional role has received recognition at the state, national, and international levels. By strengthening coordination among transportation providers, emergency managers, human service organizations, and community partners, RARET helps connect people with transportation during emergencies and maintain access to essential destinations, including medical facilities and shelters.

Project Staff

Provide the names of the key staff who will be working on this project, along with their years of experience and relevant qualifications. Include their experience managing similar projects, with specific attention to responsibilities for grant financial management, budget oversight, documentation, and compliance.

Project Staff*:

Hopelink has managed federal, state, and local grants for more than 30 years, including FTA Section 5310 and other grant funds and contracts for nearly 20 years. Chief Operating Officer Eileen Aparis and Vice President of Transportation Susan Carter will provide grant management and transportation expertise.

Director of Mobility Management Staci Sahoo will oversee the grant. Staci has managed FTA funds since 2012, including Sections 5310, 5316, and 5317, and other federal, state, and local funding. She tracks and approves grant expenses, manages RFPs and subcontracts, monitors performance measures and outcomes, compiles grant reports, and documents compliance with state and federal requirements.

Staci will oversee program management staff, Heather Clark, Mobility Coalitions Program Manager, and Ari McKenna, RARET Supervisor. Heather has served as a key leader with Hopelink for nearly five years, and has experience tracking grant expenses, performance measures, and program outcomes, as well as supervising and training staff. Ari has experience as a coalition-builder, journalist, caregiver, and an international educator, and will continue to build crucial relationships and convene diverse subsets of stakeholders (emergency managers, transportation providers, accessibility experts, and community advocates) while communicating the necessity of a collective vision for a more equitable and resilient transportation network when disaster strikes.

Relationship to Other Projects

Relationship to Other Projects

Is this project dependent on any other projects submitted by your organization?*: Yes

List all dependent project applications by title and funding opportunity, including this project.

Describe how the projects are related and explain any dependencies between them. If applicable, identify the funding priority among the projects.

Dependent Project(s)*:

Mobility Management in King County, Mobility Management. Core program staff support this grant project and priority would be to fund this first and then the Regional Alliance for Resilient and Equitable Transportation (RARET).

Did you, or will you, apply for this project in another grant program this biennium?*: No

Have you applied for the same project in a prior biennium and did not receive funding?*: No

Are you applying for other projects within this funding opportunity?*: Yes

List all project applications for this funding opportunity, including this project, in order of priority*:

1. Mobility Management in King County
2. Central Puget Sound One-Call/One-Click
3. Regional Alliance for Resilient and Equitable Transportation (RARET)

Planning and Coordination

Coordinated Public Transit - Human Services Transportation Plan

Coordinated Public Transit - Human Services Transportation Plan	Page number(s) or TBD	How is the need in the CPT-HSTP met by this project?
Puget Sound Regional Council	64, 68, 69	This project meets several mobility needs identified in the CPT-HSTP. RARET meets needs as a mobility management program by strengthening coordination among transportation providers and helping riders navigate transportation during emergencies. In addition, RARET supports ?Improved access to healthcare, wellness, and other essential services? by ensuring priority populations can reach health and wellness destinations during adverse weather and emergencies.

Cross-region Project

Does this project have a service area that crosses RTPO/MPO planning boundaries?*: No

Project Coordination

Describe coordination efforts. Include details such as:

- How is the project reflected in regional plans?
- Which prioritized strategies are being addressed?
- Who was involved in defining the transportation problem?
- Other alternatives considered for addressing the problem.
- Demonstrations of local/regional coordination in implementing the proposed project.

Coordination Efforts*:

RARET connects mobility managers, transportation providers, emergency managers, human service providers, disability advocates, and jurisdictions to address transportation needs during emergencies. RARET participates in regional groups, including PSRC's Coordinated Mobility and Accessibility Committee and Coalition on Inclusive Emergency Planning, and works with three countywide mobility coalitions to share resources and avoid duplication. Nineteen organizations have provided match or letters of support for RARET.

PSRC's Coordinated Mobility Plan identifies barriers priority populations face accessing food, healthcare, and essential services during

emergencies. Mobility or language barriers create additional challenges. Emergency response requires coordination among transportation providers, emergency managers, and regional partners.

RARET's Emergency Transportation Provider Network (ETPN) launched in June 2022 with support from a national technical assistance center. ETPN increases transportation availability for special needs populations during adverse weather and emergencies by formalizing procedures, increasing emergency managers' awareness of small to medium transportation providers, and improving provider operational predictability. ETPN also advances regional coordination through cross-sector partners.

By improving preparedness, supporting continued transportation operations, and informing users, RARET addresses MPO-identified strategies for: (1) Strategy 1.1: Strengthen coordination among transit, paratransit, and other specialized transportation providers to ensure a more seamless travel experience for priority populations.; (2) Strategy 5: Conduct mobility management programs that help potential riders navigate transportation options and complete their trips, with tailored support to address language and technology barriers; and (3) Strategy 6: Expand and optimize transportation services to improve access to healthcare and other essential service locations.

By selecting yes, you acknowledge that you Yes
coordinated or will coordinate this project
with the planning organization(s) within the
region(s) this project serves*:

How does your project connect to, coordinate with, leverage, or enhance other modes of transportation in your service area (e.g., aviation, intercity bus or rail, park-and-rides, bicycle/pedestrian)?

In your response, include how the multimodal partnerships for this project will improve or enhance access to social services.

What efficiencies will be gained within the service area as a result of this project?

Multimodal Partnerships*:

This project partners with major transit agencies in all three counties and private transportation providers to coordinate and increase transportation availability during emergencies. When disasters disrupt traditional services, nontraditional transportation may also be used to evacuate people with special transportation needs, transport them to emergency shelters, and maintain access to life-sustaining medical care and other essential services. These options may include volunteer 4x4 drivers, rideshare, emergency response vehicles, micromobility, and off-road vehicles. RARET will evaluate paratransit and ADA-accessible providers' ability to maintain service for people with disabilities during emergencies, including their ability to adjust eligibility requirements under extreme circumstances.

Through the Emergency Transportation Provider Network (ETPN), RARET connects providers and clarifies their roles and responsibilities, improving coordination and efficiency during emergencies. RARET also works with the One-Call/One-Click project to share provider connections, data, and coordination efforts. Together, these partnerships expand available transportation options and help people continue reaching shelters, medical care, and other essential and social services during emergencies.

Budget

Duration of Project

Duration of Project*: Four Years

Expenses

Expenses	If Other, List the Expense	** July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	Variance Between Biennia	** July 1, 2029 - June 30, 2031 (Projected)	Variance Between Biennia
Other	Overhead	\$45,585.00	\$42,891.00	-5.91%	\$47,050.00	9.70%
Project Supplies		\$9,502.00	\$12,430.00	30.81%	\$12,714.00	2.28%
Rent & Utilities		\$1,336.00	\$873.00	-34.66%	\$1,057.00	21.08%
Contracted Services - Other		\$6,000.00	\$6,000.00	0.00%	\$6,000.00	0.00%
Labor & Benefits		\$219,984.00	\$228,763.00	3.99%	\$241,693.00	5.65%
		\$282,407.00	\$290,957.00		\$308,514.00	

Sources of Revenue/Match

Revenue/Match Source	If Other, List the Source	** July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	** July 1, 2029 - June 30, 2031 (Projected)
Local: In-Kind			\$16,466.00	\$16,454.00
Local: Other	Cash. See Other Sources.		\$59,800.00	\$53,800.00

Fares and Donations

Row	July 1, 2025 - June 30, 2027 (Current Estimate)	July 1, 2027 - June 30, 2029 (Projected)	July 1, 2029 - June 30, 2031 (Projected)
Fares and rides donations	\$0.00	\$0.00	\$0.00

Variances

Variance between 2025-2027 and 2027-2029: 3.03%

Variance between 2027-2029 and 2029-2031: 6.03%

Variances:

Expenses will increase approximately 3% from FY25-27 to FY27-29, partly due to a nearly 4% increase in Labor and Benefits for cost-of-living adjustments. Staffing decreases from 1.25 to 1.2 FTE based on RARET workload. Rent & Utilities decrease to reflect actual costs. The largest variance is meeting expenses for space, interpreters, supplies, and food as more work occurs in person, including tabletop exercises held at three locations in 2025.

Other Sources and In-Kind Match

Other Sources*:

Financial sustainability remains strong for this project because stakeholders see the value in completed work. Transit agencies and emergency management offices recognize the benefits, resulting in approximately a 24% local match. Considering dwindling emergency management funds, regional providers have remained committed to in-kind match contributions. The following organizations provide yearly funding for this project:

Hopelink: \$20,000;

King County Metro: \$8,400 (\$4,000 cash match and \$4,400 in-kind match);

Pierce Transit: \$2,500 (cash);

Snohomish County Human Services: \$4,200 (in-kind).

All three counties provide cash or in-kind support, demonstrating our regional commitment to this project.

Are you using in-kind match?*: Yes

You must provide an in-kind valuation plan in the **Attachments** section.

Describe the in-kind match:

RARET's success depends on coalition partners' commitment and technical expertise. Its network of over 150 partners provides significant experience and expertise. Two partners provide an in-kind match through participation on the RARET Steering Committee and planning efforts such as the annual tabletop: King County Metro and Snohomish County Human Services Department.

King County Metro provides a Transportation Planner 3 for staff support and training. The contribution is approximately 44 hours per year at \$91.45 per hour, totaling over \$4,000 annually.

Snohomish County Human Services provides staff support and training, including a Program Planner contributing approximately 72 hours per year at \$58.38 per hour, totaling over \$4,000 annually.

These partners, along with RARET's broader network, extend the project's expertise and reach beyond Hopelink staff.

Other Support

Other Support:

Hopelink has successfully received the required match support in previous grant cycles because of our ongoing relationship building and consistent fiscal stewardship. By securing the match letter during the grant application process, Hopelink can invoice match partners during the biennium at the appropriate time and follow up as needed. Only in extenuating circumstances, when a match partner is unable to complete its match obligation, has Hopelink successfully found alternative match partners to fill the gap. For the upcoming biennium, Hopelink has recommitted four strong RARET partners: King County Metro, Pierce Transit, Snohomish County Human Services, and Hopelink. All four agencies have experience providing match to RARET, and we do not anticipate any issues in the upcoming biennium.

Hopelink remains committed to working with partners during the biennium to identify other funding resources. In the past, a national technical assistance center, the National Center for Mobility Management, selected our project from a national pool to receive technical assistance and facilitate a one-day workshop, covering all expenses. Other examples include partnering with local colleges to take on research projects or collaborating with existing training sessions to maximize investment in this project. With over 35 unique agency partnerships, RARET is well positioned to leverage local resources to advance this project's mission and goals.

Budget Development Methodology

Budget development methodology*:

The project budget was developed using the following tools and assumptions:

A. Budget Development-Expenses:

1. Direct Operating Expense - Labor & Benefits: Developed using current labor and benefit costs for staff assigned to the project based on the percentage of time the individual is expected to expend, assuming an annual wage increase of 3%. Budget variance is driven by staff promotions to reflect title and workload accurately. The FTE is 1.2 to reflect the work needed to sustain project deliverables, including 1.0 FTE for a Program Supervisor and 0.2 FTE for the Mobility Coalitions Manager.
 2. Direct Operating Expense - Program Support: Includes direct program costs (supplies, mileage reimbursement, meeting/conference expenses, printing, etc.) based on anticipated costs incurred in support of project deliverables, including realistic costs due to more in-person engagement and events.
 3. Contracted Services: Includes costs for interpretation/translation services based on historical costs.
 4. Indirect Costs: Developed using current labor and benefit costs for Management and General (administrative) staff, and other indirect costs (e.g., Building Maintenance, Janitorial, Insurance, IT), in compliance with Hopelink's indirect cost plan.
 5. Rent and Utilities: Based on current expenses.
- B. Budget Development-Revenues: Local Funds - Other and In-kind Support: For a list of match commitments, see Other Sources.

Summary

July 1, 2027 - June 30, 2029

Total Expenses:	\$290,957.00
Match Total:	\$70,254.00
Requested Amount:	\$220,703.00
	This is the amount of grant funds your organization is requesting from July 1, 2027 - June 30, 2029
Percentage of Match:	24.15%

July 1, 2029 - June 30, 2031

Total Expenses:	\$308,514.00
Match Total:	\$70,254.00
Requested Amount:	\$238,260.00
	This is the amount of grant funds your organization is requesting from July 1, 2029 - June 30, 2031
Percentage of Match:	22.77%

Indirect Costs

Indirect Costs

Are you charging indirect costs to this grant/project?* Yes

Select the method your organization uses to apply indirect costs to this project.

Method*: Cost allocation plan (CAP)

Measurable Outcomes

Measurable Outcomes

For mobility management, summarize the intended outputs of this project in both quantitative (statistical) and qualitative (narrative) formats.

There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply. In those cases, quantitative objectives can be used instead by submitting the following information: the number of trainings conducted, outreach events completed, passengers served, or other measurable outcomes generated by this project.

Identify the data sources and monitoring processes you will use to track these outcomes.

Be sure to include a quantitative output, as this will serve as the baseline measurement for your next biennium application. Qualitative measures are optional.

Intended Outputs*:

Developed in partnership with PSRC, the project's intended outputs, as quantifiable performance measures, include:

Measure 1: Percent of requests for assistance during emergencies or adverse weather matched with an appropriate resource. Target: Of the requests for assistance that RARET/ETPN receives, 90% will be connected with the appropriate resources.

Measure 2: Number of completed tabletops, trainings, or information sessions outside of regular workgroup meetings that enhance partner preparedness to respond to emergencies and adverse weather. Target: Six events per biennium, reaching at least 60 individuals annually.

Measure 3: Number of providers participating in the Emergency Transportation Provider Network (ETPN). Target: Leveraging the region's mobility coalitions and brokerage partnerships to facilitate the Emergency Transportation Provider Network of at least 15-25 transportation providers.

Measure 4: Number of RARET Workgroup participants. Target: 20 attendees per Workgroup meeting (excluding staff support).

Measure 5: Number of mobility coalition meetings. Target: 10 workgroup meetings per biennium.

Measure 6: Number of unique agencies represented at meetings. Target: 27 unique agencies attending Workgroup meetings per year.

Measure 7: Number of unique agencies that serve access and functional needs populations represented at meetings. Target: at least 2 AFN experts on our RARET Steering Committee and at least 4 agencies that work with AFN populations or represent AFN in attendance at RARET Workgroup meetings.

RARET also tracks the number of active coalition members and conducts an annual satisfaction survey with the goal of a 20% response rate. We track data from our mobility coalitions using a customized SharePoint List and Power BI dashboard, while tracking project-based outcomes and measures in a separate SharePoint List Project Tracker.

How will your organization measure whether the project is successful?

Describe the steps you will take to improve performance if your project does not meet the identified performance targets.

Project Success Measurement*:

Six key strategies guide RARET's work to improve the efficiency and effectiveness of the public transportation system: (1) Gaps Analysis; (2) Coalition Building; (3) Preparedness; (4) Resource Identification; (5) Coordination; and (6) Communication.

RARET shares reports on identified transportation gaps at workshops, trainings, and other events to help providers, emergency managers, and stakeholders identify vulnerabilities and develop solutions.

RARET measures project success against the performance targets identified in the Measurable Outcomes section. Key targets include holding 1-6 emergency preparedness events and reaching at least 60 participants annually; engaging at least 15 transportation providers per year in ETPN; and connecting at least 90% of RARET/ETPN requests for assistance with appropriate resources.

Pre- and post-event surveys, participant interviews, and focus groups provide quantitative and qualitative data. RARET also coordinates tabletop exercises for key stakeholders and prepares after-action reports to identify strengths, gaps, and areas for improvement. Annual work plans are used to reassess initiatives and alignment with community and stakeholder needs.

RARET also uses databases, surveys, attendance records, project management tools, and other tracking methods to measure success. Additional details on tracking these metrics are provided in the Measurable Outcomes section.

If performance targets are not met, project leadership, including the RARET Steering Committee, will assess scope of work and goals to realign staff capacity to achieve the targets. Our project maintains a strong pulse on the community and partner needs, and if we need to reassess measures or targets due to extenuating circumstances, we will engage WSDOT staff promptly, as demonstrated during the FY23-25 biennium following adjustments based on the COVID-19 pandemic.

Milestones

Readiness to Proceed

Will your project be ready to proceed at the start of the biennium?* Yes

Milestones

Activities	Date (mm/yy)
Project Start	07/27
Project Complete	06/31

Supplemental Information

Supplemental Information

Supplemental Information:

RARET staff facilitates bimonthly workgroup meetings, participates in approximately a dozen other stakeholder meetings, and convenes county partner check-ins when needed. In FY25, workgroup meetings averaged 25 attendees representing 42 organizations.

Additional grant-supported accomplishments include:

CY26 (to date):

1. Produced the RARET Flooding After-Action Report (see attached supplemental info document).
2. Presented to the Skagit Council of Governments.
3. Supported the partnership between Snotrac and the Sultan Disaster Assistance Center.
4. Held the first ETPN Field Trip with Snow Goose Transit.
5. Served as a transportation SME at the Snohomish County Earthquake Planning Workshops and the City of Seattle-led Family and Friends Reception Center Tabletop Exercise.

CY25

1. Facilitated a tri-county hybrid tabletop exercise bringing together 68 emergency managers, transportation providers, disability advocates, and other partners from King, Pierce, and Snohomish counties.
2. In partnership with PCCTC, co-facilitated a scenario-based exercise at the Pierce County DEM's AFN Summit.
3. Gathered and distributed resources and hosted presentations from subject matter experts on extreme weather, including heatwaves, wildfire smoke, flooding, and winter weather.
4. Presented to the Colorado Office of Emergency Management, Disability Empowerment Center, Metro Access Paratransit Advisory Committee, CTANW conference, and Pierce County Department of Emergency Management.
5. Directly connected transportation providers with the new WA Cares program, resulting in successful approval of service providers being eligible to transport for long-term care needs.
6. Published the Downstream Transportation Impacts of Medicaid Cuts and Changes blog post.
7. Published the Winter Preparedness 2025 blog post.

CY24

1. Facilitated the annual tabletop exercise with a focus on seismic events.
2. Published the article, "RARET's coalition-based model: Addressing complex life-sustaining transportation during emergencies" in the international Journal of Business Continuity & Emergency Planning (Vol. 17, #3).
3. Led presentations with the National Center for Mobility Management, Coalition on Inclusive Emergency Planning, King County Office of Emergency Management (KCOEM)'s Summer Hazards Seminar, National Access and Functional Needs State Level meeting, Pierce County's AFN Summit, King County NEMT providers, and all Hopelink Mobility Coalitions.
4. Organized winter coordination calls with King County Regional Homelessness Authority to address life-sustaining transportation needs for unhoused individuals needing shelter access and overflow challenges. As a result, a service was stood up to support this need.
5. RARET was formalized in Snohomish County's Comprehensive Emergency Management Plan to support the county in the ESF-6 Annex.

CY23

1. Facilitated the annual tabletop exercise (hybrid) with a focus on flooding.
2. Continued monthly partner check-in meetings with each county in RARET's service area to address emerging needs.
3. Hosted a standalone webinar on ShakeAlert for transportation providers to understand earthquake early warning technology.
4. Presented to the KCOEM's Winter Weather Seminar and produced a one-pager for attendees on transportation and winter weather.

Vulnerable Populations in Overburdened Communities & Tribes

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits your project provides to vulnerable populations using the descriptions above, if applicable. Explain how your project delivers these benefits and the impact it will have on the populations served.

Vulnerable Populations in Overburdened Communities*:

Vulnerable populations needing specialized transportation face a complex landscape. Essential trips may require understanding transportation options, eligibility requirements, service areas and hours, enrollment, and contact methods. During emergencies and severe weather, these barriers increase while access to critical services such as dialysis, cancer treatment, and methadone treatment remains essential. Emergencies also strain first responders, and overburdened communities may lack access to available transportation.

According to State definitions, Central Puget Sound residents are "overburdened" compared to statewide rates. Census tracts in King, Pierce, and Snohomish Counties face the highest risk in Seattle, Tacoma, and Everett. King County has 90 overburdened census tracts (of 493), ranked 9 and 10 using the environmental disparities index. Pierce County has 55 (of 192) tracts, and Snohomish County has 14 (of 172), increasing to 33 of 151 when considering classification 8.

RARET serves these counties, including communities that Washington State identifies as overburdened in South King County: Seattle, Tacoma, Puyallup, and Everett. These census tracts include vulnerable populations facing cumulative environmental and health impacts.

RARET works to reduce transportation barriers for people with access and functional needs. The project brings decision-makers, service providers, and community members together to identify needs and improve emergency transportation coordination. This work includes the

Emergency Transportation Provider Network (ETPN), resources addressing transportation impacts at the state and national level, and tabletop exercises and trainings.

RARET prioritizes accessibility through translated materials, visual aids and provider accessibility tools, and emergency-gesture training. Through ETPN and One-Call/One-Click, RARET seeks to improve transportation information and access to services for vulnerable populations in overburdened communities.

If these populations were engaged by you or your representatives in developing or maintaining the project, describe the outreach efforts and results. Include details such as methods used to engage the community, feedback received, and how the input influenced the project's design or implementation.

Inclusive outreach in planning:

RARET prioritizes people with access and functional needs (AFN), including older adults, people with disabilities, people with limited English proficiency, and people with low incomes or experiencing homelessness. RARET engages these communities through its Steering Committee, where AFN members with lived experience help select workgroup topics, presenters, exercise locations, partner recruitment, and process improvements.

In 2025, RARET's annual tabletop exercise engaged 68 participants at three locations, including the Center for Independence, Coalition on Inclusive Emergency Planning, and Disability Policy Consulting. Participants shaped exercise questions and identified gaps in emergency transportation practices. In a prior tabletop, AFN representatives identified the vital need to keep mobility devices with individuals during evacuations; this is now documented in RARET reports. After-action reports and ongoing consultation with these populations guide project improvements.

Tribal Support

Is this project directly operated by a tribe?* No

Is your project serving and is it supported by a tribal nation in Washington?: No

Environmental Justice

Environmental Justice Assessment (EJA)

You must conduct an Environmental Justice Assessment (EJA) if you apply for \$15 million or more in grant funds.

Are you requesting \$15 million or more in WSDOT funds for your proposed project?* No

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Required for all projects						
Population density map	✓	Population Density Map	Hopelink_MM_RARET_PopDensity.pdf	pdf	1 MB	09/07/2026 09:39 PM
Service area map	✓	Service Area Map	Hopelink_MM_RARET_ServiceAreaMap.pdf	pdf	945 KB	09/07/2026 09:39 PM
Required for new nonprofit applicants only						
501(c) IRS Letter of Determination						
WA Utilities & Transportation Commission (UTC) Certification (required for new nonprofit applicants that are direct service providers)						
Conditionally required						
Indirect costs documentation - de minimis rate self-certification; negotiated indirect cost rate letter from cognizant agency; or a cost allocation plan		Cost Allocation Policy	Hopelink_MM_RARET_CostAllocation.pdf	pdf	152 KB	09/07/2026 09:40 PM
In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)		In-Kind Valuation Plan	Hopelink_MM_RARET_InKindValue.pdf	pdf	131 KB	09/07/2026 09:40 PM

Procurement policy (required for new applicants or existing grantees without a current policy on file with WSDOT if this project includes the procurement of services or capital assets)

Correspondence from a tribe in support of your project (if project is serving and supported by tribe(s). Not required if the applicant is a tribe.)

Optional attachments

Letters committing matching funds	Match letters	Hopelink_MM_RARET_MatchLetters.pdf	pdf	715	09/07/2026	KB	09:40 PM
Letter of concurrence (for projects that operate in multiple planning regions)							
Letters of support (combine into one file attachment)	Letters of support	Hopelink_MM_RARET_SupportLetters.pdf	pdf	1	09/07/2026	MB	09:41 PM
Supplemental information	Supplemental Information: RARET 2025 Flooding After Action Report	Hopelink_MM_RARET_SupplementInfo.pdf	pdf	412	09/07/2026	KB	09:44 PM

Optional construction attachments

NEPA/SEPA assessment, if available

Supplemental construction project information (building or site designs, site plans, location exhibits, etc.), if available

Certification

Certification

I certify, to the best of my knowledge, that the information in this application is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capabilities to implement and manage the project associated with this application:

Certification*:	Yes
Application Authority*:	Meghan Altimore First Name Last Name
Title*:	CEO
Date*:	09/08/2026

Cost Allocation Policy

Purpose: Document Hopelink's method for allocating direct and indirect costs to departments, programs, grants, and activities.

Applies to: All Hopelink expenses.

Policy: Hopelink uses the Direct allocation method. When allocating costs to programs and grants which receive federal funds, allowable costs are determined based on the principles established in the Uniform Guidance, 2CFR 200, and are allocated without regard to ability or willingness to pay by the funding source.

2CFR 200.332(a) (4) (II) states:

The pass-through entity must not require use of a de minimis indirect cost rate if the subrecipient has a Federally approved rate. Subrecipients can elect to use the cost allocation method to account for indirect costs in accordance with [§ 200.405\(d\)](#).

Direct Method: The Direct method is used on all costs that can be readily identified to a specific area, person, or department. If direct costs can be identified with more than one program, they are prorated individually as direct costs based on the percentage of actual usage by each program. Examples of direct method allocations based on expense type:

- Supplies – calculated based on percentage of actual usage by program or department.
- Rent, insurance, building maintenance, and utilities – percentage of occupied square footage.
- Auto Insurance – percentage of program vehicles based on total vehicles in Agency fleet.
- Telephone and Internet – percentage of total Full Time Equivalents (FTEs).
- Software Maintenance and User Fees – based on the percentage of the total number of users in the program.

For General and Administrative, Development, Communications, and Volunteer Services, costs are allocated as follows:

- **General and Administrative Costs:** General and Administrative includes Human Resources (HR), Executive, Finance, IT, Organizational Excellence (OE), **Community Affairs (CA)**, and Facilities Administration. Costs associated with

these departments such as salaries, benefits, training, supplies, travel, and facility expenses are collected within each of these departments. Allowable costs within these departments are allocated to all Community Service, Development, and Transportation.

- Allowable IT costs are allocated based upon the percentage of their total Byte Hours compared to the total Monthly Byte hours used by those departments.
 - Allowable Facility costs are allocated based upon the percentage of their closed facility work orders compared to the total monthly closed facility work orders per month (including work orders associated with the Adelle Maxwell property).
 - Allowable Executive, Finance, HR, CA, and OE Administrative costs are allocated each month based upon the percentage of FTEs for each department that month.
- **Development Costs:** Development costs (accumulated in Departments 140, 142, 144, and 146) include salaries, benefits, training, supplies, travel, facility expenses, and general fundraising. Allowable Development costs are allocated only to Community Service departments except for the LIHEAP and PSE programs. The allowable Development costs are allocated to the Community Service departments based upon the percentage of each individual Department's Year-to-Date Net Loss divided by the sum of all Community Service Departmental Year-to-Date Net Losses.
- **Communications:** Costs associated with Communications include salaries, benefits, training, supplies, travel, facility expenses, and the Agency general Communications expenses. Allowable Communication department costs are given to Development, Community Services, and Mobility Management based upon the percentage of the Department's Designated Revenue year-to-date divided by the sum of all Development, Community Service, and Mobility Management Designated Revenue year-to-date.
- **Volunteer Services:** Costs associated with Volunteer Services include salaries, benefits, training, supplies, travel, and facility expenses. Allowable Volunteer Service department costs are allocated to Community Services and Transportation based upon the percentage of monthly volunteers for that department or program divided by the total volunteers for Community Services and Transportation for that month.
- **Other:** Costs not allocated include Employee Recognition, Advertising, Lobbying, Charitable Contributions, Equity, Diversity & Inclusion (EDI) expenses Penalties and Fees, depreciation of Equipment charged to IT department.

- Depreciation of Equipment charged to IT is not allocated because all technology equipment (the exception is equipment charged directly to a grant) is charged to IT even if used by another department.

This policy was reviewed by the CEO, CFO, and Controller on August 8, 2025.

Last Revised: ~~6/6/24 9/19/24~~ 8/8/25

Author: ~~Michelle Anzlovar Barbara Dykman Thomas~~ Debra Sowder

Approved by: Amanda Reinhard

**Hopelink
Regional Alliance for Resilient and Equitable Transportation
(2027-2029)
In-Kind Match Valuation Plan**

King County Metro and Snohomish County Human Services have committed to provide in-kind match for the Regional Alliance for Resilient and Equitable Transportation (RARET) project. The following identifies the organization, goods and/or services donated, the fair market value of each, and how the values were determined.

Total Value of In-Kind Committed for Project: \$16,454.32
In-kind Contributions Claimed in grant application: \$16,454¹

King County Metro

King County Metro has committed to provide in-kind support in the form of staff support and training labor for the Regional Alliance for Resilient and Equitable Transportation (RARET) project, as described below.

In-Kind Labor:	Transportation Planner 3
Work Performed:	Staff support and trainer for RARET
Number of Hours per Year:	44
Per Hour Value:	\$91.45
Total Value (2027-2029):	\$8,047.60

Total Value of Contribution: \$8,047.60

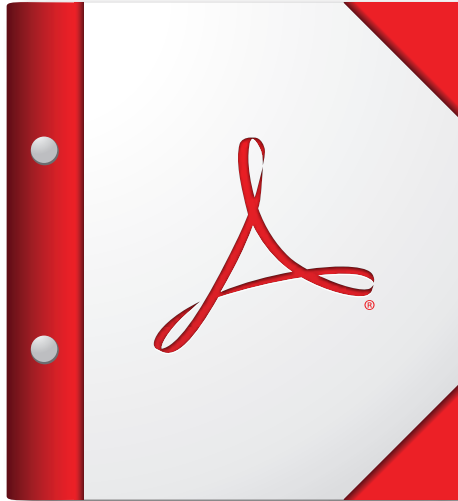
Snohomish County Human Services

Snohomish County Human Services has committed to provide in-kind support in the form of staff support and training labor for the Regional Alliance for Resilient and Equitable Transportation (RARET) project, as described below.

In-Kind Labor:	Program Planner
Work Performed:	Staff support and trainer for RARET
Number of Hours per Year:	72
Per Hour Value:	\$58.38
Total Labor Value: (2027-2029 biennium):	\$8,406.72

Total Value of Contribution: \$8,406.72

¹ Lower amount allows for fluctuations in value or staffing changes during the grant period.



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8990 154th Ave. NE
Redmond, WA 98052

August 28, 2026

WSDOT
310 Maple Park Ave SE
Olympia, WA 98501-2348

Dear Grant Reviewers:

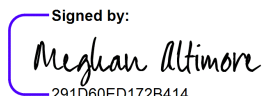
Hopelink is committing \$20,000 per year for the four-year grant period from July 1, 2027 to June 30, 2031 as matching funds through labor and benefits for the Regional Alliance for Resilient and Equitable Transportation (RARET) grant application.

The Hopelink Mobility Management team empowers people to change their lives by facilitating access to the community. We provide travel education and resources and facilitate the coordination of specialized transportation as a member of the King County Mobility Coalition. Continuing this grant project will provide mobility management staff support to coordinate and improve access to transportation services during and after emergencies in Central Puget Sound.

This project supports Hopelink's mission to promote self-sufficiency for all members of our community. Since 1971, Hopelink has served homeless and low-income families, individuals, children, seniors and people with disabilities. Today, Hopelink provides a full array of critical social services through more than 35 different programs. Our services include food, shelter, housing for homeless families, homelessness prevention, family development, and adult literacy. Hopelink's specialized transportation services, including Mobility Management and Brokerage, are a critical component of support for our clients and the clients of our service partners. Personal mobility allows the most vulnerable members of our community to receive the medical care and other services they need.

Thank you for considering our comments regarding this grant application. Should you have any questions, please feel free to contact Staci Sahoo at 425-943-6769.

Sincerely,

Signed by:

291D60ED172B414...
Meghan Altimore
CEO

CC: Staci Sahoo



*Moving forward together
Juntos avanzamos*

Mobility Division

Mobility – Contracted Services
201 S. Jackson Street
KSC-TR-0800
Seattle, WA 98104-3856

August 13, 2026

Meghan Altimore
Hopelink
8990 154th Ave NE
Redmond, WA 98052

Dear Ms. Altimore:

King County Metro supports Hopelink's WSDOT Consolidated Grant Application to sustain the Regional Alliance for Resilient and Equitable Transportation (RARET) project.

Hopelink has a strong history of implementing and sustaining programs designed to provide specialized transportation. Their programs are tailored to meet the needs of seniors, people with disabilities, and others faced with mobility challenges. Among these are Hopelink's existing travel training programs and staffing for the King County Mobility Coalition as well as subregional coalitions and RARET workgroup, which provide critical services and facilitate coordination in this time of increasing need.

The continuation of this grant project will provide Mobility Management staff support to the RARET Workgroup and enable workgroup members to continue coordination initiatives in the Central Puget Sound Region. Staff support will continue to integrate RARET's work plan with the Emergency Management ecosystem and the specialized transportation coordinating coalitions in the region.

This project supports King County Metro's goals of investing where needs are greatest and increasing equity, safety, and sustainability across our region's transportation system. Our commitment of funding and technical assistance are ways we can assist the community efforts to fill some of the transportation gaps in the area.

For this grant application, King County Metro commits to providing up to \$4,400 per year in revenue and \$4,000 per year of in-kind contributions during the four-year grant period (July 1, 2027 - June 30, 2031). The matching funding is contingent upon appropriation from King County's 2028-2029 biennium budget, which will be adopted in November of 2027. We look forward to continued partnership between King County Metro and Hopelink. Should you have

any questions, please feel free to contact Scott Weinberger, Transportation Planner, at 206-477-2843.

Sincerely,

Michelle Allison
General Manager
King County Metro

DocuSigned by:
Michelle Allison
CFAFB29C7D8F4A1...

9/4/2026



September 3, 2026

Meghan Altimore, CEO
Hopelink
14812 Main St.
Bellevue, WA 98007

Dear Meghan Altimore:

Pierce Transit Public Transportation Benefit Area Corporation is pleased to provide this letter of support and commitment for Hopelink's WSDOT Consolidated Grant Application to sustain the Regional Alliance for Resilient and Equitable Transportation (RARET) Workgroup for grant years July 1, 2027 through June 30, 2031.

Hopelink has a strong history of implementing and sustaining programs designed to provide special needs transportation. Their programs are tailored to meet the needs of seniors, people with disabilities, and others faced with mobility challenges. Among these are Hopelink's existing education and outreach programs and staffing for the King County Mobility Coalition, which provide critical services and facilitate coordination in this time of increasing need to fill transportation gaps.

The continuation of this grant project will provide mobility management staff support to the Pierce County RARET Workgroup and will enable workgroup members to continue coordination initiatives in the Central Puget Sound Region. Staff support will continue to integrate RARET's work plan with the Emergency Management work of UASI and the special needs transportation coordinating coalitions in the region.

This project supports Pierce Transit's work to support the coordination of transportation projects within Pierce County for individuals who meet the definition of special needs; including individuals with disabilities, low income, the elderly, youth, veterans, and individuals with low incomes. Pierce Transit's involvement and support through Hopelink-RARET workgroups will maximize local and regional coordination efforts for those individuals with accessibility concerns in safely accessing resources and transportation during emergent events.

In support of Hopelink-RARET project, Pierce Transit is making a financial commitment of \$10,000 between 2027-31 (\$2,500 per calendar year) as long as Pierce Transit's financial condition permits, and Pierce Transit's annual budget is approved.

Thank you for considering our comments regarding Hopelink's application. On behalf of Pierce Transit, I strongly encourage WSDOT and PSRC to fund this important grant request. Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script, reading "Laurie Langlois".

Laurie Langlois, Chief Operating Officer
Pierce Transit





Snohomish County

Human Services

August 14, 2026

Meghan Altimore
Hopelink
8990 154th Ave NE
Redmond, WA 98052

3000 Rockefeller Ave., M/S 305
Everett, WA 98201-4046
(425) 388-7200
FAX (425) 259-1444
www.snoco.org

Dave Somers
County Executive

Dear Meghan Altimore:

Snohomish County supports Hopelink's Consolidated Grant Application to sustain the Regional Alliance for Resilient and Equitable Transportation (RARET) project.

Hopelink has a strong history of implementing and sustaining programs designed to provide specialized transportation. Their programs are tailored to meet the needs of seniors, people with disabilities, and others faced with mobility challenges. Among these are Hopelink's existing travel training programs, as well as subregional coalitions and RARET workgroup, which provide critical services and facilitate coordination in this time of increasing need.

The continuation of this grant project will provide Mobility Management staff support to the RARET Workgroup and enable workgroup members to continue coordination initiatives in the Central Puget Sound Region. Staff support will continue to integrate RARET's work plan with the Emergency Management ecosystem and the specialized transportation coordinating coalitions in the region.

Following a disaster or emergency event, the Snohomish County Human Services Department is the lead coordinating agency for mass care, sheltering, feeding, and human services in Snohomish County. Coordination with transportation providers is a critical component for delivering mass care services. RARET provides valuable guidance on emergency transportation best practices, facilitates preparedness activities, and fosters coordination between emergency management, human service, and transportation organizations.

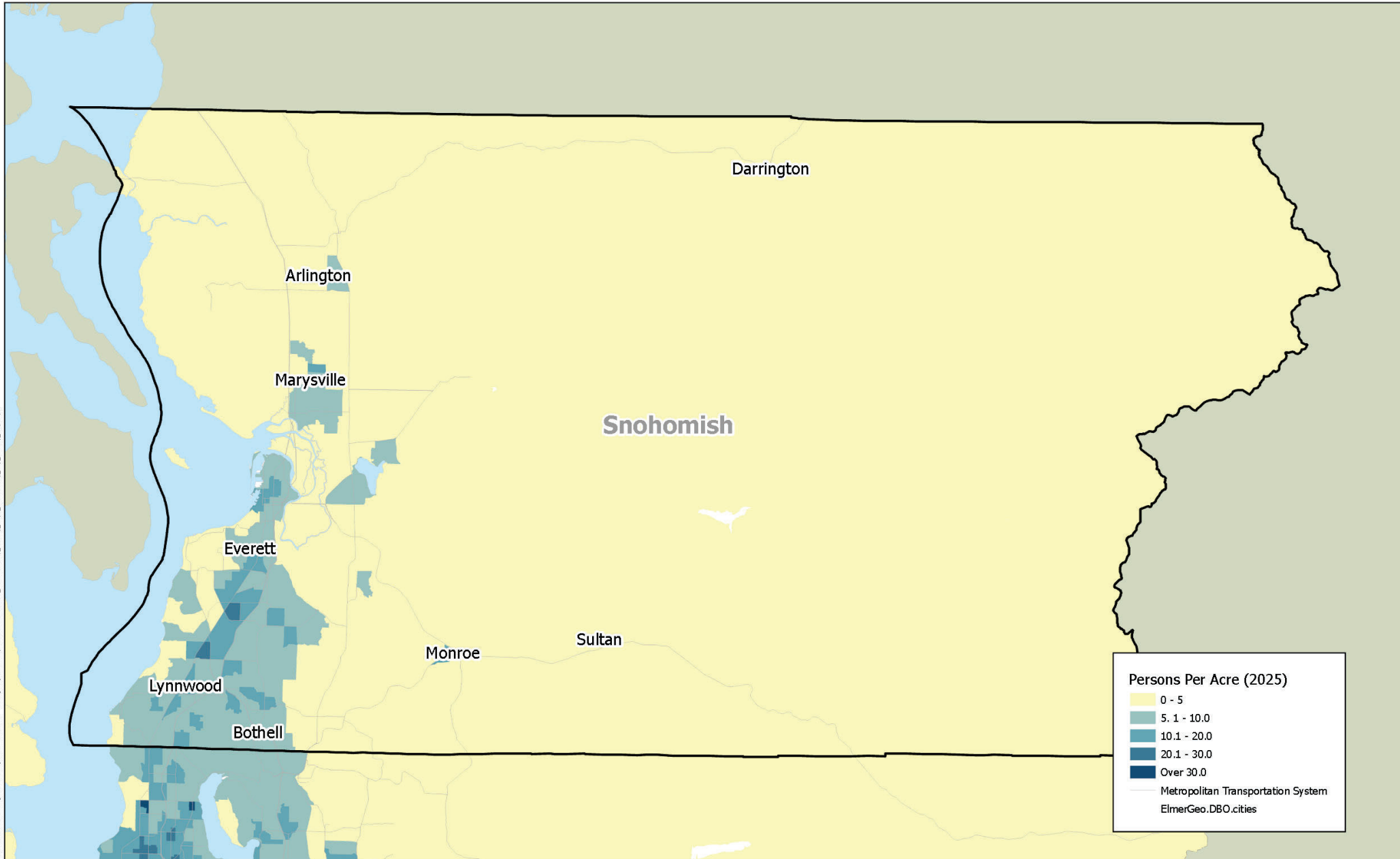
Snohomish County commits to providing up to \$4,000 per year, or \$16,000 from July 1st, 2027 to June 30th, 2031 as in-kind matching funds for Hopelink's grant application.

Thank you for considering our comments regarding Hopelink's application. Should you have any questions, please feel free to contact me at 425-388-7431.

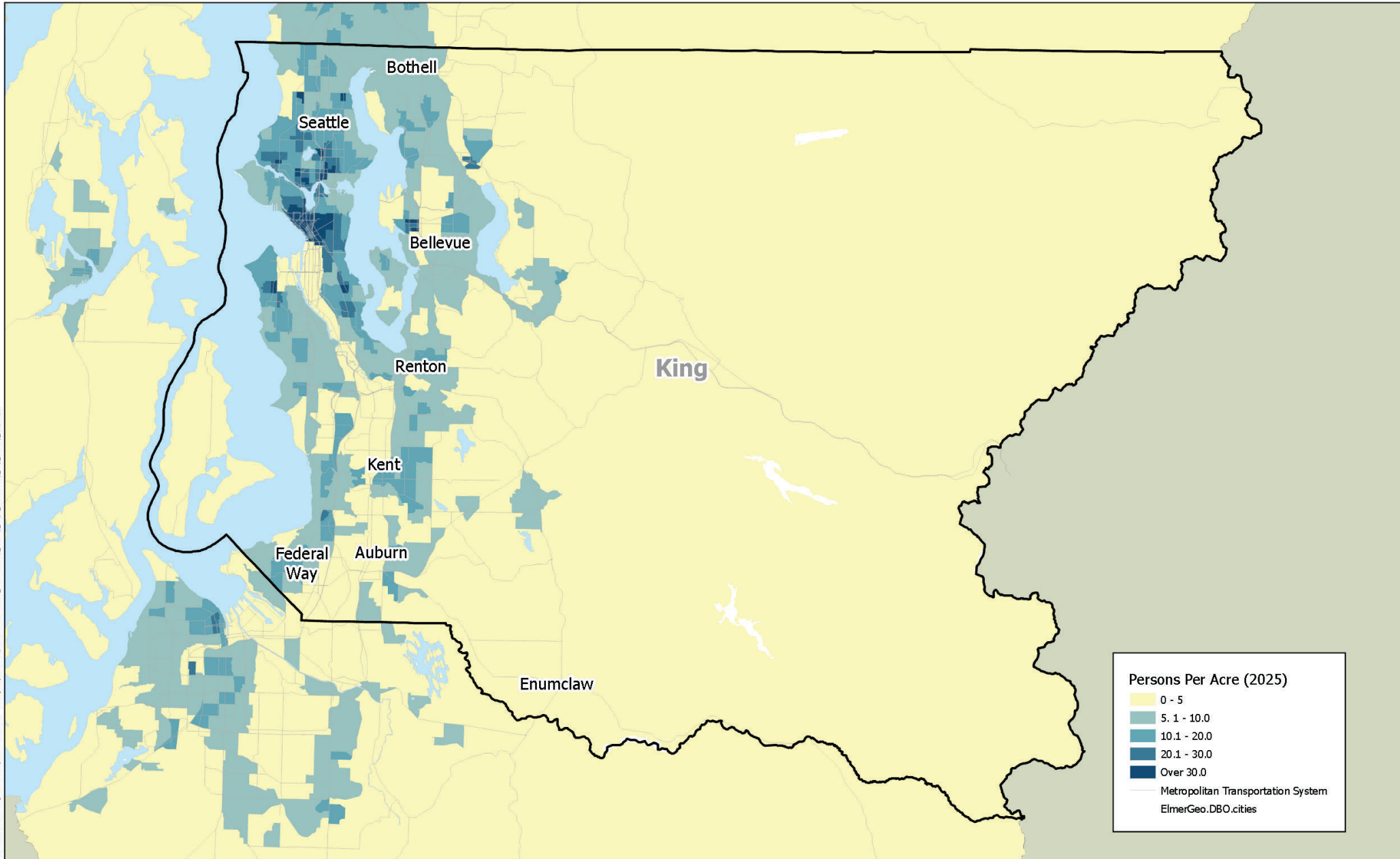
Sincerely,

Nate Marti
Division Manager, Planning and Evaluation
Snohomish County Human Services Department

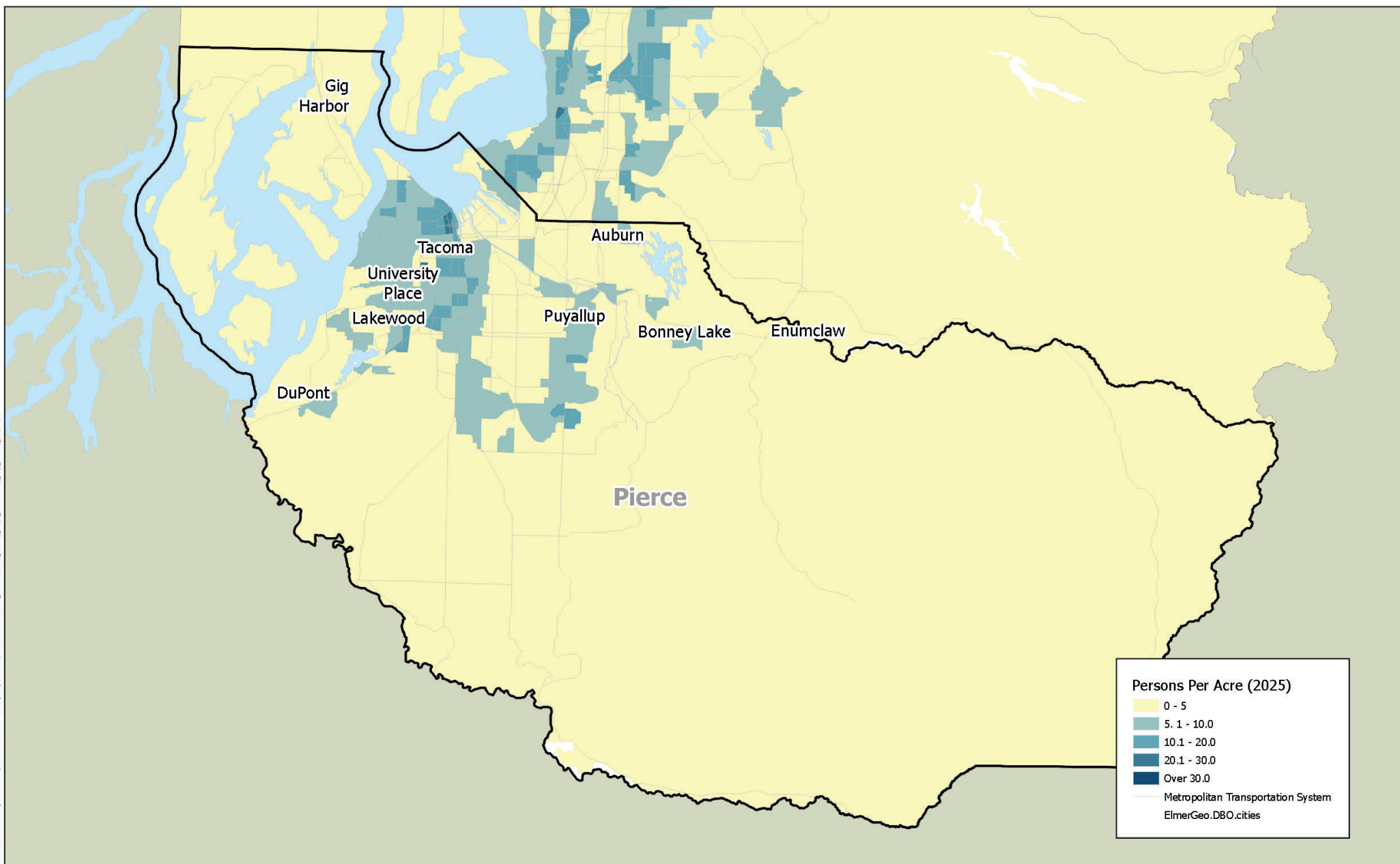
Snohomish County Population Density - Person Per Acre



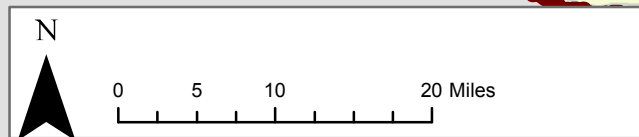
King County Population Density - Person Per Acre



Pierce County Population Density - Person Per Acre



Hopelink RARET Service Area



RARET Flooding 2025 Transportation Report

Report Author: Dean Sydnor, RARET Program Supervisor

Anecdotes from Community Transit, DART (Hopelink Direct Ops), PCCTC/Beyond the Borders, Snoqualmie Valley Transportation (SVT), Hopelink NEMT, Paratransit Services (NEMT), Snow Goose Transit, and Snotrac

Report Summary

[RARET](#), a [Mobility Management](#) coalition serving Snohomish, King, and Pierce Counties, engaged transportation providers and mobility managers following the late-2025 major flooding in western Washington to identify lessons learned and best practices related to life-sustaining transportation during emergency events. Key findings include:

- Strengthening transportation provider flood preparedness and partnerships
 - Establishing internal task forces within smaller transportation providers to support flood response
 - Improving coordination between [Non-Emergency Medical Transportation](#) (NEMT) brokers and county-level emergency management
- Increasing access to transportation resources during recovery
 - Leveraging Mobility Management education and outreach capabilities
 - Ensuring printed transportation materials are available in multiple languages and that digital resources are accessible

Transportation providers, particularly those with smaller staff and more limited resources, may be less prepared for flood impacts. Providers with established flood response processes, often informed by prior experience, offer valuable models for best practices. The flooding event also highlighted the critical role NEMT can play during emergencies. Strengthening bi-directional relationships between NEMT brokers and emergency management agencies is mutually beneficial. Additionally, greater integration of Mobility Management into preparedness and recovery efforts can help ensure transportation needs are addressed through direct support from mobility professionals where possible.

For RARET, key internal lessons learned include:

- The need to improve education for emergency managers on the use and implementation of the Emergency Transportation Provider Network (ETPN) Portal, particularly for situations when RARET staff cannot be reached
- Increasing RARET's understanding of statewide mobility managers' capabilities and readiness to support emergency response efforts

- Coordinating with the regional one-call, one-click project to clarify procedures for accommodating individuals who wish to use text messaging, while that functionality remains under development

Recommendation Cheat Sheet

Preparation

- Transportation providers should identify flood-prone areas within their service regions and develop flood action plans where risks exist.
- Emergency management agencies should strengthen relationships with Non-Emergency Medical Transportation (NEMT) brokers to improve regional resilience.
- Transportation providers should maintain current, printable transportation resources that can be distributed as physical materials during disasters, in multiple languages.

Response

- Transportation providers should understand which tools are available to assess flood risk, how to access them, and how to use them effectively. Response plans should clearly define risk thresholds that trigger specific actions.
- Transportation providers should identify key personnel responsible for monitoring developing flood conditions and supporting timely, informed operational decision-making.

Recovery

- Mobility Management can serve as transportation subject matter experts when establishing recovery resource hubs.
- Clearly identifying priority languages in impacted zones for transportation materials enables mobility managers and transportation providers to collaborate on producing and distributing accessible resources.
- Following an event, the one-call, one-click tool [Find a Ride](#) can be useful to non-drivers displaced from their homes by helping them understand transportation options available to them in their temporary or permanent housing locations.

Full Report

Flooding Event Synopsis & General Transportation Impacts

December 2025 saw atmospheric river conditions [bringing trillions of gallons of rainwater](#) to the Pacific Northwest, triggering a hydrologic outlook in western Washington. This evolved into flood warnings for much of the region as the NWS River Gauge tool predicted major flood threats [as some reached historic levels](#). Natural events like these present distinct transportation challenges. For a geography like western Washington, [variable elevation and an abundance of rivers running from the mountains to the Puget Sound](#) mean that several communities and transportation corridors exist in flood plains. Infrastructure failure [from levee breaches](#) can further exacerbate flooding and expand the geographic extent of impacts.

From a transportation perspective, the primary impacts stem [from unusable infrastructure during major flood conditions](#), resulting in the [geographic isolation](#) of certain communities that effectively become population islands, as seen in past events such as 2009. As a result, the movement of people and essential goods is disrupted, requiring significant rerouting or suspension of travel until floodwaters recede. Individuals affected by flooding may experience prolonged delays or become completely cut off, forcing the postponement of even essential trips. In some cases, flooding directly impacts residences, displacing individuals from their homes and damaging or destroying personal property, including vehicles.

Individuals affected in this way may become non-drivers or be required to navigate unfamiliar transportation systems as they relocate. This presents unique challenges for individuals with disabilities or other mobility-related needs, for whom access to accessible transportation is essential to maintaining independence. The geographic boundaries of accessible transportation service areas can further limit options following relocation. For example, moving to a relative's home [more than 0.75 miles from nearest bus stop](#) may make an individual ineligible for ADA paratransit services. Insufficient transportation access can disrupt medical appointments, food access, and medication refills; limit participation in work, school, and religious services; and, when prolonged, contribute to social isolation.

Report Details

This report examines observations and experiences shared by transportation providers and mobility managers in King, Pierce, and Snohomish Counties to identify key takeaways for strengthening regional transportation resilience during future flooding events. The analysis is limited to RARET's service area, which includes these three counties; significant impacts in Skagit and Whatcom Counties, for example, are outside the scope of this report.

Transportation Provider Anecdotes

A collection of flood event anecdotes from transportation professionals from transit agencies, transportation providers, and NEMT brokers in the Central Puget Sound region of Washington State.

Community Transit

Beginning with the region's largest transportation providers, regional transit agencies that connected with RARET reported impacts that were largely limited to service reroutes. For example, Ryan Zavala of [Community Transit](#) noted that they had a "few reroutes to worry about internally," and that they "were on standby for evacuation assistance but were never called." One notable outcome was the successful use of zero-fare policies during the event. Community Transit's "fare-free policy for an emergency event was activated in response to the County's request for fare free services," and the agency "ensured that all requests for assistance outside of regularly scheduled stops and reroutes were taken care of." While extreme cold and heat are more common triggers for these policies, their use during a flooding emergency highlights their flexibility and value as a response tool.

Metro DART (Hopelink Direct Operations)

Flood impacts were more pronounced in rural and suburban areas, where service is often provided by contracted operators on behalf of larger transit agencies. One such provider is Hopelink's [Direct Operations division, which operates DART service](#) for King County Metro.

Dan Walker, General Manager of Direct Operations, noted that because services operate close to where many employees live, flooding in South King County immediately affected staffing. Several team members "were regularly late to work due to the road closures and at least one driver [was] stranded at home." As conditions rapidly changed, this resulted in "a bit of chaos as roads were closing frequently throughout," with staff "trying to not only find a new route for drivers but to also notify King County Metro."

Two major challenges stood out. First was the evacuation order related to the Tukwila levee breach, where there was a "lack of information we had trying to ensure vehicle got out of the area (Route 906)." Second were rapidly changing conditions in the Duvall area, where bridge closures stranded staff and isolated the town while a DART bus was present. In response, Direct Operations had to adapt quickly, including arranging accommodation for staff members stranded by the closures. Based on this experience, Direct Operations identified a need for more robust flood planning among transportation providers, similar to the detailed preparations commonly made for snow events. Improved monitoring, particularly in the Snoqualmie Valley, was also identified as a critical need going forward.

Snoqualmie Valley Transportation

Some rural transportation providers operate independently, with limited support from larger regional agencies. [Snoqualmie Valley Transportation \(SVT\)](#) is one such provider, serving a rural, river-dense service area that experienced severe flooding impacts. Ed Holmes, Operations Manager at SVT, described how he regularly convened an in-person task force with the SVT Dispatch Manager and Director to discuss conditions and make “collective decisions and [coordinate] resources.” These discussions included whether to “limit or close routes” based on current flood conditions. Decision-making relied on “data from online mapping and weather sites, as well as data we collected ourselves as we drove around our service area.” Once decisions were made, SVT ensured timely communication: “Once we made the decision to limit or close routes, we made sure to message that information to our staff, our riders, and metro across multiple platforms.” Flood levels ultimately forced SVT to suspend operations as communities such as Duvall and Carnation were cut off by historic flooding. However, SVT was able to minimize downtime through this coordinated approach.

Ed credited his experience in local government with reinforcing the value of having “representatives from all the affected departments in the same room” to support effective decision-making. Amy Biggs also emphasized that flooding in the region “happens so frequently that it generally follows a pattern,” highlighting the importance of local knowledge and experience.

Hopelink NEMT

While fixed-route services faced significant challenges, the flooding event also highlighted the critical role of door-to-door transportation providers and brokerages, particularly [Hopelink’s Non-Emergency Medical Transportation \(NEMT\)](#) program. NEMT facilitates door-to-door transportation for Medicaid-eligible clients traveling to and from medical appointments. In Washington, [NEMT operates through a brokerage model](#) in which organizations like Hopelink coordinate rides with contracted, private service providers across an entire county. During flooding in South King County, Darryl Sierra, Director of Hopelink NEMT, reported that the program was asked to assist with “was the evacuation of three kidney centers,” amid “significant uncertainty and rapidly changing conditions.” NEMT first “worked closely with the kidney centers to collect all necessary client information,” then “convened a huddle with the Scheduling and Partner Relations teams to develop a coordinated action plan.”

To manage limited resources, “Clients were prioritized based on vulnerability and urgency,” with the goal of “ensuring those with the most immediate needs were assisted first, while others who could safely wait were scheduled accordingly.” Despite major road closures, including Highway 167, “all Hopelink clients were successfully evacuated from the three kidney centers before 7:00 p.m.” Darryl credited the outcome to “strong teamwork, effective communication, and the dedication of staff and service providers.” Looking ahead, he noted “opportunities to better support NEMT operations during large-scale emergencies,” including “additional resources for call center agents and [transportation] service providers,” which would “significantly improve our ability to respond.”

He also emphasized the human impact on staff and partners, noting that “While NEMT prioritizes client safety above all else, it is important to recognize that the agents taking calls and the transportation partners picking up clients were also personally impacted by the flooding.” Many were “managing concerns related to their own families, homes, and businesses while continuing to serve clients.” Darryl underscored that “increased resources and/or funding to support essential workers during emergencies would provide a critical safety net,” helping ensure service continuity while acknowledging workforce impacts.

Paratransit Services (NEMT)

Ann Kennedy of Paratransit Services, who are brokers of NEMT services in Clallam County, Jefferson County, Kitsap County, Mason County, Grays Harbor County, Thurston County, Pierce County, Pacific County, and Lewis County explained that they “didn't have any issues.” She notes that they “were not called upon to do any evacuations,” with the only disruptions were in getting “two people out of Morton in Lewis County, as all roads were under water for a few days.” Accordingly, Paratransit Services “worked with the clients and their medical providers to ensure they were safe during the time we were not able to get to them.”

Snow Goose Transit

Melissa Johnson, the Operations Manager of [Snow Goose Transit](#), which operates in northwest Snohomish County, noted that their service area around Stanwood “did not have any direct flooding,” noting only “a couple of side roads” were impacted. However, with news of regional flood impacts and wariness of potential flash-flooding, Snow Goose Transit did “end up having to restrict service or close service for three days.” With all of the information about flood risks and being a service transporting “a lot of elderly and disabled individuals,” Melissa explained that this decision was made because Snow Goose “just didn't feel that it was worth the risk” of these clients to be caught in flash flooding while waiting for the service.

Melissa goes on to explain that Snow Goose, spared from the brunt of the flooding, had capacity to render assistance to external areas should they have been asked. She emphasized that “we could have helped more,” if they knew where it was needed. She highlights the evacuations in Skagit County as one potential example, as they are based “very close to the Skagit County line,” only about “16 minutes outside of Mount Vernon and in that area.” Melissa emphasizes that during the flooding she “was looking for resources and ways to help, especially since we were closed down, we had vehicles available because we weren't in service.” A takeaway being that, should the right communication channels be put into place for the future, Snow Goose has capability to render aid in some circumstances.

King County Metro Community Van

RARET also highlights the value of volunteer driver programs during recovery, particularly King County Metro’s [Community Van](#) program. The program trains volunteer drivers to operate pre-located passenger vans for trips with a two-rider minimum within a two-hour radius of the trip origin. This model proved well suited for

post-flood recovery efforts in the Snoqualmie Valley, including debris removal on a farm supplying local food banks. A Community Van volunteer driver described the work: “Our job was walking a few fields to pick up debris/trash before they start spring mowing. Others were dismantling damaged greenhouses and cleaning out fridge/freezers that are still working but needed to be sanitized!” She noted that “The van just made it easy to get my crew and our supplies out there and we like keeping the van in use to create more awareness and so it stays available for the community.”

Mobility Management Anecdotes

Snotrac (Snohomish County Mobility Management)

Effective transportation responses to emergencies create opportunities to connect individuals with transportation resources well after the immediate event has passed, as communities move into the recovery and discovery phases. This was demonstrated by Snohomish County Human Services, and specifically Tyler Verda, a RARET partner with the agency, during operations at the Sultan Disaster Assistance Center (DAC).

Recognizing the potential need for transportation support during recovery, Snohomish County collaborated with [Mobility Management](#) professionals at [Snotrac](#) to establish a transportation resources table at the DAC for individuals seeking flood relief assistance. The table was staffed by Suleiny Altamirano, Mobility Navigation Program Manager at Snotrac.

While staffing the table on Wednesday, Suleiny noted that “many people we spoke with were coming from the Three Rivers area and had lost nearly everything due to the flooding.” She emphasized that many of those individuals were “Latino families, which highlighted a strong need for transportation information in Spanish.” She also observed that during this recovery phase, “there was strong interest related to teenagers, especially learning how to travel independently to Seattle for school, as well as applying for reduced fare ORCA programs.” Suleiny underscored that Mobility Management tables at DACs help “center the human side of mobility,” explaining that Snotrac “were able to do that through one-on-one conversations, not only with community members but also with other organizations tabling at the event.”

PCCTC / Beyond the Borders (Pierce County Mobility Management)

In Pierce County, Mobility Management is coordinated through the [Pierce County Coordinated Transportation Coalition](#) (PCCTC), and the [Beyond the Borders](#) service, both led by Pierce County Human Services employee Daeveene May.

In reflecting on the flooding event, Daeveene noted that Pierce County “identified the crisis early” highlighting the [emergency proclamation](#) for the county issued on December 8th, and this early action helped “prevent excessive transportation needs. And lots of individuals were moved out of harm’s way early.” He highlighted that “Human Services and other Pierce County Departments rallied to have boots on ground to help citizens get out of the flood locations.” As a result, he explained that “personal transportation was not an ask” for Pierce County but rather, “the biggest transportation ask was actually trying to move RV’s that were unable to move out of the flood areas. He emphasized that “the Human Service Housing team” was “instrumental” in serving the residents of “mobile home parks that had flooded.”

Lessons Learned

General Takeaways

Drawing from these external partner anecdotes, RARET identified several lessons to inform future flood events and emergency response efforts:

- Strengthening transportation provider flood planning and partnerships
 - Implementing internal task forces within smaller transportation providers for flood events
 - Improving relationships between Non-Emergency Medical Transportation (NEMT) providers and county-level emergency management
- Increasing access to transportation resources during recovery:
 - Leveraging Mobility Management education and outreach capabilities
 - Ensuring printed transportation materials are available in multiple languages and that digital communications are accessible

Addressing the first takeaway, there was a clear organizational advantage among providers such as Snoqualmie Valley Transportation (SVT), whose familiarity with flooding—driven by geography and past experience—combined with established response plans, supported effective decision-making. Understanding which tools provide the best situational awareness during flood events, and maintaining partnerships that enhance that awareness, helps providers prepare for rapidly evolving conditions.

Internally, identifying staff best positioned to form task forces and assess emergency conditions produced positive outcomes. While many providers have well-developed procedures for seasonal events such as winter weather, less frequent events like historic flooding exposed preparedness gaps. For smaller agencies, working with peer providers that have established flood response plans may help build capacity and improve regional resilience.

Strengthening partnerships with NEMT providers may also improve client outcomes during emergencies. While the term “non-emergency” refers to the type of medical care involved, NEMT has long played a critical role in supporting life-sustaining medical transportation during regional emergencies. In King County, NEMT is already integrated into the public health–led Critical Medical Appointment Transportation (CMAT) procedures.

County-level emergency management agencies may benefit from developing closer relationships with NEMT brokers, similar to existing partnerships with regional transit agencies. Initial steps could include providing personal preparedness training for NEMT call center staff and connecting NEMT scheduling and partner relations staff to situational awareness tools such as the NWS Slack Channel to support two-way information sharing.

In King and Snohomish Counties, Hopelink Mobility’s NEMT program works with more than 20 contracted private transportation companies, with a service area that effectively includes every public road in both counties. Improved situational awareness could benefit these providers, and their geographic reach could further enhance regional awareness if conditions observed during trips were communicated back through coordinated channels.

Regarding the second takeaway, Mobility Management represents an underutilized asset in county-led recovery efforts. Mobility managers bring transportation subject matter expertise, established relationships with providers, and capacity for direct education and outreach. Integrating this expertise into in-person recovery hubs, such as Disaster Assistance Centers, as demonstrated by Snotrac’s work in Sultan, could improve transportation outcomes for individuals impacted by disasters.

Counties within RARET’s service area can connect with the coalition to better understand who their local mobility manager is and how to engage them in emergency preparedness and recovery efforts.

RARET Takeaways

RARET, a tri-county emergency-focused coalition within the Hopelink Mobility Management Team, was active during the flood event and identified several internal lessons learned.

One key takeaway was the need for 24/7 tools to support transportation problem-solving during emergencies. RARET received a call over the weekend from King County Office of Emergency Management requesting accessible transportation support. By the time RARET returned to the office on Monday and responded, the



issue had already been resolved. As RARET is staffed by a single hourly employee, emergency needs do not always align with staff availability.

As a result, emergency management agencies would benefit from a supplemental resource when RARET is unavailable. Increased education on RARET's Emergency Transportation Provider Network (ETPN) Portal could help address this gap. Through the portal, emergency managers could have round-the-clock access to transportation provider information that may support accessible transportation needs during emergency events. RARET also participated in multiple flood response and recovery meetings, including the state ESF-6 (Mass Care) meeting, Coalition for Inclusive Emergency Planning (CIEP) flood meetings, and Snohomish County Flood Relief meetings. In these forums, RARET contributed transportation best practices and subject matter expertise.

One notable gap identified was the absence of a RARET-equivalent coalition in counties such as Skagit and Whatcom. While RARET leveraged existing contacts with Mobility Management professionals in those counties, their emergency response capacity remains largely unknown. Leveraging new statewide Mobility Management networks led by CTANW and supported by WSDOT will be critical to understanding the level of support available across county boundaries. Emergencies do not respect jurisdictional lines, and improving cross-county awareness will strengthen regional response efforts.

RARET also received and shared feedback related to the region's in-progress one-call, one-click program, particularly emphasizing the importance of text-based access to the one-call function. From an accessibility standpoint, understanding current options for written digital communication is essential as the program moves toward full texting integration.

Finally, RARET supported recovery efforts by providing supplementary materials to mobility managers conducting direct outreach during flood relief. While not all Mobility Management organizations have capacity for in-person outreach, RARET can help ensure that assistance centers are equipped with the materials needed to effectively support clients.

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For more information on ETPN, contact Dean, visit our website at <https://www.kcmobility.org/etpn>, or sign up for our distribution list [here](#).

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This material can be made available in an alternate format by emailing the Mobility Management Team at mobility@hopelink.org or by calling (425) 943-6760.

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