King County Mobility Access and Transportation Navigation

Expanding a proven, community-based ORCA LIFT access model

2027–2029 Biennium

Catholic Community Services of Western Washington
Puget Sound Regional Council Sponsor Presentation 10.21.26

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Connecting eligible King County residents to affordable transportation and essential services.



Request Summary

Expand a proven ORCA LIFT enrollment service into a countywide mobility management resource

What CCS does now:

- ORCA LIFT enrollment and renewal assistance
- Approximately 2,400 enrollments and renewals annually
- Public enrollment access two days per week
- Six to seven community outreach events per month
- Established partnership with Public Health Seattle & King County

What the investment adds

2.0 FTE

1.0 FTE Mobility Management Supervisor
1.0 FTE Mobility Access Coordinator
0.1 FTE Program Manager

5 days/week

Expanded public enrollment access,

Countywide access

Available to eligible King County residents, not only current CCS participants

Expanded services

Enrollment, navigation, travel training, referrals and outreach

The core ask

$480,125 – Two-year funding request over 2027-2029 Biennium
Fund the staffing and operating capacity needed to expand an existing ORCA LIFT service into a broader community-based mobility management program.

1. Service Characteristics and Eligibility

Community-based mobility management for eligible King County residents

Enroll

- ORCA LIFT enrollment and renewals
- Connections to other eligible low-income fare programs

Assess

- Transportation needs and barriers related to cost, mobility, technology, language or service awareness

Navigate

- Transportation options, referrals, travel training and trip-planning assistance

Reach

- Daily public access, community outreach and follow-up assistance

Who the project serves

- Eligible low-income King County residents
- People with disabilities
- Residents facing transportation-access barriers
- People who need help understanding, enrolling in or using available services

Need: Currently there are 238,000 King County residents with disabilities, 14% of households with no vehicle, 29% of residents who don't drive, and 13,817 HEN-eligible people (as of July 2026).

Countywide and not limited to current CCS participants

CCS helps residents find, enroll in and successfully use transportation and fare programs. CCS does not operate transportation service.

2. Coordinated Mobility Plan Strategies Addressed

How the project advances regional mobility priorities, specifically strategy #5 ,“
More rider education opportunities and awareness of available transportation services”

Improve awareness of mobility options

Individualized information, navigation and travel training help residents understand and use available services.

Expand equitable transportation access

Community-based enrollment reduces financial, informational, language, technology and accessibility barriers.

Strengthen coordination across systems

CCS connects fare programs, transit providers, specialized transportation and community-service organizations.

Bring resources into trusted settings

Daily public access and outreach place transportation assistance in locations residents already use.

The project makes existing regional transportation programs practical and usable for residents who face barriers to access.

3. Coordination Efforts

A coordinated regional mobility ecosystem

Public Health Seattle & King County

Existing ORCA LIFT relationship
Enrollment infrastructure, training and coordination

Transit and Fare Programs

King County Metro • Sound Transit
ORCA fare programs • Specialized transportation

CCS Mobility Access & Transportation Navigation

Enrollment • Screening
Navigation • Travel training
Referrals • Follow-up • Outreach

Trusted Community Connections

Libraries • Food banks • Shelters
Housing, healthcare and community organizations

Resident Outcomes

Healthcare • Housing • Food and benefits
Employment, education and community connection

Transit partners provide transportation and fare programs. CCS helps eligible residents find, enroll in and successfully use those options.

4. Past and Estimated Performance

From proven performance to measurable scale

Past and current performance

~2,400

Annual enrollments and renewals

2 days/week

Current public enrollment access

6–7/month

Current outreach events

Estimated 2027–2029 performance

6,000 annually/12,000 – 2 yrs

Enrollments and renewals

5 days/week

Public enrollment access

7,200 annually/14,400 – 2 yrs

Assessments and screenings

6,000 annually/12,000 – 2 yrs

Navigation and training services

144 annually/288 – 2 yrs

Community outreach events

600 annually/1,200 – 2 yrs

Specialized provider referrals

Outcome goals:

- **A least 75% of surveyed participants report improved access to essential services and reduced transportation-related financial strain.**

5. Engagement and Outreach Activities

Meeting residents where they are and improving the model through feedback

Community outreach

Libraries, food banks, shelters and community organizations
Coordination with healthcare, housing and human-service providers

Accessible communication

Clear fare-program information
Additional languages and accessible formats

Participant engagement

Transportation needs assessment, personalized navigation, travel training, referrals, follow-up and feedback

Continuous improvement

Monthly output monitoring, quarterly review and adjustments to locations, schedules or methods



6. Other Key Information: Investment and Readiness

A two-year expansion built on existing staff, systems and partnerships

$480,125

Two-year funding request

$394,000 Labor and benefits
$23,500 Outreach, supplies, technology and accessibility
$62,625 Indirect administration

Added staffing capacity

1.0 FTE

Mobility Management Supervisor

1.0 FTE

Mobility Access Coordinator

0.1 FTE

Program Manager

Ready to implement

- Existing Public Health-funded ORCA LIFT service
- Experienced and trained staff
- Established enrollment procedures
- Community outreach relationships
- Defined performance measures
- Proposed July 1, 2027 project start

Expand access. Reduce barriers. Connect people to essential services.