HOPELINK MOBILITY MANAGEMENT

Keeping King County moving: sustaining mobility management for 2027–2031

WSDOT Consolidated Grant · PSRC Sponsor Presentation · October 21, 2026

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hopelink Mobility

We connect riders, providers, and planners



Coordinate

Bring partners together



Educate

Teach riders their options



Advocate

Raise rider needs

Three programs in this grant

Mobility Education and Outreach

Mobility Coalitions and Projects

Community Transportation Navigators

We are the Mobility Management Agency for King County

Service type	Mobility management, not direct trips: outreach, information and referral, coalition coordination and projects, and peer navigation
Who we serve	PSRC priority populations: older adults, people with disabilities, people with low incomes, people with limited English, immigrants, refugees, veterans, and rural residents
Service area	All of King County, with coalitions in East, North, South, and Snoqualmie Valley
Languages	Community Transportation Navigators provide services in Dari, Russian, Ukrainian, and Spanish. Translation and Interpretation is also leveraged.

It advances three high-priority strategies in PSRC's plan

1.1

Coordinate providers

Through our mobility coalitions

5

Help riders navigate

Navigators in riders' own languages

6

Reach health care

Access to Health and Wellbeing Workgroup

Our request appears larger because two programs now share one grant



One combined grant

Mobility Management and Community Transportation Navigators, approved by WSDOT



Same service level

Both programs keep their 2025–27 scope, staffing, and funding



Larger total

Both budgets in one 4-year request, from July 2027 to June 2031

The budget is larger because it combines two grant applications

Line item	Change	Why
Scope	**2 grants in 1**	Mobility Management and Navigators now in one request
Labor & benefits	~16% higher	Wage adjustments after a compensation study, plus 0.25 FTE time reallocation.
Navigators	24 months	Costs cover two full years of service
Translation	Higher	Supports hiring Navigators with limited English
Overhead	Actuals	Follows the WSDOT-approved cost allocation plan

Regional partners are contributing 23% match to this work

23%
match from regional partners

48
letters of support

150+
partner organizations

Match partners

Hopelink
King County Metro
Sound Transit
Seattle DOT
City of Bellevue
City of Kirkland
Aging and Disability Services
King County Housing Authority
Bellevue College

We coordinate the system rather than duplicate it



Mobility coalitions

Countywide, plus Eastside, North, South, and Snoqualmie Valley



Access to Health and Wellbeing Workgroup

Solving trips to care with providers



Filling the gap

Current Navigators serve Dari, Russian, Ukrainian, and Spanish speaking communities

Riders and partners help shape our programs from the start

BORPSAT Bunch of Right People Sitting At Table

Those affected by decisions join planning, feedback, and implementation.

2026 Open House

Community members and diverse organizations shaped the next cohort, which became our current Navigators.

South King County rural event

Engaging community partners for this event, Muckleshoot Tribal Transit identified advocacy needs that shaped the event's content & purpose.

We reached 7,799 people and delivered 10 coalition milestones

Education & outreach FY25–26

7,799
people received free transportation information and referrals

561
people trained in Public Transit Orientations

479
staff trained through Travel Ambassador talks

Mobility coalitions FY23 –26

Plans & research
- Created and implemented the 2023–26 Action Plan
- Launched the Access to Health & Wellbeing StoryMap
- Cross-county needs assessment with UW, plus guides

Events & partners
- 3 Rural Transit Assistance Program events with Transportation Choices Coalition
- Same-day rides summit for older adults (VSHS Levy)
- 2 Sound Transit open houses for priority populations

Stronger coalition
- Updated coalition charter and roster for inclusive planning
- Re-established the Access to Health and Wellbeing Workgroup
- Explored options for post sedation transportation
- Returned to more in-person meetings and events

Navigators serve an average of 300 clients per month

2700+
clients served in current biennium

25
community-based organizations partnered

20
trainings with specialized providers in six months

Navigator activities, FY26

- Recruited three cohorts serving Dari-, Russian-, Ukrainian-, and Spanish-speaking communities
- Promoted underused resources, including ORCA Youth and SKC Trips
- Submitted reduced-fare applications and connected clients to specialized transportation
- Advised Snohomish County as it launched its own Navigator program

With PSRC, we set 14 output targets for 2027–2031

Mobility coalitions

Output	Target
Coalition meetings	40 / biennium
Participants, excluding staff	350 / year
Unique agencies at meetings	62 / biennium
Agencies serving priority populations	31+ / biennium
Multi-partner coordination projects	12 / biennium

Education, outreach, and navigators

Output	Target
Clients helped through outreach	5,000 / year
Clients trained in PTOs	240 / year
PTO sessions	18 / year
Staff trained as Travel Ambassadors	300 / year
Travel Ambassador sessions	28 / year
Referrals to specialized transportation	400 / year
Navigator trainings for priority populations	80 / year
Organizations in navigator network	20 / year
Navigator satisfaction with program	80%+

PTO: Public Transit Orientation. Client and staff counts are unduplicated. Targets developed with PSRC.

In 2027–2031 we'll build on what's working

Mobility Coalitions

- Update Coalition Action Plan
- Volunteer Transportation Coordination Plan
- Medical Chaperone Pilot
- More in-person coalition meetings

Education and Outreach

- Measure our impact
- Expand our reach

Transportation Navigators

- Evaluate current cohorts
- Recruit new navigators
- Ongoing engagement with other peer to peer programs

Our vision: a coordinated transportation network that allows all people to move freely around King County and the Puget Sound region.

Thank you. Questions?

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