The Regional Alliance for Resilient and Equitable Transportation Workshop After Action Summary

Summary

This document will go over the workshop series in October 2016 and the results of the workshop feedback survey. The summary provides a summary of the attendees and big ideas learned from conversations, questions, and feedback.

Transportation Vulnerable Populations Planning Workshop Part 2

The Regional Alliance for Resilient and Equitable Transportation Workgroup held three workshops over the month of October 2016. The workshops were held in Snohomish, King, and Pierce Counties. The concept and focus of the workshop was around adverse weather preparedness. Emergency managers, human service agencies, and transportation providers all received an emergency response plan workbook.

Each workshop was a three hour event with a total of 64 participants over the three workshops where people could convene and discuss previous barriers and with the whole community concept. This was accomplished through power point presentations from Lawrence Eichhorn, Emergency Management and Security Advisor, local Emergency Managers, and small group discussions.

The primary purpose for the workshop was to better prepare transportation providers within Pierce, King, and Snohomish Counties. Each attendee was given an emergency response workbook to use to follow along with the presentation by Lawrence Eichhorn. The workbook and presentation covered: essential functions and services; continuity of operations; communication tools and processes; vital information and back-up procedures; go-kits; emergency payment and financing; facility preparations; staff training; local emergency services and responders; and inventory procedures. At each workshop, a local emergency manager presented attendees with local resources and on personal preparedness; Randy Fay in Snohomish, Neil Crosier in King County, and Nicole Johnson in Pierce County. The Take Winter by Storm website was a highlighted resource as it is a regional, up-to-date resource. Each county also shared their alert system and the links

After this workshop, I am better prepared to provide service in an emergency.

Strongly Agree
Agree
Somewhat Agree
Neutral

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<th>31%</th>
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Strongly Agree
Agree
Somewhat Agree
Neutral
Attendees were asked what resources would be most helpful to them and a common theme that emerged across all three workshops was where they can find up-to-date weather information. Each county presented their own local resources as well as the Take Winter by Storm weather tracking.

Critical to the success of the workshop is developing and maintaining a positive relationship with emergency managers, human service agencies, and transportation providers in Pierce, King, and Snohomish County’s. We were able to accomplish our primary mission of actively engaging emergency managers, human service agencies, and transportation providers in a setting to discuss barriers related to adverse weather and ideas on how to potentially overcome them. We had more than 60 people participate in our workshop and created interest in the project as a whole.

Big Ideas Learned

- We learned there is a strong desire for continued networking opportunities and community relationship building with other local providers, coalition members, and local emergency managers. Along with this, attendees also mentioned the need for regular problem solving workshops, mock exercises, and drills with this community. Attendees really seemed to appreciate the chance to meet and interact with local resources and coalitions. It was mentioned that they were unaware these types of workgroups and coalitions exist and showed a strong interest in becoming involved. We also learned there is a need for staff training. It was mentioned that the workshop was helpful but now they need assistance training their boots on the ground employees, including personal preparedness and ICS. Specifically, ICS type classes for the boots on the ground employees who are not a part of the command system but are expected to perform under its direction.
- There was a strong request in the workshop surveys for a refresher course on ADA requirements and culturally sensitive ways to communicate with access and functional needs clients.
- Throughout the workshops, the question of where up-to-date information can be found was a reoccurring theme. Many transportation providers said that it’s not that they don’t want to help out and serve in an emergency, it’s that they don’t know how to or aren’t allowed to. A great example of this was demonstrated between a transportation provider and a Harborview Medical Center representative. It was mentioned that during adverse weather, Harborview loses their transportation by bus due to the inability of the busses to make it up the icy hill. A local transportation provider spoke up and suggested coordination with local providers who have vans. While the busses cannot make it, the vans can and the providers can assist.
After the adverse preparedness workshops held in October, we asked participants to complete a survey composed of seven questions. Our goal with this survey was to gauge the increase in preparedness felt by transportation providers. The first question was “Overall, how satisfied are you with this event?” The options for Question 1 were: very satisfied; satisfied; somewhat satisfied; neither satisfied nor dissatisfied; or somewhat dissatisfied. 60% of participants were very satisfied; 33% were satisfied; 5% were somewhat satisfied; and 3% were neither satisfied nor dissatisfied.

The second question was “How comfortable did you feel asking questions?” The options for Question 2 were: extremely comfortable; quite comfortable; moderately comfortable; slightly comfortable; and not at all comfortable. We decided to ask this question after speaking at the Hopelink Partners Meeting and learning that sometime the transportation providers are too shy or lack confidence to speak up. To combat this, during the workshop we had small discussion groups throughout where questions could be asked and then reported out to the group as a whole. With this model, 100% of participants answered the survey felt some level of comfort asking questions. To break it down, 53% of participants felt extremely comfortable; 35% felt quite comfortable; 8% were moderately comfortable; and 5% were slightly comfortable.
The remaining questions provided workgroup members information about the transportation providers. We filtered responses down to results from transportation providers to find out if they felt better prepared to serve in an emergency. This question asked, “After this workshop, I feel better prepared to provide service in an emergency.” The options included: strongly agree; agree; somewhat agree; neutral; somewhat disagree; and disagree. The survey showed 21% of participants strongly agreed; 58% agreed; 16% somewhat agreed; and 5% were neutral. Overall, 95% of transportation providers felt better prepared to some degree.

The following question asked, “What counties do you provide service in? (check all that apply).” The response options included: Snohomish; King; Pierce; and Other. We had a lower attendance from Pierce county providers but a higher than expected attendance from transportation providers who serve other areas. These other areas include: Thurston, Yakima, Kitsap, Clallam, Jefferson, Mason, Grays Harbor, Lewis, Pacific, Benton, Franklin, Whatcom, San Juan, Skagit, and Island County. Overall, there were 10 attendees who serve Snohomish County; 11 who serve King County; 4 who serve Pierce County; and 7 who serve other areas.
The final question we asked all attendees was “What organization/company do you represent?” The options for this question included: Transportation Service Provider; Community Based Organization; Emergency Management and Preparedness; or Other. Our two highest levels of attendance came from Transportation Service Providers and those who chose the “Other” option. Attendees who chose the “Other” option included those representing healthcare insurance companies, CERT, American Red Cross, non-profits, mobility management, Medicaid brokers, State Independence Living Council, Tribal Council, hospitals, and local DOT. This diverse range of attendees allowed for conversations to come from multiple points of view. Overall, there were 19 Transportation Service Providers; 7 Community Based Organizations; 9 individuals from Emergency Management and Preparedness; and 11 individuals from “Other” organizations.