

MEETING NOTES

September 26th 2016

Harborview Medical Center

Participants: Caitlin Wasley (World Relief Seattle), Gaby Bell (Harborview Medical Center), Penny Lara (King County Metro), Sagar Ramachandra (Hopelink), and Tanya Atkinson (Alliance of People with disAbilities)

Staff: Staci Haber

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 2:00pm. All attendees provided introductions.

Announcements:

- The Redmond LOOP officially launched on September 12th. More information can be found at www.redmond.gov/loop;
- Sound Transit's Angle Lake Station will be opening on September 24th;
- The King County Accessible Travel Map is nearly finalized and should be available for distribution by October.

Gaby Bell (Harborview Medical Center) led a tour of the Transportation Resource Center with the participants. For committee members who were unable to attend the meeting, Gaby reiterated that coalition members are welcome to contact her to arrange a tour anytime.

DISCUSSION: SUBCOMMITTEE PRIORITIES AND INITIATIVES

The purpose of this discussion was to prioritize upcoming efforts by this subcommittee, primarily based on the Ease/Impact Map developed at the August 12th subcommittee meeting. Staci went through the ideas presented at the last meeting. Other attendees emphasized several top needs, including agency (e.g. King County Metro, Sound Transit, etc.) representation at community events and staff training at facilities to learn about travel information.

With regards to the development of resources, the orange "communication cards", for individuals who do not speak English, continued to come up as an important initiative for this subcommittee to prioritize. These cards are filled out by someone who speaks English and then used when boarding the bus to inform the driver of when the rider needs to get off. Bus drivers should recognize the purpose of these cards and contact a supervisor if they're unable to have the rider depart the bus when the card indicates they should. One idea for the subcommittee is to pilot this resource at a targeted facility to obtain feedback on its functionality and promotion of independence. Caitlin Wasley (World Relief Seattle) works at a resettlement agency and previously saw resistance when attempting to distribute these cards and does not pass them out

anymore. Caitlin was unaware the drivers were trained at recognizing the cards and following proper protocol if the rider does not respond to the driver. There is a perception these cards *do not* promote independence since you must rely on someone who speaks English to fill out the card and the driver to assist you. However, Gaby Bell pointed out these cards were targeted to older adults as an opportunity for their children to feel better letting them ride the bus independently if they had this minor level of assistance. These cards were also intended to be a teaching tool for travel instruction, but it's unclear if this resource is still being used. Apart from riders who do not speak English, other colored cards may also help other riders with communication barriers such as a speech difficulty (the "pink" card). There are also separate tools for riders who are blind or deaf/blind, but Gaby pointed out the cards are also not used often and instead a "bus ID kit" is preferred. Penny Lara (King County Metro) will follow up on whether drivers are still trained to identify these different types of cards. Gaby Bell will also send the text on the "speech difficulty" card, or pink card, for members to review. Caitlin Wasley will also report back on whether the orange cards may indeed be helpful for some of her clients.

Tanya Atkinson (Alliance of People with disAbilities) asked about the different levels of paratransit, as she previously had difficulty transferring from an Access bus. Gaby Bell acknowledged there are different levels of service, but the conversation proved the intricacies of the service may be difficult for some populations to comprehend. Gaby Bell believes Access' Ride Guide brochure is only available in English (UPDATE: King County Metro sends a Ride Guide to all clients who receive an eligibility letter which includes a logo on the lower right hand corner that says "Interpreter" and lists the phone number to call. It also has ten languages listed in small print). The Eligibility Letter is also only available in English. Gaby Bell believed King County Metro's Accessible Services should have the demographics of eligible clients and be able to send the eligibility letter in the appropriate language if the client is considered limited English proficient. At the very least, a sticker could be added to the letter to say clients can call a number for other languages. Gaby Bell will follow up on the protocol for clients who speak another language.

Penny Lara questioned whether the Ride Guide could be available online, or in an audio or video version that may be translated in other languages. This resource may be similar to King County Mobility Coalition's *How to Ride a Bus* series. These videos, which are available in 13 different languages, were developed several years ago and would need a minor update. The subcommittee may choose to update the videos and/or create a new video specifically about Access paratransit. As a next step, Staci will follow up to determine who originally paid to develop these videos.

Tanya asked Caitlin if World Relief translates key transportation materials for their clients. Caitlin said World Relief does not have the resources to undergo translations. Penny offered to serve as the liaison for King County Metro translated materials and will follow up with Sound Transit on an appropriate contact for translations. Staci also handed out paper versions of the *How to Ride the Bus* videos that are also available in other languages with pictures. Members didn't feel this resource was used frequently but Caitlin offered to pass them out if someone else was able to print them. Penny offered to have King County Metro print copies and send to Caitlin for distribution. Staci will send Penny all the files for this resource in case Penny receives other requests.

Given the interest in King County Metro's Accessible Services resources and protocols, Staci will reach out to have them host the next Education & Outreach meeting as an opportunity to tour their call center.

As for more immediate concerns with this subcommittee, Staci brought up an issue discovered by Andes Kong, from the Chinese Information and Service Center and an alternate on the King County Mobility Coalition. Though Andes was unable to attend the meeting, she e-mailed Staci about an error in the Chinese translation at the ORCA card machine at the Sound Transit stations. Penny will follow up on this discrepancy. Andes also had several questions about the Seattle Streetcar since the schedule is not available on Google Transit or other common routing apps. Penny will also look into these inquiries but it's important to recognize that others might have similar questions and the information should be readily available online and/or in a brochure. This subcommittee may decide to serve as a resource hub for similar questions and uncovering ways for information to be presented and accessible to the public and the coalition partners.

DISCUSSION: SUBCOMMITTEE LOGISTICS

There was not sufficient time to discuss all the subcommittee logistics. Though based on the existing KCMC calendar for meetings, Staci recommended this committee meet every other month (starting in October) during the 2nd or 3rd week. Staci will send out a doodle poll for the next meeting but hopes we can determine a recurring schedule for all future meetings.

OTHER ANNOUNCEMENTS

Staci announced the King County Mobility Coalition will be participating in PROVAIL's *Inclucity* event on October 20th. This event brings together local organizations and companies to discuss how we can build a more inclusive Puget Sound. The KCMC booth will highlight current resources and information on transportation accessibility, including the King County Accessible Travel Map. Staci is encouraging committee members to send her ideas for the booth and solicit participation on the day of the event. Penny will follow up to see if King County Metro will also have a booth at the event.

Sagar Ramachandra (Hopelink) drafted an online needs assessment survey to better understand the resources currently available to front line staff at King County facilities serving special needs populations. The survey will be targeted in Redmond and Tukwila as part of Hopelink's Transportation Demand Management contracts, but a similar survey could be distributed throughout King County as an opportunity for the subcommittee to learn what other resources and trainings should be developed to strengthen transportation knowledge at human service agencies. Sagar will send a link of the draft survey to subcommittee members to review and provide feedback. Penny Lara said she'd be able to forward the survey to public health for their clinics to disseminate. In fact, Penny is looking into developing transportation tip sheets for these clinics as a visual for non-English speakers, similar to the maps developed for Sea Mar Clinic and Harborview. Staci will send the committee the Harborview tip sheet. Gaby

acknowledged Buffy Collier from Harborview, who assisted in the development of the previous maps, could be a resource for Penny as she develops the Public Health clinic maps.

The meeting ran slightly over so we were unable to discuss priorities for future field trip opportunities. This discussion will be tabled until the next meeting. Based on the current list of ideas, Caitlin added Pierce Transit as a location given how often clients need to use transit services in Pierce County.

ACTION ITEMS

- *Committee members* will recruit for new members and identify who's missing from the contact list;
- *Committee members* will send Staci ideas for the KCMC booth at Inclucity;
- *Caitlin Wasley* will report back on whether her clients use the orange communication cards;
- *Sagar Ramachandra* will send a link to the draft needs assessment survey for feedback;
- *Gaby Bell* will send the "pink card" text for committee members to review;
- *Gaby Bell* will ask King County Metro's Accessible Services about their protocol for communicating with LEP clients;
- *Penny Lara* will determine if/how King County Metro bus drivers receive training on the communication cards;
- *Penny Lara* will find the Sound Transit contact for requesting translations;
- *Penny Lara* will determine if King County Metro has a booth at Inclucity;
- *Staff* will reach out to Cindy Zwart (Sound Generations) to determine who originally paid for the KCMC videos;
- *Staff* will send Penny Lara all the "Community Brochures" files for Penny to print and send to Caitlin;
- *Staff* will contact King County Metro about hosting the next meeting and touring the call center; and
- *Staff* will send the Harborview Transportation Tips resource.

NEXT MEETING

TBD

EDUCATION AND OUTREACH CONTACT

Staci Haber, staff
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