

INCLUSIVE PLANNING GRANT OVERVIEW

June 2018 to January 2019

ABSTRACT

This document provides an overview of the outreach efforts of the KCMC Inclusive Planning Steering Committee during the seven-month grant cycle.

King County
MOBILITYCOALITION

Table of Contents

Inclusive Planning Grant Executive Summary	4
Summary of Mobility for All Summit Findings.....	5
<i>Background</i>	<i>5</i>
<i>Event Overview</i>	<i>5</i>
<i>Promotion.....</i>	<i>6</i>
<i>Support.....</i>	<i>6</i>
<i>Course of the Event</i>	<i>6</i>
<i>Accessibility Accommodations</i>	<i>7</i>
<i>Evaluation</i>	<i>8</i>
Summary of Transportation Survey Findings	9
<i>Background</i>	<i>9</i>
<i>Demographics</i>	<i>9</i>
<i>Questions About Technology.....</i>	<i>11</i>
<i>Responses from Non-Participants</i>	<i>14</i>
<i>Combined Responses from Participants (Older Adults, People with Disabilities, and Caregivers)</i>	<i>15</i>
Listening Session Overview	17
Listening Session with the Snoqualmie Valley Transportation Coalition Report	19
<i>Background</i>	<i>19</i>
<i>Discussion</i>	<i>19</i>
Listening Session with Hero House Report.....	21
<i>Background</i>	<i>21</i>
<i>Discussion</i>	<i>21</i>
Listening Session with Compass Housing Alliance Report	23
<i>Background</i>	<i>23</i>
<i>Discussion</i>	<i>23</i>
Listening Session with Casa Latina Report	25

<i>Background</i>	<i>25</i>
<i>Discussion</i>	<i>25</i>
Appendix 1	27
<i>Challenges Identified.....</i>	<i>27</i>
<i>Solutions Identified.....</i>	<i>31</i>
Appendix 2	34
<i>Action Plan.....</i>	<i>34</i>
Appendix 3	38
<i>Lessons Learned.....</i>	<i>38</i>
Appendix 4	41
<i>Mobility For All Transportation Summit – October 23rd, 2018</i>	<i>41</i>
<i>Mobility For All Transportation Summit – November 3rd, 2018.....</i>	<i>43</i>
Appendix 5.....	44
<i>Survey Question Summary</i>	<i>44</i>

Inclusive Planning Grant Executive Summary

In June 2018, our coalition was awarded a national grant by US Administration for Community Living to spend six months leveraging an inclusive planning process to evaluate how people find and secure transportation in our region. The goal of the grant is to demonstrate the value that inclusive planning processes bring to coordinated transportation efforts. Over the course of the grant cycle we conducted a survey, interviewed key stakeholders in the region, held two Mobility For All Summits styled after the World Café where individuals could share their experiences with transportation, and conducted four listening sessions with different organizations throughout King County. We believe the insights we have learned from this project will lead to improvements in the customer's experience of finding and securing transportation for older adults, people with disabilities, and caregivers.

In total, the outreach efforts of this grant reached over 580 individuals. Through these interactions staff support for the grant was able to identify 73 needs and 70 potential solutions to improving the front-end user experience of finding and securing transportation in the region. A full list of these needs and solutions can be found in Appendix 1. From the raw list of needs and solutions, the Inclusive Planning Steering Committee was able to create an action plan to improve access to public transportation in King County. This action plan can be found in Appendix 2. Projects of the action plan can be placed into the following five categories:

- *Trip Planning*: Improve the customer experience of finding and securing transportation in King County that best meets the customers' needs;
- *Inclusive Planning (Cultural Competency)*: Promote the inclusion of all individuals in the decision-making process, and work to ensure all people have equal access to resources;
- *Marketing and Collateral*: Improve the process by which local transportation agencies disseminate information and communicate with their customers;
- *Payment*: Make public transportation more accessible by simplifying the payment process and promoting affordable options; and
- *Built Environment*: Improve local infrastructure and bus environments to ensure getting around King County is easy for all individuals.

Staff support for the King County Mobility Coalition (KCMC) and Inclusive Planning Grant learned many valuable lessons about inclusive planning, as well as creating accessible spaces and materials. A document detailing these lessons learned can be found in Appendix 3.

If you have any questions regarding the contents of this overview, please feel free to reach out to the KCMC at mobility@hopelink.org or 425-943-6760.

Summary of Mobility for All Summit Findings

Background

In June of 2018, the King County Mobility Coalition (KCMC) received a grant from the Community Transportation Association of America (CTAA) to undertake an inclusive planning process to learn how older adults, people with disabilities, and caregivers find and secure transportation in King County, WA. As a part of this grant project, Hopelink and the KCMC hosted two Mobility For All Transportation Summits to engage in meaningful discussions with community members, transportation providers, and human service providers to discover common challenges to accessing transportation, as well as brainstorming potential solutions to these challenges.

These Summits were modeled after the World Café, a structured conversation process in which small groups of people (4-5) discuss a topic at several tables, with individuals switching tables every 20 minutes and continuing the conversation with a new group. After three rounds, a plenary “harvest” session takes place in which key ideas from each small group discussion are shared with the entire room. This process allows for the cross-pollination of ideas and leads to deep insights.



Event Overview

Two Mobility For All Transportation Summits were held. The first took place on Tuesday, October 23rd at New Holly Gathering Hall from 10 AM to 3 PM. This event had a morning session and an afternoon session, with separate questions asked during each session. There was a second event held on Saturday, November 3rd at Crossroads Community Center from 1 PM to 4

PM. This event was held on a Saturday to capture individuals who were unable to attend the Tuesday event due to work. A Transportation Resource Fair accompanied this Saturday event to educate attendees what transportation options are available to them. Vendors at the fair included: ORCA LIFT, ORCA To-Go, First Transit, Hopelink Travel Programs, Transit Riders Union, UW Accessible Technologies, Metro Ride2, Metro Access, Sound Transit, and PSESD's Road to Independence Program.

Promotion

The Mobility For All Summits were promoted through many channels, including the KCMC newsletter, KCMC stakeholders and their networks, KCMC sub-coalition networks, City of Bellevue promotions, and social media posts. Staff from Hopelink did further outreach to organizations near each of the venues.

Support

Many Steering Committee members contributed the Summit events through participation in task force meetings, drafting event questions, printing flyers and day-of agendas, promoting the event, and finally being present day-of. The City of Bellevue was able to secure the November 3rd venue at no cost to Hopelink. They also supplied interpreter headsets. Starbucks donated coffee for both events. At the November 3rd event, volunteers from Hopelink's Travel Programs were available to assist with a transportation resource outreach table, as well as interpretation between English, Russian, and Chinese, if needed. And finally, Hopelink's Mobility Management team assisted with set-up, tear-down, participating in small group discussions, and more. Thank you to everyone involved!

Course of the Event

Round tables were set up around the room with four to five chairs at each table. Red and white checkered tablecloths, flower vases, and small unlit candles were placed at each table to give the room the feeling of being at a café. At a resource table, maps and informational brochures about transportation options were provided, and attendees were encouraged to record or take notes on their conversations throughout the day.

In total 134 people attended the events, 61 (46%) of whom were either an older adult, a person with a disability, or a caregiver. Participants were encouraged to share how they currently get around King County and what challenges or barriers they face to accessing transportation. After participants discussed challenges they faced



finding and securing transportation, they were asked to brainstorm potential solutions to those challenges. Main ideas from each group were shared with the entire room in a plenary session. Key findings from these events can be found in Appendix 4.

Some main challenges or barriers to accessing transportation included:

- Income/economic barriers prevent individuals from being able to afford transportation;
- There is a lack of awareness as to what resources are available to them; and
- Non-English speakers are unable to use what resources they can find because they are not translated into a language they can use.

Some main solutions to overcome these challenges included:

- Subsidize rideshare services to make them more affordable;
- Create a centralized transportation “point person” who can serve as a liaison between all transportation providers, as well as coordinate resource dissemination; and
- Ensure brochures, time tables, signage, and audio announcements are available in many languages.

[Accessibility Accommodations](#)

Many accessibility accommodations were offered to be as inclusive as possible. Communication Access Real-time Translation (CART captioning), a microphone, graphic recordings, and Chinese interpretation was available at both events. In addition, the November 3rd event had Russian interpretation, American Sign Language (ASL), and tactile interpretation available.

Evaluation

A feedback survey was conducted at the end of each event to evaluate the events and create a learning opportunity for future events. By and large attendees were very satisfied with the events. Over 90% indicated that they either agreed or strongly agreed that they were satisfied with the process, they felt comfortable participating, and that they felt like their voice mattered. In addition, 85% of participants liked (ranked 8/10 or better) the overall event, the questions asked, the amount of accessibility accommodations offered, and the relevance of the topic to current issues.

Although the evaluations indicated that the events were successful, there are several things that could be done to improve any future events, such as:

- Hold the event at a venue that is close to more transit routes;
- Hold the event at a venue with more parking;
- Ensure that venue restrooms are accessible;
- Increase event promotion efforts to people with disabilities, low-income individuals, and non-English speakers to allow for more diverse attendees;
- Reduce the amount of decorations on the table as it was hard to use the paper provided that was sitting under flower vases;
- Designate one table host for each table that does not change, and do a better job explaining the role of the table host;
- Have tables designated for attendees who arrive late, so they do not jump into the middle of a conversation with no idea of what is being discussed;
- Provide more breaks between discussion rounds; and

Include more time during the event to share-out current transportation resources that are available.

Summary of Transportation Survey Findings

Background

The purpose of this brief survey was to gather anonymous information on how individuals use transportation to get around King County. The responses provided will help to inform what, if any, recommendations for changes need to be made to improve the customer experience of finding and securing transportation. The survey was available to take both in person and online in seven languages: Chinese, English, Korean, Russian, Somali, Spanish, and Vietnamese.

Responses were collected over the course of three months, from September 17th to December 12th, 2018. In total, the KCMC received 409 responses. However, 40 of these responses had no answers filled in and were not counted. The KCMC received 369 completed surveys (n=369).

Demographics

The number of responses taken in each language can be seen in the table below:

Language	Raw Count	% of Total
Chinese	30	8%
English	308	83%
Korean	2	1%
Russian	2	1%
Somali	0	0%
Spanish	10	3%
Vietnamese	17	5%
Grand Total	369	100%

A breakdown of respondent employment status can be seen in the table below:

Employment Status	Raw Count	% of Total
Unemployed	63	17%
Employed Part-Time	50	14%
Employed Full-Time	51	14%
Retired	169	46%
Prefer Not to Say	36	10%

A breakdown of respondent Race/Ethnicity can be seen in the table below:

Race/Ethnicity	Raw Count	% of Total
American Indian/Alaskan Native	5	1%
Asian/Pacific Islander	97	26%
Black/African American	13	4%
Hispanic/Latino	25	7%
Multi-racial/ethnic	10	3%
Other	24	7%
White/Caucasian	174	47%
Prefer Not to Say	21	6%

Other key demographic information is summarized in the table below:

Other Demographics	Raw Count	% of Total
Older Adult (65+)	199	54%
Under 65	170	46%
Caregiver	48	13%
Person with Disabilities	112	30%
Veteran	17	5%
Experiencing Homelessness	8	2%

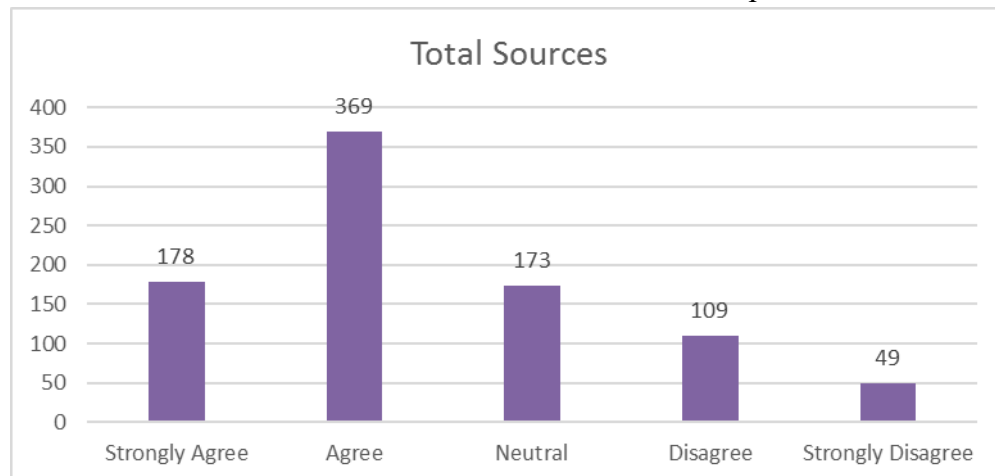
The target populations for the Inclusive Planning Grant were Older Adults (here defined as individuals age 65+), People with Disabilities (self-identified), and Caregivers (self-identified). These populations are referred to as “Participants.” Respondents referred to as “Non-Participants” did not indicate that they were either over the age of 65, had a disability, or were a caregiver. A breakdown of respondent Participant status can be seen in the table below:

Status	Raw Count	% of Total
Participant	271	73.4%
Non-Participant	98	26.6%

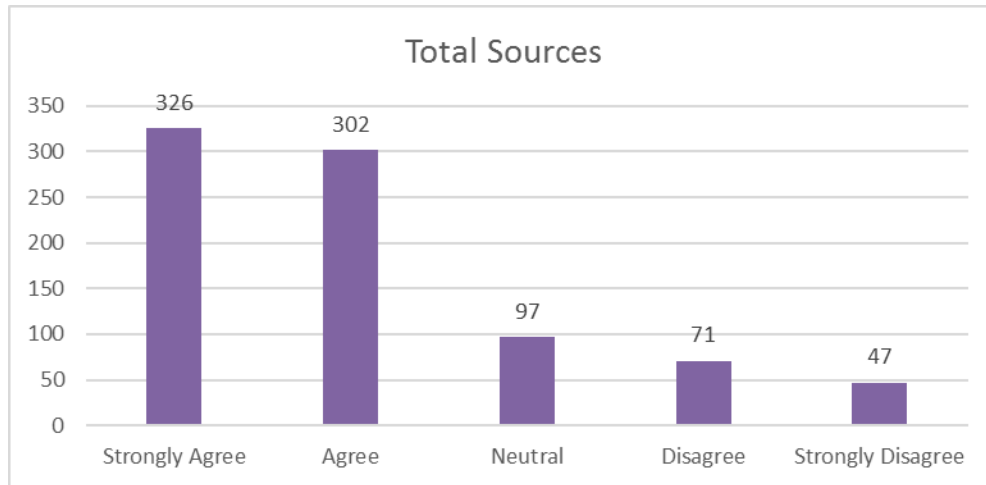
Questions About Technology

During the transportation survey the KCMC asked questions to gain a greater understanding about the role technology plays for people when they are attempting to find and secure transportation. A common theme arose that people who use fewer sources of information are less satisfied with their interactions with transportation and transportation providers. A breakdown of responses can be seen in the following three graphs. Each graph represents the total number of information sources respondents use based on how strongly they agree or disagree with each statement above the graph. (For example, for the statement, “I am satisfied with the amount of information I receive about transportation,” the total number of information sources respondents who “strongly agreed” used was 178, while the total number of information sources respondents who “strongly disagreed” used was only 49.)

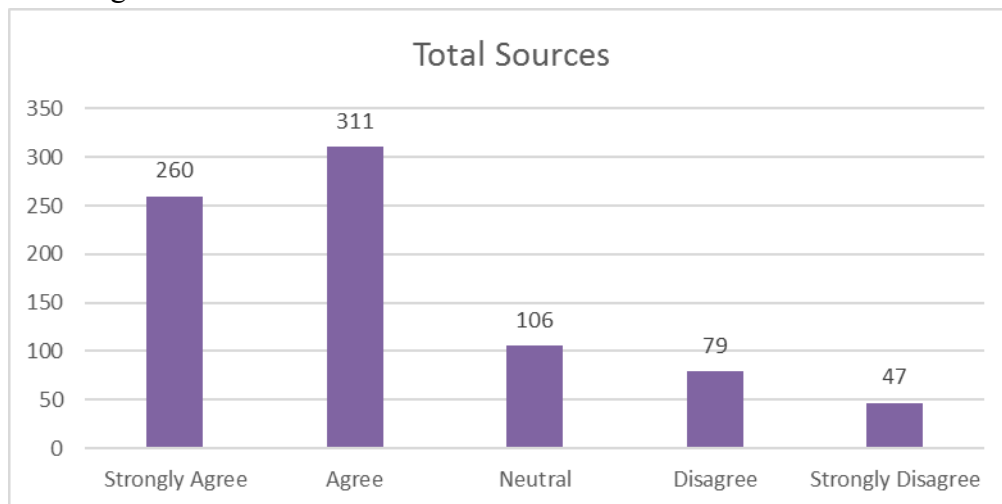
“I am satisfied with the amount of information I receive about transportation.”



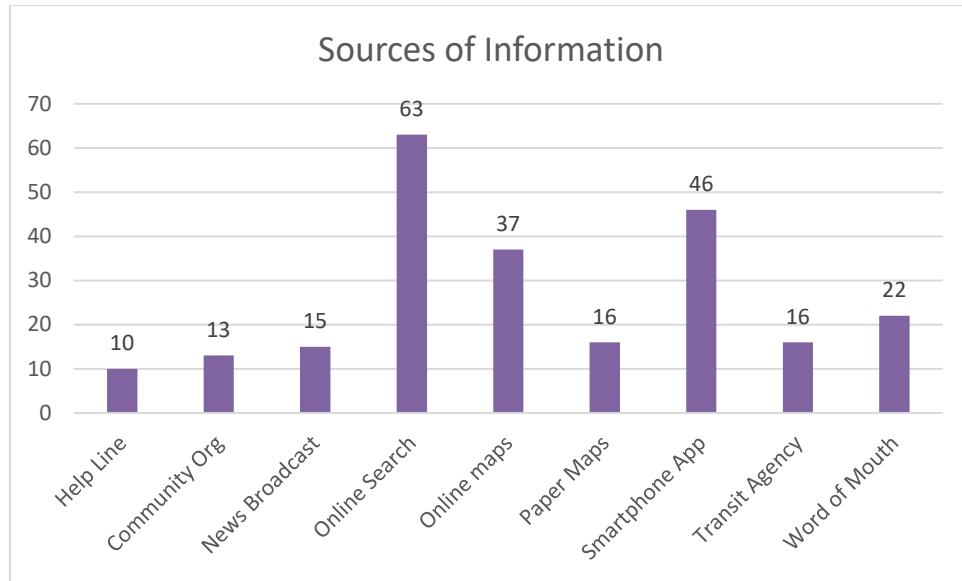
“I am comfortable using technology to find transportation options that will work for me/the people I am caring for.”



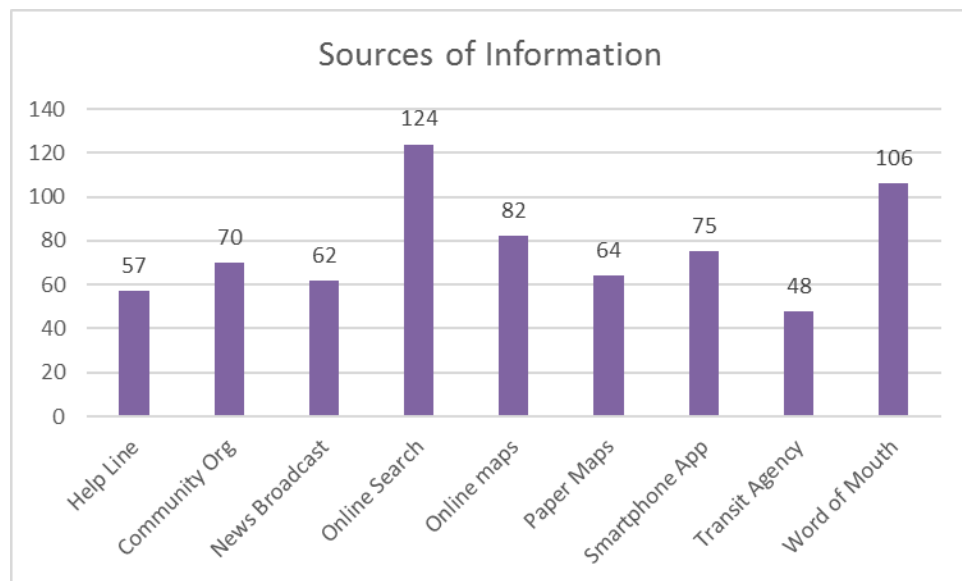
“I am comfortable using technology to schedule or book transportation that will work for me/the people I am caring for.”



Partners: Respondents who identified as NOT being a person with a disability, a caregiver, or an older adult (65+) reported using online searches, smartphone apps, and online maps the most when looking for information about transportation. The graph below shows a breakdown of their responses.



Participants: Respondents who identified as being a person with a disability, a caregiver, or an older adult (65+) reported using online searches, friends and family, and online maps the most when looking for information about transportation. The graph below shows a breakdown of their responses.



Responses from Non-Participants

In total there were 98 responses from Non-Participants (27% of all respondents). These individuals did not indicate that they were either over the age of 65, had a disability, or were a caregiver.

Modes of transportation: The most used modes of transportation for respondents were walking, public transit, and riding in cars (either alone or with a friend/family member). However, responses show that people would be interested in changing this behavior moving forward and using modes such as community transportation services, biking, and ridesharing services.

Mode of Transportation	Have Used		Interested in Using		Change	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% Change
Walking	78	80%	26	27%	-52	-67%
Biking	17	17%	29	30%	12	71%
Public Transit	69	70%	34	35%	-35	-51%
Taxi	8	8%	18	18%	10	125%
Rideshare (Uber, Lyft)	36	37%	27	28%	-9	-25%
Carpool	31	32%	25	26%	-6	-19%
Friend/Family drove	60	61%	17	17%	-43	-72%
Drove Alone	71	72%	19	19%	-52	-73%
Community Transportation Service	5	5%	21	21%	16	320%

Limitations for finding and securing rides: Common limitations that people face when attempting to find and secure transportation include a lack of public transportation near their origin or destination (42%; n=41), transit options do not run during times they are looking to use them (32%; n=31), and affordability (26%; n=25).

Current transportation situation: Nearly half of respondents indicated that they face difficulties accessing transportation (43%; n=40). The two main reasons respondents indicated for not using public transportation were not understanding how to use transportation (10%; n=9) and a lack of transportation options in their area (10%; n=9). Respondents also indicated that they “choose not to use [public transportation] for another reason” (15%; n=14). Reasons given by respondents who chose this last option include:

- Public buses sometimes miss their schedule;
- I must take 2+ transfers to get to work;
- Low frequencies and uncertainty of bus timings;
- No bus stops nearby;

- Fear of getting lost;
- Pedestrian environment and bus stops are unsafe; and
- Prefers the reliability of own vehicle.

Sources of information: Most respondents use online searches (64%; n=63), smartphone apps (47%; n=46), and online maps (38%; n=37) to access information about transportation.

Technology: One third of respondents indicated that they are not satisfied with the amount of information they receive about transportation options and are not comfortable using technology to find or schedule transportation (33%; n=29).

Combined Responses from Participants (Older Adults, People with Disabilities, and Caregivers)

In total, 271 unique respondents can be categorized as being an Older Adult, a Person with Disabilities, or a Caregiver (73% of all respondents). Responses from these demographics were not double counted. For this summation, Older Adults will be defined as individuals age 65+. In all other material for this grant we asked participants to self-identify if they were an Older Adult. In total, 199 respondents indicated that they were age 65 or older (54%).

Respondents were counted as having a disability if they chose to disclose that information and self-identify as a person with a disability. In total, 112 respondents indicated that they had a disability (30%). Of those who identified as being a person with a disability, 50 indicated that their disability prevents them from accessing public transportation (45% of PWD, and 13.5% of all respondents).

Respondents were counted as being a caregiver if they chose to disclose that information and self-identify as a caregiver. In total, 48 respondents indicated that they were a caregiver (13%). Employment status for caregivers can be seen in the table below:

Employment Status	Raw Count	% of Total
Employed Full-Time	7	15%
Employed Part-Time	12	25%
Retired	16	33%
Unemployed	13	27%

Modes of transportation: The most used modes of transportation for participants are walking, public transit, and riding in cars, either alone or with a friend/family member. However,

responses show that people would be interested in changing this behavior moving forward and use different modes such as biking, community transit services, and taxis or rideshare services.

Mode of Transportation	Have Used		Interested in Using		Change	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% Change
Walking	195	72%	63	23%	-132	-68%
Biking	24	9%	56	21%	32	133%
Public Transit	183	68%	98	36%	-85	-46%
Taxi	37	14%	50	18%	13	35%
Rideshare (Uber, Lyft)	51	19%	57	21%	6	12%
Carpool	61	23%	47	17%	-14	-23%
Friend/Family drove	166	61%	57	21%	-109	-66%
Drove Alone	147	54%	54	20%	-93	-63%
Community Transportation Service	38	14%	83	31%	45	118%

Limitations for finding and securing rides: The most common barriers participants face when accessing transportation include a lack of transit routes close to their origin or destination (28%; n=77), unsure of how to find efficient travel routes (27%; n=72), and unsure of the transportation options available to them (22%; n=60).

Current transportation situation: Nearly half of respondents indicated that they face difficulties accessing transportation (46%; n=123). The main reasons respondents indicated for not using public transportation were affordability (16%; n=43), a lack of transit options in their area (7%; n=19), and a physical disability (6%; n=17).

Sources of information: Nearly half of participant respondents use online search engines to find information about transportation (46%; n=124). Other common information sources include word of mouth (friends/family) (39%; n=106), online maps (30%; n=82), and smartphone apps (28%; n=75).

Technology: Over one third of respondents indicated that they are not satisfied with the amount of information they receive about transportation options and are not comfortable using technology to find and schedule transportation (37%; n=85).

A side-by-side summary comparison of all question responses from Participants and Non-Participants can be found in Appendix 5.

Listening Session Overview

The listening sessions allowed for a deeper understanding of the challenges faced by communities underrepresented in the transportation survey. Each community we met with had their own unique experiences and challenges with using public transportation. Their stories reflected the diversity of King County and highlighted the need for a transportation system that is easier to understand, more accessible, and more responsive to the needs of its customers. There were some common challenges that arose in every listening session. These challenges include missed connections, reduced bus service after hours and on weekends, buses not staying on schedule, overcrowded buses, and unsafe pedestrian environments.



The listening session with the Snoqualmie Valley Transportation Coalition (SVTC) had a different format than the rest of the sessions. Staff support asked attendees of the SVTC meeting to reflect on the question, “what is at least one idea I have to ensure all people can find and secure transportation in Snoqualmie Valley,” and share out with the group. The remaining three listening sessions followed a more discussion-based format where participants were asked a series of questions around challenges they face with finding and securing transportation. The questions asked were:

- Tell me about your transportation needs. How do you currently get around? What modes of transportation have you used in the last 3 months?
- What modes of transportation would you be interested in using?
- What challenges do you have in terms of transportation?
 - Are there specific times of day or the week that are especially hard?
 - Transportation between important origins and destinations?
 - Transportation that accommodates disabilities, kids, seniors?

- What limitations do you see or experience in finding and securing a ride?
- What are some challenges you've faced when finding transportation to get around?
Challenges when trip planning or booking your transportation?
- Do you currently use technology to find your way around? Have you ever used technology to plan your trip? What tools did you use?
- What is one thing we could do to guarantee success for people to find and secure rides?

Listening Session with the Snoqualmie Valley Transportation Coalition Report

Background

On November 29th, 2018, staff support for the Inclusive Planning Grant conducted a listening session with transportation providers, human service providers, and city representatives in Snoqualmie Valley, a rural region of King County. These participants were able to speak on behalf of the residents of the Valley. The purpose of this listening session was to gather recommendations for ways to improve the front-end user experience of finding and securing transportation in Snoqualmie Valley. The Snoqualmie Valley Transportation Coalition (SVTC) hosted this listening session during their 2nd Annual SVTC Workshop at the Sno-Valley Senior Center (4610 Stephens Ave, Carnation, WA).



Discussion

The session was highly interactive with an 1-2-4-All Activity. The group spent one-minute reflecting silently on the question, “What is at least one idea I have to ensure all people can find and secure transportation in Snoqualmie Valley?” After that, participants shared their idea with a partner, then in a group of four, and finally the groups shared out their ideas to all session attendees. Based off group discussion, below are ideas developed for Snoqualmie Valley:

- Information sharing, connectivity, and collaboration - we need one spot where people can get information about transportation across the board.
 - A single number that can be called and you can reliably get someone on the phone with transportation resources. We could use 2-1-1 as a starting point, but we need to ask if they have all the resources that they need. This is working well in Snohomish and is more supportive and updated. We could also advertise Hopelink’s personalized trip planning phone line (425-943-6760 x2).
 - Need for closer integration with Rideshare apps.
 - Ensure we have good internet coverage because this is a pre-cursor to connectivity.
 - A website with services that tells you how to get where you need to go and can help facilitate with scheduling/accessing the service.

- Inclement weather information sharing to ensure people know what options are available, particularly for people living in isolated areas.
- Branding and marketing of services – we need to be clear what services are available for all to use. Many people think certain services have eligibility requirements when they don't.
 - Share information through a public service campaign, especially to help access smaller communities.
 - Grassroots outreach efforts could include schools, the tribe, City Council, Kiwanis, rotary, casino, hospitals, Chamber of Commerce, visitor's centers, medical centers, VA, Fire Station Hubs, or other locations where people gather.
 - Advertising on buses that says something like "This is for you".
- Service changes and additions:
 - A light rail extension continuing through the I-90 corridor to North Bend
 - Hybrid between carpool and vanpool – this is a popular program but seems to be a lot of strings attached. Suggested fewer strings attached, easier for passengers to use and options to purchase vehicle after a certain period.
 - Free taxi service that addresses barriers of time and cost. For instance, on-call transportation available.
 - Subsidizing door-to-door services.
 - Subsidized Lyft/Uber.
 - Reliable services with clear access point.
- Connecting resources - make sure services are collaborating to create connected transit systems and shared resources for effective expansion and reliable funding.

Listening Session with Hero House Report

Background

On December 13th, 2018, staff support for the Inclusive Planning Grant conducted a listening session with members of HERO House, a non-profit that provides rehabilitation and employment programs to adults living with mental illness. These participants were able to provide firsthand accounts of the difficulties people with disabilities face with transportation in King County. The purpose of this listening session was to gather a list of transportation challenges and recommendations for ways to improve the front-end user experience of finding and securing transportation. HERO House Bellevue hosted this listening session after one of their community meetings at their Clubhouse (12838 SE 40 Pl, Bellevue, WA). In total, 14 HERO House members participated in the listening session.

Discussion

All participants were very active in the discussion and eager to share their experiences. Over half of the participants indicated that they rely on King County Metro for getting around. Others use services such as Metro Access, Sound Transit, Community Transit, and Hopelink Medicaid Transportation. In the future, participants would be interested in using ridesharing services (such as Uber or Lyft) to visit locations that are farther from bus lines, and Metro Access for non-medical trips that Hopelink Medicaid Transportation does not cover.



The participants were also willing to share personal accounts of the challenges they face with public transportation in the area. Many participants reported challenges with Metro bus drivers. Common stories included:

- Drivers not stopping to pick them up at night or when visibility at bus stops is reduced;
- New drivers not knowing the bus route;
- Drivers not assisting passengers secure their mobility devices;
- Drivers abruptly moving the bus before riders are seated and secure causing them to fall and injure themselves; and

- Other general rude driver behavior that disincentivized participants from using public transportation.

Other common challenges included missed connections, reduced service after hours and on weekends, buses not staying on schedule, overcrowded buses, unsafe pedestrian environments, and no-show rides.

Participants also discussed challenges they face with technology. Common issues include:

- OneBusAway app not providing real-time or updated information;
- Bus lift/ramp not working;
- Destinations not listed on GPS/Google Maps which causes drivers to drop-off at the wrong location;
- Too many websites to check for travel information; and
- Long wait-times when calling in to a help line or travel brokerage.

The last question posed to the group was, “What is one thing we could do to guarantee success for people to find and secure rides?” Participants offered many ideas, including:

- Provide interpreters of translations to ensure buses are language accessible for all;
- Consistent driver training so all drivers recognize when to deploy the bus lift/ramp, know the route they are driving, and are sensitive to the unique needs of riders with disabilities;
- More routes to health care providers and other important places that people frequent;
- Temporary Metro Access eligibility;
- Uber/Lyft vouchers;
- Increased after hours and weekend service;
- Expand bus time schedule to include all stops, not just select stops; and
- Create a website that has information for all transportation providers in the region.

Listening Session with Compass Housing Alliance Report

Background

On December 18th, 2018, staff support for the Inclusive Planning Grant conducted a listening session with residents of Compass Housing Alliance's (CHA) shelter program at First Presbyterian, a non-profit that provides shelter and case management services for individuals experiencing homelessness. These participants were able to provide firsthand accounts of the difficulties low-income residents face with transportation in King County. The purpose of this listening session was to gather a list of transportation challenges and recommendations for ways to improve the front-end user experience of finding and securing transportation. CHA at First Presbyterian hosted this listening session (715 Spring St, Seattle, WA). In total, 15 CHA residents participated in the session.

Discussion

Participants engaged in a very lively discussion about their experiences with transportation in the region. All participants shared that their primary modes of transportation are King County Metro buses and walking. A few individuals also listed using WSDOT Ferries and Sound Transit LINK Light Rail. In the future, participants would be interested in using ridesharing services (such as Uber or Lyft) and bike share programs but noted that affordability is a major barrier for accessing these services.

The participants were also willing to share personal accounts of the challenges they face with public transportation in the area. Nearly all participants shared challenges with affordability and Fare Enforcement Officers, specifically:

- There is a disconnect between drivers and Fare Enforcement. Drivers will tell participants that they will give them a free ride, but drivers do not have the authority to make that decision. Riders in this situation are still penalized by fare enforcement;
- Fare Enforcement has been too aggressive and them carrying tasers is threatening;
- Consequences for fare violations are too harsh;
- There is frustration that the free ride zone downtown was cancelled;
- Transportation is too expensive, and participants don't have enough money to pay fares; and
- ORCA card balances are lost if the card is lost.

Participants also mentioned challenges surrounding interpersonal interactions both with service providers and other riders. Many individuals spoke of feeling shame or judgement when asking for help securing or paying for transportation. One participant shared that it is degrading for her to reach out for help only to be met with aloofness.

Other common challenges included poorly timed connections, reduced bus service after hours and on weekends, overcrowded buses, and long-distance trips (having to transfer to new transportation providers).

Participants shared that they do not have challenges navigating trip planning technology. However, accessing the technology is a major barrier – only four participants had smartphones. The main challenge with using technology to find and secure transportation is simply gaining access to a smartphone or computer.

The last question posed to the group was, “What is one thing we could do to guarantee success for people to find and secure rides?” There was consensus amongst participants that free transportation would lead to the greatest improvement of the front-end user experience. Nuances on this broad idea include:

- Reinstating a free ride zone downtown;
- Allow individuals with yellow “Homeless” cards to ride public transportation for free;
- Have all public transportation be free for everyone;
- Distribute more preloaded ORCA cards and/or free-ride tickets;
- Give individuals free smartphones to help with trip planning; and
- Reduce penalties for fare violations (i.e., community service instead of fines and imprisonment).

A few participants also offered the suggestion that all transportation agencies in the region should accept ORCA card payment, including rideshare and bike share services. Other recommendations include improved bus connections, increased transfer window, increased compassion for low-income individuals, and simplifying the process to getting a replacement ORCA card.

Listening Session with Casa Latina Report

Background

On February 7th, 2019, staff support for the Inclusive Planning Grant conducted a listening session with members of Casa Latina, a non-profit that works to empower low-wage Latino immigrants to move from economic insecurity to economic prosperity. These participants were able to provide firsthand accounts of the difficulties individuals with limited English proficiency (LEP) face with transportation in King County. An Inclusive Planning Steering Committee member who is bilingual assisted in the facilitation of this session. The conversation occurred in Spanish and was later transcribed into English for the purposes of sharing the insights gathered with non-bilingual parties. The purpose of this listening session was to gather a list of transportation challenges and recommendations for ways to improve the front-end user experience of finding and securing transportation. Casa Latina hosted this listening session early, before one of their own community meetings at their facility (317 17th Ave S, Seattle, WA). In total, 11 Casa Latina members participated in the listening session.

Discussion

Some participants were more engaged than others, but there was consensus amongst the group for all the information shared. Participants indicated that they rely on a combination of King County Metro Buses and Sound Transit train services for getting around. A common challenge for participants was reduced early morning/late evening and weekend service hours. It was also mentioned that there is a lack of information when there is a revision to a service route. Many people told stories of waiting for a bus and having someone come up to them a while later and inform them that the bus no longer serviced that stop.

The participants were also willing to share personal accounts of the challenges they face with public transportation in the area. Many participants reported challenges with King County Metro bus environments. Common stories included:

- Other riders smoking and using drugs on buses;
- Angry drivers in the face of stressors (i.e., riders struggling to secure bikes, riders asking drivers questions, and running behind schedule) that disincentivizes participants from using public transportation;
- Violence on buses exhibited by other riders; and
- Lack of rider behavior policing on buses (i.e., controlling violence and drug use).

Other common challenges included missed connections, reduced service after hours and on weekends, buses not staying on schedule, and a lack of bus schedules on buses.

Participants also discussed challenges they face with technology. A common issue raised was that older adults do not have/use smart phones. This prevents older adults from accessing many trip planning tools, such as OneBusAway and Metro's Trip Planner app. Another participant

shared that they are not able to use a telephone with ease. Instead they memorize bus schedules and plan their day around them. Because of this, the participant noted that they experience extra difficulties when buses are delayed.

The last question posed to the group would have been, “What is one thing we could do to guarantee success for people to find and secure rides?” Unfortunately, time did not allow for participants to answer this question. However, some ideas for solutions arose in the earlier part of the discussion. Ideas offered include:

- Heavier policing of rider behavior;
- Extend the network for train services;
- More paper bus schedules available on buses;
- A phone number that can be contacted that will provide up-to-date bus route times, noting any delays; and
- Educate people to use and navigate smart phone apps.

Appendix 1

Challenges Identified

Full list of needs and challenges:

- Improvements to the pedestrian environment needed for improved safety and way finding
- Ill kept and ill lit bus stops lead to bus drivers not stopping to pick up waiting passengers
- Concerns about pedestrian safety to/from bus stop (first mile, last mile) disincentivizes public transportation use.
- Current transportation system is not easily navigable for all individuals (i.e., individuals with special mobility or communication needs, signage is not clear)
- Spaces are not inviting (i.e., unkept bus stops, lack of space to sit a bus stops)
- Eligibility for specialized programs is too restrictive
- Standard practices/terminology for translations, or a way to identify instances where translation is hard for some reason
- Use more infographics and fewer words when creating ORCA handouts
- Language barriers prevent resources from being accessed by all communities in our diverse county
- Standard practices for when to use words versus icons. What terminology resonates with people? What icons do? Mobility versus transportation versus bus. What does the community need?
- Staff of transportation and community organizations are not multi lingual and cannot serve whole community equitably
- Lack of awareness of resources among the community
- Lack of trust in public transportation's effectiveness
- Adult children need to be able to search and secure transportation options for parents
- It is overwhelming to learn about all the new services provided
- An assessment of the role of multigenerational living in finding and securing transportation
- Transportation providers are not coordinated across agencies
- No single point of contact for transportation information.



- A one-call/one-click system that is accessible for both mobile apps and online web browsers
- Case managers trained to help clients make phone calls to book transportation
- Home care agency facilities need to know how to help people get to appointments
- Staff at some community centers currently drive clients to appointments or events using personal vehicles
- Having to call for transportation in advance can be a barrier to accessing transportation
- Ambient noise on phone at brokerages prevents caller from hearing what operator is saying
- Long wait times for brokerage services
- Transportation from medical appointment if the client finishes early
- Not knowing if there is going to be seats available on the bus disincentivizes riders
- Age restrictions for kids/young adults to book their own ride
- Service windows are way to big; people sometimes end up unaccompanied for long period of time
- Drivers should make a bigger effort to inform riders when they have arrived; clients don't always know where to wait
- The initial client evaluation process for Metro Access is onerous, often this is a barrier for people who may be eligible from accessing the service
- Consider how to incorporate no shows and ride cancellation policies and notices into a potential one-call/one-click system
- Allow for real time communication and updates for door-to-door transportation services
- Similar websites (FTA-funded) are popping up around the country and there is limited evidence for their efficacy. Will need to use a different approach from other “one-call, one-click” platforms, and create one that is suited to the needs of our community.
- Scheduling transportation for repeated medical appointments
- Provide the option for medical staff to schedule rides on behalf of patients
- Determine ways to provide access to the potential one-call/one-click platform for communities with limited internet access
- For the potential one-call/one-click platform, older adults will need a voice-to-voice option if they do not use computers
- Be inclusive of as many languages as possible. Door-to-door transportation providers should provide interpreter and translation services as needed.
- Public transportation is too expensive and individuals experiencing homelessness cannot afford to access services
- Replacing an ORCA LIFT card is too complicated

- There is frustration that free ride zone downtown was cancelled
- Income/economic barriers prevent individuals from being able to access and afford transportation

- GoGoGrandparent is a good service, but is expensive
- SDOT's Trip Planner doesn't tell you where the closest bus stop is or if the stop is accessible
- RapidRide includes a button with lots of information, but it is difficult to find



- Difficulty finding the pole at the bus stop to know where to wait for boarding
- Google Maps does not show when there is a bus stop closure
- Bus congestion disincentivizes public transportation use
- Overcrowded buses are issues for older adults and PWD when young/able bodied riders do not move to let them sit down
- Bus lift/ramps not working
- OneBusAway not giving accurate and updated information
- Too many websites to go to for information
- Google Maps not showing correct address information
- Buses not running on schedule leads to missed connections
- Paper transfers are not accepted across transportation providers
- Bus drivers not giving a full transfer slip
- Poorly timed connections between bus transfers
- Shame felt when asking for help with transportation prevents low income individuals from accessing services
- Metro needs to integrate the ORCA reload locations into Google Maps
- Lack of availability of first/last mile connection options for end users
- Availability of covered bus shelters in inclement weather
- KCMC needs to work with Metro to implement ORCA 2.0 and see how inclusive planning tactics can be introduced to the project
- Future investments need to be more efficient to make transit better with limited funding
- Trip Planner app has accessibility issues for individuals with sight impairments

- Online schedules are not accessible for use with screen readers
- A recent update broke OneBusAway app capabilities, such as finding the nearest bus stop

Solutions Identified

Full list of solutions and recommendations:

- Ensure pedestrian environments are safe and accessible
- Add posters mounted on bus stop sign poles to advertise travel aids like One-Bus-Away and the Puget Sound Travel Planner
- Temporary Metro Access eligibility
- Create an in-between service for riders who do not qualify for Metro Access, but still have difficulty using normal fixed route services
- KCMC should request statements from transportation providers to determine how they can best serve individuals with temporary disabilities or short-term program eligibility for transportation services
- Ensure brochures, time tables, signage, and audio announcements are available in many languages sharing experiences and resources across communities
- Community education for resource sharing
- People living outside of the Seattle city center assume there are no resources available to them
- Information dissemination in rural areas is all done by word of mouth
- Human networks should be just as important as digital tools for finding and sharing information
- Should start a marketing campaign/outreach effort to raise awareness of transportation options in Snoqualmie Valley and who can use those services
- Change public's mindset to normalize riding public transit and have the public take pride in public vehicles
- Increase pro-public transit policies and funding
- Continue field trip series so partners and participants can continue to receive in-depth knowledge of new and existing programs and services
- Identify target populations and how to reach them
- For One-Call/One-Click: Identify distribution channels to train and educate medical providers, care coordinators, and community health workers on the use and importance of the platform.
- Consider the rollout plan for ongoing and sustained medical provider engagement
- For One-Call/One-Click: Provide direct education to communities (computer skills classes) to teach them how to use platform
- Community Navigator -- one number to call to help with trip planning and scheduling from any service provider
- Personalized trip planning tool

- Ensure good internet coverage so people can access online resources
- Clearly marked access points for pedestrian wayfinding
- Create one spot for all transportation provider information (i.e., website with both Metro and Sound Transit schedules)
- Increase feeder bus routes to reduce first mile/last mile challenges
- Create a centralized "point person" to serve as a liaison between all transportation providers
- Improve transportation technology (i.e., smart phone apps that are more accessible, same day rides, smart stops)
- Connected to your phone number or some other number. Am I talking to Bob? Profile for me and then a profile when you're with someone else (a different experience if you're with a caregiver, spouse, family, etc.)
- Create intake protocol to get maximum information, but educate people that they don't have to answer all the questions
- Develop a user case study of someone who is blind
- Metro Access sign-up should make it clearer that there is an option to receive phone calls when their driver has arrived
- Focus group testing of platform at medical facilities and/or senior centers
 - Have users test FindARide and generate information on what can be improved.
 - Develop prototypes to test certain functionality for the proposed site.
- Create a centralized registration platform wherein individuals sign up only one time, allowing for use of multiple services
- Develop a robust privacy policy and indicate where and how information is stored
 - Example provided was undocumented workers who are hesitant to share information that could be shared with government
- Create a scalable platform due to time and monetary constraints
- Offer text message capabilities for trip planning
- Offer a desktop and mobile application and allow for phone call and text-message capabilities



- Subsidized door-to-door service and ridesharing apps
- Uber/Lyft vouchers
- Distribute preloaded ORCA Lift cards so individuals experiencing homelessness can get more rides out of the cards
- Universal fare across all transportation agencies
- ORCA card should be accepted by all transportation agencies
- Reinstate free ride zone downtown
- Yellow "Homeless" card should allow individuals to ride for free
- Distribute more preloaded ORCA cards and/or free ride tickets
- Subsidized ridesharing services
- Broaden scope of ORCA cards to allow them to be used on all modes of transportation
- Should have textural wayfinding like in the light rail station. Use similar materials to know where to find the head of the bus zone
- Create walking maps and approximate walk times to get there
- Riders can sign up for alerts based on specific routes and will be notified on any alerts, big or small
- Translators and interpreters for trip planning tools
- Larger maps on bus schedules
- Free smartphones so individuals can access trip planning apps
- Create a more intuitive (user-friendly) online and mobile app trip planning service
- For a potential one-call/one-click platform
 - Easy to navigate
 - High contrast options for low vision users (black/white, white/black, blue/yellow)
 - Price estimates listed (or provides number to call)
 - Filters available (mode type, date, time, route)
 - The platform should serve as a place to learn about transportation options
 - The platform should serve as a place to navigate eligibility, transportation options, and trip planning resources
 - Allow the creation of customer profiles so a community navigator can better serve clients
- Work with Cities and look at the growth management plans to see if there's opportunities where we can make cities more walkable
- Get grants from city government to make cities more walkable
- Reach out to websites and think tanks to increase customer awareness of services and how to use them
- The best ways to get the "word out" for transportation news and updates: community email list serves, NFB, city offices, and social media

Appendix 2

Action Plan

COALITION VISION

A coordinated transportation network that allows all people to move freely around King County and the Puget Sound region.

INCLUSIVE PLANNING GRANT PROJECT'S MISSION

Improve the experience of finding and securing transportation in King County and the Puget Sound Region for people with disabilities, older adults, and caregivers.

STRATEGIES

Strategy 1. Trip Planning: Improve the customer experience of finding and securing transportation in King County that best meets the customers' needs.

Project 1.1 Develop a trip planning training curriculum to assist people in learning how to leverage technology tools to find and secure rides (e.g. King County Metro's Trip Planner, FindARide, AccessMap, Community Living Connections, Google Maps, etc.)

Project 1.2 Identify and support community transportation navigators, who can serve as liaisons between the transportation planning world and communities of need. They will work to ensure the needs of the community are met.

Project 1.3 Develop a one-call/one-click system, in close collaboration with regional transportation providers, that allows consumers to access a centralized system for

transportation information, finding transportation that will fit their unique needs, and scheduling rides.

Strategy 2. Inclusive Planning (Cultural Competency): Promote the inclusion of all individuals in the decision-making process, and work to ensure all people have equal access to resources.

Project 2.1 Conduct “English for Mobility” classes around the region for limited English proficiency (LEP) populations to ensure those individuals feel comfortable traveling in their community and have the vocabulary to do so safely and effectively.

Project 2.2 Create an Inclusive Planning Toolkit, a resource that contains best practices for engaging special needs populations in transportation planning, such as people with disabilities, limited English proficient populations, immigrants and refugees, older adults, and caregivers.

Project 2.3 Recruit diverse community representatives to serve on regional coalitions and transportation decision-making bodies.

Project 2.4 Organize and facilitate a series of trainings to educate stakeholders on best practices for inclusive planning.

Project 2.5 Host on-going listening sessions with community members around King County to gather feedback on how best to serve their transportation needs.

Strategy 3. Marketing and Collateral: Improve the process by which local transportation agencies disseminate information and communicate with their customers.

Project 3.1 Develop a broad and effective distribution plan to ensure the community is aware of new and changing public transportation developments.

Project 3.2 Produce a tool to share public transportation experiences, such as a message board or a social media account devoted to community sharing.

Project 3.3 Create specific outreach plans and campaigns that serve diverse communities in the King County region. Examples include geographic specific outreach and a campaign targeted at Case Managers.

Project 3.4 Partner with community organizations to train and incentivize their staff as part of the Travel Ambassador program to help clientele with trip planning and information dissemination.

Project 3.5 Advise King County Metro and other transportation providers to use culturally and linguistically accessible media, and to hire multilingual staff through targeted recruitment. These individuals will also promote public transportation in their communities.

Project 3.6 Advise regional transportation providers on accessible practices and translation options for marketing materials.

Strategy 4. Payment: Make public transportation more accessible by simplifying the payment process and promoting affordable options.

Project 4.1 Advise local transportation agencies to create more affordable options for low-income customers.

Project 4.2 Advise King County Metro to simplify the process of obtaining and replacing ORCA cards.

Project 4.3 Advise local transportation providers to work together to expand ORCA card capabilities and expand the number of companies who accept ORCA payments.

Project 4.4 Create a campaign to educate the public on consequences of fare violations, especially for immigrant communities.

Project 4.5 Assist King County Metro and Sound Transit in the development of an ORCA reload marketing campaign to educate people on where and how to reload their cards.

Strategy 5. Built Environment: Improve local infrastructure and bus environments to ensure getting around King County is easy for all individuals.

Project 5.1 Collaborate with all regional transportation providers and local city governments to improve accessible way-finding tools for the pedestrian environment, such as more funding to pilot audio guides on sidewalks to support pedestrian wayfinding for people who are blind or have vision loss.

Project 5.2 Create best practices standards for evaluating bus stop safety and inclusivity that will advise transit agencies and jurisdictions to address/fix the stops with low evaluation scores.

Project 5.3 Research and disseminate bus stop design best practices that are inclusive for all. Examples may include audible/visual amenities and multilingual features.

Project 5.4 Raise awareness of municipal processes for reporting damages and unsafe conditions to the built environment that need to be fixed (e.g. SDOT's Find It Fix It app).

Appendix 3

Lessons Learned

Inclusive Planning is a process in which both professional stakeholders and lay people are involved in the planning and development of programs designed to benefit the public. The idea is that users of a program have a say in its design, that way the program will be better suited to fit the actual needs of the community. This document contains the information that the King County Mobility Coalition has learned about inclusive planning and hosting accessible events or meetings. Additionally, the knowledge gained through this grant has helped inform internal operating procedures surrounding arranging for accessibility accommodations.

Transportation Survey

- Make sure the survey is easy to navigate online if using Survey Monkey. Check weekly that mechanics of the survey are still functional.
- Work with a person who has vision loss to ensure online surveys are compatible with screen readers.
- Some questions on Survey Monkey required a response and people could not skip it, but they could skip these questions in the paper format.
- The question asking respondents to identify their race or ethnicity should have had a fill in the blank option for “Other.” Some people put options that they didn’t feel accurately represented them (e.g.: “Indian”). There should also have been the option to select multiple ethnicities. Even though there was the ‘multi-racial/ethnic’ option, people often selected their ‘main ethnicity’ and wrote in or selected another ethnicity that they also identify with. Further, the only option for people of African descent or nationality was “Black/African American.” People from Africa, but who aren’t ‘African American’ likely feel like their only option doesn’t quite fit.
- Even though the question asking respondents to choose the answer choice that best represented their situation was structured as a single answer question, many people selected multiple answers. Because:
 - There wasn’t verbiage saying, “please select only one option,” and,
 - Oftentimes people felt that several answers applied to their situation at once
- The front page of the survey should have had this text in each language: “If you notice any incorrect language, or parts of the survey are not working correctly, please reach out to mobility@hopelink.org to report the issue.”
- Offer to drop off/pick-up surveys at locations to reduce any cost barriers to organizations willing to help collect survey responses.
- Respondents seemed unable to understand the first question of the survey – in the future make it clearer how to respond to this type of question.

- Do not create a paper survey in Braille. Individuals would not be able to respond, and the surveys would need to be filled out by someone else. Ask for an email address or business card and send an electric copy of the survey to the individual. This is preferred.

Steering Committee

- Outlook calendar invites are not always seen by all members, especially those using screen readers. When sending meeting requests, do so both as a regular email and as a calendar invite.
- Try to engage/request more responsibilities from members. Attendance at meetings lagged toward the end of the grant period and it could be that members lacked the feeling that their involvement is impactful.
- Confirm members with limited English proficiency (LEP) are attending a meeting before requesting interpretation services.
- When offering call in options, offer to reimburse individuals who may be using personal minutes to join the call.
- When communicating with committee members who are blind or have vision loss, be sure to follow up and make sure emails/documents are compatible with the screen reader they use. Work with the committee member to determine the best way to share information and documents.
- In meetings, when you give an item to someone with vision loss. Indicate where the item is in relation to their body. So, “the speakers were close to your left elbow,” or if it's in front of them, use the clock method to tell them where it is.



General Event Planning

- Keep in mind to review orders and make all changes 48 hours before an interpreter is finalized, because changes become harder to make. We reached out to HSDC to change the start time of our event less than 48 hours beforehand and experienced difficulties.
- When requesting ASL and Tactile interpretation be sure to explicitly state that both services are needed. Requesting ASL and Non-ASL interpretation is not correct.
- Reach out to a more diverse group of community centers sooner. Also, using community members/leaders from diverse groups could be a better way of connecting with them than cold calling/e-mailing.
- Make sure venues have accessible bathrooms, and that the doors to the restrooms can easily be opened. Also keep in mind the need for gender neutral bathrooms or baby changing facilities.

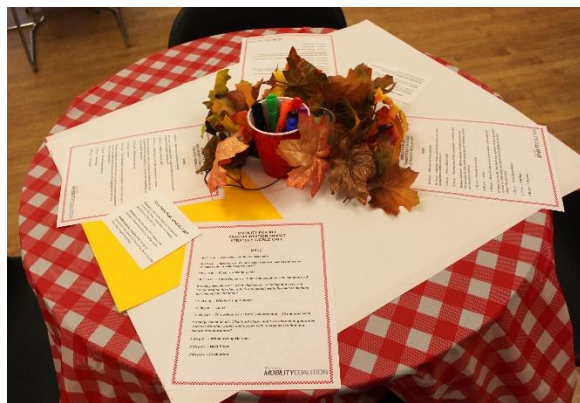
- Put up many venue signs, starting at nearby bus stops and ending at the entrance to the room the event is in.
- Make sure there is enough room between chairs that individuals using mobility devices can navigate easily.
- If possible, arrange for more than one interpreter for a language when there are going to be many LEP attendees.
- Offer to reimburse attendees for any child care or respite care costs incurred so that they could attend the event. Be sure to list the maximum amount that can be reimbursed per attendee.
- Audit the venue to see if the walking paths to and from the location are accessible.

Listening Sessions

- Participants seemed to have trouble understanding the difference between finding & securing transportation vs. using transportation. Try to make this distinction clearer.
- Include “older adult, person with a disability, and/or caregiver” identifier question on sign-in sheets.
- Make a greater effort to focus discussion to challenges finding and securing transportation. Conversation often got sidetracked to negative transportation experiences, but those don’t necessarily inhibit a participant from accessing transportation.

Mobility Summits

- Allow for more small group discussion time.
- Identify strategies to document more content of the small group discussions so insights do not get lost during the harvest sessions.
- Make World Café instructions and table host roles easier to understand and follow.
- Place fewer decorative items on the table. Many attendees noted having difficulty using the paper provided for notes due to the flower vase and candles.



Appendix 4

Mobility For All Transportation Summit – October 23rd, 2018

Attendees took time to discuss the following question in small groups: What challenges in finding and securing transportation for older adults, people with disabilities, and caregivers demand our immediate attention?

The groups then wrote down two to three key take-aways from their discussion and shared them with the whole room. Common themes from the exercise include:

1. Income/economic barriers prevent individuals from being able to afford transportation;
2. Resources need to be translated into many languages to serve all communities in our diverse county;
3. Staff of transportation and community organizations should be multi-lingual to better serve the community;
4. Transportation providers are not coordinated across agencies;
5. There is no system to check if needs are being met;
6. There is no single point of contact for transportation information;
7. Lack of awareness of resources among the community;
8. There are gaps in service (i.e., first mile-last mile, long wait times, lack of routes);
9. Current transportation system is not easily navigable for all individuals (i.e., individuals with special mobility or communication needs, signage is not clear);
10. There is a lack of trust in public transportation's effectiveness;
11. Spaces are not inviting (i.e., unkept bus stops, lack of space on bus for multiple mobility devices);
12. Eligibility for specialized programs is too restrictive; and
13. A lack of funding impedes transportation provider's ability to serve the community.

Attendees then took time to discuss a different question in small groups: What bold steps might we choose to guarantee success for older adults, people with disabilities, and caregivers to find and secure transportation?

The groups then wrote down two to three key take-aways from their discussion and shared them with the whole room. Common themes from the exercise include:

1. Subsidize rideshare services, such as Uber and Lyft, to make them more affordable;
2. Eliminate first mile/last mile challenge by increasing feeder bus routes in residential areas;
3. Eliminate first mile/last mile challenges by using self-driving shuttles;

4. Change the public's mindset to normalize riding public transportation and have the public take pride in public vehicles;
5. Create a centralized transportation "point person" who can serve as a liaison between all transportation providers, as well as coordinate resource dissemination;
6. Broaden the scope of ORCA cards (One Regional Card for All) to allow them to be used on all modes of alternative transportation;
7. Improve transportation technology (i.e., self-driving cars, smart phone apps that are more accessible, same day rides, smart stops);
8. Create carless city centers; and
9. Increase pro-public transit policies and funding.

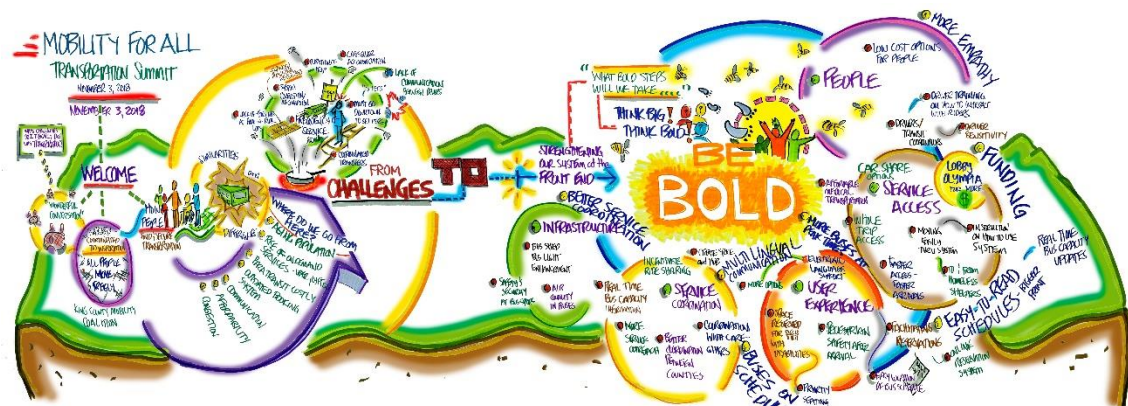


Mobility For All Transportation Summit – November 3rd, 2018

Attendees took time to discuss the following question in small groups: What bold steps might we choose to guarantee success for older adults, people with disabilities, and caregivers to find and secure transportation?

The groups then wrote down two to three key take-aways from their discussion and shared them with the whole room. Common themes from the exercise include:

1. Secure more long-term funding;
2. Lobby Olympia to propose a state tax that would increase funding for public transportation;
3. Create an “in-between” service for riders who do not qualify for Metro Access, but have difficulty using normal fixed-route services;
4. Provide a network of vehicles or transportation service specifically for caregivers;
5. Create a more intuitive (user friendly) online and mobile app trip planning service;
6. Ensure Pedestrian environments are safe (i.e., well maintained streets and sidewalks, adequate lighting, safe bus stops with shelters, adequate signage, accessible for individuals with disabilities/hearing & vision impairments);
7. Improve Metro Access (i.e., reduce pick-up windows, drop-off/pick-up areas are safe);
8. Provide mental illness first aid training for all bus drivers;
9. Improve the overall user experience of riding the bus by increasing security, expanding payment options, reducing fares, increasing service routes and run times, and improving priority seating for older adults, individuals with disabilities, vision and hearing impairments;
10. Create affordable cross-county transportation;
11. Incentivize rideshare companies to invest in a fleet of accessible vehicles; and
12. Ensure brochures, time tables, signage, and audio announcements are available in many languages.



Appendix 5

Survey Question Summary

Q1a&b: What modes of transportation have you used in the past 3 months? What modes of transportation would you be interested in using in the future?

Responses from Non-Participants:

Mode of Transportation	Have Used		Interested in Using		Change	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% Change
Walking	78	80%	26	27%	-52	-67%
Biking	17	17%	29	30%	12	71%
Public Transit	69	70%	34	35%	-35	-51%
Taxi	8	8%	18	18%	10	125%
Rideshare (Uber, Lyft)	36	37%	27	28%	-9	-25%
Carpool	31	32%	25	26%	-6	-19%
Friend/Family drove	60	61%	17	17%	-43	-72%
Drove Alone	71	72%	19	19%	-52	-73%
Community Transportation Service	5	5%	21	21%	16	320%

Responses from Participants (Older Adults, People with Disabilities, and Caregivers):

Mode of Transportation	Have Used		Interested in Using		Change	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% Change
Walking	195	72%	63	23%	-132	-68%
Biking	24	9%	56	21%	32	133%
Public Transit	183	68%	98	36%	-85	-46%
Taxi	37	14%	50	18%	13	35%
Rideshare (Uber, Lyft)	51	19%	57	21%	6	12%
Carpool	61	23%	47	17%	-14	-23%
Friend/Family drove	166	61%	57	21%	-109	-66%
Drove Alone	147	54%	54	20%	-93	-63%
Community Transportation Service	38	14%	83	31%	45	118%

Q2: What do you see are limitations for finding and securing a ride?

Reponses from Non-Participants:

Limitation	Raw Count	% of Total
Reading Maps	7	7%
Lack of Transit Routes	41	42%
Mental Illness	6	6%
Physical Disability	10	10%
Affordability	25	26%
Timing of Transit Services	31	32%
Trip Planning	23	23%
Scheduling Rides	17	17%
Using Transit	11	11%
Technology	14	14%
Unsure of Options	17	17%
None	19	19%

Responses from Participants (Older Adults, People with Disabilities, and Caregivers):

Limitation	Raw Count	% of Total
Reading Maps	31	11%
Lack of Transit Routes	77	28%
Mental Illness	52	19%
Physical Disability	37	14%
Affordability	28	10%
Timing of Transit Services	58	21%
Trip Planning	72	27%
Scheduling Rides	40	15%
Using Transit	49	18%
Technology	52	19%
Unsure of Options	60	22%
None	65	24%

Q3: Which of the following best describes your situation?

Reponses from Non-Participants:

Situation	Raw Count	% of Total
Can afford, don't know how to use transportation	9	10%
Cannot use b/c of disability	0	0%
Do not use for other reason	14	15%
No transportation options in area	9	10%
Understand, can't afford transportation	8	9%
Does not face difficulties	54	57%
Faces difficulties	40	43%

Responses from Participants (Older Adults, People with Disabilities, and Caregivers):

Situation	Raw Count	% of Total
Can afford, don't know how to use transportation	16	6%
Cannot use b/c of disability	17	6%
Do not use for other reason	28	10%
No transportation options in area	19	7%
Understand, can't afford transportation	43	16%
Does not face difficulties	145	54%
Faces difficulties	123	46%

Q4: What is the ideal way for you to receive information on getting around?

Responses from Non-Participants:

Information Source	Raw Count	% of Total
Help Line	10	10%
Community Org	13	13%
News Broadcast	15	15%
Online Search	63	64%
Online maps	37	38%
Paper Maps	16	16%
Smartphone App	46	47%
Transit Agency	16	16%
Word of Mouth	22	22%

Responses from Participants (Older Adults, People with Disabilities, and Caregivers):

Information Source	Raw Count	% of Total
Help Line	57	21%
Community Org	70	26%
News Broadcast	62	23%
Online Search	124	46%
Online maps	82	30%
Paper Maps	64	24%
Smartphone App	75	28%
Transit Agency	48	18%
Word of Mouth	106	39%

Q5: Indicate how strongly you agree or disagree with the following statements: I am satisfied about the amount of information I receive about transportation options; I am comfortable using technology to find transportation options that will work for me/people I am caring for; and I am comfortable using technology to schedule or book transportation that will work for me/people that I am caring for.

Overview of Responses (across all statements):

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total
Non-Participants	3	3%	8.3	9%	17.7	20%	30.3	34%	29.7	33%
Participants	18.7	8%	24.3	11%	41.7	18%	85.7	37%	59.3	26%

Breakdown of Responses from Non-Participants:

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total
I am satisfied with the amount of information I receive about transportation options.	2	2%	13	14%	21	23%	34	37%	21	23%
I am comfortable using technology to find transportation options that will work for me/people I am caring for.	3	3%	4	4%	16	18%	28	31%	38	43%
I am comfortable using technology to schedule or book transportation for myself/people I am caring for.	4	5%	8	9%	16	18%	29	33%	30	34%

Breakdown of Responses from Participants (Older Adults, People with Disabilities, and Caregivers):

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total	Raw Count	% of Total
I am satisfied with the amount of information I receive about transportation options.	18	7%	24	10%	60	24%	96	38%	53	21%
I am comfortable using technology to find transportation options that will work for me/people I am caring for.	20	9%	25	11%	31	14%	82	36%	71	31%
I am comfortable using technology to schedule or book transportation for myself/people I am caring for.	18	9%	24	11%	34	16%	79	38%	54	26%