

Strengthening Coordinated Transportation Systems For People With Disabilities and Older Adults


Working towards a community with
transportation for all.

hopelink

King County
MOBILITYCOALITION

Anticipated outcomes


Throughout this process we hope to achieve:

- ▶ Greater diversity of stakeholder involvement in region;
 - ▶ Establish precedent for inclusive planning in the region;
 - ▶ Greater assessment of the role of technology in securing transportation; and
 - ▶ Improved customer experience in finding and securing transportation.
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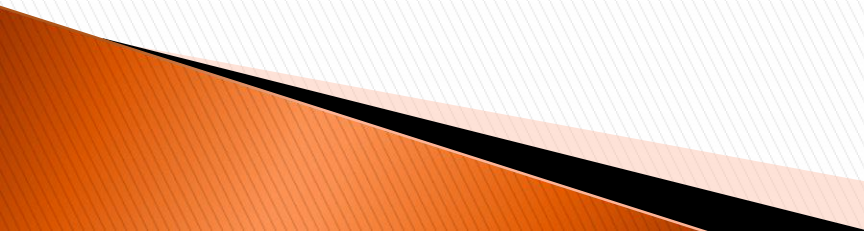
Who it serves

- ▶ Approximately 46% (905,740 individuals) of the population of King County are considered special needs
 - Older adults (65+), low income, youth, Veterans, limited English proficiency populations
- ▶ These end users will benefit from improved access to mobility options

Why it matters

- ▶ Over a dozen transportation options available to target populations
 - ▶ 6 different ways to find information and transportation
 - ▶ Our goal is to better understand needs of target populations
 - ▶ Use participant-centered approach to evaluate services in order to enhance the customer experience of finding and securing transportation
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Getting the word out

- ▶ Use transportation and human services partner networks
 - ▶ Online – Facebook, Hopelink website, partner websites & social medias
 - ▶ Direct invitations sent to stakeholders
 - ▶ Coalition newsletters
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Plan for sustainability


- ▶ Hopelink's King County Mobility Coalition (KCMC) is the Coordinated Special Needs Transportation Coalition for King County
 - Inclusive Planning Steering Committee is a subset of this group
- ▶ KCMC will continue to advocate for inclusive planning

Our team

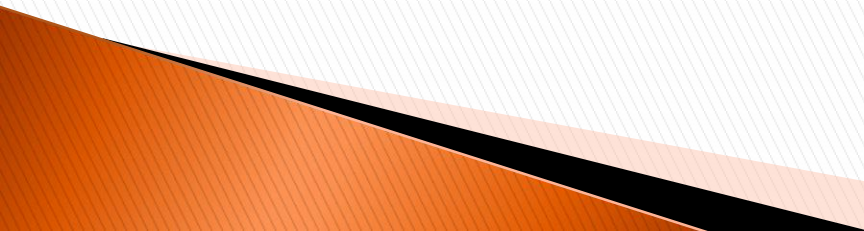
- ▶ 12 members on Steering Committee
 - 6 participants
 - 6 partners
- ▶ We are currently evaluating if we need new participant/partner representatives and who those individuals would be




Anticipated obstacles

- ▶ Translation and interpretation for new committee member
 - ▶ Finding a venue for Transportation Summit that meets all criteria
 - ▶ Participation at listening sessions and Transportation Summit
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Next Steps

- ▶ Hold third Steering Committee Meeting
 - ▶ Begin informational interviews
 - ▶ Develop survey instrument
 - ▶ Continue to evaluate stakeholder participation and identify if any populations are underrepresented
 - ▶ Begin planning process for Transportation Summit
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Conclusion

- ▶ It is evident there is a need for increased transportation information and accessibility
 - ▶ We seek to understand what the gap is between what is currently available and what people need
 - ▶ We will create a feedback loop, constantly listening to participant input
 - ▶ We hope to make recommendations to improve the customer experience in finding and securing transportation
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