



Inclusive Mobility on Demand – A Ride to Transit

Agenda

- Welcome & Introductions
- Project Overview
- Discussion
- Steering Committee Logistics



Welcome & Introductions

Ground rules/navigating Zoom:

- Mute yourself when not talking (*6 on phone)
- Use raise-hand feature (*9 on phone)
- Please feel free to use the chat
- To toggle live transcript, click CC > Show/Hide Subtitle
- Gov't staff: please hold comments/questions until individual participants and non-profit partners have shared



Welcome & Introductions

Introductions:

- Name, pronouns, organization (if applicable)
- What expertise do you bring to this space?



Project Overview

Challenge: Unsafe and/or uncomfortable access to mass transit system



Project Overview

Challenge: Unsafe and/or uncomfortable access to mass transit system



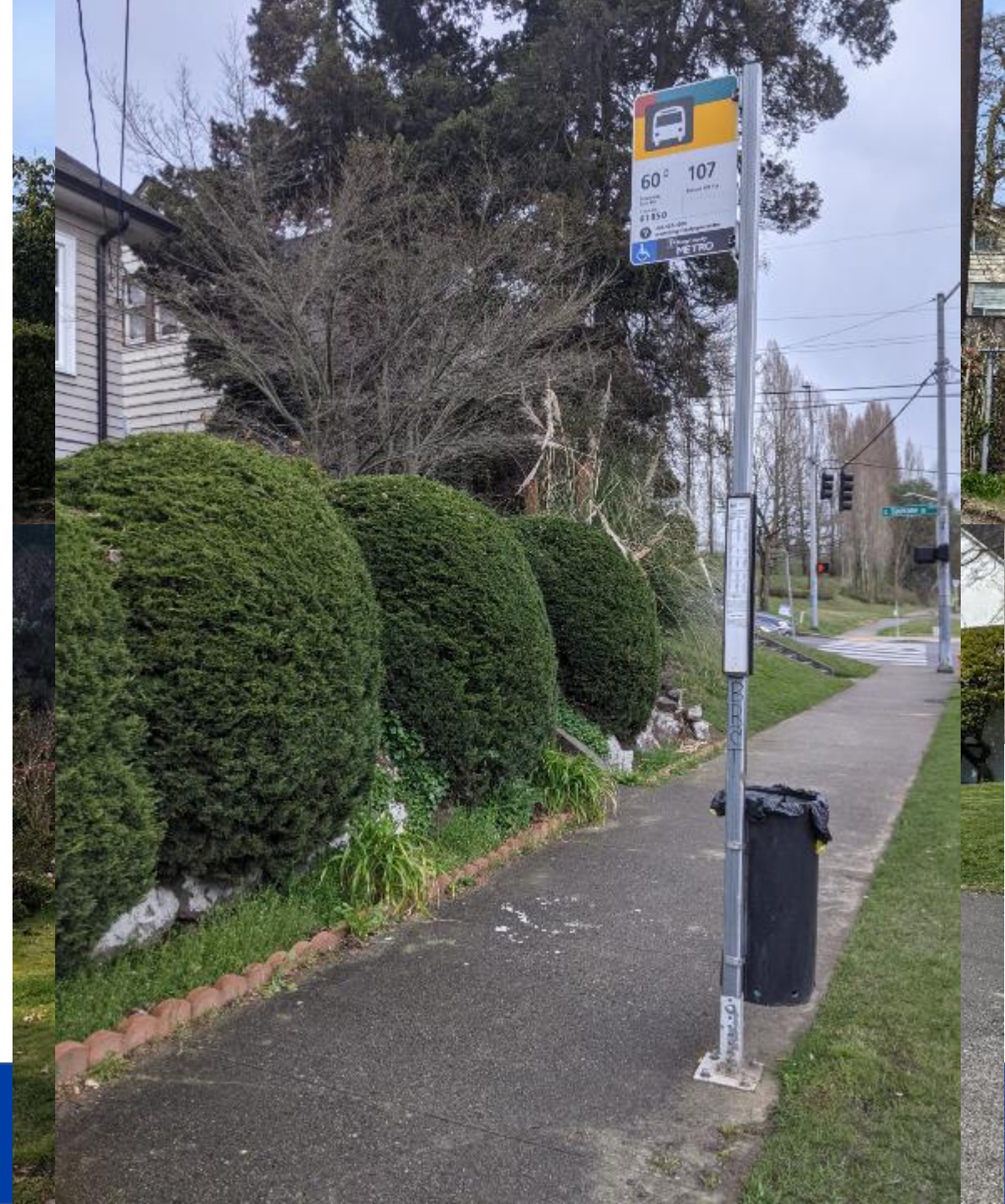
Project Overview

Challenge: Unsafe and/or uncomfortable access to mass transit system



Project Overview

Challenge: Unsafe and/or uncomfortable access to mass transit system



Project Overview

Challenge: Unsafe and/or uncomfortable access to mass transit system

Gap: Might not need Access paratransit or want to book a ride that far in advance (24+ hours)



Project Overview

Idea: A safe, convenient ride to transit for older adults and people with disabilities

Inspiration:

- Rideshare to Transit pilot during viaduct closure (2019)
- Via to Transit pilot in SE Seattle (ongoing)



Project Overview

Grant:

- \$273,350 from Transit Planning 4 All
- 18-month grant period:
 - Planning phase: Oct. 2020 – Aug. 2021
 - Implementation phase: Sept. 2021 – Mar. 2022

Goals:

- Work with older adults and people with disabilities to inclusively plan and implement a mobility on demand solution
- Compensate participants for their time and input
- Improve/build upon existing options



Project Overview

How?

- Steering committee
- Guided by
 - Inclusive Planning Toolkit (Hopelink & King County Mobility Coalition)
 - Racial Equity Toolkit (Seattle & King County)



multimodal automated connected integrated transit networks and operations connected travelers
innovative
integrated accessible emerging mobility services real-time data cooperative intelligent transportation systems
user-focused

But what is mobility on demand?

traveler-centric transportation system-of-systems improved mobility options to all travelers safe and efficient

*An innovative way to connect people with where they want to go,
when they want to be there*

Discussion: Mobility on Demand

What does a successful mobility on demand solution look like to you (or those you represent)?

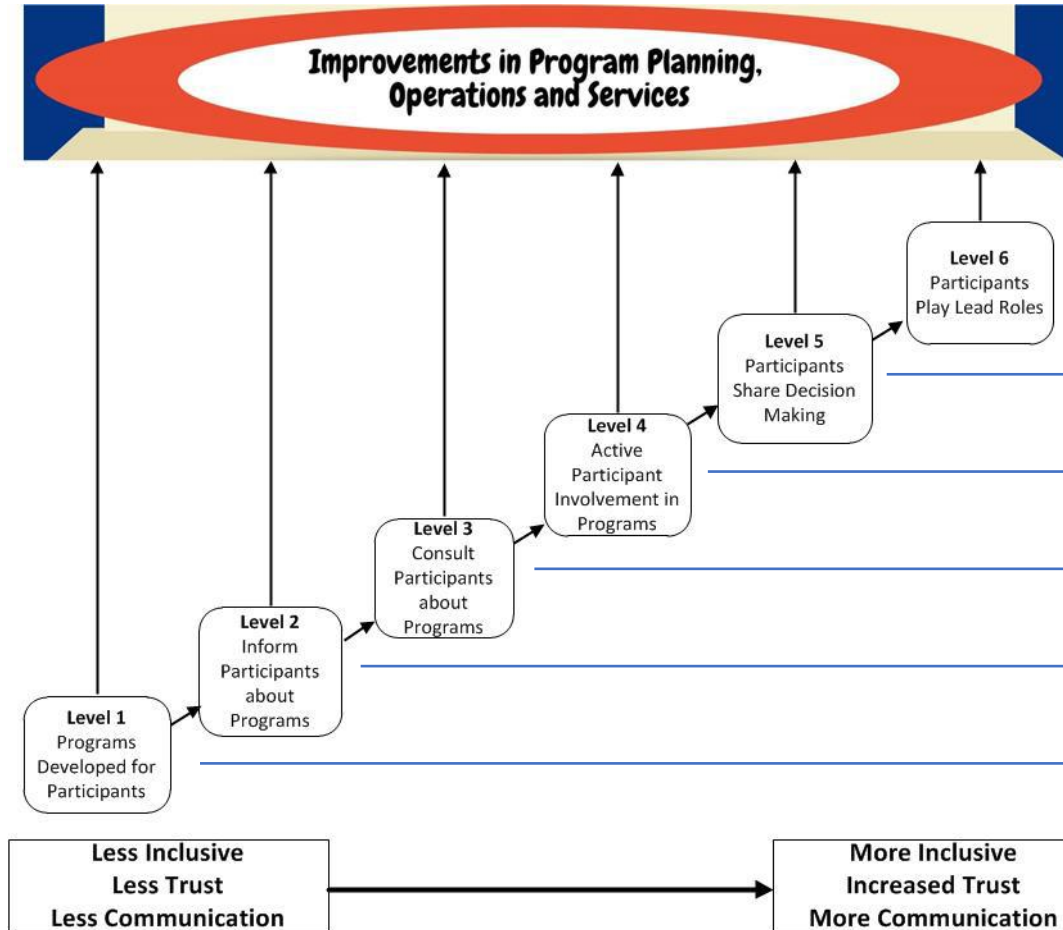
Think about:

- How you'll book it (by phone, from a computer, or from an app)
- How long you'll wait for your ride
- How much it will cost
- How you'll enter the vehicle
- How the vehicle should be designed
- How the driver will engage with you
- Etc.

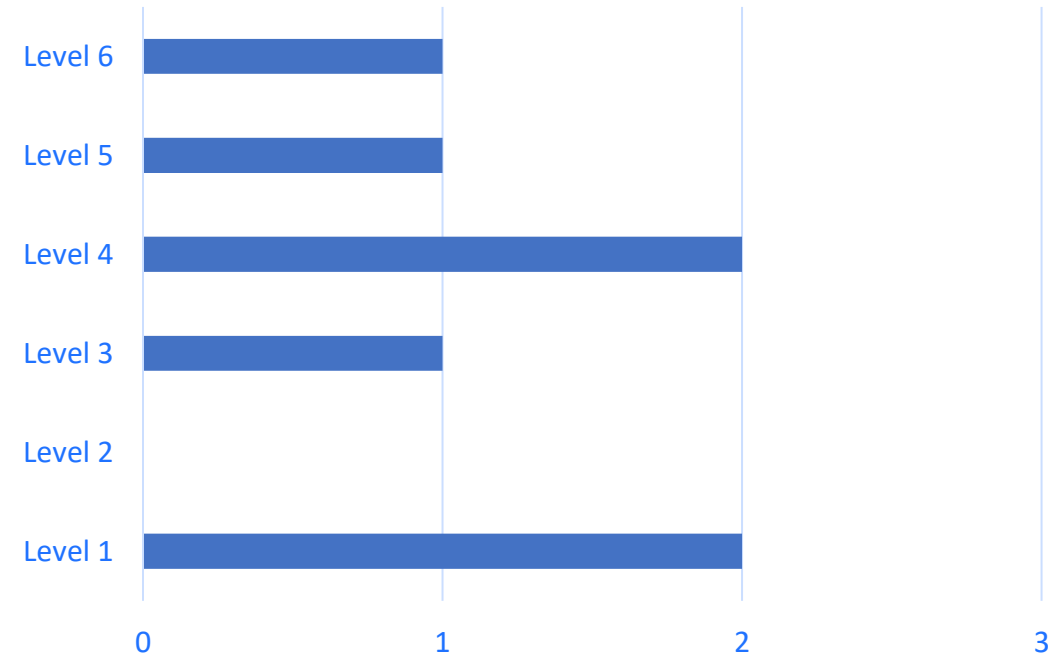
Discussion: Mobility on Demand

What's one word that describes what mobility on demand means to you?

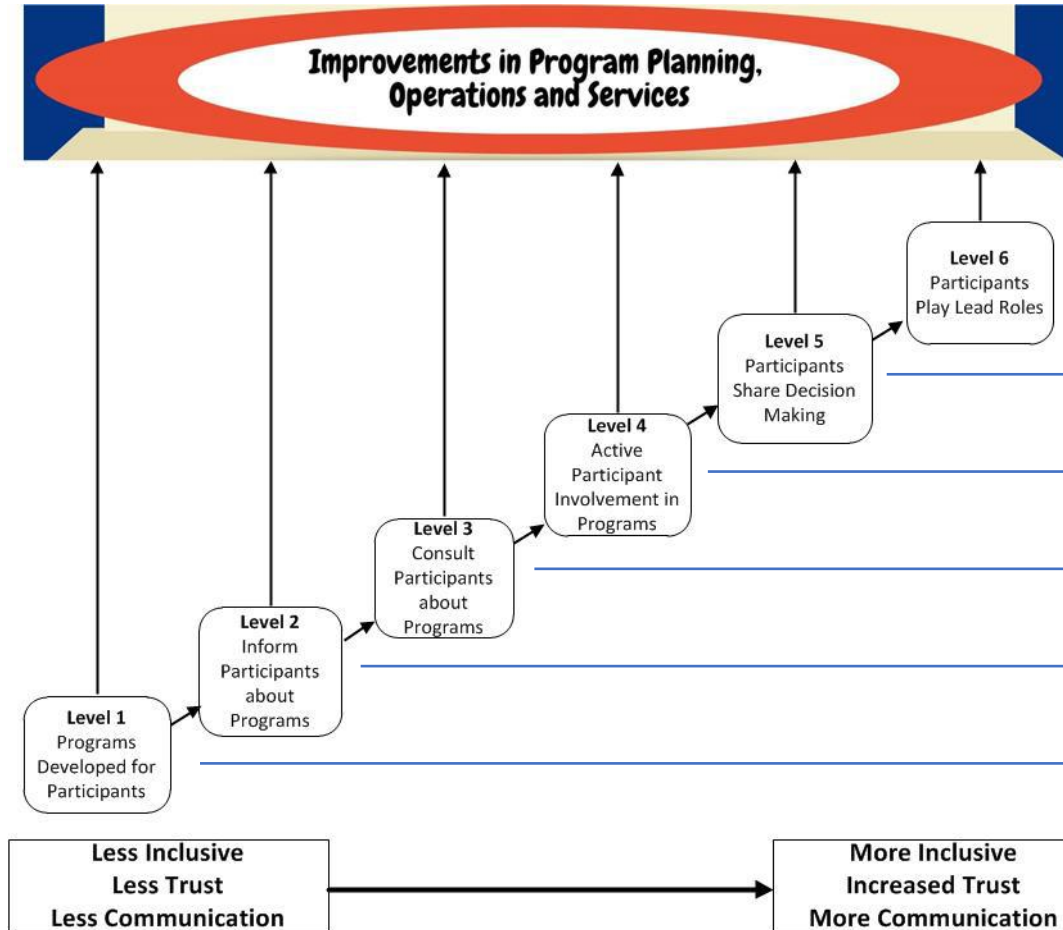
Discussion: Pathway to Inclusion



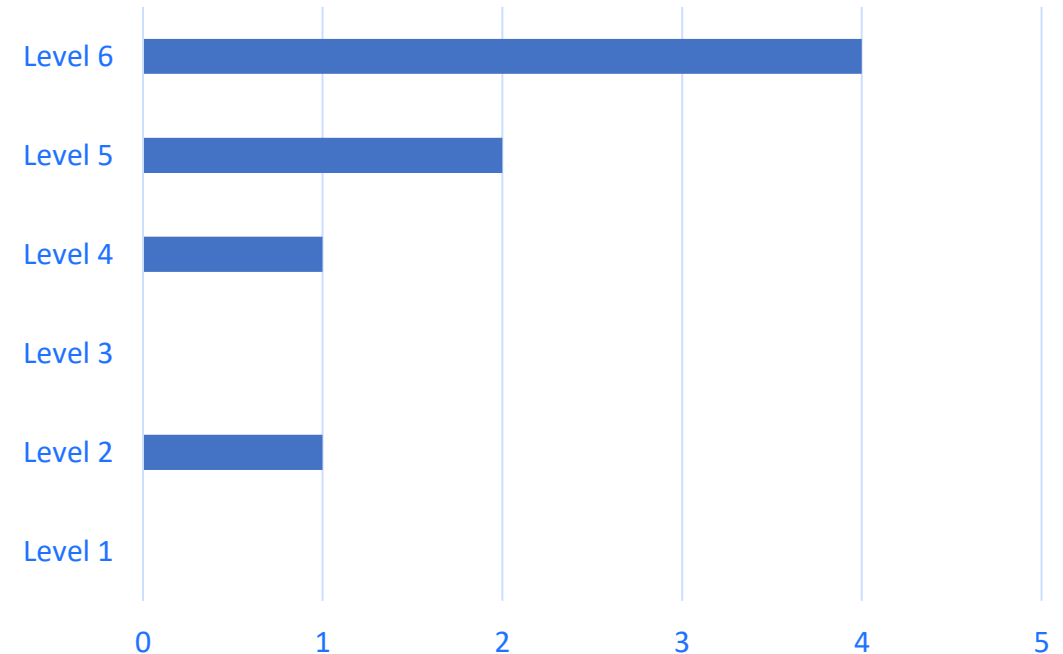
Which level best describes where you think this project is now? (Feb.)



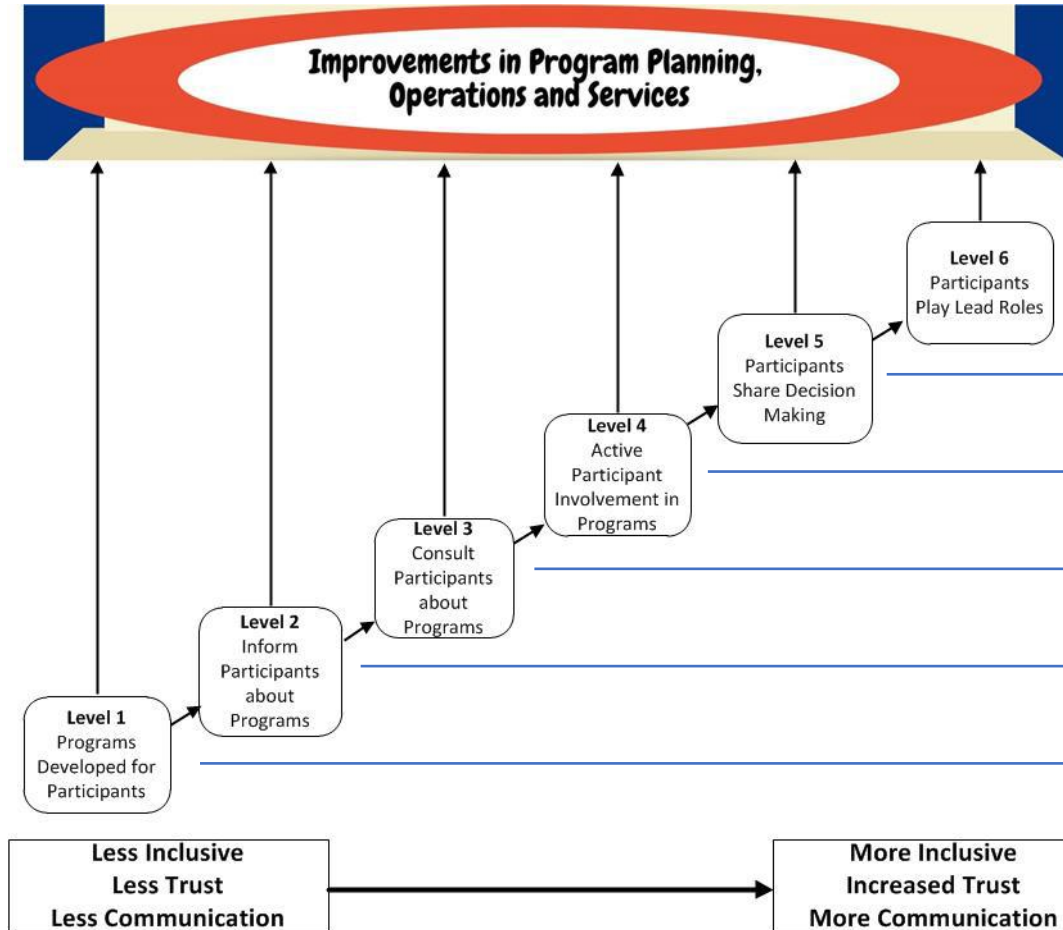
Discussion: Pathway to Inclusion



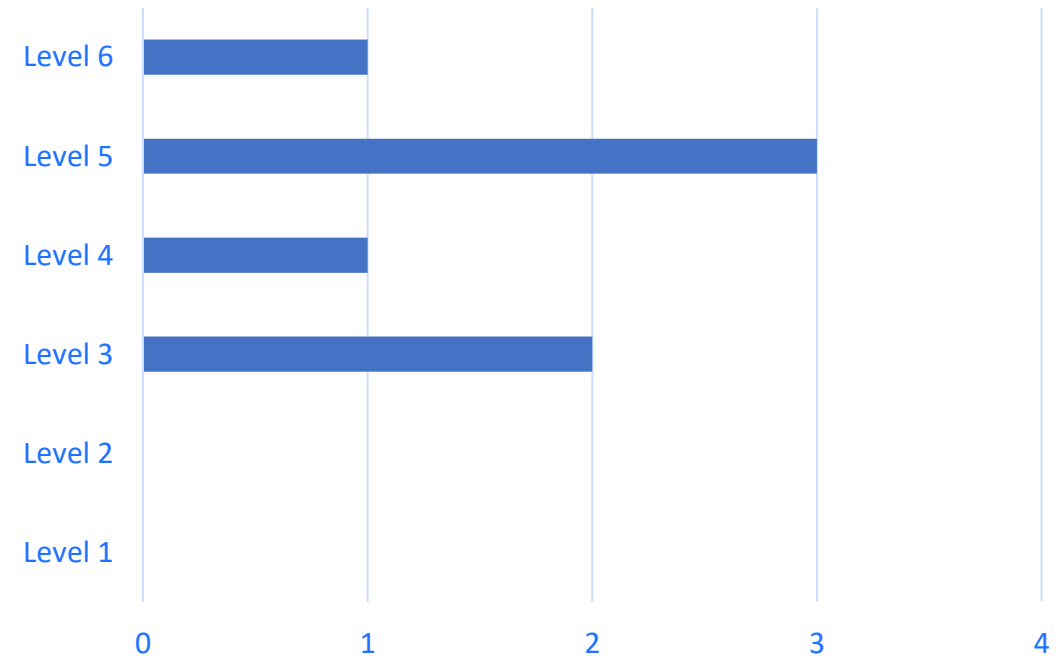
Which level do you hope for this project to ultimately reach?



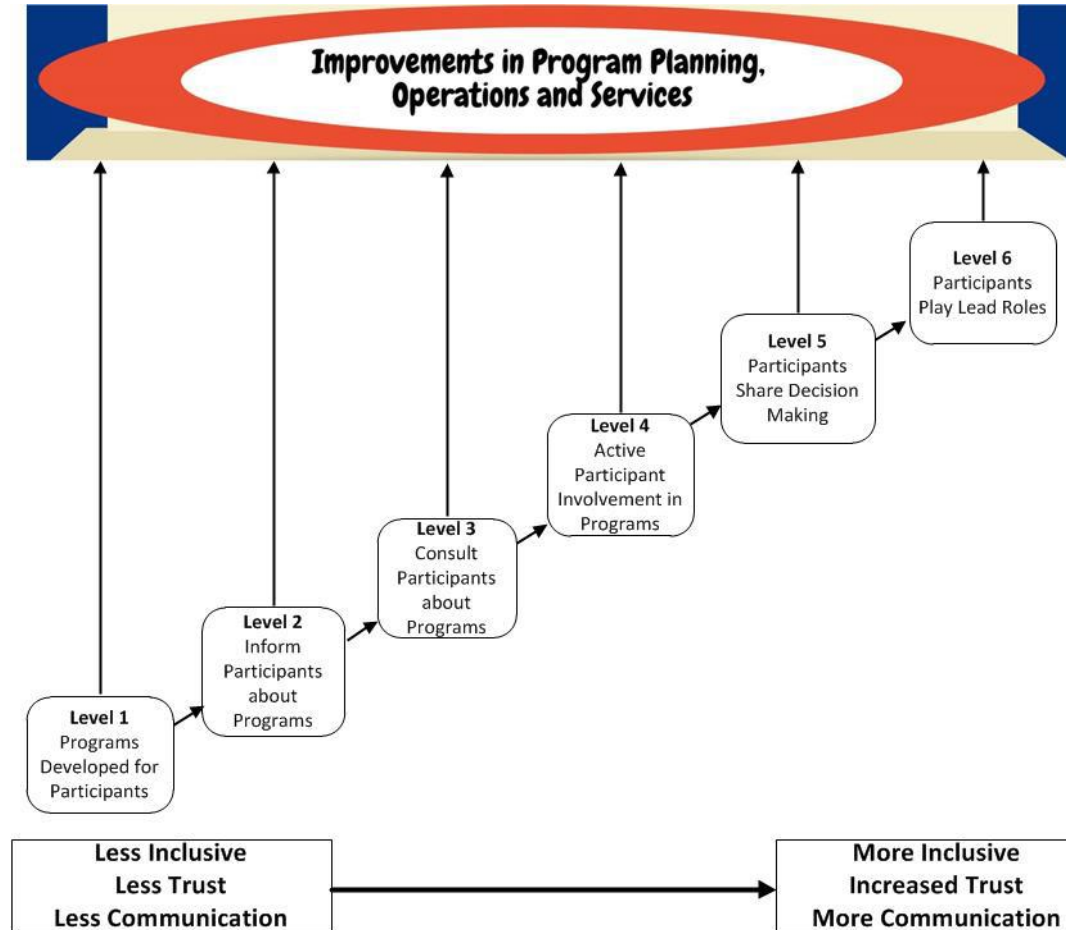
Discussion: Pathway to Inclusion



What level of participation in this project feels right for you/your organization?



Discussion: Pathway to Inclusion



What goal should we set for our project?

Steering Committee Logistics

Composition:

- Individual participants who are older adults and/or who have a disability
- Partner organizations that work with older adults and/or people with disabilities
- King County Metro and Seattle Department of Transportation



Disability Rights
WASHINGTON



King County
METRO



Seattle
Department of
Transportation



Steering Committee Logistics

Activities:

- Provide input from your perspective
- Propose and help implement engagement activities to reach others in your networks (including recruiting participants). For example:
 - Surveys
 - Interviews
 - Focus groups
 - Workshops

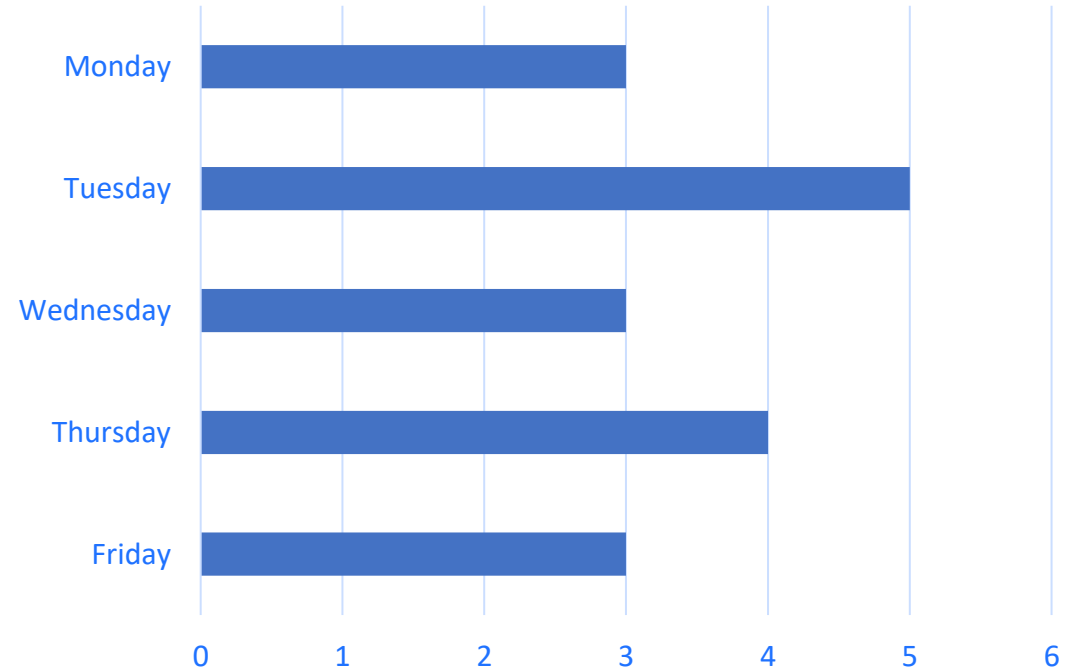


Steering Committee Logistics

Monthly meetings:

- 1.5 hours
- Weekday evenings (Tuesdays?)
- How to include participants who can't make these times?
 - Offer daytime option, too?
 - One-on-one follow-ups?

Which days of the week are you most available to meet?



Steering Committee Logistics

Compensation:

- \$100/hour for 3-12 hours/month
- Sign agreement with SDOT, invoice monthly

Expectations:

- Attend when you can, communicate with Margo & Kiana when you can't
- Active participation
- Fill out feedback forms after monthly meetings

**MEMORANDUM OF AGREEMENT
BETWEEN
THE CITY OF SEATTLE
SEATTLE DEPARTMENT OF TRANSPORTATION
AND
COMMUNITY STAKEHOLDER NO 1, KIANA PARKER**

1. INTRODUCTION
This agreement is between the City of Seattle's Department of Transportation (SDOT) and Kiana Parker (Community Stakeholder). This Memorandum of Agreement (MOA or Agreement) establishes the work items performed, the measurement of deliverables and the reporting needed to confirm that the deliverables have been completed.

2. BACKGROUND
SDOT envisions a thriving, equitable Seattle powered by dependable transportation and is on a mission to deliver a transportation system that provides safe and affordable access to places and opportunities. As part of this mission, SDOT believes transportation must meet the needs of communities of color and those of all incomes, abilities, and ages. Our goal is to partner with communities to build a racially equitable and socially just transportation system.

The Mobility Solutions program is housed in SDOT's Transit and Mobility division and actively advances the future of transportation in Seattle. The Mobility Solutions team works with residents, community partners, and peer agencies to provide options for safer, more sustainable, and more equitable mobility throughout the city. For the purposes of this Agreement, the Mobility Solutions program shall be defined as main point of contact with the Community Stakeholder.

3. PURPOSE
To effectively develop mobility options and programs to meet the needs of the traveling public, and to advance the department's goal of partnering with communities to build a racially equitable and socially just transportation system, the Mobility Solutions program engages directly with community stakeholders who are end users of new and existing mobility options.

This engagement must occur at all stages of program development, from idea generation to identifying and pursuing funding, and through planning, implementation, and evaluation. To be inclusive and advance the City of Seattle Race and Social Justice Initiative, this engagement must also be appropriately compensated.

In partnership with the Community Stakeholder, the Mobility Solutions program applied for and received a grant to conduct an inclusive planning project to develop a mobility on demand solution for people with disabilities and older adults (Inclusive Mobility on Demand Project). The funds received through this grant are intended to be used in part to compensate individual participants and project partners for their participation on the project team.

Community Stakeholder – Inclusive Mobility on Demand Project
SDOT

Page 1 of 5



Inclusive Planning for Mobility on Demand Post-meeting survey

How was the kick-off meeting?

1. How was the kick-off meeting for you?

★ ★ ★ ★ ★

2. What barriers to inclusion or participation are there in this planning process? How might we address them?



Steering Committee Logistics

Options for April agenda:

- Inclusion and mobility on demand objectives, performance measures
- Content strategy, project webpage
- Engagement activities
- Stakeholder analysis (who are we missing?)
- Existing mobility options

Disabled Riders	What do you hope the primary message of our project will be and why?	Content strategy framework
Disabled Riders	What do you hope our overall solution is, and what education will you need communicated about the solution once proposed?	
Disabled Riders	What channels work best for you to have us update you on this project through?	
Older Adult Riders	What draws you to use public transportation?	
Older Adult Riders	What's one word to describe what access and mobility means you? Why?	
Older Adult Riders	What words do you see used by agencies to describe your experience/identity while riding transit or finding a transit resource? What feelings do you get from that?	

10. MOD-SPECIFIC PERFORMANCE MEASURES	
Objectives and performance measures	Column 1 Target for the End of Implementation Phase
Outputs	
10A1. Number of trips requested: wheelchair-accessible vehicle (WAV), non-WAV and total [#]	
10A2. Number of trips fulfilled: WAV, non-WAV, and total [#]	
10A3. Fulfillment reliability – Percentage of trips fulfilled: WAV, non-WAV, and overall [%]	≥ 90%
10A4. Number of unique riders who completed trips: WAV, non-WAV, and overall [#]	
10A5. Median trips per rider: WAV, non-WAV, and overall [#]	
10A6. Median request fulfillment time (how long rider had to wait to be picked up): WAV, non-WAV, and overall [minutes]	< 15 min.
10A7. Wait reliability – Percentage of trips begun within time estimate (+ buffer of 3 minutes): WAV, non-WAV, and overall [%]	≥ 90%
10A8. Median travel time (trip duration): WAV, non-WAV, and overall [minutes]	
10A9. Number of trip requests initiated by: mobile app, computer, phone call [#]	
10A10. Number of MOD needs/barriers/problems identified by participants [#]	
10A11. Number of MOD solutions identified by participants [#]	

Steering Committee Logistics

Next steps:

- Fill out feedback survey
- Sign compensation agreements
- Attend all-projects meeting this Thursday (optional)
- Attend April steering committee meeting

Questions?

Margo Dawes | Margo.Dawes@seattle.gov

Kiana Parker | Kiana.Parker-c@seattle.gov

<https://sdotblog.seattle.gov/2020/12/29/were-working-on-a-new-mobility-on-demand-solution-thanks-to-a-grant-from-transit-planning-4-all/>