



Inclusive Mobility on Demand – A Ride to Transit

Our vision, mission, and core values

Vision: Seattle is a thriving equitable community powered by dependable transportation

Mission: to deliver a transportation system that provides safe and affordable access to places and opportunities

Committed to **6 core values:**

- Equity
- Safety
- Mobility
- Sustainability
- Livability
- Excellence

Agenda

- Welcome & introductions
- Project updates
- Discussion on verifying eligibility
- Review survey results
- Logistics & next steps



Welcome & introductions

Reminders:

- Please state your name before speaking
- Please mute yourself when not talking (*6 on phone)
- To turn off transcript, click CC > Hide Subtitle
- One person speaking at a time (and speak clearly)
- ...
- Most importantly, all perspectives are valid and important and belong in this conversation



Welcome & introductions

Introductions:

- Name, pronouns, organization (if applicable), access needs for today's meeting
- Ice-melter: favorite holiday beverage?



Verifying eligibility

Continuing discussion from last meeting about how we make sure our subsidies/vouchers are reaching the intended riders...

Discussion question for folks who have a disability:

What is the easiest/lowest-barrier way for you to show that you have a disability?

Initial survey results

As of 12/14/2021

Highlights from Community Liaisons (CLs)

- **Quick recap:** Community Liaisons came to engagement subcommittee meeting yesterday to share experiences/findings from their survey collection efforts.
- **Themes:**
 - Driver training
 - Safe pick-up/drop-off spots
 - Voucher and payment method – preference for paper vouchers, and people want to be able to pay with their ORCA cards
 - As much mobility as possible – people want both options, but if they have to choose, would rather be able to access transit stations 3-5 miles away than be limited to trips within 1-2 miles
 - Affordability – people want the ride to be free, though some are willing to pay \$1 or have it included in the cost of transit (\$2.75)
 - Awareness – Many people didn't know about special services (e.g., Access, Hyde Shuttles, Via to Transit), but a lot of people are familiar with the bus and Yellow Cab

Respondent overview

Total responses: 356

- 216 English
- 7 Chinese (Traditional)
- 21 Chinese (Simplified)
- 42 Vietnamese
- 13 Tagalog
- 17 Amharic
- 0 Tigrinya
- 11 Somali
- 0 Oromo
- 12 Korean
- 17 Spanish

Types of respondents:

- 30% have a disability
- 43% are 65+
- 17% are both 65+ and have a disability
- 6% caregivers or service providers

Housing situation:

- 87% have stable place to live
- 6% have housing but it's not stable
- 2% are unhoused

161 respondents (45%) gave their contact information

Transit use

- **Do you use public mass transit in Seattle?**

- **84%** yes
- **16%** no

Of those that answered “yes”...

Type of transit:

- **95%** ride the bus
- **68%** ride light rail
- **45%** ride commuter rail, streetcar, other

How often do you use public transit outside your neighborhood?

- **37%** very often (multiple times per week)
- **34%** often (multiple times per month)
- **16%** sometimes (about once per month)
- **12%** rarely (less than once per month)
- **1%** never (only use transit to stay in neighborhood)

How long does it take you to get to transit?

- **55%** less than 10 minutes
- **28%** 10-15 minutes
- **11%** 15-20 minutes
- **6%** more than 20 minutes

- **78%** feel this is reasonable
- **22%** feel this is unreasonable

Reasons for not using transit

Of the 52 people (16%) who said they don't use public mass transit in Seattle...

- **33%** “The transit is too far from where I live or where I'm trying to go”
 - **23%** “I have to transfer too many times to get where I want to go”
 - **21%** “There is little or no transit serving my neighborhood when I need it”
 - **10%** “I cannot safely travel to transit”
 - **10%** “My transit stop doesn't feel safe”
 - **2%** “It's too expensive”
- **50%** also gave some other reason:
 - Car/prefer driving
 - Access paratransit
 - Rely on family member
 - “New here. Dare not take bus alone.”
 - “Nowhere to go for an old person”
 - “PTSD”
 - “I would not be able to use even the services for people with disabilities.”
 - “Seems complicated and confusing”

Familiarity with other transportation options

- **Yellow Cab:** 74% heard of, 45% had used before
- **Uber:** 70% heard of, 36% had used before
- **Lyft:** 63% heard of, 28% had used before
- **Access Paratransit:** 60% heard of, 27% had used before
- **Hyde Shuttles:** 18% heard of, 3% had used before
- **Via to Transit:** 11% heard of, 5% had used before

- **None of the above:** 8% hadn't heard of any, 25% hadn't used any before

Preferences for the pilot service

Would this transportation service make you more likely to use public transit?

- 85% yes
- 15% no

Which version would you be most likely to use?

- 48% Version 1: An on-demand ride to or from my nearest transit station (up to 3-5 miles away)
- 52% Version 2: An on-demand ride to any destination within 2 miles

What part of the city could you see yourself using this ride in?

- 42% Central Seattle
- 40% North Seattle
- 21% Southeast Seattle
- 20% suburb near Seattle
- 18% West Seattle
- 12% other:

All/everywhere
Downtown
Renton
Kent
SeaTac

Tukwila
Federal Way
Burien
Tacoma
Everett

All over King/
Snohomish County

Preferences, cont.

Booking the ride:

- **61%** over the phone/call center/TTY
- **52%** smartphone app
- **20%** computer/laptop
- **4%** other:
 - Organization booking on behalf of client
 - Family member booking on behalf of rider (“Let my daughter reserve for me”)

Paying for the ride:

- **53%** debit/credit card
- **44%** cash
- **10%** third-party
- **20%** other:
 - ORCA card (40+ people)
 - Apple Pay/Google Pay
 - PayPal/Venmo/CashApp/Zelle
 - UW Upass
 - Prepaid card on account in app
 - ProviderOne card

Voucher/subsidy preferences

Method of delivering voucher/subsidy:

- **61%** paper voucher
- **47%** promo code
- **9%** other:
 - Preloaded card (or ORCA)
 - Text link or QR code in text/email
 - “Please God no vouchers for me to manage”
 - Account that links to drivers

Maximum amount you would pay:

- **36%** \$2.75 (or cost of transit)
- **27%** \$1
- **22%** \$0 (must be free)
- **11%** \$5
- **3%** \$10
- **1%** \$15

Access needs

Language for booking ride:

- **63%** English
- **11%** Vietnamese
- **10%** Simplified Chinese (if written)
- **8%** Cantonese (if spoken)
- **7%** Mandarin (if spoken)
- **5%** Spanish
- **5%** Amharic
- **5%** Tagalog
- **4%** Traditional Chinese (if written)
- **3%** Korean
- **3%** Somali
- **2%** ASL
- **2%** Japanese
- **1%** Oromo
- **1%** Tigrinya
- **2%** Other:
 - Romanian
 - ASCII

Other access needs:

- **69%** Driver picks me up on the side of the street I am waiting on (doesn't expect me to cross the street)
- **61%** Verbal confirmation of correct vehicle
- **33%** Assistance entering the vehicle
- **29%** Wheelchair accessible vehicle
- **6%** Service animal
- **16%** Other:
 - Language interpretation (or driver speaks Chinese/Somali or signs ASL)
 - Driver shows order receipt or name/picture
 - Car plate number, vehicle make, or other visible marking
 - Ability to travel with multiple people (who have different access needs)
 - Room for walker
 - Accessible app for visual disability

Logistics & Next Steps

- Please fill out **two surveys** by end of this week (**December 17**)
 - Feedback form: <https://www.surveymonkey.com/r/December-IMOD>
 - Subcommittee preferences: <https://www.surveymonkey.com/r/January-subcommittees>
- Next meeting tentatively scheduled for **January 18**
 - Please let us know if you have a conflict
- Reminders/announcements:
 - Vaccine attestations coming soon – please plan to schedule 5-min meeting with Margo
 - Submit December invoice

Questions?

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<http://www.seattle.gov/transportation/projects-and-programs/programs/inclusive-planning-for-mobility-on-demand>