

## 1. Grant Purpose

In Seattle and King County, individuals with disabilities and seniors rely on the mass transit system to get around, but accessing transit can prove challenging. The existing available connections—from pedestrian infrastructure to feeder bus service—are often incomplete, unreliable, or unsafe. Access paratransit provides end-to-end service, but the need to call 24 hours in advance makes it less convenient than getting a ride to the light rail on-demand.

Sometimes, all someone needs is a safe, convenient ride to transit. The Seattle Department of Transportation (SDOT), in partnership with King County Metro, Disability Rights Washington, Asian Counseling and Referral Service, Lake City-Northgate Senior Center Project, and individual stakeholders who are seniors or who have disabilities, proposes an inclusively designed, on-demand ride to transit.

Community stakeholders have been working with regional transportation leaders and non-profit advocacy partners for over a year to elevate this mobility barrier to decision-makers and propose an effective mobility solution. This is a grassroots project with enthusiastic support from stakeholders who feel that it presents a different way of doing things. Rather than starting with specific solutions in mind, the project team is committed to developing potential solutions through a broad and intentional stakeholder engagement process.

The goals of this project are to meaningfully engage key stakeholders both in defining the problem and in developing proposed solutions and to implement the proposed solutions with a holistic approach. The inclusive planning process will include a combination of virtual in-depth interviews, surveys, focus groups, and/or workshops.

SDOT has existing partnerships with senior centers and experience with co-design processes, including travel training, or showing people how to travel independently on public transportation, which would be a critical element of a complete mobility-on-demand solution. SDOT also has experience with human-centered design, long-standing relationships with the region's primary transportation providers, and a demonstrated commitment to open-source data solutions.

The project team is excited to build on its collective experience both in employing inclusive planning practices and in designing and implementing mobility-on-demand projects. With an emphasis on starting with existing options, the implemented solution will be sustainable. And with a commitment to open-source solutions and transparency, the implemented solution will also be replicable. SDOT and the project team are excited to undergo an inclusive planning, design, and implementation process that will result in meaningful improvements to transit connections for seniors and individuals with disabilities.

## 2. Grant Description and Overall Approach

### Project Background

The project team proposes an inclusively designed, on-demand ride to transit, built on the foundations of existing planning practices, pilot technologies, and understanding of mobility barriers faced by people with disabilities and older adults. The goals of this project are to use a participant-centered and

compensated approach to 1) further articulate the mobility challenges faced by the target populations, especially related to safely and conveniently accessing mass transit, 2) collaboratively brainstorm potential solutions to the identified barriers, and 3) use a participatory budgeting process to collectively determine which solutions to implement with available funding.

Much of the project team has been discussing barriers to accessing transit for people with disabilities and working on developing solutions for over a year. This grant opportunity presents an excellent fit for our goals and would provide the team—comprising individual stakeholders and representatives of several different organizations—a dedicated funding source for advancing our work beyond the discussion stage.

## Project Outcomes

Anticipated project outcomes for the project team and stakeholders include:

- A shared, comprehensive understanding of mobility barriers to accessing transit faced by people with disabilities and seniors, including how those challenges differ for the target populations and across demographic factors such as income and race.
- Increased familiarity with the *Inclusive Planning Toolkit* developed by Hopelink and the King County Mobility Coalition (KCMC) in partnership with Transit Planning 4 All, as well as with human-centered design and participatory budgeting.
- Experience with a *virtual* inclusive planning model as the coronavirus pandemic is likely to make in-person gatherings inadvisable throughout the planning phase.
- Just compensation for stakeholder participation, not only for members of the project team, but also for stakeholders who engage in the planning process.
- Collaboratively developed implementation plan and evaluation plan based on engagement conducted in the planning phase, supporting frameworks such as participatory budgeting, and the interagency Pilot Evaluation Scorecard developed by SDOT, King County Metro, and Sound Transit.
- Collaborative implementation of proposed solutions—which may include better informing stakeholders of existing options for connecting to transit, making improvements, developing new incentive programs using mobile ticketing and other technology solutions, and/or developing proposals for new solutions—engaging key stakeholders along the way to ensure a robust feedback loop.
- A sustained commitment to open-source data-sharing, including through the Mobility Data Specification, Transactional Data Specification, and [City of Seattle Mobility Data Privacy and Handling Guidelines](#).
- A vastly improved and more dignified experience for mobility stakeholders, including those on the project team and those otherwise engaged in the project, as well as individuals who aren't involved with this project but who benefit later on.

## Target Geographies and Populations

The project focus area will be the City of Seattle's transportation system. Seattle is a vibrant urban environment, and the people who rely on its transportation system on a regular basis live both within and outside of city limits. As such, the project team will engage stakeholders and participants from the broader King County and Puget Sound region in addition to Seattle residents.

According to the Age Friendly Seattle Action Plan for 2018-2021, nearly 18% of all King County residents are age 60 or older, and this population is expected to grow to nearly 25% by 2040. 34-41% of Seattle's population over 65 also identify as living with a disability, and Washington is home to more than 800,000 unpaid and formal caregivers.<sup>1</sup>

Within Seattle, senior populations are concentrated in the neighborhoods with the least transit service. Our transit options are commute-oriented and center on a north-south spine running through the city. By contrast, four of the five census tracts with the greatest elderly populations are on our east and west perimeters. In these neighborhoods, 22-27% of the populations are elderly. Neighborhoods near the downtown core, where transit service is robust, are very expensive and heavily urbanized. They are not viable or comfortable options for many seniors, impeding our elders' ability to age in place.

About 10% of King County residents and 12% of residents in the Puget Sound region identify as having a disability.<sup>2</sup> Populations with mobility impairments are more evenly distributed throughout Seattle, and many census tracts are home to disabled populations that range from 15-27% of the general population. However, the volume of medical services and social services in Seattle's communities creates unusually high travel demand for populations living with various disabilities. For example, the Capitol Hill neighborhood shows by far the largest cluster of hospitals and medical providers in the region.

Data about the demographic composition of the regional populations of older adults and caregivers are hard to come by, but we know that older adults of color experience higher rates of poverty, poor health, housing cost burden, and homelessness than older adults who are white.<sup>3</sup> We also know that, in Washington, non-Hispanic white populations are somewhat overrepresented in reported disabilities, and most non-white populations are evenly represented among people with disabilities, except for people who identify as American Indian or Alaska Native, 19% of whom report having a disability. Regardless of race/ethnicity, people with disabilities in Washington, as nationwide, experience high rates of poverty relative to people without disabilities.<sup>4</sup>

### Existing Resources and Persistent Barriers

In King County, people with disabilities, older adults, and caregivers have many transportation options, from mass transit—fixed route bus, Link light rail, monorail, streetcar, and water taxi service—to specialized options including volunteer driver programs, senior shuttles, and demand-response paratransit services. According to the KCMC, "King County has historically offered robust alternatives for special needs populations. When it comes to information and referral services, there are many options: 2-1-1, Vets-Go, FindARide, Community Living Connections, in-person, or contacting the transportation provider directly."

Despite these robust alternatives, the Age Friendly Seattle Action Plan reports that "limited transportation options and traffic/parking challenges make it difficult for many older adults to participate in social activities, increasing their risk of social isolation and poor health."<sup>5</sup> Further, transit

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<sup>1</sup> [Age Friendly Seattle Action Plan for 2018 - 2021](#)

<sup>2</sup> [The Regional Transportation Plan - 2018 - Appendix H - PSRC Coordinated Transit-Human Services Transportation Plan; Inclusive Planning Toolkit](#)

<sup>3</sup> [Age Friendly Seattle Action Plan for 2018 - 2021](#)

<sup>4</sup> [Disability & DVR Statistics Report](#)

<sup>5</sup> [Age Friendly Seattle Action Plan for 2018 - 2021](#)

alternatives such as Access paratransit can be less convenient than mass transit options, as well as stigmatizing, making them inadequate replacements for busy professionals.

Project participants in the target populations report challenges accessing transit, barriers to using transit, and inconvenient or unsafe experiences using transit that younger and able-bodied transit users do not seem to need to deal with or take for granted. Project partners may have relevant supporting data on ridership, unmet trip requests, and wait time, but to the individual participants and project partners who work with the target populations, the need is clear.

### Current and Recent Practices

For several years, King County Metro, Sound Transit, and SDOT have been exploring and testing technology-supported mobility-on-demand and mobility-as-a-service solutions. These efforts have built upon and are becoming increasingly integrated with long-standing efforts by coordinated transportation partners and direct service providers such as Hopelink, the KCMC, and the Regional Alliance for Resilient and Equitable Transportation, among others.

One current pilot, Via to Transit, was designed with a goal to be accessible to all users. The pilot is well-regarded among people with disabilities and others who see Via as a safer option than walking/rolling to and from Link light rail stations. However, stakeholder engagement identified many opportunities for improvement, including driver training, app accessibility, and communication improvements (e.g., regarding fare payment, directions to pick-up locations, vehicle identification, and overall marketing). Tellingly, one of the more prominent recommendations was that program staff should have collaborated with community-based organizations that work with seniors, people with disabilities, English language learners, and other transit-dependent-yet-underserved populations in the *development* stages, when small changes could have made big impacts.

The project team will build on its experiences—including with co-developed travel training programming through SDOT’s Senior Regional Reduced Fare Permit pilot and with inclusive planning practices as implemented by Hopelink and the KCMC—to strengthen connections, establish new relationships, learn from and apply past lessons, and above all demonstrate a commitment to continual improvement.

### Transferability

The City of Seattle has significant experience with the development and management of APIs, including the open-source Mobility Data Specification for management of SDOT’s shared mobility programs. SDOT is prepared to explore the Transactional Data Specification and committed to implementation in accordance with our [Mobility Data Privacy and Handling Guidelines](#). Open-source technology solutions are important to SDOT’s data philosophy, and the project team will make every effort to use non-proprietary solutions in the implementation phase.

### Why This Project Will Succeed

There is a lot of pent-up demand among people with disabilities and seniors for transportation solutions that work. Project team participants and other stakeholders know when they are being “planned around” rather than planned with, and they know when planners have their own agendas and there isn’t room for the solutions stakeholders know should be possible. This project will succeed because it is different from “the way we usually do things.” This project was proposed by a disabled community stakeholder and has been a grassroots effort from the beginning. The growing project team can tell the

difference, and new participants have been eager to sign on and lend their support. Nine organizational partners and individual participants have submitted letters of commitment, and five have submitted letters of support, many with the intent to advise the project team. The project team—built on existing partnerships as well as new collaborations—will channel this enthusiasm and momentum to build familiarity with and long-term support for inclusive planning practices as the new standard in our region.

### 3. Administration

SDOT is a national leader in facilitating mobility and transit access for people of all ages and abilities. SDOT has convened a workgroup of compensated community stakeholders to develop a first-ever Transportation Equity Agenda for the department, and through its Low-Income Access to Transit Program has partnered with local senior centers and youth services organizations to co-develop culturally relevant travel training and transportation ambassador programs. SDOT has also used human-centered design to develop an electric vehicle charging program, adopted the open-source Mobility Data Specification for its bike/scooter/car share programs, and piloted a Rideshare-to-Transit solution that partially inspired this proposal.

Through these programs, SDOT has relationships and experience with both inclusive planning practices and open-source mobility-on-demand projects that together serve as critical foundations for this proposal.

The following key participants and partners will co-lead this project:

**Kiana Parker** is a disabled working professional who has served on multiple City of Seattle advisory and working groups. Kiana is the lead visionary and architect of this project and has organized much of the project team. She is committed to advancing racial equity, changing the way government agencies engage critical stakeholders, and providing more flexible transit options that save seniors time and energy in going about their daily lives.

**Christine Stickler** is a proud senior and the founding director of the Pipeline Project the University of Washington's Center for Experiential Learning and Diversity. Christine brings over 20 years of experience working in racial equity and access in the education system, where access to transportation has been a key barrier to providing needed services.

**Randy Earle** is a manual wheelchair user who relies on public transportation and has experienced so many barriers to access that he has considered giving up public transit altogether. Randy brings his lived experiences and his experience serving on project committees with SDOT, other government agencies, and the private sector.

**Joy Wayte** is a transit-dependent, disabled community stakeholder experiences challenges using a system not designed for her among fellow users who do not see her. Joy brings her lived experiences as well as her enthusiasm for the opportunities offered by an on-demand transportation solution.

**Francie Scott** is a very active older adult who relies on her car to get around. She is preparing for a time when she can no longer drive and sees an affordable on-demand ride to transit, with appropriate training on how to use it, as a viable option to maintain her active lifestyle. Francie brings her lived

experiences, familiarity with affordability and technology access concerns, and enthusiasm to do something new by participating in a transportation planning project.

Each individual participant joins the project team through an invitation from Kiana.

**King County Metro (Metro)** is the primary public transportation provider in the community. Metro joins the project team through its Innovative Mobility Program and a long-standing partnership with SDOT, and it brings its experience with the Via to Transit on-demand pilot service and its Mobility Equity Cabinet.

**Disability Rights Washington (DRW)** is a non-profit advocacy organization dedicated to protecting the rights of people with disabilities statewide. DRW joins the project team through its Rooted in Rights program and prior collaborations with both SDOT and Kiana. DRW brings its experience working in diverse coalitions and its commitment to advancing racial equity as proven approaches for achieving meaningful change.

**Asian Counseling and Referral Service (ACRS)** is a non-profit direct services organization with an Aging and Adult Services Program and Senior Center. **Lake City-Northgate Senior Center Project (Lake City Seniors)** is a low-barrier senior center serving older adults, many of whom are people of color and/or have disabilities, chronic diseases, or other age-related physical mobility needs. ACRS and Lake City Seniors join the project team through a prior collaboration with SDOT, and both bring their experience meeting the needs of seniors and people with disabilities and with inclusive planning processes such as stakeholder focus groups.

**Hopelink** is a non-profit direct services organization dedicated to ending poverty in our community. Hopelink has a mobility management program and staffs the King County Mobility Coalition, and it brings its direct experience with a 2018 Transit Planning 4 All-funded inclusive planning process to its role as an advisor to the project team.

Several of the above partners—e.g., Kiana, SDOT, Metro, and Hopelink—have been discussing this mobility challenge and potential solutions for many months and collectively decided to prepare an application. Other participants—e.g., DRW, ACRS, and Lake City Seniors—have been collaborators of various members of the project team for months or years and readily agreed to participate in the proposed inclusive planning process.

Together, this project team represents all the required participants and more, and we look forward to investing up front in further expanding the table to ensure the right stakeholders are active decision-makers in the project.

## 4. Inclusion: Engaging Participants

### Current State of Inclusive Planning

Inclusive planning is growing practice in the Seattle/King County region. In 2018, Hopelink and the King County Mobility Coalition (KCMC)—advisors to this project—received a Transit Planning 4 All grant to employ an inclusive planning process in enhancing the customer experience of finding and securing transportation. They published an [Inclusive Planning Toolkit](#) that will be a critical resource in organizing this project.

The City of Seattle is committed to inclusive stakeholder engagement, stemming in part from its Race and Social Justice Initiative, first passed in 2004 and reaffirmed by every mayor since. The commitment is long-standing, and the execution is continually improving. In 2018, the City collaborated across departments and extensively engaged over 2,000 stakeholders to create an *Age Friendly Seattle Action Plan for 2018 – 2021*, which serves as a data-rich foundation and includes directives such as “develop innovative, person-centered transportation solutions,” and “enhance travel training instruction for safe and independent travel on public transit”—both of which are focuses of this project.<sup>6</sup>

Finally, SDOT and the senior centers on this project team began a collaboration in 2019 to pilot a travel training and transportation affordability program—the Senior Regional Reduced Fare Permit Program—based on direct consultation and participation of seniors through focus groups and transit ‘field trips.’ These partnerships are successful and ongoing, and they have led to the collaboration taking place in this proposal.

### Pathway to Inclusion: Where We Are and Where We’re Going

Some government staff on the project team identified their work as being confined to Levels 1 and 2, while others shared examples that they thought were conducted at Levels 5 or 6. Community stakeholders identified government work—including the community-driven Transportation Equity Workgroup—as being nowhere higher than Level 3. Direct service providers identified much of their work as happening between Levels 1 and 4, with aspirations to reach Levels 5 and 6.

Currently, there is not consensus on where the project team is with this proposal, in part because it is still in its early stages. There is shared understanding that while inclusive engagement is a widely held value in the region, in practice implementation varies significantly from project to project due to lack of centralized and funded engagement strategies. Some projects have managers (and budgets) that plan for extensive engagement throughout the process, while engagement is an afterthought for others.

Our goal for this project is to achieve participation at Levels 4-6 for members of the project team—who will be project leads, share in decision-making, and be actively involved in setting agendas, developing the work plan and budget, and developing the implementation plan—and Levels 3-4 for stakeholders not on the project team, who will be consulted (and compensated appropriately) for clarification on existing challenges and barriers, potential solutions, and solution prioritization through a participatory budgeting process.

### Our Approach

This project will employ a participant-centered approach to all planning, concept development, and implementation activities. The project team will first convene to establish the final composition for the planning phase—this step will include a review of the goals and application materials, a re-assessment of where we are on the *Pathway to Inclusion*, a stakeholder analysis to determine who else needs to be invited to participate, and establishment of compensation agreements for participants and non-profit partners.

Following human-centered design frameworks, the planning phase will be designed around problem identification and solution brainstorming by a large, representative group of stakeholders. Potential engagement activities include in-depth interviews (by phone or video), surveys (online, paper, and by

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<sup>6</sup> <https://www.seattle.gov/Documents/Departments/AgeFriendly/AgeFriendlySeattleACTIONPlan2018-2021.pdf>



phone), virtual focus groups, and virtual workshops. The project team will select which engagement activities to use based on the project goals, participant needs, current public health guidance, and available funding.

To facilitate solution brainstorming, the project team will introduce participants to the concept of mobility-on-demand and existing solutions in an accessible, easy to understand way. Following solution brainstorming, the planning team will use a participatory budgeting process to collectively determine—with stakeholders—which solutions to implement with available funding.

Throughout the planning process and stakeholder engagement, the project team will employ the following strategies—informed by the *Inclusive Planning Toolkit*—to encourage and accommodate full participation:

- Providing accessibility accommodations – including live captioning, interpretation, alternative text for images, translation of communications into multiple languages, and following universal design guidelines for all documents
- Sharing information about how to request accommodations in all communications
- Aiming for all communications to be accessible and in-language throughout the planning and implementation phases
- Providing compensation for participation
- People-centered language – communications and discussions in the terms stakeholders use, rather than the jargon used by government staff
- Sharing materials in advance
- Collecting feedback after each engagement

## 5. Leadership in Inclusive Transportation Planning

The project team is a robust body with the experience and positionality to both successfully conduct an inclusive planning process and implement the proposed solutions that arise. SDOT is responsible for the physical infrastructure that supports the city's (and region's) transportation system. SDOT also supports a wide variety of mobility programs and investments to facilitate overall travel and connections to transit. This project aligns strongly with SDOT's mission to provide safe and affordable access to places and opportunities, and it advances the department's goals of equity, mobility, safety, livability, and sustainability. SDOT has a vested interest in, and ability to influence, this project's success.

The primary transportation providers in the region, King County Metro and Sound Transit, are on the project team and serving as project advisors. Established advocacy and direct service organizations with both a focus on the target populations and experience in transportation serve on the project team and in advisory roles. With up to five individual stakeholders on the project team and one or more advising—some of whom have prior experience serving on government advisory groups—the project team is equipped to act meaningfully on direction and recommendations from the most impacted potential users of the solution, with minimal distortion.

To be most successful, the project team should engage the Seattle Human Services Department, Aging and Disability Services Division, and the Puget Sound Regional Council. Multiple members of the project team have multiple connections to these potential organizational partners. The stakeholder analysis



conducted before finalizing the team's composition will also be an effective tool for identifying gaps and ensuring representation.

To empower participants to take an active role, the project team will practice sharing and delegating decision-making power. A strategy to support this effort is conducting a Power Analysis, a frequent tool of racial justice organizing work, which allows the team to collectively determine and understand where power is held, how it flows within our project team, and how policies and practices solidify and formalize those dynamics. Beyond sharing and delegating decision-making power, the team will also empower stakeholders to be active participants and effective consultants by investing in providing the necessary context for successful solution brainstorming and development of actionable concepts. For more detail on what this investment can look like see the narrative description of the planning phase in Criterion 6 – Project Work Plan. By truly empowering project participants and stakeholders, the team will build the foundation for successful engagement with relevant community leaders.

This project presents an opportunity develop and strengthen inclusive, coordinated transportation systems in which people with disabilities, older adults, and caregivers actively participate in both advisory and decision-making roles. Beyond improving or introducing mobility-on-demand solutions, this project will inform the equity work that all the public sector transportation agencies and many non-profit and private sector organizations in the region are currently undertaking, including work that extends beyond meaningful community engagement and into project prioritization and funding. As the project team learns of project and process improvements that would have meaningful impacts, we have the jurisdiction and influence necessary to update policies, change criteria, and otherwise effect change. Working together on a complex process and solution also presents an opportunity to embed principles and frameworks from social work and public health into transportation planning. As we learn and practice together, we will be taking important steps toward establishing new norms and models for transportation planning.

## 6. Project Work Plan

### Project Management

#### Narrative

The project team will first reconvene to establish its final composition. Activities will include reviewing the project goals and application materials, re-assessing where we are on the *Pathway to Inclusion*, conducting a stakeholder analysis to determine if gaps exist and who should fill them, and establishing compensation agreements for participants and non-profit partners.

The team will then participate in the Project Institute and develop a final work plan and revised budget to ensure alignment with project goals and participant needs. The team will assign roles and responsibilities and establish a decision-making process (e.g., consensus, voting) and capture agreements in a project charter.

Throughout the planning and implementation phases, the ongoing project management activities will include regular reporting, planning for a site visit by the project evaluator (if applicable), and preparing the required plans and reports.

## Activities

- Finalize project team
  - Conduct stakeholder analysis, invite missing stakeholders
  - Establish roles, responsibilities, compensation, and decision-making guidelines
- Attend Project Institute
- Develop and submit final work plan and revised budget
- Participate in regular program and financial reporting
  - Monthly program and financial reports
  - Monthly all-grantee conference calls
  - Bimonthly presentations
- Prepare for site visit by Project Evaluator (if applicable)
- Develop plans and reports

## Deliverables

- Final Project Work Plan
- Revised Budget
- Project Charter
- Monthly Program and Financial Reports
- Bimonthly Presentations

## Outcomes

- Established precedent/expanded practice of just compensation for stakeholder participation
- Improved and more dignified experience for stakeholders engaged in the planning process

## Planning Phase

### Narrative

The project team will use a human-centered design approach to structure the planning phase, including needs assessment, solution brainstorming, prototyping, and participatory budgeting to select solutions for implementation. All elements of the planning phase involve stakeholder engagement, and the project team will use the stakeholder analysis conducted at the project outset as a starting point for identifying which stakeholders to engage throughout.

The first step—needs assessment and further articulating the problem—will build upon an existing robust understanding of the challenges and barriers faced by key stakeholders who are members of the project team. Participants on the project team have already identified unsafe or incomplete pedestrian infrastructure to access the Link light rail system and frequent bus service as a mobility barrier, as well as nonexistent or inconvenient feeder bus service to transit hubs. Participants have identified how these challenges in the best of weather are only compounded during the darker, wetter, and colder months of the year. Participants have also identified ways that the current suite of options facilitating connections to transit remain insufficient, from lack of culturally relevant information to persistent accessibility barriers like shortage of accessible vehicles in on-demand fleets.

Further, participants have raised concerns and challenges that able-bodied and younger planners are not typically aware of, including the stigma associated with using branded services such as Access and the feeling of not being able to blend in; the dehumanizing experience of not being seen, being passed over by a bus driver or knocked into by a fellow commuter; and the acute awareness of never having

been included in the planning processes that shape the world we live in. Participants know that “nothing about us without us is for us,” and they are demanding a future that can more simply be summarized as “nothing without us.”

It is on the foundation of this understanding of the existing mobility challenges and persistent barriers that the project team will engage further stakeholders to determine what ‘problems’ and needs have not yet been raised. This step will include a combination of one-on-one and in-depth interviews (by phone or video conference), surveys (online, paper, and by phone), focus groups of 8-10 people (by phone or video conference), and/or workshops of more than 10 people.

Using these same mechanisms, the project team will also engage stakeholders to brainstorm potential solutions. To ensure stakeholders have adequate context to be successful in their brainstorming, the project team will introduce stakeholders to the concept of mobility-on-demand and present examples of mobility solutions in an accessible, easy to understand way. The project team will also use stakeholder feedback loops including one-on-one engagement and surveys to understand what additional context is needed. The project team—especially government staff and participants who have experience working on government advisory boards—will work with stakeholders to propose actionable concepts based on the proposed solutions that arise from this stage of the planning phase. Strategies to support this step may include government staff on the project team taking the proposed solutions back to key internal stakeholders at their organizations to develop actionable concepts and then presenting those potential solutions to the original group of stakeholders for feedback.

Once stakeholders and the project team have brainstormed potential solutions, the next step will be a participatory budgeting (or similar) process for stakeholders to collectively determine which solutions to implement with available funding. This method will allow for creative, innovative solutions that government staff might not normally consider to be elevated by the stakeholder group and potentially proceed to implementation.

Throughout the planning phase, the project team will document findings from the stakeholder engagement process and begin drafting a goal-based evaluation plan. At the conclusion of the planning phase, the project team will prepare an Implementation Plan and an Evaluation Plan, with planned review of both by agency, partner organization, and individual stakeholders who are not on the project team.

#### Activities

- Conduct needs assessment with stakeholders
- Brainstorm solutions with stakeholders
- Prototype solutions with stakeholders
- Use participatory budgeting (or similar process) with stakeholders to select solution(s) for implementation
- Develop Implementation Plan and Evaluation Plan

#### Deliverables

- Documented findings
- Implementation Plan
- Evaluation Plan

## Outcomes

- Shared and expanded understanding of mobility challenges and barriers to accessing transit faced by people with disabilities, seniors, and caregivers (including how barriers differ across stakeholder groups and demographic factors)
- Increased familiarity with the *Inclusive Planning Toolkit* developed by Hopelink and the King County Mobility Coalition in partnership with Transit Planning 4 All, as well as other models such as human-centered design and participatory budgeting
- Findings from a *virtual* inclusive planning practice that will help improve engagement both during the COVID-19 pandemic and beyond as planners and stakeholders become more familiar with remote access options for engagement
- Improved and more dignified experience for stakeholders engaged in the planning process

## Implementation Phase

### Narrative

Most details of the implementation phase will come out of the planning phase, when the project team develops an Implementation Plan based on the months of stakeholder engagement. However, the implementation phase will follow a general structure. The government agency and non-profit partner stakeholders who are engaged in the development of the Implementation Plan will be mobilized to execute the plan and develop the proposed solution(s), whether that involves improving or expanding on existing travel training and coordination programs and technology-enabled mobility solutions or creating new ones.

As the solution development is underway, key leads will be in regular communication with the project team, who will provide regular updates to the stakeholders who participated in the planning process, establishing a feedback loop for stakeholders to see how their input is being implemented. Meanwhile, marketing and communication materials will be co-created with target populations and the solution will be marketed to stakeholders and the broader public, so that potential users are aware of the solution before it launches.

Once the solution is launched, the project team will collect data for inclusion in the evaluation, and we will begin developing the Final Project Report and Concept of Operations to share with other community transportation providers nationwide. Finally, throughout the planning and implementation phases, the project team will continue seeking supplemental funding sources to ensure the important work of inclusive planning, design, and implementation continues in the Seattle/King County region.

### Activities

- Develop solution
- Market solution to stakeholders and participants
- Launch solution
- Evaluate solution
- Develop Concept of Operations for the Technology Solution and Final Report
- Identify supplemental funding to continue work

### Deliverables

- Functioning mobility-on-demand solution

- Concept of Operations for the Technology Solution
- Final Project Report

#### Outcomes

- Collaborative implementation of solution(s) selected by stakeholders in the planning phase
- Regular communications with stakeholders to build a robust feedback loop
- Implementation using the open-source Mobility Data Specification or piloting the Transactional Data Specification, while adhering to the [Mobility Data Privacy and Handling Guidelines](#)
- Process improvements to transportation planning and enhanced commitment to inclusive processes
- Improved and more dignified experience for stakeholders engaged in the planning process

Budget and Narrative - Inclusive Coordinated Transportation - Mobility on Demand Project

Organization: Seattle Department of Transportation

Budget Line Items		Phase 1 Expenses from Project Funds	Phase 1 Expenses from Additional Funds	Total Phase 1 Expenses (column "C" plus column "D")	Phase 2 Expenses from Project Funds	Phase 2 Expenses from Additonal Funds	Total Phase 2 Expenses (column "F" plus column "G")	Total Expenses from Project Funds (column "C" plus column "F")	Total Project Expenses from Additional Funds (column "D" plus column "G")	Total Project Expenses (column "I" plus column "J")
Direct Costs	Salaries			\$ -			\$ -	\$ -	\$ -	\$ -
	Fringe Benefits			\$ -			\$ -	\$ -	\$ -	\$ -
	Project Team Participant Compensation	\$ 90,000.00		\$ 90,000.00	\$ 45,000.00		\$ 45,000.00	\$ 135,000.00	\$ -	\$ 135,000.00
	Other Participant Compensation	\$ 20,000.00		\$ 20,000.00	\$ 10,000.00		\$ 10,000.00	\$ 30,000.00	\$ -	\$ 30,000.00
	Meeting/Training Expense (virtual meeting accommodations - e.g., interpreters)	\$ 10,000.00		\$ 10,000.00	\$ 5,000.00		\$ 5,000.00	\$ 15,000.00	\$ -	\$ 15,000.00
	Travel			\$ -			\$ -	\$ -	\$ -	\$ -
	Consultant Services	\$ 7,500.00		\$ 7,500.00	\$ 20,000.00		\$ 20,000.00	\$ 27,500.00	\$ -	\$ 27,500.00
	Consultant Expenses			\$ -			\$ -	\$ -	\$ -	\$ -
	Office Space			\$ -			\$ -	\$ -	\$ -	\$ -
	Utilities			\$ -			\$ -	\$ -	\$ -	\$ -
	Telecommunications			\$ -			\$ -	\$ -	\$ -	\$ -
	Software			\$ -			\$ -	\$ -	\$ -	\$ -
	Printing	\$ 2,500.00		\$ 2,500.00	\$ 5,000.00		\$ 5,000.00	\$ 7,500.00	\$ -	\$ 7,500.00
	Mailing	\$ 1,000.00		\$ 1,000.00	\$ 2,500.00		\$ 2,500.00	\$ 3,500.00	\$ -	\$ 3,500.00
	Supplies			\$ -			\$ -	\$ -	\$ -	\$ -
	Equipment			\$ -			\$ -	\$ -	\$ -	\$ -
	Marketing/Media/Outreach (including translation)	\$ 5,000.00		\$ 5,000.00	\$ 25,000.00		\$ 25,000.00	\$ 30,000.00	\$ -	\$ 30,000.00
	Transportation Services			\$ -			\$ -	\$ -	\$ -	\$ -
	Other			\$ -			\$ -	\$ -	\$ -	\$ -
	Total Direct Cost	\$ 136,000.00		\$ 136,000.00	\$ 112,500.00		\$ 112,500.00	\$ 248,500.00	\$ -	\$ 248,500.00
Indirect Costs	Indirect Costs	\$ 13,600.00		\$ 13,600.00	\$ 11,250.00		\$ 11,250.00	\$ 24,850.00	\$ -	\$ 24,850.00
	Total Project Cost	\$ 149,600.00		\$ 149,600.00	\$ 123,750.00		\$ 123,750.00	\$ 273,350.00	\$ -	\$ 273,350.00

**Narrative: Give details on personnel assigned to the program, any consultant expenses, and software purchases.**

Participant compensation for individual participants (3-5) and non-profit organizational partners (3-4) on the project team, each working 3 hours per week on average, for 9 months (39 weeks) = 702-936 people-hours @ \$60-100/hour = \$42,120-\$105,300 per budget period

Other participant compensation for stakeholders who do interviews, surveys, focus groups, and similar activities: 100 stakeholders participating for 2 hours each, at \$100/hour = \$20,000

Virtual meeting accommodations such as simultaneous interpretation, up to 10 interpreters for up to 10 hours of events each = \$10,000.

Media development, translation, printing, and mailing costs: combined up to \$8,500 in Phase 1 and up to \$32,500 in Phase 2.

Potential consultant cost for hiring facilitator trained in human-centered design in Phase 1: up to \$7,500. Potential consultant services for support developing plans/reports and with solution implementation in Phase 2: up to \$20,000.

*All project budget categories are subject to adjustment by final project team to align with priorities.*

**Indirect Cost Ratioanle: Explain the basis on which indirect costs are calculated (successful applicants will need to supply approved indirect plan before signing agreement). If an organizatrion does not have an approved indirect rate, a de minimis Indirect cost rate of 10% of total direct costs is allowable).**

SDOT is using the de minimis rate of 10%.

## Page 2: In-Kind Support

Organization: Seattle Department of Transportation

Budget Line Items		Phase 1 In-Kind Support	Phase 2 In-Kind Support	Total In-Kind Support
Direct Costs	Salaries	\$ 53,717.66	\$ 53,717.66	\$ 107,435.33
	Fringe Benefits	\$ 17,905.89	\$ 17,905.89	\$ 35,811.78
	Project Team Participant Compensation			\$ -
	Other Participant Compensation			\$ -
	Meeting/Training Expense (virtual meeting accommodations - e.g., interpreters)			\$ -
	Travel			\$ -
	Consultant Services			\$ -
	Consultant Expenses			\$ -
	Office Space			\$ -
	Utilities			\$ -
	Telecommunications			\$ -
	Software			\$ -
	Printing			\$ -
	Mailing			\$ -
	Supplies			\$ -
	Equipment			\$ -
	Marketing/Media/Outreach (including translation)			\$ -
	Transportation Services			\$ -
	Other			\$ -
	<b>Total Direct Cost</b>	<b>\$ 71,623.55</b>	<b>\$ 71,623.55</b>	<b>\$ 143,247.10</b>
Indirect Costs	Indirect Costs	\$ 7,162.36	\$ 7,162.36	\$ 14,324.71
	<b>Total Project Cost</b>	<b>\$ 78,785.91</b>	<b>\$ 78,785.91</b>	<b>\$ 157,571.81</b>

**Narrative: Give details on personnel assigned to the program, any consultant expenses, and software purchases.**

Staff time, office space, and technology (equipment and software) will be provided in-kind by SDOT.

Salaries: 0.25 FTE Project Manager + 0.25 FTE Senior Transportation Planner (2 SDOT staff working 10 hours per week on average, for 39 weeks [9 months] per budget period) = \$53,718 + 33% for fringe benefits = \$71,624 per budget period

**Indirect Cost Ratioanle: Explain the basis on which indirect costs are calculated (successful applicants will need to supply approved indirect plan before signing agreement). If an organization does not have an approved indirect rate, a de minimis Indirect cost rate of 10% of total direct costs is allowable).**

SDOT is using the de minimis rate of 10%.



7/28/2020

To whom it may concern,

The ability to access transit safely is something able-bodied people take for granted. When you are disabled, there are so many things you have to navigate with care. On a warm sunny day in Seattle that often means cracked, uneven sidewalks, curbs without curb ramps, crossing signals that are not long enough, cyclists riding their bikes on the sidewalk and more. On chilly winter evenings, rain, ice and prolonged periods of darkness get added to the mix making traveling to transit even more unsafe.

When the Transit 4 All Grant opportunity was shared with me by a colleague, there were many features that piqued my interest. It sought to find an on-demand solution to increasing access and mobility, prioritized seniors and individuals with disabilities, and mandated a project team that was composed of individuals from these respective communities in partnership with transit agencies. This inclusive planning model was something I had never seen before. I have had some experience serving on a few community-driven advisory groups at the request of local transit agencies, but they often fell short of my expectations. This was due, in part, to the fact that feedback was sought from the disability community at too late a stage to have a meaningful impact on my own experience. I never felt as though my needs were being prioritized. Instead, transit planners were content to plan around me to accomplish their objectives while doing as little harm as possible to those with mobility challenges. The approach of the Transit 4 All Grant changes that. Seattle is in the midst of a period of unprecedented growth and development. Cranes dot the skyline wherever you look. It has become increasingly clear to me that mass transit is also a key piece of the City's long-term vision. I have a vested interest in making sure that individuals with disabilities do not get left out of these conversations or further marginalized by poor transit and city planning.

Since services like Uber and Lyft have become more ubiquitous, I have been advocating for an on-demand option that would both help me get to transit hubs safely and more quickly while allowing me to conserve my energy. My time is just as valuable as any other working professional. The current transit system forces disabled users to plan their trips far in advance. This not only results in wasted time, but it is out of step with our busy lives. The disability community needs more tools in the toolbox in how we choose to get around. I see this grant as a wonderful opportunity to successfully create one with a dedicated team of stakeholders.

I am committed to being a member of this project team because more than anything, I want greater flexibility in my transit options. I want to be able to spontaneously decide to go out with my friends, or simply change my mind on a moment's notice. Not only do I want us to succeed in creating a transit solution with your funding, but I also hope that my participation contributes socially to changing the attitudes of transit planners who create services for individuals with disabilities and seniors. It is no longer enough for transit agencies to simply get us there. It is time to raise the bar and recognize that both seniors and individuals with disabilities need and deserve a more equitable transit future.

Sincerely,  
Kiana Parker

July 30, 2020

To whom it may concern,

Hello, my name is Randy Earle. I am a 50-year-old manual-wheelchair user who lives in Pioneer Square in Seattle. I work as a counselor at Seattle Central College and use public transportation to get to and from work and all around Seattle. I need public transportation because I am unable to push my wheelchair up the city's many steep hills. Without public transportation, I am stuck where I live. I have encountered barriers with public transportation many, many times. It is a disheartening process. Many people with disabilities give up and don't try to get around. Although, I have had negative experiences accessing transit and have contemplated giving up public transportation altogether, Kiana Parker has changed my mind. I remain dedicated to improving the process by which transit and transit options are designed because of her dedication to this issue. Kiana understands the connection between quality of life and access to transit. She also knows that I want to improve my own quality of life, and ultimately, that of all Seattle residents. I want Seattle to be at the forefront of making things more accessible. Helping Kiana and the Seattle Department of Transportation (SDOT) achieve this is what makes me excited and committed to being a member of the project team proposed by SDOT in the Transit 4 All application.

People with disabilities fought long and hard to have ramps put on buses so they could go places like everyday people. It has not been that long since that happened. Anything related to public transportation that increases access for people with disabilities is extremely important. Yes, we have made progress with making the built environment more wheelchair accessible but there is a lot of work still to be done. Transit needs to be funded, and more transportation options are needed that wheelchair users can utilize. I look forward to contributing to finding an on-demand solution for individuals with disabilities that could accommodate a manual wheelchair user like me.

I have never come across a truly inclusive planning process. I have been asked to give my feedback on many projects but have rarely seen any of my feedback incorporated into any of them. This is extremely frustrating and has a physical and emotional toll. Disability rights advocates have pushed to incorporate the idea that nothing about us happens without us. The days of able-bodied people telling people with disabilities what they need are over, and I think the structure of this grant opportunity is a testament to that. Finding solutions that work can only be accomplished when community stakeholders and transit agencies work together from the start. This grant is promoting a much-needed shift in the approach of, and investment in, community engagement.

Kiana alerted me to this project and this grant opportunity. I have worked on a variety of projects relating to increasing accessibility for people with disabilities. I have participated in activities with SDOT staff to bring heightened awareness to accessibility barriers. Kiana organized a series of accessibility tours in key neighborhoods in Seattle including Pioneer Square to which she invited me to participate. I have also participated in meetings with other government agencies as well as private-property owners to increase sidewalk safety.

I have been on numerous committees which have commented on the accessibility of a number of projects mostly private but some public. I have offered my opinion to elected officials and counsel people when it comes to changes or adjustments to public transportation. I struggle with fatigue and my overall health at times, but will offer as much as I am able to this project.

Sincerely,

Randy Earle

July 28, 2020

To whom it may concern,

I am pleased to write a letter of commitment to be a part of a project team to help the Seattle Department of Transportation and its transit partners find an on-demand solution to increasing access to transit for seniors and those who are disabled. We are a population with few alternatives to public transportation with a diverse set of additional needs. I have been disabled my whole life and had multiple disabilities most of that time. My educational, vocational and social opportunities would be limited to the distance I could walk without the successes of the transit system since it expanded in the 1970s.

Despite having hemiparesis and vision loss after complications from a surgery, I was able to use transit as it was designed for the average user by choosing my employment and housing carefully. That has changed as Seattle becomes a bigger city and my disability becomes more pronounced as I age. Almost 10 years ago, I began falling on Seattle's uneven sidewalks despite every attempt to pay attention to the sidewalk. I needed to balance looking at sidewalks with looking at my surroundings for safety reasons. I began to use a white stability cane. I was afraid using the cane would make my limitations more obvious and therefore increase the possibility of assault. The first day I boarded a bus on the Ave to get to work in downtown Seattle with my cane, a little girl cried out, "Look Mom, that lady is blind!" Her mother said, "No, that is a cane like Grampa's." The little girl correctly pointed out that Grampa's stability cane was brown. That same day, as I walked into a building to avoid a hill climb on my commute home. I was nearly knocked over by someone who could only see that her bus had pulled up to the curb. She did not see me or my cane.

Now, instead of transferring to a bus on University Way NE, I catch a bus to Rainier Vista and walk to the light rail. Three weeks before the Covid 19 shutdown, I missed my first bus and my five-mile commute to work took 90 minutes. One of the concerns I voiced before the University of Washington station opened was that pedestrians would be hit by bicyclists speeding past. This is particularly true during the fall and winter months when there are traditionally many students and fewer daylight hours. Within a year of my voicing this concern, an acquaintance was hit by a bicycle and required surgery and physical therapy to recover. An on-demand system allowing me to get a ride to the light rail would reduce the possibility of injury and increase safety for disabled users.

My neighborhood is changing. A multitude of high-end apartment buildings without parking garages are planned and being built. The strain on the transportation system will be immense. I can easily see a time when an on-demand system will be needed just to ensure I can get to the light rail without being shoved aside by an unaware commuter. On more than one occasion I have been bypassed when a bus driver cannot see me waiting at a dimly lit stop in the early morning or evening hours when the days in Seattle are short.

An on-demand system would have a huge impact on my sense of safety and mobility. I felt safe walking the neighborhood and city streets of Seattle and King County during my childhood and young adult years. The city has changed. It is more densely populated. More people are strangers. An on-demand system would make it safer and easier for me to go to the closest gym in my neighborhood, which

increases my physical mobility and health. Currently, all members drive to this gym. A co-worker told me that the bus stop closest to the gym was unsafe. If I took the bus to the gym, the walk from bus stop to its front door would be dark, long and uneven. Covid 19 has made it clear to me that as I age, my life has been reduced to work and home because the transportation options after work are so limited. An on-demand option would be a game changer.

I welcome the opportunity to be a part of the process that helps create an efficient cost-effective solution. A well-funded and thoughtful transit system benefits everyone: students, young professionals, those who are disabled and seniors. It also benefits the sandwich generation. The longer their parents and other dependents can live independently, there is a time and cost savings for everyone.

Sincerely,  
Joy Wayte

July 25, 2020

To whom it may concern,

I have lived in Seattle for over 52 years, am 92 years-old and am still very active. Over that time, I have watched the city change a lot. I am writing to express my support for and commitment to being a part of the project team to help the Seattle Department of Transportation's effort to find an on-demand solution to accessing transit that meets the needs of seniors and individuals with disabilities through the Transit 4 All Grant.

I do not have a history of using public transit. I have relied solely on my car to get around, but I know that my driving days are numbered. There will come a point in the near future in which I will no longer be able to do that, and I still want to be able to maintain my independence and do the things I enjoy. I am interested in being a part of this project because I believe this kind of service could have a positive impact on my quality of life, and I want to have a voice in putting this solution together. COVID-19 has limited my ability to leave my home, but I look forward to the day it is safe to travel on transit. Having an on-demand system of connecting me to transit would allow me a safe way to explore Seattle. One of my favorite activities is meeting my lifelong friends for lunch, and although I have never been, I have been told that the Columbia City neighborhood has very good food. In addition, having greater access to transit would mean that I could safely get to and from my doctors' appointments once the Northgate Light Rail Station opens.

As an older adult, it is important that an on-demand ride be affordable to people like me who are on fixed incomes. I also know that on-demand technology requires a smartphone. I am more than willing to learn to use a smartphone, but I would need help, and I worry that it will cost much more than the phone service I have now. These are the kinds of concerns I have that I want to bring to the conversation.

Being a part of this project also gives me something to do. I like the fact that I would have the opportunity to help from the very beginning of the process. It's rare that people like me get to do that. I have never participated in a project like this. Nor do I have any previous experience working with transit partners, but it is something I am very much looking forward to doing. I think this is a really important project and a wonderful idea, and I just want to help in any way that I can.

Sincerely,  
Francie Scott

To whom it may concern,

My name is Christine Stickler and I am the director of the Pipeline Project (soon to undergo the name transition to the *Riverways Education Partnership*), and I am writing a letter of commitment for the Transit 4 All Grant proposal by the Seattle Department of Transportation (SDOT).

I am the founder and have served as the director of this program at the University of Washington since 1998. Our primary goal has been to address the issues of equity and access within the K-12 system both in Seattle as well as rural and tribal schools around Washington state. We seek to dismantle the systemic racism within our school systems that has resulted in the great disparities of experiences for our K-12 students and the schools with whom we partner.

I am also a senior who proudly claims to be 68 years of age and a friend and supporter of Kiana Parker. Her work as a community advocate centers on individuals with disabilities and seniors with inadequate access to public transportation.

I am writing this letter of commitment for SDOT's Transit 4 All Grant application from three distinct perspectives which I believe uniquely qualifies me to write this letter.

- **Experience as director of a K-12 outreach program for UW undergraduates:** From the very first years of our program, **access to transportation** has been the key barrier to our providing the services we could offer to our communities of K-12 students. This problem immediately became apparent as we set out to connect our UW undergraduate tutors with the schools and students who most needed our tutoring and mentoring support. The majority of these schools were in locations in south, central and west Seattle that required long bus rides with transfers to reach the schools. Over the years, we have tried many different options and until the launch of the Light Rail had found no solution to the dilemma of connecting our students to the schools with the greatest need for our services. The Light Rail is only a partial solution as many of our schools still lie outside its service area. The lack of access to adequate transportation remains one of our most serious issues of programming and we are constantly in a mode of exploring alternatives that could increase access for our students.
- **As an elder who values my independence** and wants to ensure it is not jeopardized as my needs for access change. I currently am blessed not to need help with access to public transportation but have seen many of my friends and colleagues struggle with this in recent years. I believe this grant addresses the key issue of allowing seniors to connect with the modes of transportation that already exist but are currently out of their reach. I know the VIA program is a great pilot for the technology being suggested in this grant. Using app technology and a web of connected vehicles that can pick up the elderly or those with disabilities and get them to the source of transit that they require would be life-changing for me and my friends because we would have greater control over how quickly and safely we get around.
- **Colleague and mentee of Kiana Parker:** I am very grateful to have met Kiana and have gotten to know her as a colleague who I consider as both a friend and a mentor. Kiana has literally opened my eyes to the issues of access and mobility that are denied so many of our citizens. Three years ago I took a walk from my office in Mary Gates Hall on the UW campus to Schmitz Hall with Kiana. This is a relatively short distance but with the ongoing construction it involved numerous detours with precarious stairs and walkways that made navigating with any issues of mobility treacherous. I have literally been aware of my surroundings in a different way ever since that first walk. I have been so proud to see Kiana become involved in so many city and university advocacy committees since that time. She has become a guiding light on issues of accessibility and a fearless leader in moving forward both internal plans as well as legislature to address this issue that she is so impassioned about.

Office of Minority Affairs & Diversity | Undergraduate Academic Affairs



Kiana has been advocating for an on-demand solution for greater access to transit for seniors and people with disabilities for over two years now. She has worked very hard to earn the support of community members like me and transit agencies like SDOT in showing us how a solution like this would add greater equity to our transportation system.

I support her without reservation. I was very impressed with the comprehensive and well-thought review process for this proposal that has been put forth by SDOT. I would be happy to talk to anyone on the review committee who would like to hear more about my rather unique thoughts on this proposal.

This grant proposal is needed and fills a critical gap in services for both our elderly and those navigating with disabilities. I strongly urge this grant proposal be funded.

Sincerely,

Christine Stickler

Director  
Pipeline Project (soon to be renamed Riverways Educational Partnerships)  
[castick@uw.edu](mailto:castick@uw.edu)



*Moving forward together*

**Metro Transit Department  
Mobility Division**

*Market Innovation Section  
Market & Business Development*  
201 S. Jackson Street  
KSC-TR-0411  
Seattle, WA 98104-3856

July 29, 2020

Jim Storment  
Grants Manager  
Seattle Department of Transportation  
700 5<sup>th</sup> Ave., Suite 3800  
Seattle, WA 98104

Dear Mr. Storment:

King County Metro would like to submit a Letter of Commitment for the Seattle Department of Transportation's Inclusive Mobility on Demand project to engage older adults, people with disabilities, and caregivers in the development on-demand mobility solutions to connect riders to transit service.

Transit should be accessible to everyone, which is why we offer a wide range of services to make riding transit easier. We are excited to support this innovative partnership representing SDOT, Disability Rights Washington, Lake City Senior Center, individual seniors and people with disabilities to reduce mobility barriers and develop mobility on demand solutions. This project is consistent with and supportive of our innovative mobility strategies, which are aimed at increasing transit ridership and utilizing new technologies to provide flexible, adaptable, sustainable, and equitable mobility options for King County.

Metro is supportive of SDOT's efforts to employ an inclusive planning model in order to meaningfully engage key stakeholders, both in defining the problem and in developing proposed solutions, as well as to implement the proposed solutions with a cross-agency, holistic approach. Over the last year, Metro partnered with diverse community leaders on a King County Mobility Equity Cabinet to identify opportunities to center equity and sustainability in how the region grows, integrates new mobility choices, and invests in transit. The Cabinet developed a "Mobility Framework" providing community-driven investment recommendations and policy guidelines to support innovative, integrated, equitable, and sustainable mobility in King County. Metro looks forward to building on this inclusive planning process, and those of its partners at Hopelink, the King County Mobility Coalition, and SDOT, to continue developing a practice of meaningful stakeholder engagement and inclusive planning in the Seattle/King County region. Metro is committed to participating in the inclusive planning process proposed by the project team.

Thank you for considering the Seattle Department of Transportation's application for the Transit Planning for All Grant.

Sincerely,

DocuSigned by:

*Ina Percival*

E99E2F6ECD65483...

Ina Percival

Supervisor, Market & Business Development

Market Innovation Section, Metro Transit Department



July 29, 2020

Anna Zivarts

Program Director, Rooted in Rights, Disability Rights Washington

315 5th Ave S. Suite 850

Seattle, WA 98104

206.324.1521 x 242 (office)

Regarding: Letter of Commitment for Community Transportation Association of America (CTAA) Inclusive Mobility on Demand Grant Opportunity

To Whom It May Concern:

Rooted in Rights is eager to work with the City of Seattle Department of Transportation (SDOT) on their proposed Inclusive Mobility on Demand grant proposal.

We are a private non-profit organization that protects the rights of people with disabilities statewide. Our mission is to advance the dignity, equality, and self-determination of people with disabilities. Access to transportation is identified by our constituents as one of the top three challenges facing people with disabilities in Washington State, and we have heard from other disability advocates that they hear the same message from their constituents.

Our communities have been designed around the automobile as transportation, and for those of us who cannot drive or cannot afford to drive, this creates major barriers for us to access school, jobs, doctor's appointments, grocery stores, and everything else we need to get to in order to participate fully in our communities.

The changes we need to improve the accessibility of our streets and transit not only benefit people with disabilities, who are more likely than other populations to not have access to cars, they also will benefit other communities who disproportionately rely on

the bus, walking/rolling or biking for transit – communities of color, immigrants, low income workers, and those who were recently incarcerated.

Thus our work on accessible transportation and streets allows us to build relationships and work in coalitions with community partners who share our goals of making access to our communities not reliant on having access to a driver's license or car. By working together in coalition, we are able to bring disability into conversations where it previously hadn't been included, and we are able to push ourselves to connect with people who have access needs, yet haven't previously wanted to identify as disabled or seen their needs or concerns addressed by disability advocacy organizations. And in forming these broad, and sometimes unexpected, coalitions with community groups, unions, environmental and transportation advocacy organizations, we are able to achieve real and meaningful change.

We have previously collaborated with the Seattle Department of Transportation on advocacy work regarding [winter weather access to sidewalks](#), [bike share parking](#), and [pedestrian access during construction](#). We have found these collaborations very successful, and look forward to working with SDOT and the rest of the project team on this Inclusive Mobility on Demand Grant Opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anna Zivarts', with a stylized, flowing script.

Anna Zivarts



July 28, 2020

To Whom It May Concern:

Asian Counseling and Referral Service (ACRS) respectfully submits our letter of commitment and we support the Seattle Department of Transportation's grant submittal to the Inclusive Transportation Planning Mobility on Demand grant.

ACRS is a nationally recognized nonprofit organization, meeting the human services and behavioral health needs of Asian American Pacific Islanders (AAPIs) since 1973. ACRS' mission-driven services are delivered through 5 core programs providing person-centered services including mental health, substance abuse treatment, employment and training, citizenship and immigration, youth leadership and development, free legal consultation, and civic engagement. ACRS' seeks to improve the lives of individuals, families and communities, with over 30,000 people receiving assistance in 2018. The Senior Center is housed in ACRS' Aging and Adult Services Program which was launched in 1981 with specific programs targeting underserved AAPI seniors. From congregate meals to home-based case management, the department ensures that seniors remain healthy, independent, and in the community as long as possible. Since its launch in 2015, the ACRS Club Bamboo Senior Center has gained over 850 members age 50 years and older, most of whom are from AAPI communities including Chinese, Korean, Vietnamese, Lao, Mien, Samoan, Japanese, Filipino, and Cambodian/Khmer. The Senior Center is open five days per week from 9:00 a.m. to 3:00 p.m., offering more than 26 health and wellness and art therapy activities each week. Nutritious lunches catering to the AAPI palate are offered daily. Agency business hours are typically Monday – Friday 8:00 a.m. – 6:00 p.m. with some evening activities running as late as 8:00 p.m. including citizenship classes, English as a Second Language classes, and youth activities.

In 2019, we partnered with SDOT to pilot the Senior Regional Reduced Fare Permit Program. Fifty-five seniors signed up for the permit during the pilot phase and participated in focus groups to help inform usage of Seattle and King County transportation systems, particularly providing impactful information related to senior ridership and rider accessibility for persons with disabilities. We continue the great partnership and are navigating the program through the pandemic.

Transportation and accessibility to transportation in our region continue to present major challenges, impacting many of our resilient and vulnerable communities. ACRS would like to be part of the conversation to help bridge the gap in a just and safe transportation for all. Please give me a call (206) 805 -8934 with any questions.

Sincerely,

G De Castro

Director, Aging and Adult Services



Senior Services is now Sound Generations

From: Vedrana Durakovic, Program Manager of Lake City-Northgate Senior Center Project

To:

July 27, 2020

To Whom It May Concern:

Vedrana Durakovic would like to submit a Letter of Commitment for SDOT Mobility Team's Transit 4 All project aimed at using an inclusive planning model, meaningfully engaging key stakeholders in defining the problem and in developing proposed solutions, and implementing the proposed solutions with a cross-agency, holistic approach in attaining greater mobility for persons with disabilities, older adults, and caregivers.

The Lake City-Northgate Senior Center Project—a program of Sound Generations— has been working with older adults in NE Seattle for several years, functioning as a 'without walls' senior center, with a low barrier to access and focused on serving underserved older adults. Many of our center participants have disabilities, age-related physical needs, and chronic diseases that have limited their mobility, while at the same time, wish to engage in our activities and programs and use public transportation to travel to and from our center.

As many of our members and clients we serve will be users of this program/project, we see an opportunity to improve access to needed services even more and reduce isolation. Particularly in the aftermath of the pandemic, as isolation will be at an all-time high, a project that weaves in a grassroots approach to finding solutions for transportation and mobility will be of great importance. Sound Generations will play an advisory role in employing an inclusive planning process, ensuring that the right questions are asked of older adults, as well as providing information through data collection, surveys, and conversations with center participants. Our Lake City Seniors program consistently collects demographic data, administers various surveys, and collects information about the diverse group of people we serve, which will provide a unique perspective to the project. At the same time, we are less familiar with inclusive planning models of this sort, so this project would provide an opportunity to increase our capacities, engage more of our community members, and provide an opportunity to transpose this model to other programs and projects.

We have also been working with the team of the RRFP Pilot Project since mid-2019, and we have had much success in engaging seniors, conducting field trips and focus groups, and building a relationship with SDOT, while connecting older adults with SDOT's services.

Therefore, I believe this project will meet the needs of our community, which has been historically underserved and neglected, and will particularly meet

2208 Second Ave, Ste 100  
Seattle WA 98121-2055

OFFICE 206.448.3110

WA RELAY 7-1-1

FAX 206.448.5766

WEB [soundgenerations.org](http://soundgenerations.org)





Senior Services is now Sound Generations

the needs of our older adults of color, as the focus will be on equity and inclusivity. Our program has always been geared toward social justice and tackling inequities in various segments of life—from lack of access to healthcare, to food insecurity, to health promotion programs that are free and open to all older adults, to education and socialization. Adding a mobility and transportation piece to better serve our caregivers and persons with disabilities will allow for a more all-encompassing approach to creating an equitable and inclusive space for all those we serve and seek to support.

Thank you for considering SDOT's application for the Transit Planning for All Grant. If awarded funding, I look forward to being a part of this partnership and serving as an advisor and decision-maker for this project. Should you have any questions, please feel free to contact me at 206-472-5471.

Sincerely,



Recoverable Signature

X Vedrana Durakovic

---

Vedrana Durakovic

Electronic signature

Signed by: vedranad@soundgenerations.org

Vedrana Durakovic  
Program Manager, Lake City- Northgate Senior Center Project  
vedranad@soundgenerations.org

2208 Second Ave, Ste 100  
Seattle WA 98121-2055

OFFICE 206.448.3110

WA RELAY 7-1-1

FAX 206.448.5766

WEB [soundgenerations.org](http://soundgenerations.org)

July 29, 2020

Transit 4 All grant Support Letter

To whom it may concern:

As a 68-year-old woman who was also full-time caregiver for my parents in their mid-80s, I am familiar with the changes in mobility that occur as we age, both with and without other extenuating physical or mental impairments. The need for on demand access to transportation is vital for seniors and people with disabilities to continue their life-giving relationships with others and for accessing critical medical care systems that ensure a quality of life experience.

It is paramount that accessibility to on demand access is offered in ways that are equitable to a diversity of people and neighborhoods. Often, those who experience the challenges of being in marginalized communities feel the impact of access gaps to public transportation as one more way our society sees their needs as less important than others. An elder friend of mine, after experiencing limited access to public transportation options and the need to walk long distances that were not feasible, said "They don't really care about us." An inclusive demand response transportation strategy would provide personal choice of the best ways for community members to facilitate their public transportation needs from wherever they live. Our whole community will be the better for this as fuller engagement in civic life by all is made more sustainable.

I am a minister and have experience of elders seeking public transportation to get to church and having it become such an ordeal (wait times, unmet requests) that they give up on it. Having an on-demand service available gives them more control over meeting their own needs in a timely and efficient way. A project like this will find creative ways to utilize communication and technology to make clear and viable pathways for transportation access.

I enthusiastically support this project because I have already experienced the kind of grassroots outreach and engagement that ensures this project will follow a holistic approach to planning, design and implementation. I have worked with Kiana Parker, one of the project members, in multiple capacities over the years. I have seen how her knowledge about the impacts on people with disabilities and her engagement with community and civic representatives have changed hearts and minds in positive ways.

As a potential user, as well as a referral point for others, I am excited about the impact mobility on demand solutions will create for individuals and our larger community. I look forward to participating in a process that asks the people most impacted by the barriers to share their wisdom about how to remove those obstacles.

Please contact me at 206-409-7551 if you have questions.

Electronic Signature, Diane S. Schmitz, July 29, 2020 3:50pm.

Diane S. Schmitz

Former educator, current minister, and Seattle area resident for over 30 years.

July 30, 2020

Jim Storment  
Grants Manager  
Seattle Department of Transportation  
700 5<sup>th</sup> Ave, Suite 3800  
Seattle, WA 98104

Dear Mr. Storment:

Hopelink would like to submit a Letter of Support for the Seattle Department of Transportation's Inclusive Mobility on Demand project to engage older adults, people with disabilities, and caregivers in the development of an on-demand ride to transit mobility solution.

The Seattle Department of Transportation is one of the most forward-thinking transportation agencies in the nation, working at the forefront of transit equity work. SDOT manages relationships, contracts, and programming with a full host of mobility services, exemplifying their capacity to engage in a project that requires this level of coordination. SDOT's work regularly centers around human-centered design and robust community outreach strategies. This agency is well prepared not only to strengthen its community engagement processes through inclusive planning design but to facilitate the front- and back-end logistics needed for the fruition of this project.

Hopelink actively uses an inclusive planning lens to elevate and coordinate the needs of stakeholders with the goal of improving access to mobility for underserved populations. After serving as a recipient of the Transit Planning 4 All Inclusive Planning program from 2018 to 2020, Hopelink is well-positioned to leverage our lessons learned to contribute feedback and our existing relationships with the community for this grant's purposes. Hopelink, which staffs the King County Mobility Coalition, has experience with connecting priority populations in a collaborative process through its inclusive planning training and Coalition work. Hopelink Mobility Management has a long-standing relationship with the Seattle Department of Transportation, working together on various community-centered projects, in addition to deep relationships with the communities this grant targets. In 2019, SDOT and Hopelink partnered to bring comprehensive transportation education and opportunities to seniors across Seattle. This partnership allowed Hopelink and SDOT to better understand the needs of seniors, help them learn to use public transit, and establish new relationships for stronger community engagement – all valuable strategies to overlap with the kind of collaboration asked for this grant partnership.

Hopelink is excited to join this project and expand the reach of the inclusive planning process in our region. We look forward to addressing this need, identified already by community members, to fill a first-mile gap with underserved users in mind.

Thank you for considering the Seattle Department of Transportation's application for the Transit Planning for All Grant. If awarded funding, I look forward to being a part of this partnership and serving as an advisor and decision-maker for this project. Should you have any questions, please feel free to contact me at (425) 943-6769.

Sincerely,



Staci Sahoo  
Director of Mobility Management



July 31, 2020

Jim Storment  
Grants Manager  
Seattle Department of Transportation  
700 5<sup>th</sup> Ave., Suite 3800  
Seattle, WA 98104

Dear Mr. Storment:

Transportation Choices Coalition is pleased to submit this Letter of Support for the Seattle Department of Transportation's Inclusive Mobility on Demand to engage older adults, people with disabilities, and caregivers in the development of new solutions to enhance on-demand ride to transit service.

Transportation Choices Coalition is a statewide organization working to improve affordable and sustainable mobility for all people. [Regional analysis](#) tells us that approximately 48 percent of the region's total population potentially has a greater need for transportation services due to income status, age, or disability. Regional forecasts show that by 2040 the population aged 65 and over will grow by 93 percent (while reaching 20 percent of the total population), and the population aged 85 and over will grow by 158 percent while the total regional population will grow by 23 percent.

Puget Sound Regional Council's Coordinated Transit-Human Services Transportation Plan identifies changes in special needs populations in the region, growing mobility needs and gaps, associated strategies to close the gaps, and changes to funding. The targeted outreach and review of updated needs assessments in the region identified key mobility needs and gaps in the region:

- There is a need for more comprehensive access to healthcare, with a particular gap identified for those who do not qualify for non-emergency Medicaid transportation service.
- There is a need for more travel training and information referral services for available mobility options to close awareness gaps.
- There is a need to provide better transportation services within rural areas and to connect rural areas to urban areas where jobs and services are concentrated, particularly for those who cannot rely upon an automobile to transport themselves.
- There is a need for better coordination between service providers in order to provide more efficient service and avoid unnecessary duplications in service.
- There is a need for a sustainable source of funding to support existing special needs transportation services that have growing operating costs.

The Seattle Department of Transportation actively supports improved accessibility and mobility for all residents through both traditional transportation programs and partnerships with our local transit agencies and community organizations. SDOT's creation of the Transportation Equity program and ongoing development of a first-of-its-kind Transportation Equity Agenda represent department-wide efforts to bring underrepresented voices to the process of designing and implementing transportation projects.



Over the past few years, TCC and SDOT have collaborated on stakeholder engagement and policy development in new mobility and equity, as well as transit service investments and programming, new transportation revenue sources, congestion management policies, sustainable multimodal investments, safe streets, and more. TCC has served in a convening capacity to connect a community stakeholder with a mobility challenge and proposed solution in mind to the appropriate staff at SDOT to further develop the solution. TCC has also connected SDOT staff to Hopelink and the King County Mobility Coalition, who are sharing their experience with inclusive transportation planning. Those connections are the foundation of the project team that is applying for this grant, and TCC is excited to support the inclusive planning process to come.

SDOT has previously used human-centered design and engagement techniques such as in-depth interviews, focus groups, workshops, and Racial Equity Toolkit analyses to develop and implement new programs. Through this grant opportunity, SDOT and the project team will further strengthen their community engagement practices and build upon the region's existing successes with both inclusive planning and mobility-on-demand projects. The solutions identified through this process could greatly aid efforts to build a more sustainable and equitable transportation system in Seattle.

Thank you for considering the Seattle Department of Transportation's application for the Inclusive Mobility on Demand Grant. Should you have any questions, please feel free to contact me at [alex@transportationchoices.org](mailto:alex@transportationchoices.org).

Sincerely,

A handwritten signature in black ink, appearing to read "AH", followed by a long horizontal flourish.

Alex Hudson  
Executive Director, Transportation Choices Coalition



July 30, 2020

Margo Dawes  
Seattle Department of Transportation  
700 5th Avenue  
Seattle, WA 98104

To whom it may concern,

Northwest Access Fund is pleased to submit this Letter of Support for Seattle Department of Transportation's (SDOT) application to the Inclusive Mobility on Demand Grant Opportunity. We are excited by the proposed project, whereby SDOT will work with stakeholders to expand existing efforts to address barriers that people with disabilities and older adults experience in connecting to mass transit across King County, Washington.

Access to transportation has been shown to enhance independence, health, quality of life, and social participation, but people with disabilities and older adults nevertheless experience significant barriers to accessing appropriate transportation. While implementing and maintaining accessible infrastructures help address barriers, many still remain. The placement of stops and stations, the weather, and individual mobility equipment are just some of the factors that can impede access to transportation. Paratransit services are an effective transit solution in many cases, but it requires advance planning that is not always possible.

At Northwest Access Fund, we offer people with disabilities customized loans, financial coaching, and other resources to promote access to assistive technology, independence, financial resilience, and life opportunities. We are a 501(c)(3) nonprofit and Consumer Development Financial Institution (CDFI) based in Seattle, Washington, and we serve people with disabilities and older adults across Washington and Oregon. Our most longstanding program is the Assistive Technology Loan Program, through which we provide affordable financing for people with disabilities and older adults to purchase assistive technology, including mobility devices such as wheelchairs and scooters. Such devices can be expensive and are often not covered by insurance or grant sources, leaving individuals to have to pay out-of-pocket for equipment that is invaluable in someone's day-to-day life and is often the means by which they can get to work, see friends, run errands, and otherwise participate in their communities.

In King County, many of those purchasing scooters with our financing are doing so in order to be able to reach the mass transit system they use to navigate the region. We are excited by the prospect of greater on-demand connections to mass transit as it will make a huge difference in the lives of so many people with disabilities and older adults. While individual transportation devices such as scooters allow some to reach mass transit, many others do not have the financial capacity to afford and maintain such technology. The proposed project will work toward implementing a more equitable transportation system, providing fairer access to mass transit that is not determined by someone's individual resources.

We wish you success with your application and, should it be funded, we look forward to contributing to the design of this important system by amplifying the perspectives and experiences of our clients and our community.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Em Sekins", written in a cursive style.

Emerson Sekins  
Executive Director



July 27, 2020

Jim Storment  
Grants Manager  
Seattle Department of Transportation  
700 5th Ave  
Seattle, WA 98104

**Regarding: Letter of Support for Community Transportation Association of America (CTAA) Inclusive Mobility on Demand Grant Opportunity**

Dear Mr. Storment:

Sound Transit is pleased to support the City of Seattle Department of Transportation (SDOT) Inclusive Mobility on Demand grant proposal. Sound Transit believes that transit should be accessible to everyone, which is why we offer a wide range of services to make riding easier. We are excited to support this innovative partnership representing SDOT, Disability Rights Washington, Lake City Senior Center and individual seniors and people with disabilities to reduce mobility barriers and employ inclusive trip planning and develop proposed solutions to increase mobility on demand, which may include:

- Better informing stakeholders of existing options for connecting to transit
- Improvements to existing on-demand connections to transit
- Developing new incentive programs to facilitate connections to transit using mobile ticketing and other technology solutions, and/or
- Developing proposals for new mobility-on-demand solutions

Sound Transit's core values include Equity and Inclusion; the Agency is supportive of SDOT's efforts to employ an inclusive planning model, to meaningfully engage key stakeholders both in defining the problem and in developing proposed solutions, and to implement the proposed solutions with a cross-agency, holistic approach.

Sound Transit connects more people to more places to make life better and create equitable opportunities for all. Sound Transit builds and operates regional transit service throughout the urban areas of Pierce, King and Snohomish Counties. Transit services include Link light rail; Sounder trains; ST Express Bus; Tacoma Link light rail; and soon, Bus Rapid Transit.

Sincerely,

Tracy Butler  
Chief Financial Officer

Cc: Abby Chazanow, Sound Transit Program Manager - Innovation

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