Technology and Innovation Strategy

Final Presentation to FTA
November 9, 2022
Overview

• Planning grant funded through the National Aging and Disability Transportation Center (NADTC)

• Developed a 5+ year Technology and Innovation Strategy, which includes
  • New Mobility
  • Inter-agency coordination and data standards
  • Customer facing technology
  • Strategic partnerships

• Focus on equity and outreach to diverse community members
Process

• Engagement with 130 older adults and people with disabilities
  • 45% BIPOC
  • Over 25% limited English proficiency

• Focus Groups facilitated by Thuy Tu Consulting, in English, Spanish, Vietnamese, and Mandarin.

• Survey translated into Spanish, Vietnamese, Mandarin, and Russian. MFS, IRCO, Impact NW, and other Orgs distributed the survey.

• Interviews with stakeholders, frontline staff, transit agencies, industry leaders, and other professionals.
Successes

• Diverse participants and inclusive practices

• Strong partnerships

• Building sustainable strategies

Challenges

• Time constraints

• Virtual engagement

• Representation
Findings

• Smartphone and internet access

• Language and other barriers

• Flexible and coordinated transportation options

• Responsiveness to disability and BIPOC communities
Implementation Grant

• New staff position in the Service Planning Department

• Innovative partnerships and new provider reimbursement funds.

• Steering committee of diverse older adults and people with disabilities.
Thank you!

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