

# 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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