

One-Call/One-Click Advisory Committee

Meeting Notes

Monday, October 24, 2023

1:00 PM to 3:00 PM

Attendees: Aaron Morrow, Amy Biggs, Brock Howell, Daeveene May, Deb Witmer, Dinah Stephens, Dorene Cornwell, Jeff Abrams, Jonny Prociv, Justin Deno, Kevin Chambers, Laura Lee Sturm, Nate Seeskin, Phirun Lach, Pran Wahi, Roz Novikova, Sara Sisco, Tiffany Olson

Staff Support: Bebhinn Gilbert, Dean Sydnor, Staci Sahoo

Meeting goals:

1. All attendees will be familiar with project developments
2. Attendees will help determine and finalize the criteria for choosing translation languages

Welcome and Introductions:

Bebhinn began the meeting at approximately 1:05 with a review of the agenda and welcoming process. The icebreaker question had attendees choose between fantasy and sci-fi genres based on transportation alone.

Project Updates

Bebhinn began the first agenda item by reviewing recent project activities:

- Accessibility Audit of Ride 211 by Cambridge Systematics

One of the first tasks of the project's front-end vendor was to complete a third-party accessibility audit. This aligns with our goal to ensure usability and accessibility in particular for folks using assistive technologies. That audit is now complete, and Cambridge Systematics is reviewing action steps. The auditor compiled suggestions for improving site navigation, item tagging, stronger visual hierarchies.

The next step for this task is for CS to implement changes, projected date for that task is November, in time for further user testing.

- GTFS-flex testing

The data feeds which will describe flexible services are nearly ready to test! That is to say, we will be able to visually see how these services would appear on a trip planner. Our data vendor, IBI Group is creating test itineraries which we hope to be able to review at next month's user testing taskforce.

- WSDOT Application for Funding complete

Bebhinn announces that we have submitted our project application for 4 years of continued funding. This funding will allow the One-Call/One-Click platform to continue to operate, we hope to have an increased budget for staff support, and continued funding for phase 1A principal components.

Bebhinn notes that major expansions of scope, moving into a second phase, or implementing large new features will require seeking additional funding sources.

As for the WSDOT application, the project team will learn more as WSDOT and PSRC review the applications, we anticipate news anticipated in July.

- Housekeeping

Bebhinn reminds attendees that this project offers an honorarium compensation for those not paid by an employer, so log your hours or reach out. Linked here is the [pdf form for signing up for the honorarium](#). Linked here is the [reporting form](#) for logging hours.

Questions

Bebhinn then opens the meeting to questions regarding these announcements and reminders.

Dorene: What kinds of disabilities are reflected in the team members for the third-party auditor? Individuals vary.

- Bebhinn: As for the composition of our audit team, I am not familiar with them personally, but their audit is from the perspective of cognitive disability and from the assistive and touch based tech perspective. Keyboard hotkeys were also an explored perspective.
- Kevin: Nothing to add but this is an area where we can take some leadership. *shared link to team used: <https://anthro-tech.com/team> *
- Bebhinn: We aim to make accessibility a requirement, this audit is a first step not the last.

Eligibility & Preference Filters

Kevin Chambers joins the meeting to discuss the filtering capabilities of the One-Call/One-Click system. Last month we first engaged with this concept of engaging with a rider profile using a series of toggles. We chatted about what we could get done and phased feedback into what we can propose for our first tool.

What we are doing right now is getting a piece of software out there that is not yet feature complete. Looking to take an open approach and iterate in future phases. In the future we aim to have a more detailed intake/registration process. This is not that right now. This is about having a quick filtering method. Goal is to have a list that is short enough to not be overwhelming but still be useful.

Kevin reviews the three buckets of filters and asks for fatal flaw review.

Eligibility Factors:

- Age, disability, Medicaid, low income, veteran
 - Age would be an enterable number vs the rest which are check boxes

Questions/Comments:

- Dorene: The disability one, is itself report? Seems like there may be a filtering process, but the other piece is that understanding what the disability is might be useful in tailoring services, right now this is fine but down the road I am interested in where this will go
 - Kevin: We are, for the moment, trying to ask the fewest, more impactful questions to return to them a list of services that could help them. It may be overbroad at the moment because the spectrum is so wide. Finer processes are not Phase 1A.
- Jeff: One point, the age should be maybe a year. Is it stored in a database?

- Kevin: it is not recorded to one's profile, but when it may eventually be recorded it might be wise to record date of birth rather than age.
- Brock: it is not what disability you have, but for paratransit have you gone through the process. From the agency's perspective, "eligible for what?"
 - Kevin: at this point it is "coarse grain", it is about aggregating these services based on rough categorization.
- Aaron: one of the things I want to parking lot, I have been championing is if and when clients share private information that they have a bill of rights. Identity theft is a known risk.
 - Kevin: This is meant to make things quick and easy but that there is always an offramp to reach out to a person and get more information without recourse.
 - Aaron: I was just thinking some sort of generic statement for clients, we can parking lot it and address later
 - Bebhinn: I think this is something I want to revisit with you as part of the client onboarding experience.
- Deb: at least 3 of these eligibility factors are things that can change or "ebb and flow," I am assuming these things are something that can be added to a profile, how easy will they be to change? Like what if they lose their job (or gain one) and gain or lose Medicaid coverage?
 - Kevin: Having not gone deeply into the user interface, the goal is for it to be easy. These filters can be applied in 2 different ways, as a one off without a profile, which can be changed each time. Within the profile the owner of the profile ought to be able to edit at will.
 - Jeff: would be nice to have button to update the profile without having to go to the second place

Mobility Accommodations:

- Curb-to-curb
- Door-to-door
- Driver Assistance available
- Folding wheelchair accessible
- Wheelchair accessible
- Motorized mobility device accessible

There is a functionality to provide information pop-out windows to reflect what each of these terms mean so users are informed of what they are choosing.

Questions/Comments:

- Amy: Necessary for us out here to know whether or not a bike can be brought. Lots of folks are bringing a bike with them to connect to service and if there is no bike rack it is incompatible with them.
 - Kevin: good to know, probably merits a 7th
- Dorene: if you are using an outlying service to get to public transit, being able to take a bike is a big deal. Additionally, could you make it folding wheelchair/mobility device accessible?
 - Kevin: just to clarify "folding wheelchair or walker accessible?"
 - Dorene: Yes

- Amy: In an area where people cannot get around unless they use a bus, service animals (a no brainer) and pets are often necessary as there is no other way to move them. Is it a mobility accommodation, I don't know but it is certainly relevant.
 - Kevin: could be something we could try
 - Brock [Chat]: Sound Transit restricts pets.
- Deb [chat]: I am making the assumption that all options would be able to accommodate baby strollers and groceries - but now I am second-guessing that... Thoughts?
 - Dorene: there is the question of are they staying in the stroller, or are they in need of a car seat.
 - Sara: it does not come up as often as one might think but it does come up, there is also a difference between wanting a stroller and needing a stroller. Is it a child who has a medical need for this assistive device. Is it the child that has the need or the parent that has the need? There are some nuances
 - Dorene: Maybe measure size of traveling party and what their needs are. It may be a small percentage of riders but it is an important percentage of riders
- Deb [Chat]: I see this as a basic access issue. Think single mothers getting their own healthcare but has no access to childcare. Yes - Dorene - great point!
- Justin: Service animals are allowed on Sound Transit buses and trains. Pets may ride if they are carried in small containers.

Kevin highlights that these concerns related to stroller use will warrant further discussion from the project team. He wonders if there is a way to capture this need in the given filter, with adjustments made to wording, or if these users would be encouraged to use the call in option.

Bebhinn mentions that some of these limitations may be areas where the King County Mobility Coalition, or other groups could advocate for expanded eligibility definitions or expanded intended users.

Trip Purpose

These filters are somewhat unique as they are a per trip filter, and responses to them wouldn't be tracked in the user profile, but rather recommended for each search.

- Medical Appointment
- Pharmacy Visit
- Grocery or Food Bank Trip
- Visit Senior Center
- Visit VA Medical Facility
- Other

Questions/Comments

- Jeff: I have a strong reaction to this section, it lead me to believe that it was a privacy violation, doesn't the end destination make it self-evident
 - Kevin: Mapping destinations with trip purposes is a whole different data effort. What is your concern?
 - Jeff: I prefer to minimize the public data on myself where possible. Is there a reason they need to know why I am going for particular purpose?
 - Kevin: it is limited to only filters imposed by transportation providers
- Amy: I understand your reaction exactly, it is none of our business why they want to get on the bus, but Kevin is absolutely right. There are many services that only serve some purposes.

Adding disclaimers that make this clear would be advisable. There is a possibility that people will think that their options are reduced by picking options rather than increased.

- Kevin: I think we could apply the pop-out feature to this section. We are not trying to be nosy and conveying the right tone is important. It does not reduce options, it increases/ranks options.
- Aaron: this is not a unique topic, this was discussed 20 years ago. There comes a point where there is a saturation of information.

Language Capabilities and Translation

Cambridge Systematics has translation built into their front end, Google Translate provides a baseline and each section of text can be reviewed and improved by a person. Meaning, this project will be able to change improve upon standard translation easily.

Bebhinn reviews regional languages and the goal of our project to be usable and accessible for all communities. Some constraints here include, each translation must be a language for which google has the baseline data and any supplementary translation services represent a project expense.

For clarity and transparency, the project team would like to establish not only a list of highest need languages, but also a prioritize structure for future translation investments so that we can be as transparent as possible.

Bebhinn reviews that she is aiming to create a list of 6 to 10 languages which we will include at the phase 1A soft launch and a road map for future languages. She reviews a few examples of past translation efforts which we could use as a guide:

- Example 1
 - Vaccine Access Project used tier 1 and 2 from the county and then took requests.
 - Limitation: this project was only covering King County.
- Example 2
 - Peer agencies as a model
 - Using these agencies as a model, as they together have the geography of the OC/OC project
 - Limitation: this is a long list, and some of these languages are not supported by Google Translate.
- Suggested Phase 1 List
 - Based off of King County data but crossed referenced with Pierce and Snohomish resources.
 - Spanish
 - Chinese
 - Vietnamese
 - Korean
 - Russian
 - Tagalog
 - Arabic
 - Amharic
 - Somali
 - Ukrainian
- Potential Criteria

- Assigned Translation Tier (King County)
 - % spoken and usage rates of human services
 - Limited geography
- Common Program Enrollment Data
- User/Partner Request

What factors should we consider when prioritizing translations? (Questions/Comments):

- Justin [chat]: Sound Transit's six Tier 1 Languages are such: 1) Chinese, 2) Korean, 3) Russian, 4) Spanish, 5) Tagalog, 6) Vietnamese as stated in the report.
- Amy: I was reading through this, and all of these lists have 10 + English, cutting down to 6-8 a question. Missing some big languages like Hindi & Urdu.
 - Behinn: 6-8 may be unreasonable winnowing , 10 may be where we land, what can we budget for in terms of translations?
 - Amy: something is better than nothing but want to reduce gaps
- Dorene [chat]: If a group of refugees are expected, what could be a process to add a language quickly? I would encourage testing scenarios to include at least a few languages just to get a sense of issues that come up with the automated translation.
- Jeff: If we are going to have translation capabilities in a variety of languages, should it be a filter in an earlier piece? Could they have a driver that can converse with them?
 - Behinn: Not sure if there is the partner capability for the driver aspect, but certainly a question to explore is how the choice folks make for site translation impacts the information that providers receive. I see it as a way to anticipate user needs and perhaps this can help us have interpreter services ready.
 - Jonathan: there are tools out there, not sure how to integrate
- Brock: for screening, try to follow title 6 requirements, there is a safe harbor approach %5 at the regional level, any city over 50k do both the %5 and the 1000 people screen. You should be able to find the data for Snohomish through policy map, Homage was on contract for translation, city of Everett had a line for translations, maybe Sound Transit/Metro has something similar?
- Deb: spot on brock, the research done here is fantastic. Great starting place, at the county level for the smaller counties. 10 is probably the minimum starting point. I think it will be an initial starting point. Please do not making based on public requests, need to be proactive and cannot wait.
- Jonny: urgency of need is important to us, we have services we turn to, that might be good to have out, referring folks to services on the page might help them.
- Deb [chat]: Drivers could also have an app like that on their phone - they are free and work pretty well.
- Dorene [chat]: I envision some kind of pathway where if there is a volunteer transportation network in a specific community that over time the volunteers could connect with ways to get paid and customers could transition to the larger network.

Closing and Next Steps

Bebhinn wraps up this meeting with reminders for the next few months.

User Testing Taskforce

This group will meet to discuss the specifics of our soft launch and how to test the software with community members. These meetings will appear on your calendar during the standard Advisory Committee meeting window but are **optional**.

Next meeting: Meeting Mon Nov 28th, interested parties should attend, again this session is optional.

Next Full Advisory Committee Meeting : Monday, January 9th

Action Items:

- Bebhinn to share updated calendar information, noting full advisory meetings and optional user testing sessions.
- Bebhinn to explore website text, how can we inform the user without overwhelming them with too much information?
- Kevin to update filters based on advisor feedback
 - Explore the topic of stroller users and their unique needs
 - Add bike rack information
- Bebhinn to complete translation language research
- Advisors to fill our honorarium reports

Parking lot topics:

- User bill of rights

One-Call/One-Click Advisory Committee Staff Support:

Bebhinn Gilbert

King County Mobility Coalition Program Supervisor

bgilbert@hopelink.org

(425) 943-6752