

## **Guiding Principles Feedback April-May 2019**

The following provides the key themes recorded in the feedback received on the Guiding Principles to date. The themes are bulleted and grouped by comments about the format and style, what we heard about opportunities with the principles, concerns, and then feedback specific to each principle.

**This summary includes feedback from the following groups:** Mobility Framework Equity Cabinet; Metro Transit Advisory Commission; Eastside Easy Rider Coalition (Kirkland Senior Council, King County Ombuds, Hopelink, City of Kirkland, Imagine Housing, City of Redmond, Eastside Friends, Sound Generations); King County Mobility Coalition and North King County Mobility Coalition (Hopelink, KC Housing Authority, Northshore Senior Center, RARET, WSDOT, Lake Forest Park Citizen’s Commission, Sound Generations); TCC workshop (TCC, Puget Sound Sage, Sierra Club, Futurwise, DSA, Cascade Bicycle Club); Mobility Futures Cabinet Staff; MLT- Metro Leadership Team; Regional Transit Committee. Additional feedback from the Metro Connects TAC and Community College Chancellor’s cabinet will be added to the summary.

### **Format/Style**

- Simplify to be accessible to people and communities we’re trying to engage
- Use people-centered language
- No jargon or ambiguous terms- be very clear about who/what we mean
- Specifically call out Communities of Color, LEP, low-income when we say “communities”. If we’re not specific this will get lost.

### **Opportunities**

- Add a guideline (or include) about engagement, transparency, including communities earlier in our decisions about how to invest public money; paying communities for their expertise; community-led decision making; permanent Equity Cabinet
- Need to identify metrics and targets for principles; clearly define what we mean, measure and hold accountable
- Call out equity more in the GPs
- Engage communities, businesses, and employees to show the value of these GPs
- Use phrase “all phases of life” to inclusive to seniors, youth, etc.
- Acknowledge that it will require a shift to equitably serve displaced priority populations who now live in less dense, more dispersed locations.

### **Concerns**

- Draft GPs are a mix of goals and strategies
- How to show/message traditionally well-served communities the regional benefits of equity; use storytelling from the perspective of people in the communities and city leaders
- Funding options are regressive; how to get out of the pay-to-play
- Tension around sustainability and equity
- Use of “mobility” and how this resonates with general public and priority populations
- GPs are great but how to we implement, set targets, and measure meaningfully?

## Guiding Principles

1. **PUT PEOPLE FIRST:** Use authentic, inclusive, and community-driven approaches to ensure that regional mobility options are people-focused and serve priority populations<sup>1</sup> in a way that works for them. Provide mobility choices that connect people with what they need and value, when and how they need it. Advance public transit options that align with specific equity outcomes and allow people to reach their full human potential.

- Feeling safe and secure are top priorities for riders
- Need to call out specifically who are the priority populations
- Seamless experience- across many mobility modes including fare payment is a priority for riders
- Dignity- transit users in all parts of the county/across all times of day should feel like the service was designed for their mobility needs, not just designed around downtown commuters
- Phrase “allow people to reach their full human potential” is problematic
- Use "meaningful", inclusive, and community-driven. (not authentic)
- This principle should be “Put Equity First” instead of “Put People First”

2. **INVEST WHERE NEEDS ARE GREATEST:** Create affordable, effective, accessible and targeted people-centered improvements in transit and mobility services. Invest in related infrastructure improvements upstream and where needs of the priority populations are greatest, with a goal of achieving measurable equity outcomes.

- Include safety and security considerations in new investments, i.e. a transit center
- Further define “greatest needs”
- Downtown commuters are often prioritized but need to think about other needs and connections
- Community-identified needs should drive investment priorities, and we must define community driven mean, and how exactly can they influence our investments?
- Our investments should reflect our values and priorities around equity and sustainability; track and measure that
- Connection to childcare, health, and other spaces are important, alongside access to jobs
- See suggested edit in track changes above

3. **PROMOTE PARTNERSHIPS:** Promote sustainable and resilient partnerships with communities, jurisdictions, transit agencies, private firms, and other modes of transportation, understanding that Metro cannot advance equitable and sustainable outcomes alone. Partnerships should enhance mobility, especially for priority populations.

- Our partnerships should support our values, i.e. need to require that private/corporate partners are investing in public transit (and other) services
- Need to acknowledge power dynamics in partnerships with grassroots community orgs
- Think about partnerships in terms of job opportunities and workforce dev. (colleges)
- Partner across county depts. and with cities to think about multi-purpose public space/service investments, economic dev, housing; and offer policy recommendations to help them support
- Partner with businesses that prioritize equity and sustainability in their policies and actions
- Look at our procurement process and how we can make that more equitable/support sustainability goals

4. **ENCOURAGE ACCESSIBILITY:** Work with jurisdictions to encourage effective, coordinated land use and public space investments (such as improvements to sidewalks, streets, transit stops, and station areas) that prioritize enhanced access to mobility options, as well as affordable housing and increased density.

- Analyze gaps in accessibility/latent demand; including geography and times of day
- Coordinate with jurisdictions to prevent further displacement
- Access to Open Spaces should be prioritized for health in communities
- Work with cities on solutions to accessing transit services
- Transit education to help people who could benefit but don't know how to use it

5. **IMPROVE AFFORDABILITY:** Partner to provide affordable access to opportunities, especially for priority populations, and support efforts to minimize displacement.

- Stronger language around displacement. Not just minimize, prevent.
- Acknowledge transit's role in displacement and preventing it

6. **RESPOND EFFECTIVELY TO INNOVATION:** Pilot innovative new mobility partnerships, transit priority measures, customer amenities, and emerging technology services that are centered in equity and put people first. Develop effective responses to private-sector innovations. Incorporate national best practices for achieving equitable and sustainable outcomes through new mobility.

- "Partner in Innovation" should be the title instead of "Respond Effectively to Innovation"
- Make innovations accessible to priority populations; work with local CBOs to reach priority populations
- Make space for community input into our decisions around innovation
- Safety and Security need to be part of our implementation and communication around innovation
- Share our data
- Think more broadly about innovations- not just technology

7. **INCREASE SUSTAINABILITY:** Continue working to reduce demand for single-occupancy and high-emissions transportation modes, thereby helping King County achieve its greenhouse gas emissions reduction goals.

- Sustainability should include capital focus not just service

8. **SUPPORT OUR WORKFORCE:** Partner with employees, labor, and communities to enable our workforce to take advantage of high-skill, high-wage opportunities created through the mobility transformation.

- Build trust in our workforce
- Be more deliberate and innovative about building our workforce
- Build a jobs pipeline for youth and people in priority communities
- Consider innovation in how we engage with and develop our workforce