

Communities of Focus

Understanding & Supporting Passenger Needs

Safety & Passenger Experience

7/1/2021



Why we are here

- Respond to inquiry
- Present current work and next steps
- No action requested



Data Informs Resource Allocation

We capture data to understand how to support people using our system, toward our mission:

To move more people more places.

We use data to track:

- How resources are used, and
- How to plan for future resource allocation to support people using our transit system

Language & Intention Alignment

- The term “Non-Destination Riders” is used more broadly in the transit industry and refers to riders that generally do not depart a transit vehicle after riding one complete cycle.
- Seeking to understand passenger needs better aligns with our intended outcomes.

Focused on Community Needs

- We recognize we lack in-depth information about needs of people without housing, homes or shelter and people in crisis that intersect with the transit system.

Intended Outcomes

- ***Learn***
about needs of people who are without housing, homes or shelter and people in crisis in our transit system
- ***Update (or establish) procedures***
guiding interactions with these communities
- ***Ensure individuals are treated with intentional compassion***
while ensuring psychological and physical safety for transit passengers, transit employees (contracted and in-house) and transit-managed environments

Next Steps

- Continue scope of work development with potential regional transit partners
- Begin the process to formally partner with regional partner agencies to implement work (Summer 2021)
- Finalize and issue request for proposals to bring in consultant(s) (targeting Fall 2021)

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

