Central Puget Sound Mobility Survey for Priority Populations

Presentation to CMAC Project Selection by Brock Howell, Snotrac • October 21, 2026

Snotrac
Snohomish County Transportation Coalition

King County MOBILITY COALITION

Pierce County Coordinated Transportation Coalition

Mobility Management

From National RTAP:



Successful Mobility Management Approaches & Strategies

"Coupled with community outreach, successful mobility management practices are sensitive to local and regional transportation needs and build their program around these needs. There is a strong emphasis on listening to their local community, **conducting ongoing needs assessments**, and designing services and programs to fit the identified needs."

Challenge

No widely accepted standardization of assessing mobility needs across demographics, geographies, and time.

- No certainty in ensuring we're investing in the solutions that will close the biggest mobility gaps.
- Little ability to assess & know whether those investments are closing the gaps over time.

Survey Objective

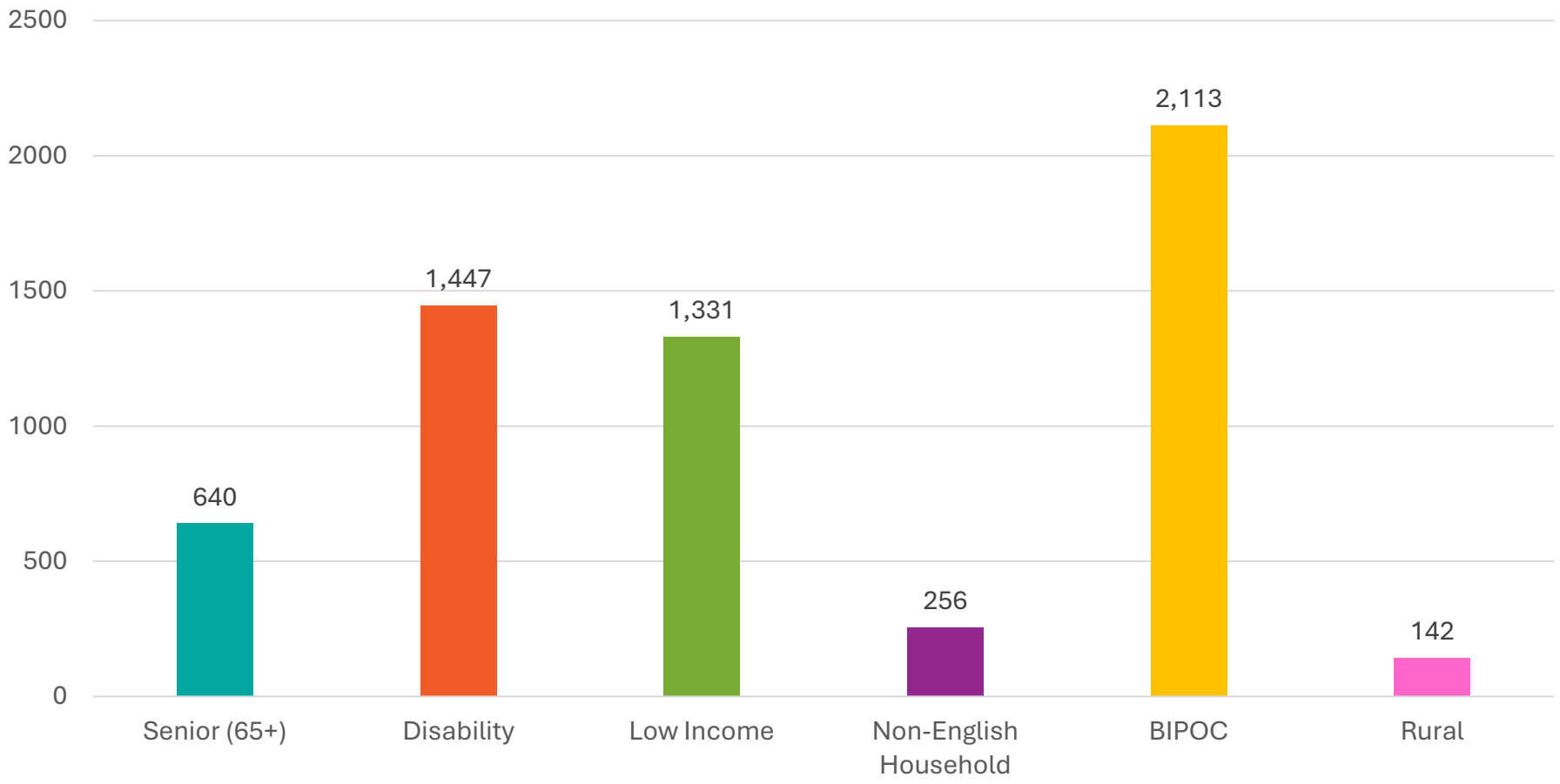
To create a consistent way to measure mobility gaps across the region and across time for priority populations.

Methodology

- **Metro Survey:** Incorporated 1,018 results from Metro survey
- **Phase 1: Random Address-Based Sample:** Postcard sent to 20,000 addresses
  - King County: 5,000 addresses
  - Pierce & Snohomish Counties: 7,500 address each.
- **Phase 2: Targeted Sample:** 10,000 additional records targeted toward priority populations to address potential gaps.
  - King County: 2,000 addresses, all from rural areas.
  - Pierce & Snohomish Counties: 4,000 records each.
    - 3,000 records pulled from rural areas in each county.
    - Remaining records focused on census blocks with higher proportions of BIPOC, low income, and LEP populations.
- **Phase 3: Open survey via community outreach.**

Surveys Completed

By Priority Population



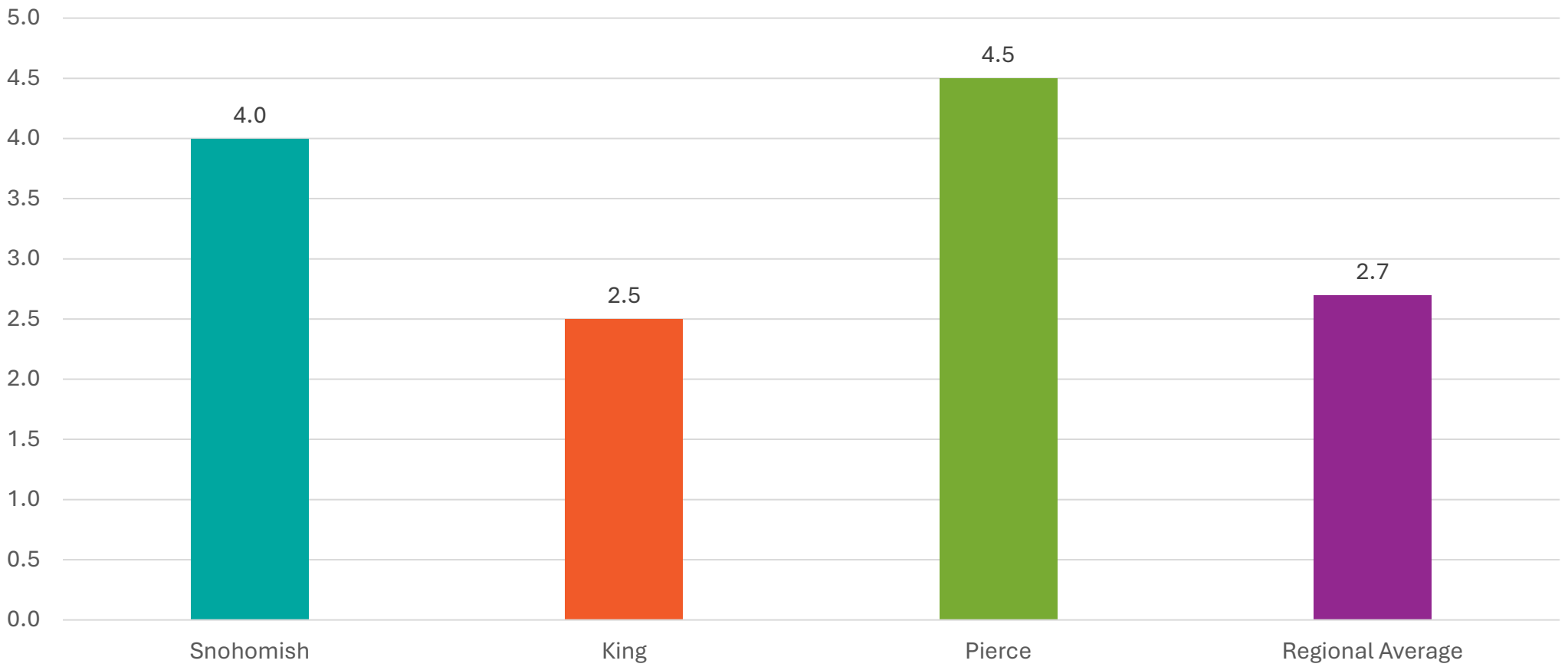
1. Chart does not include Metro surveys.

2. Urban/Rural geographies were not distinguishable in Partner Outreach surveys.

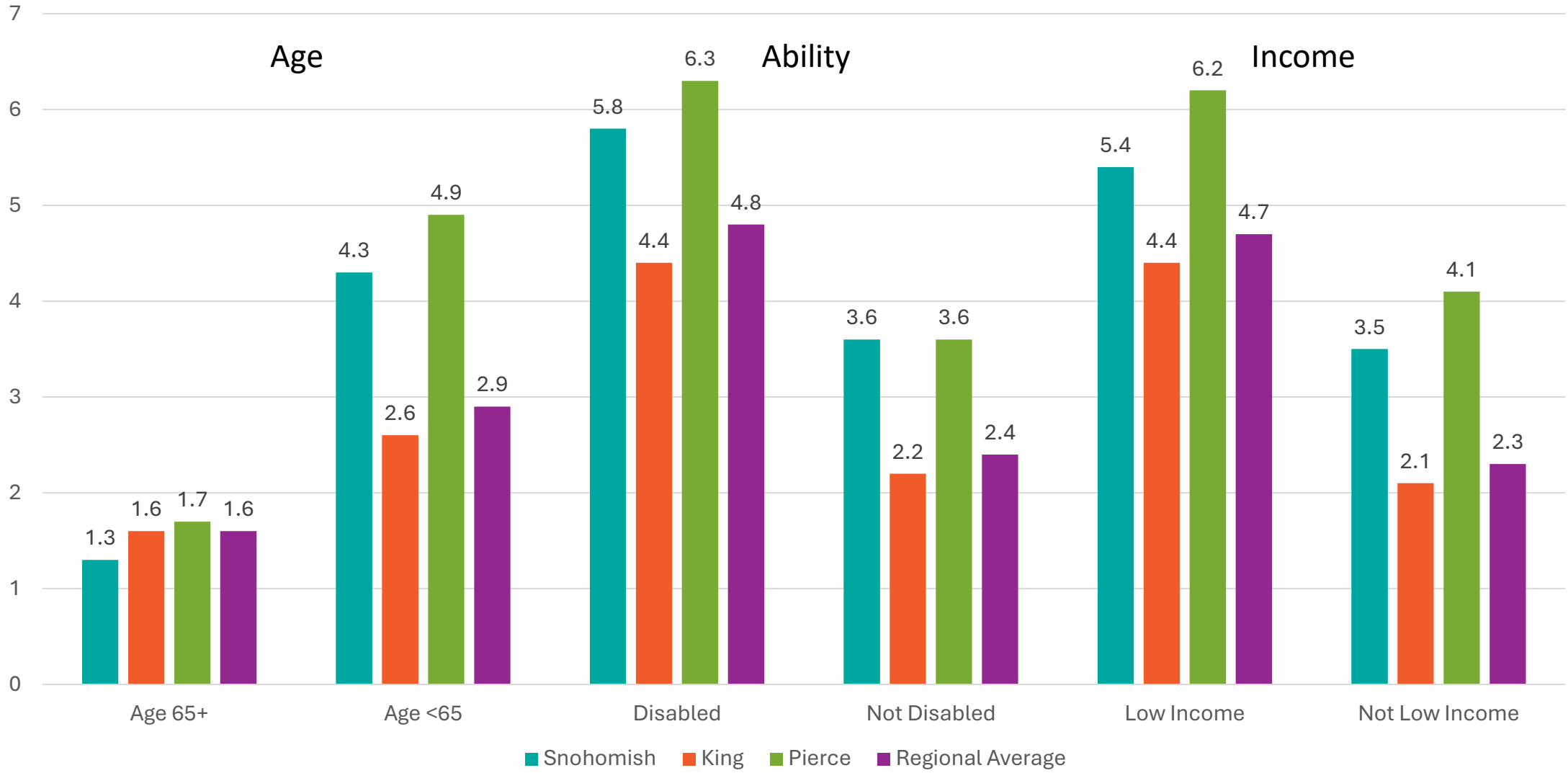
Transportation Insecurity Index

"The TSI is the first validated measure of transportation insecurity, a condition in which a person is unable to regularly get from place to place in a safe or timely manner due to an absence of resources necessary for transportation."

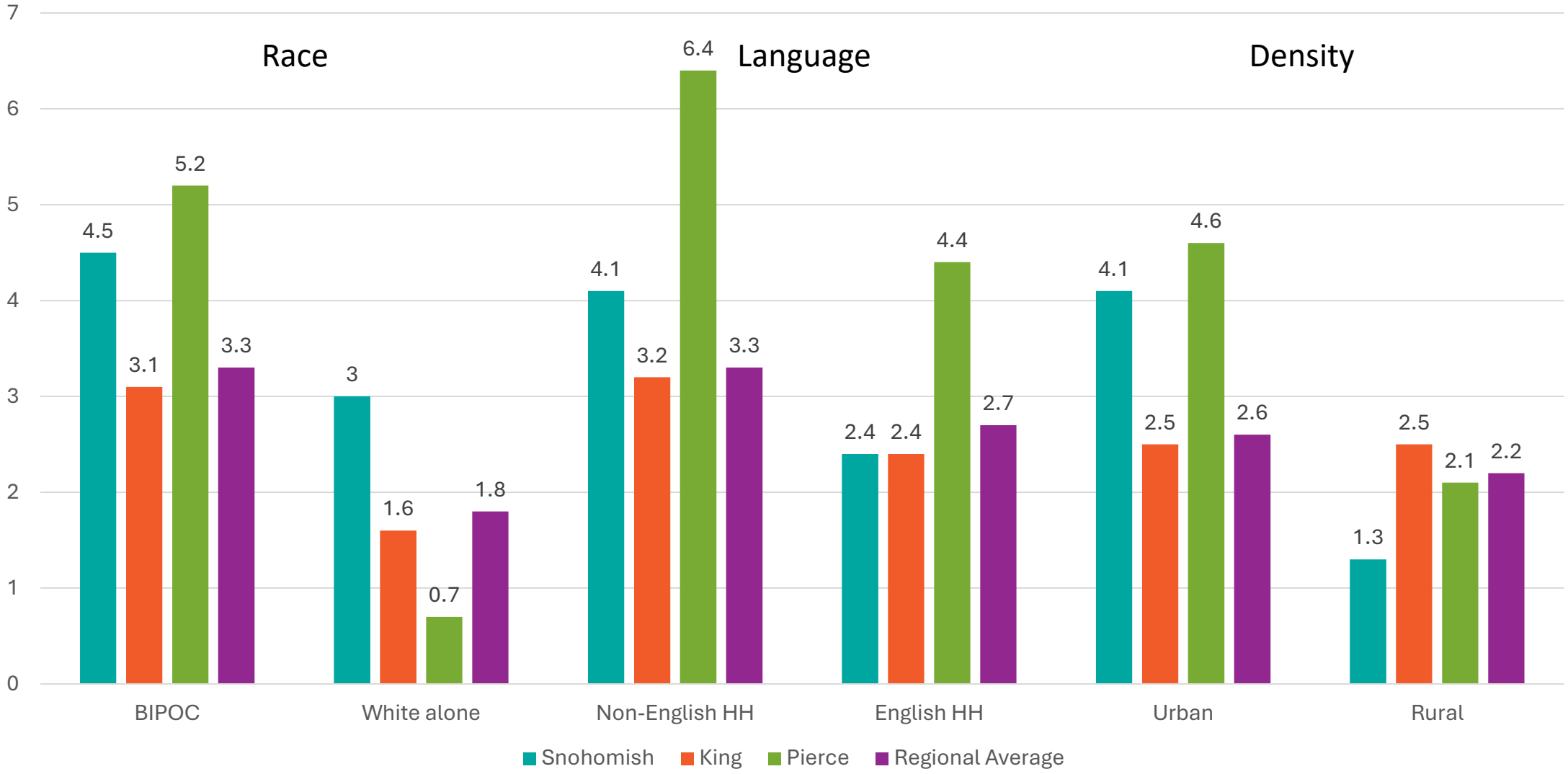
TSI by County



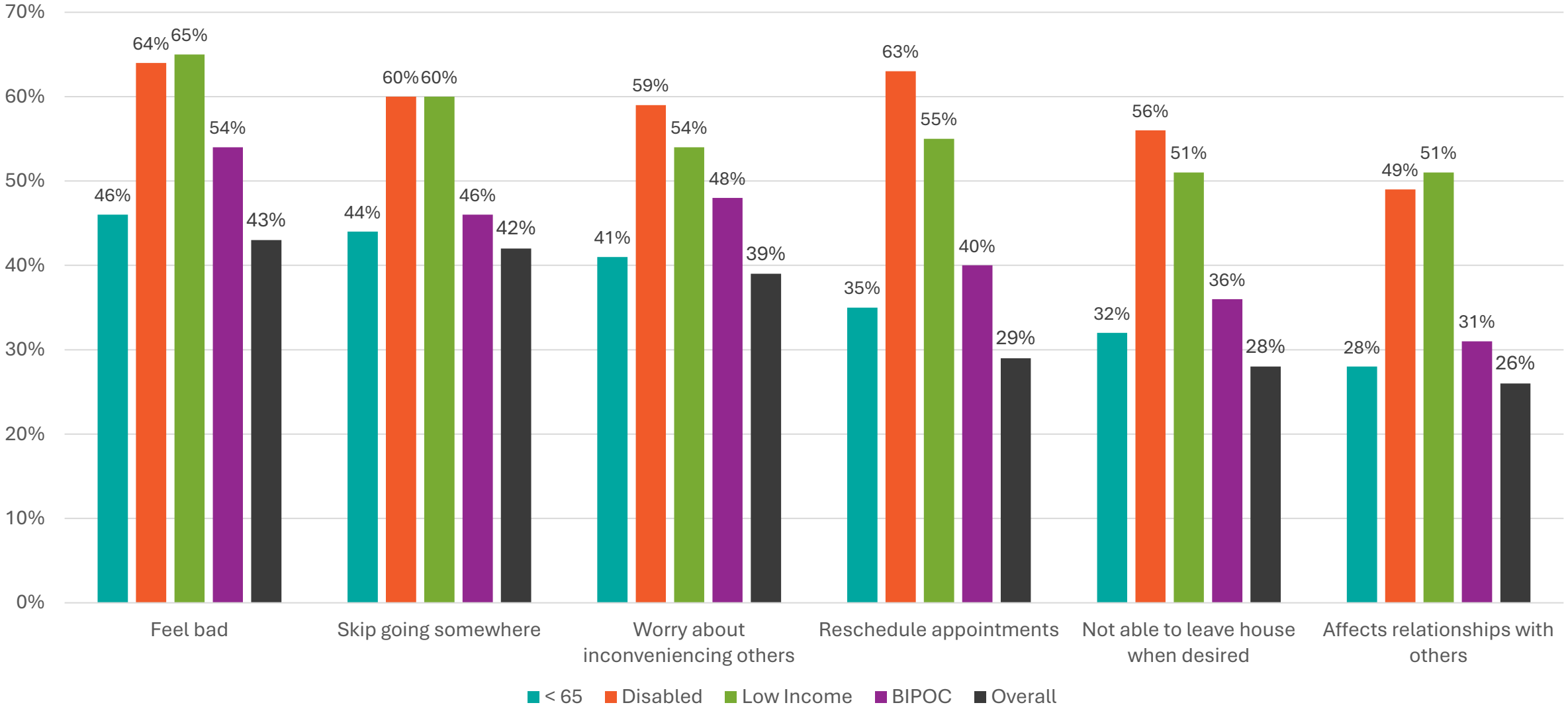
TSI by Priority Population



TSI by Priority Population



TSI feelings



Summary of TSI Findings

High Insecurity

Non-Drivers

Individuals with Disabilities

- Highest levels of transportation insecurity with approximately half indicate moderate to high levels of insecurity

Low-Income Individuals

- High transportation insecurity, with roughly half experiencing moderate to high levels of insecurity.
- More likely to use public transit.
- Major barriers include cost & access to personal vehicle.

Moderate Insecurity

Working-Age Individuals

- Frequently use public transit, carpool, bike, and ride-hail.
- Higher levels of transportation insecurity compared to other age groups.

BIPOC Individuals

- Higher transportation insecurity levels.
- Face significant barriers to transportation, including cost and access to a personal vehicle.

Why respondents don't ride transit

(Regionwide, Urban respondents, asked only to those with TSI 4+)

	65+	<65	Disabled	Not Disabled	Low Income	Not Low Income	BIPOC	White only	Non-English HH	English HH	Non-Driver	Driver	Total Average
Takes too long	46%	**56%**	**48%**	**57%**	45%	**59%**	**57%**	49%	50%	**56%**	47%	**64%**	**54%**
Doesn't run often enough	27%	**55%**	41%	**57%**	46%	**55%**	54%	49%	52%	53%	49%	**58%**	53%
Physical safety	**48%**	43%	44%	43%	**44%**	42%	**45%**	38%	**53%**	41%	38%	**48%**	42%
Doesn't go where I need it	23%	39%	**41%**	37%	33%	**40%**	38%	38%	26%	40%	30%	**49%**	38%
Doesn't run when I need it	38%	36%	26%	**39%**	26%	**40%**	36%	36%	32%	36%	28%	**44%**	35%
N/A in my area	16%	18%	18%	17%	14%	19%	**20%**	10%	**22%**	17%	12%	**27%**	18%
Disability	**9%**	5%	**17%**	1%	**7%**	4%	5%	5%	1%	6%	**7%**	2%	5%

Where would you like to go w/o driving?

(Regionwide, asked only to those with TSI 4+)

	65+	<65	Disabled	Not Disabled	Low Income	Not Low Income	BIPOC	White only	Non-English HH	English HH	Non-Driver	Driver	Total Average
Work	31%	**59%**	47%	**60%**	57%	57%	57%	56%	**83%**	53%	**62%**	50%	57%
Grocery	**58%**	53%	**62%**	51%	56%	53%	53%	56%	48%	55%	50%	59%	54%
Downtown/Shopping Center	48%	54%	48%	55%	52%	54%	57%	43%	28%	57%	45%	**65%**	54%
Hospital/Medical	41%	45%	51%	43%	51%	42%	48%	36%	53%	44%	45%	44%	45%
Friends/Family	33%	45%	44%	44%	39%	46%	42%	48%	47%	43%	43%	45%	44%
School/College	27%	38%	34%	39%	44%	35%	39%	32%	39%	37%	42%	31%	37%
Park/Playfield	15%	33%	28%	33%	32%	32%	31%	33%	29%	32%	31%	33%	32%
Food Bank/Pantry	15%	25%	31%	23%	31%	22%	28%	16%	**60%**	20%	26%	23%	25%
Senior/Community Center	**28%**	21%	23%	21%	18%	23%	21%	24%	16%	22%	22%	20%	22%
Social Service Agency	16%	20%	23%	19%	22%	19%	21%	16%	39%	17%	21%	19%	20%

Trip planning tools used

(Regionwide, Urban respondents, asked only to those with TSI 4+)

	65+	<65	Disabled	Not Disabled	Low Income	Not Low Income	BIPOC	White only	Non-English HH	English HH	Non-Driver	Driver	Total Average
Apple/Google Maps	62%	88%	64%	89%	74%	89%	86%	86%	96%	85%	85%	86%	86%
Transit-Specific App	35%	47%	44%	46%	40%	47%	43%	50%	45%	46%	43%	47%	46%
Agency's Online Trip Planner	53%	29%	47%	29%	44%	29%	30%	34%	13%	33%	23%	37%	32%
Family or friends	10%	12%	20%	11%	9%	13%	13%	11%	1%	13%	11%	13%	12%
Agency's Physical Service Book or Brochure	24%	8%	13%	8%	9%	9%	10%	8%	8%	9%	8%	10%	9%
211 or agency's customer service center	0%	5%	12%	3%	4%	4%	5%	3%	2%	5%	5%	4%	4%
Assistance from social service agency/org	0%	4%	11%	2%	3%	3%	4%	2%	1%	4%	5%	2%	3%

Lolita

Profile

Age 75; Latina; Uses a wheelchair

Transportation Security

- Based on her age, she's likely to be more transportation secure.
- But based on race and disability, likely to be much less transportation secure.

Why she might not use the bus

- Fear of Physical Safety ●●●
- The bus takes too long.
  - But with her disability, she is more likely to accept the longer travel times than the average person.
- The bus doesn't run when she needs it.
- The bus doesn't go where & when she needs it.



Jen

Profile:

Age 55; Asian American; Woman; Able-bodied
Rides Transit / *Nondriver*
Urban; Public Health Agency Executive

Transportation Security

- Lower than a rural driver – she's constantly making decisions about how to get around.
- Concerned about making transit connections

Why she might not use transit:

- Concerned about making transit connections

Why she might not walk/bike to where she wants to go:

- Concerned about traffic violence.



Highlights of Findings

- Nondrivers are 2.7x more insecure than Drivers
- #1 - Transit competes with driving on speed/utility/convenience.

Lessons Learned for Survey Design

- Partnerships helped secure high number of responses
- Need better definitions of
  - Rural
  - Low Income
  - Older Age (75)
- Need better outreach to rural populations
- Use TSI as a survey tool in all needs assessments moving forward for comparative analysis purposes.

Opportunities

- Additional analysis that calculates percentage likelihood based on multiple demographic datapoints.
- Comparative analyses geographies and populations.
- Better prioritize transportation investments to close mobility gaps and end insecurities.
- Track progress over time.
- Create TSI scores for people or census tracts.

Factors

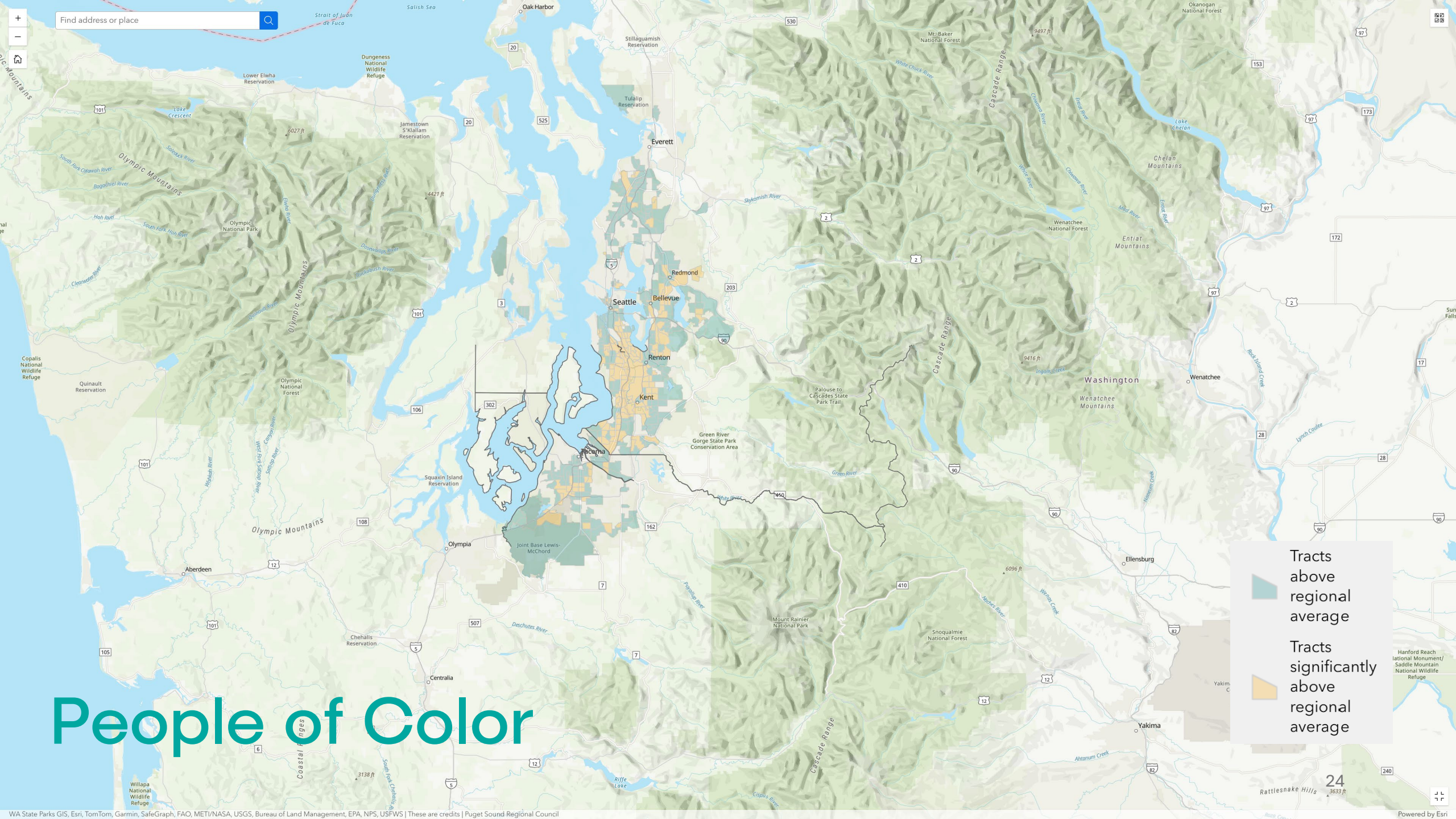
1. Preservation of Existing Program	● Continues Regional Mobility Survey at 4-year interval. ● Supports existing mobility management programs.
2. Alignment with "High Priority" Strategies	● **Strategy #1.1:** Strengthen coordination among transit, paratransit, and other specialized transportation providers to ensure a more seamless travel experience for priority populations. ● **Strategy 5:** Conduct mobility management programs that help potential riders navigate transportation options and complete their trips, with tailored support to address language and technology barriers. ● **Strategy 6: Action 6A:** Identify gaps in transit and specialized transportation coverage, frequency, and service hours to key healthcare and wellness destinations through data analysis and community needs assessments, focusing on the needs of priority populations

Factors

3. Service Coordination	● Coordinates needs assessment and methodology across region, eliminating duplication.
4. Performance Measures & Targets	Of the 6000+ respondents to the 2024 survey: • 43% with moderate/high transportation insecurity • 11% age 65+ • 35% BIPOC • 22% low income • 24% disabled • 4% non-English speakers

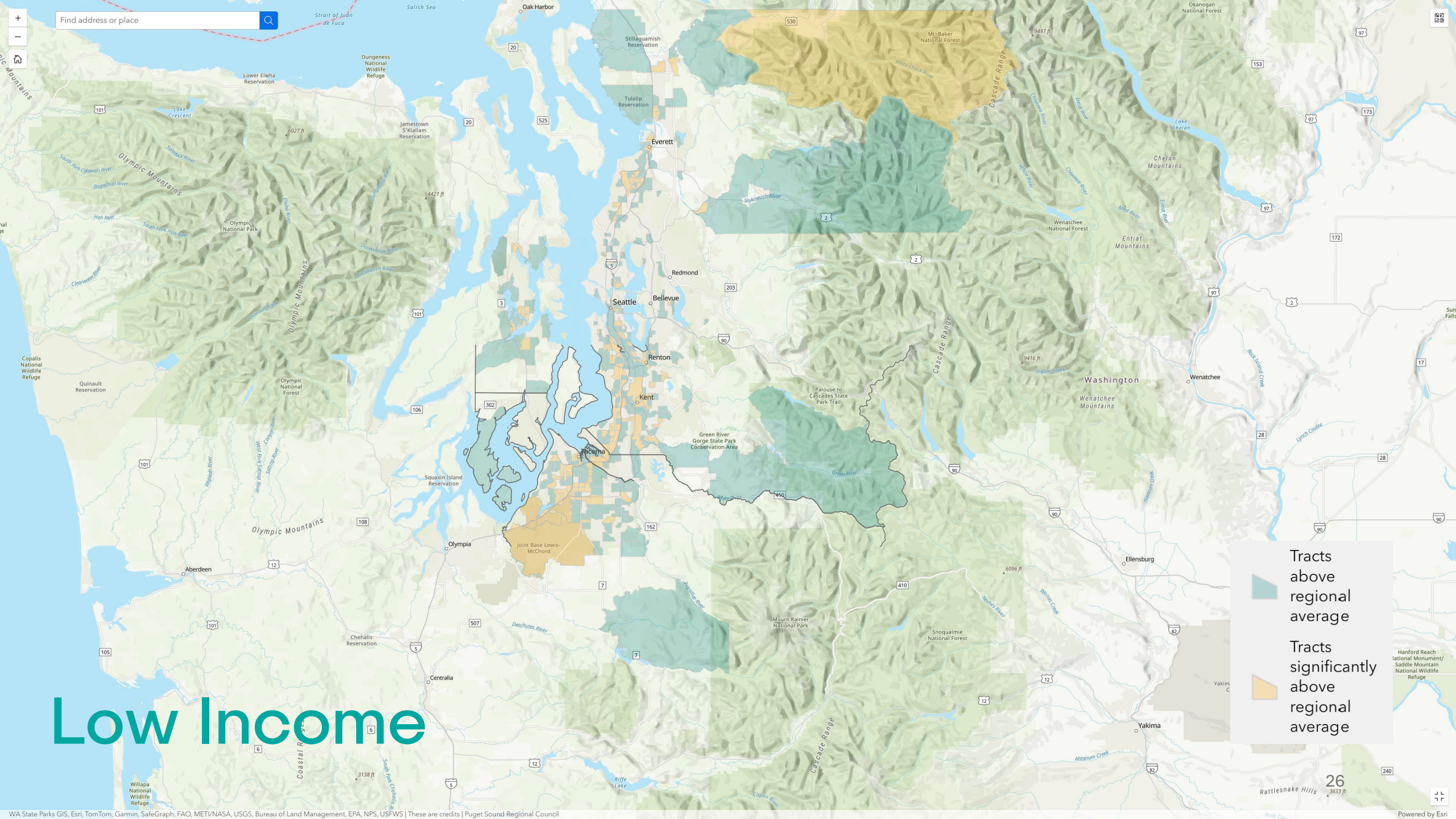
Factors

5. Community Support	● Financial Contributions from Sound Transit, Community Transit, King County Metro, Pierce Transit, and Kitsap Transit ● Backed by the 3 mobility coalitions ● Informed by who we didn't hear from enough in 2024: non-English speakers, older adults, and rural residents. ● PSRC staff request to include Kitsap County ● 2024 consultant oversampled rural and EFA populations. ● 2024 partners assisted with outreach to EFA populations.

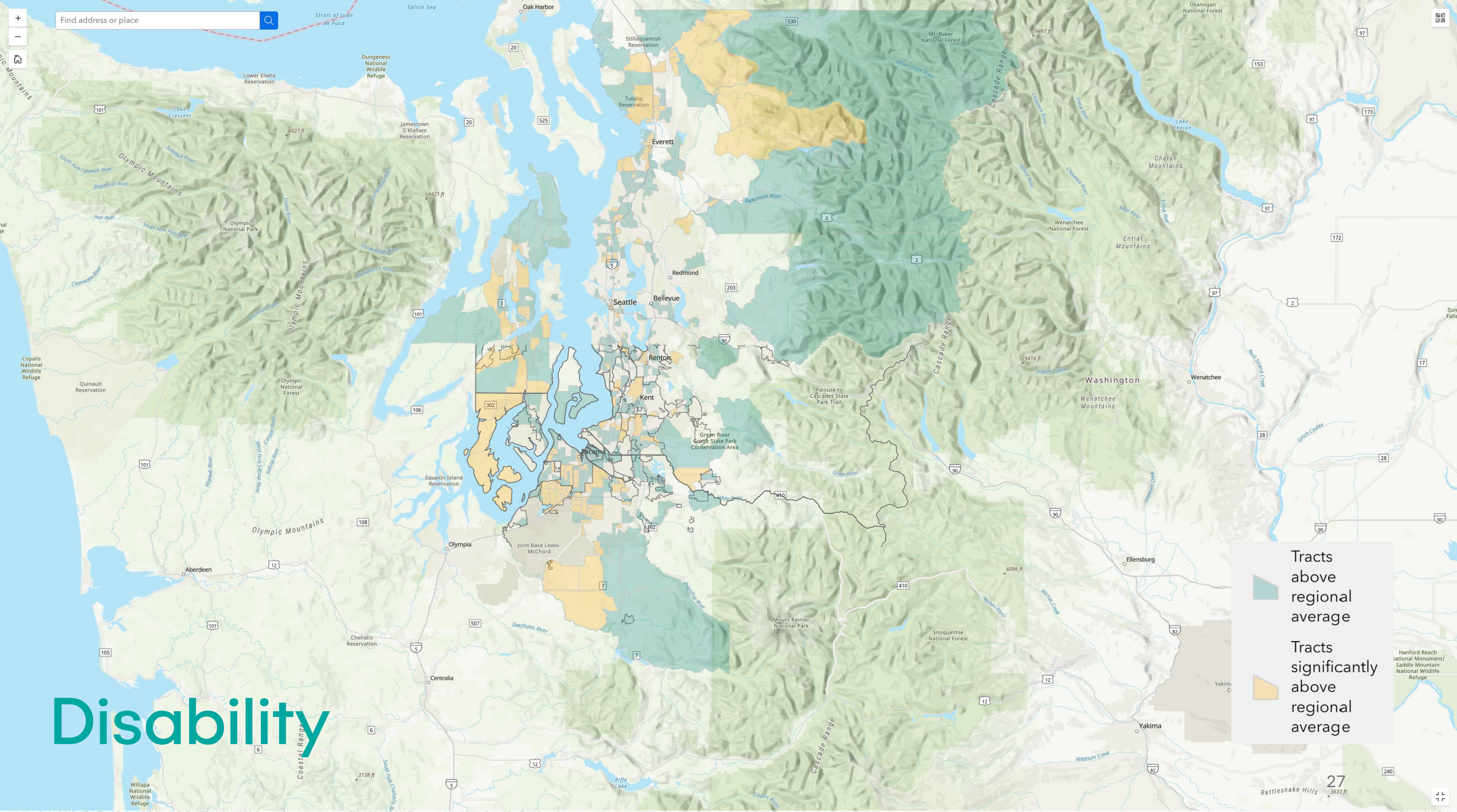


People of Color


Find address or place
Tracts above regional average
Tracts significantly above regional average
Limited English Proficiency
Seattle
Bellevue
Everett
Redmond
Renton
Kent
Tacoma
Olympia
Aberdeen
Centralia
Chehalis Reservation
Yakima
Ellensburg
Wenatchee
Washington
Olympic Mountains
Cascade Range
Wenatchee Mountains
Chelan Mountains
Entiat Mountains
Mount Rainier National Park
Olympic National Park
Olympic National Forest
Wenatchee National Forest
Snoqualmie National Forest
Joint Base Lewis-McChord
Squaxin Island Reservation
Quinault Reservation
Jamestown S'Klallam Reservation
Lower Elwha Reservation
Tulalip Reservation
Stillaguamish Reservation
Green River Gorge State Park Conservation Area
Palouse to Cascades State Park Trail
Dungeness National Wildlife Refuge
Copalis National Wildlife Refuge
Willapa National Wildlife Refuge
Hanford Reach National Monument/ Saddle Mountain National Wildlife Refuge
Rattlesnake Hills
Oak Harbor
Salish Sea
Strait of Juan de Fuca
Lake Crescent
Lake Chelan
Mt. Baker National Forest
Okanogan National Forest
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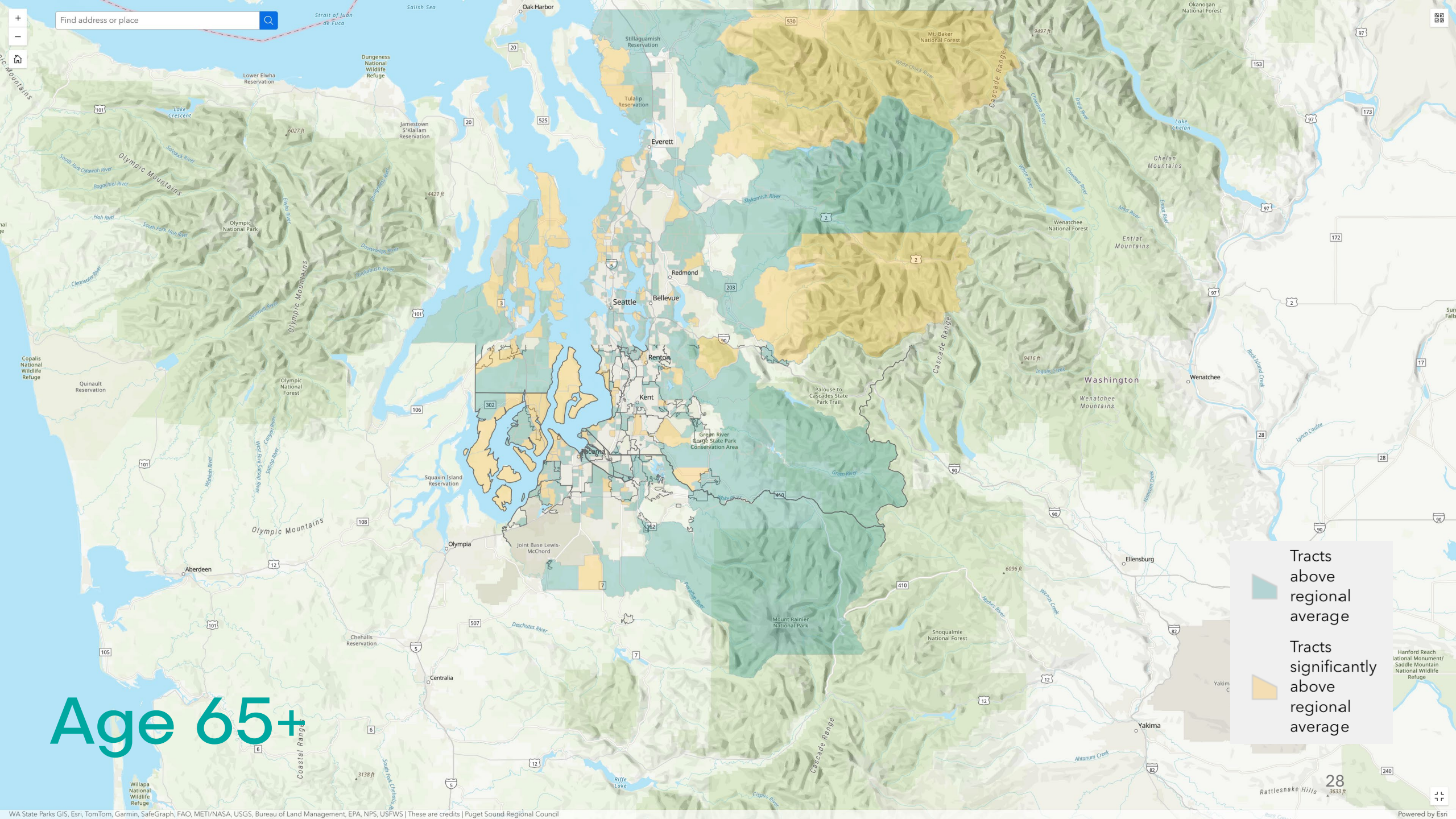

Find address or place
Tracts above regional average
Tracts significantly above regional average
Low Income
26
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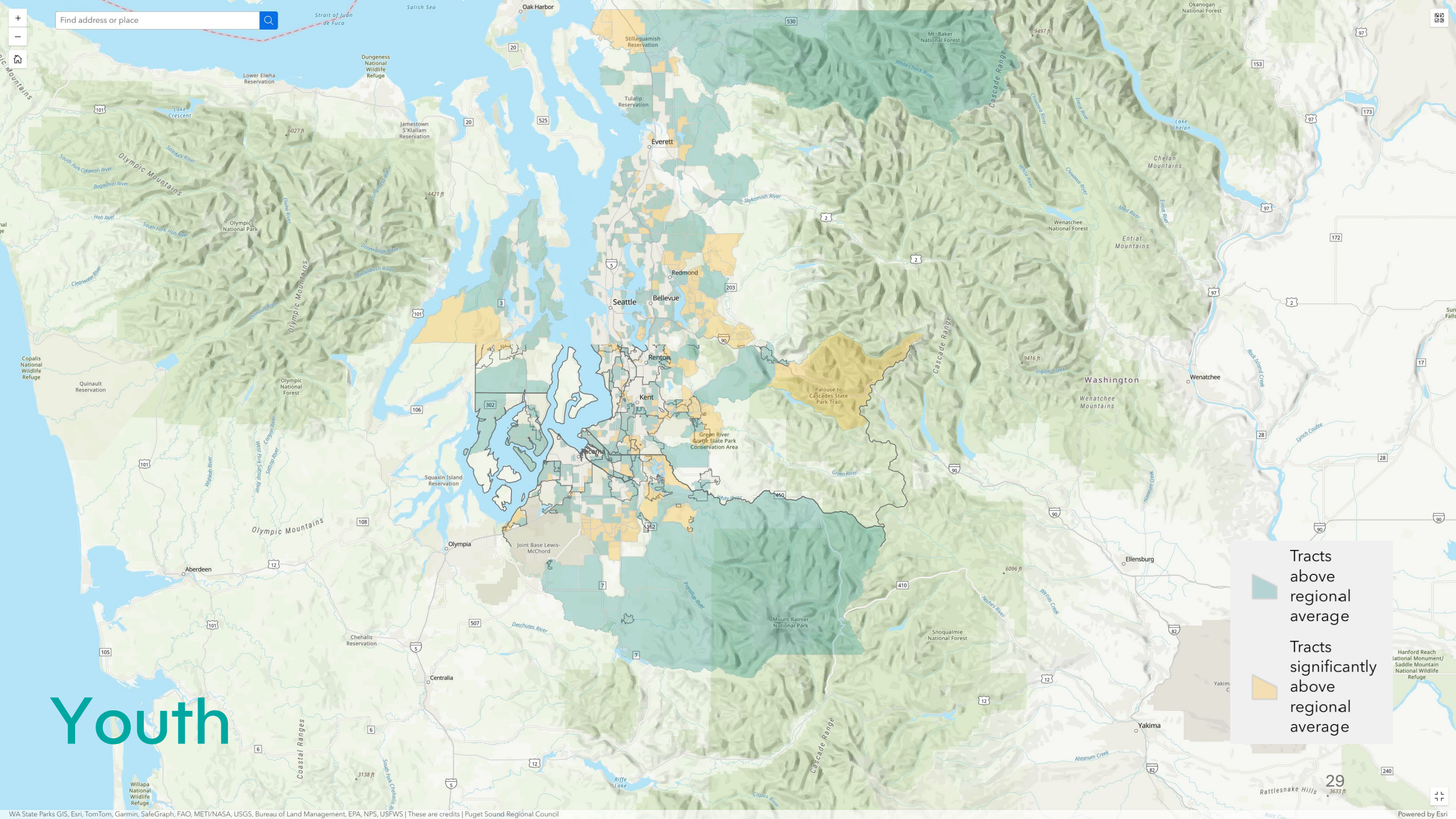
Disability

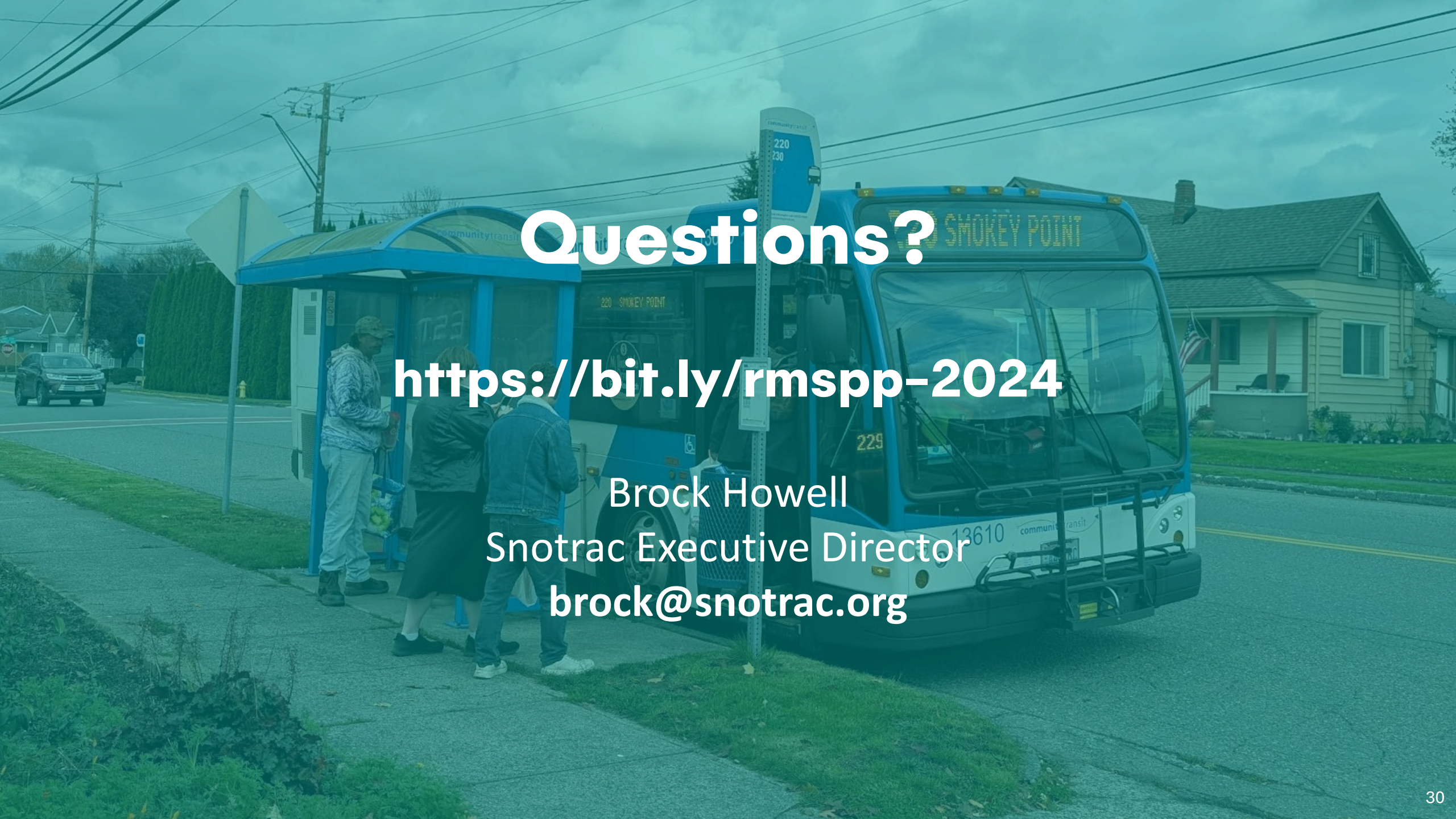


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Find address or place
Tracts above regional average
Tracts significantly above regional average
Age 65+
Seattle
Bellevue
Everett
Redmond
Kent
Renton
Tacoma
Olympia
Aberdeen
Centralia
Ellensburg
Yakima
Wenatchee
Olympic Mountains
Cascade Range
Puget Sound
Washington
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Find address or place
Tracts above regional average
Tracts significantly above regional average
Youth
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Questions?

https://bit.ly/rmspp-2024

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