

2023-2025 WSDOT Consolidated Grant Regional Priority Ranking for PSRC Region: Project Sponsor Follow-Up Questions

Sponsor: Hopelink

Project Title: The Regional Alliance for Resilient and Equitable Transportation (RARET)

Question #1: Please provide additional details regarding your plan to serve people with limited English proficiency.

Answer #1: The Mobility Management in King County grant serves limited English-proficient community members through both sides of our work. Our programs are designed to serve our linguistically diverse County. We achieve this in our education and outreach programs as we engage with community hubs, senior, and resource centers. The Public Transit Orientations (PTOs) have particularly impacted immigrant and refugee community members as they become familiarized with the transportation system. Nearly all of the PTOs completed in the last biennium were planned for groups who spoke languages other than English. We serve linguistically diverse communities through our coalition work through our intentional outreach, and inclusive community needs assessments. Through focus groups, coffee talks, and human-centered design projects, we have developed mobility solutions, holistic research, and advocacy priorities that center linguistic diversity. In the last biennium, we partnered with the UW Evans School to publish a Transportation Needs Assessment for Immigrants and Refugees, which was disseminated to coalition partners to assist in better serving this community. The Community Transportation Navigator pilot program, for example, began as a need identified through coalition efforts for community outreach through a peer-to-peer model, a focus on cultural competency, and language access.

Hopelink has a Title VI plan which includes an LEP plan, and we follow all federal and state requirements to ensure LEP populations are served in both the planning and delivery of programs.

Question #2: What percentage of people you currently serve have limited English proficiency?

Answer #2: We do not explicitly collect data regarding the percentage of our clients who speak English comfortably or “less than well,” as the LEP metric is currently measured. Instead, we offer our programming broadly throughout our region with an emphasis on community members disproportionately impacted by changes in our transportation network. Our outreach programs are supported by bilingual staff, community resources are translated into regional languages, and we have interpretation integrated into our Transportation Resources Line.
