

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

Sponsor: King County Metro

Project Title: Sustain Community Shuttles

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

Answer #1: The service uses the language line to assist customers with limited English proficiency so they can ask questions or schedule trips. Metro also works with the King County Mobility Coalition to promote the shuttle program (as well as all other community and public mobility options for people with special transportation needs) by partnering with Hopelink to create and provide funding for the King County Accessible Travel Map (including the Spanish translation) which needs to be updated and the One-Call One-Click trip planner that will debut in 2023. The trip planner is targeted to people with special transportation needs and will include multiple language options to meet the needs of our diverse community.

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

Answer #2: The shuttle service does not track language-line customer calls based on the service area provided or for trips called in by caregivers who scheduled trips in English for customers with limited English proficiency, so we do not have the percentage of LEP customers served. The service is available to older adults and people with disabilities in the three cities that have a high percentage of residents who speak a language other than English at home (according the 2016-2020 U.S. census):

- Seattle: 21.8%
- SeaTac: 47.2%
- Tukwila: 52.4%

Top Five LEP Populations per City

Seattle	Tukwila	Seatac
<ul style="list-style-type: none">• Spanish• Chinese*• Vietnamese• Korean• Somali	<ul style="list-style-type: none">• Spanish• Vietnamese• Somali• Amharic• Khmer	<ul style="list-style-type: none">• Spanish• Vietnamese• Somali• Amharic• Tagalog

*Chinese includes Cantonese, Mandarin, and Min Nan Chinese speakers.

Note: Metro also provides translation service for program information upon request
