



# INCLUSIVE PLANNING TOOLKIT

Planning for inclusion through the adoption of  
accessible practices

## [Abstract](#)

A compilation of lessons learned from Hopelink and the King County Mobility Coalition's participation in the CTAA's Inclusive Planning Grant, and tips for how to bring the inclusive planning process into your organization.

2020 - Edition 1



hopelink

King County  
**MOBILITY**COALITION

King County Mobility Coalition's Access to Healthcare Subcommittee  
[KCMobility.org](http://KCMobility.org)

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Below is a picture of some of our wonderful partners who served on our Inclusive Planning Steering Committee at an end-of-grant celebration.

*Thank you all for your commitment to inclusive planning!*



Photo courtesy of the KCMC.

## Our Background

The King County Mobility Coalition (KCMC) facilitates the coordination of King County special needs transportation to better serve our community. Members include special needs transportation service providers, clients, and funders from the governmental, non-profit, and for-profit sectors in both rural and urban areas throughout King County. The Coalition brings together individuals and organizations to share information; assess the needs of the local community and current transportation network; provide recommendations to improve the system; and educate decision-makers, community groups, and the general public.

The King County Mobility Coalition (KCMC), spearheaded by the Access to Healthcare Committee, took part in the Community Transportation Association of America's Inclusive Planning Grant between 2018-2020. This project used an inclusive planning process – a method for including end users in the discussion and development of programs designed to fit their needs. The steering committee guiding grant efforts was diverse, comprised of both partners<sup>1</sup> and participants<sup>2</sup> from King County, Washington.



Photo courtesy of the KCMC.

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<sup>1</sup> Partners are employed representatives from stakeholder organizations.

<sup>2</sup> Participants are volunteer community members representing the communities of Older Adults, People with Disabilities, and Caregivers.

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*Inclusive planning best-practices are always changing. The people and communities around us are not static.*

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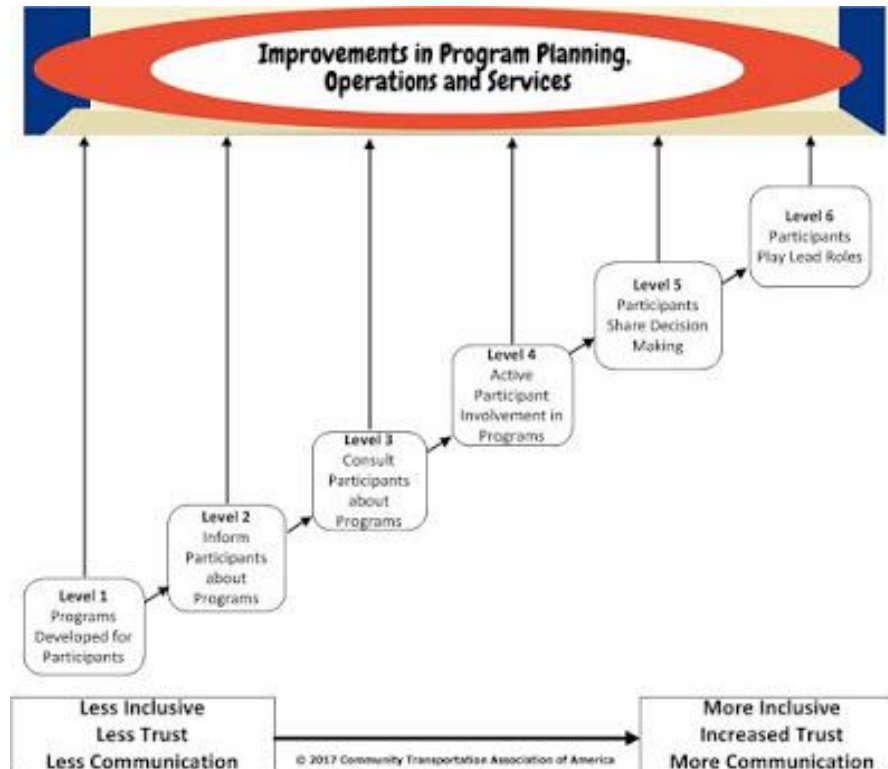
The Inclusive Planning Steering Committee and its subcommittees identified many areas for improvement over the course of the grant cycle. This Inclusive Planning Toolkit is one result of the grant. The toolkit is a reference guide for strengthening inclusion during KCMC meetings and while reaching out to the community. Nevertheless, the lessons we learned are applicable for all agencies and institutions hoping to expand engagement and build more accessible organizations. The KCMC intends to share the toolkit with all who are interested.

Inclusive planning best-practices are always changing. The people and communities around us are not static nor are their needs. As individuals change, so too do their preferences on how to receive information, engage with organizations, and interact with the environment. While we hope the toolkit will help you bring inclusive practices into your organization, it is a living document. We will update it in dialogue with the communities we hope to serve.

# Introduction to Inclusive Planning

Inclusive Planning is a way of managing projects that includes the end-user in the design and implementation of a program. Too often ideas are implemented to aid a community without ever asking the impacted individuals what they need or want. Resources are used, time passes, and the community is no better, or may even be worse off than they were before. Moreover, community members can be left hopeless and feeling as if their voices are going unheard. Inclusive Planning was created to stop this cycle.

When community members design and implement programs, the result can lead to greater effectiveness and better reception by the community. The Pathway to Inclusion (shown below), developed by [Transit Planning 4 All](#), measures the levels of inclusivity in which organizations are operating at any given time. The range starts at the least inclusive, “programs developed *for* participants,” and goes all the way to most inclusive where, “participants play lead roles” in program planning. Inclusion is a spectrum. Over time, an organization can move back and forth on the pathway to full inclusion.



Graphic retrieved from [Transit Planning for All website](#).



The Pathway to Inclusion can be used by any group developing social or human service programs.



Photo courtesy of the KCMC.

The King County Mobility Coalition has been using some inclusive practices prior to receiving the Inclusive Planning Grant. Our organization offers accessible accommodations and/or interpretation/translation when requested. Community members serve on the Coalition and in its work groups. This process, however, really opened our minds to “think inclusively.” For example, we now take extra time to make sure all electronic and printed documents are accessible, and we invite more community members to the table. We audibly describe all

visuals in presentations, *before* they are requested. Inclusion requires planning ahead and making inclusive practices habitual.

Some organizations have Americans for Disabilities Act (ADA) Officers whose job it is to make sure the law is being followed. If your organization has one of these officers, check with them to help you design inclusive accommodation. Often these professionals encourage imbedding inclusion in their organizations more deeply than what is required by law. Both ADA Officers and staff members throughout an organization can benefit from this toolkit and inclusive planning techniques.



## ADA Requirements

Inclusive Planning is more than only following what is required of an organization. Extra steps ensure all people are included at the planning table, regardless of ability, race, gender, sexual orientation, country of origin, citizenship status, age, religion, and other identities. However, begin with understanding the base line requirements.

The Americans for Disabilities Act (ADA) was signed into law in 1990. It was the first federal legislation to grant equal opportunities to people with disabilities. It was followed by four title regulations passed a year later in 1991. They protect persons with disabilities in the following ways:

- Title I - Employment
- Title II - State & Local Government
- Title III - Public Accommodations
- Title IV - Telecommunications

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*Inclusive Planning is more than only following what is required  
of an organization.*

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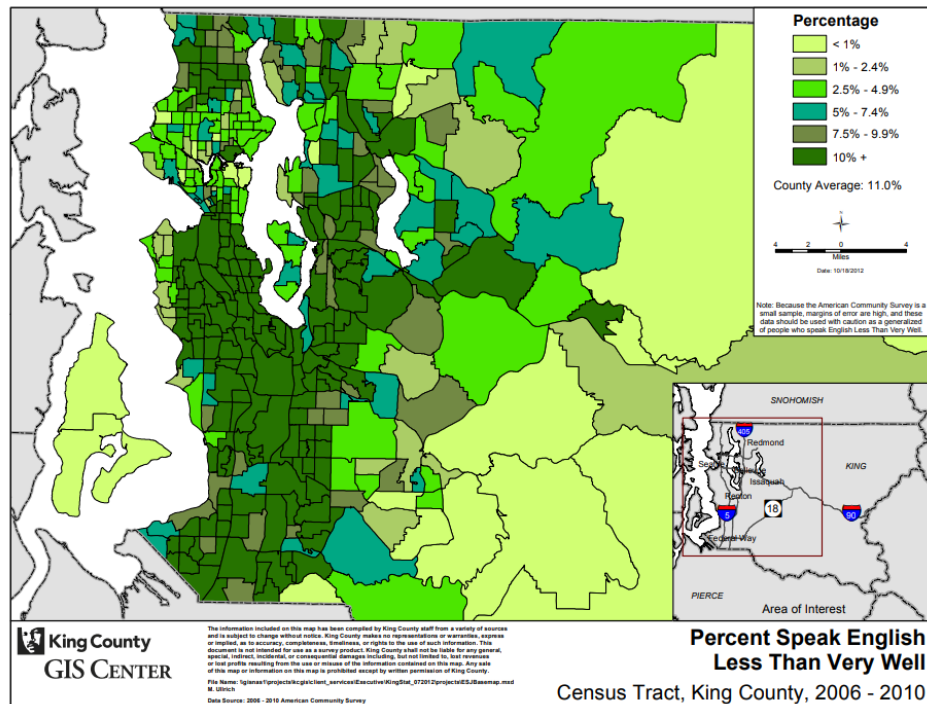
Organizations must follow all regulations. Title II and III are most applicable for readers of this document. Title II requires state and local governments and their entities to protect people with disabilities when accessing government buildings and other public areas. Title III forbids discrimination against people with disabilities in public services such as transportation and human services. For more information contact the U.S. Department of Justice ([ada.gov](https://www.ada.gov)) or the North West Americans for Disabilities Act Center ([nwadacenter.org](https://www.nwadacenter.org)).

## Demographics of King County

King County is the most populous county in the State of Washington and the thirteenth most populous county in the United States. Covering 2,132 square miles, it stretches west from Elliot Bay in the Puget Sound to rural Snoqualmie Pass and the Cascade mountain range in the east. King County is on the land of Indigenous Peoples, namely the Coast Salish tribes of the Duwamish, Muckleshoot, Sammamish, and Snoqualmie Nations. Over 2 million people reside in King County's 39 cities<sup>3</sup>.

While most residents are white, over one-third are persons of color. Large populations of Asian/Pacific Islanders, Hispanics, and Blacks comprise this diversity. Twenty percent of King County residents are foreign-born and are either immigrants or refugees. A multitude

of languages are spoken, each with more than 1% of the population: Chinese, English, Hindi, Korean, Russian, Somali, Spanish, Tagalog, and Vietnamese. The map to the right shows by census tract the percentage of individuals who



Graphic retrieved from King County GIS Viewer website.

“speak English less than very well.” Notice the areas west of Lake Sammamish where 10 percent or more of their population speaks English less than very well. Exceptions are

<sup>3</sup> Based on 2018 American Community Survey estimates.

North Seattle and Mercer Island, where non-English speaking percentages are in the 2.5 to 5 percent range. Also notice east King County averages 5 percent or less. An interactive map that shows where speakers of varying languages live can be found online on the [King County GIS Viewer](#) website<sup>4</sup>.

*Intersectionality is when individuals belong to more than one community and is very common.*

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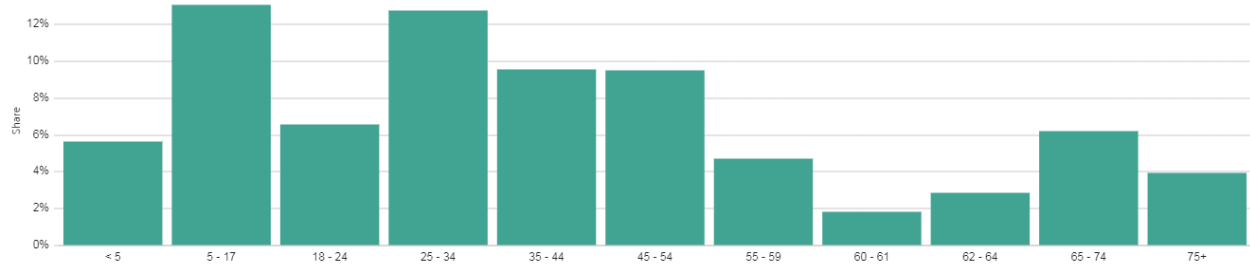
Approximately 10% of King County residents identify as living with a disability. We have anecdotally heard from some of our participants with vision loss that Seattle, Washington has a larger population of persons with vision loss or who are blind than any other urban hub in the United States. Individuals with a wide range of disabilities frequently need additional accommodations to participate fully in meetings, events, and other planning activities. Such accommodations are legally required of public organizations by the Americans with Disabilities Act of 1990 and are necessary to help these individuals feel welcomed and valued. Greater detail on how to fulfill accommodation requests can be found later in this toolkit.

The average age of King County residents is 37 years old. The table below shows the percentage breakdown by age group for King County as of 2017. The largest age brackets for residents are children under 17, adults age 25 – 34, and all older adults over the age of 60.

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<sup>4</sup> King County GIS Viewer based on data from the 2010-2014 ACS.

<http://kingcounty.maps.arcgis.com/apps/webappviewer/index.html?id=70a97e804e9b4991846cda2242985272>



Data retrieved from King County demographics website.

King County's population is heterogenous. Moreover, intersectionality is when individuals belong to more than one community and commonly exists in populations briefly covered above. For example, a Latinx older adult who predominately speaks Spanish and has a disability may live in a rural part of King County. What works in one area for one community may not work in another. It is recommended that organizations research the demographic makeup of their community and where their target population lives, then recruit members from that community for the planning committee for projects meant to benefit them.

## Planning for Inclusion

Prior to receiving the Transit Planning 4 All grant, the King County Mobility Coalition considered ourselves halfway on the “Pathway to Inclusion,” at a place where we would “consult participants about programs” but not actively engage them in the planning process. While we were not experts on inclusive planning when we began the grant, we have learned a great deal and gained significant experience worth sharing. An inclusive meeting or project requires extensive preparation. This section provides a good idea of where to start.

To begin, take stock of the planning committee for your programs. Compare your project’s target populations with the number of participants representing that community on the committee. Establish where your group lies on the Pathway to Inclusion (see page 7) and set a goal for where you would like to be. This may be a good opportunity to ask any participant you currently engage how satisfied they are with their experience on your committee and what steps you could take to make them feel more included. Perception of inclusion is often a key metric for inclusivity. It is also important to improve your engagement based on their feedback in order to increase satisfaction in the long term.

We continuously surveyed our partners and participants after every meeting to hear from them how well we were doing on making sure all attendees felt included. Even the survey instrument used is something that had many iterations before we found a more inclusive version. The first survey iteration we used had a classic likert scale – a five-point scale ranging from “very dissatisfied” to “very satisfied.” We found that there was a language barrier for some participants who primarily spoke a language other than English, so we ultimately changed it from words to images. Our current satisfaction survey is a five-point scale ranging from a frown face to a smiley face. Below is an example of one question, and the whole survey can be found in the appendix.

**I was satisfied with the planning process today.**



After you have evaluated where your planning committee currently stands on the Pathway to Inclusion, begin a stakeholder analysis to establish who else needs to be invited to the planning table. This includes organizations and end-users who are in any way impacted by your efforts. Ensure you include any willing community members and diverse stakeholders as part of this brainstorming exercise process. Many resources exist online to guide you through this process. This will help you determine which communities you need to hear from over the course of your project beyond who is already at the table.

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*We continuously surveyed our partners and participants after every meeting to hear from them how well we were doing on making sure all attendees felt included.*

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As you will see, this toolkit recommends accessibility practices that will help participants engage more easily with your group. Some of these accommodations are costly and may prohibit some smaller agencies from engaging fully in an inclusive planning process. In that case, you may be able to partner with organizations who donate in-kind accommodation services or other materials to help offset costs. Be aware that budgeting and planning for inclusive planning is just as important as carrying it out to ensure you establish an organizational culture that wholeheartedly embraces inclusive planning.

## Accessible Meetings, Events, & Engagement

During our Inclusive Planning grant cycle, we engaged the community in the ways described below and learned a lot about accessibility that we are excited to share with others. This section covers different types of engagement and provides advice on how to design community engagement efforts that are inclusive and accessible.

### Types of Engagement

#### **Steering/Planning Committee**

We used a diverse group of stakeholders and community members to guide our grant efforts. Our steering committee consisted of six partners from human services agencies and six participants who identified as either having a disability or being an older adult. Such diversity of members on the planning team is a hallmark of any inclusive planning process.

Early in our process, our group briefly had a participant who did not speak English. This occurred before inclusive practices were thoroughly imbedded in our organization. We struggled with the time and planning needed to translate every document and email into Spanish for our participant. During this process, however, we gained important learnings about the translation process (see the section Filling Accommodation Requests).

*Some members of our Steering Committee.*



Photo courtesy of the KCMC.



## **One-on-One Meetings & Interviews with Stakeholders**

Because community gatherings and large meetings do not always permit specific feedback on topics from all the voices you seek to hear, one-on-one interviews can be helpful. These interviews enable you to ask follow-up questions and receive detailed information from end-users (participants) and partners.

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*It is this open and inviting nature that helps participants feel  
that their voice is truly valued.*

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One-on-one meetings are also a great way to get feedback from people who need extra time to process information or formulate thoughts or are timid about speaking in groups. Partners or participants sometimes ask for one-on-one debriefs after a meeting they were unable to attend. This is a great way to make sure you get feedback from those individuals and that their voices are included.

We have participants on our steering committee who are not always able to make it to every meeting. They know that they can always ask for a follow up phone call with our staff to hear what was discussed in the meeting and provide their input to us directly. It is this open and inviting nature that helps participants feel that their voice is truly valued.

You can encourage interviews by offering contact information at the beginning and end of meetings. During the meeting, remind people that you are open to accommodating all types of feedback, including offline, so that those seeking more personal conversations know this option is available. In some instances, our staff also met with individual(s) before a meeting to give them a briefing so on what to anticipate so they were prepared for the larger gathering. Given the variety of ways people process information, offering to chat one-on-one may empower people to ask questions and provide feedback regularly throughout the planning process.

## Community Surveys

The King County Mobility Coalition conducted a community survey to gather feedback about transportation access during their Inclusive Planning Project. Our survey was open for three months, and we used three main methods for collecting surveys: in person at outreach events, sending copies to partner agencies for their members to complete and return to us, and online using Survey Monkey.

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### *Offering a meaningful incentive increased participation for our survey.*

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We also offered an incentive for completing the survey in an attempt to increase our response rate. Respondents had the choice to enter a drawing for a chance to win a \$50 grocery store gift card. There were community members who we noticed were only interested in completing the survey after they learned of the chance to win a gift card. Offering a meaningful incentive increased participation for our survey, and we have since begun doing this for our other surveys.



Photo courtesy of the KCMC.

A few accessibility issues arose during our surveying process and became learning opportunities for us.

- Respondents with vision loss were able to complete the online version of the survey using screen readers, which are software programs that allow users who are blind or low vision to read the text that is displayed on the computer screen with a speech synthesizer or braille display. Some screen readers, such as Talk Back, used by respondents were incompatible with the online survey platform we used, Survey Monkey. Be sure to test accessibility features of online surveys

before launching and offer contact information for respondents to report difficulties they experience with the survey platform. To test features, you can ask participants who have vision loss to review the online survey (which is the best way), or you can review it yourself with a screen reader on your own device. Be aware that all screen reader applications are slightly different, so if it works for yours it might not work on someone else's. Always include contact information so respondents can reach out to your organization if they encounter problems. If you hear feedback, also forward to the survey company so there is a record of inaccessibility on their platform and corrections can be made.

- Older adults were a targeted population for our survey. We primarily collected responses online and realized in the process of surveying that many older adults are offline or uncomfortable navigating electronic formats. Greater in-person outreach and survey collection should be done when targeting this sub-population.
- Many individuals with vision loss are unable to complete paper surveys. Having staff members help them complete the survey can introduce bias as it removes anonymity. Respondents may answer with what they think the surveyor wants to hear. Having a third-party or caretaker assist the respondent may be a better solution.



Photo authorized for use by Hopelink.

Surveys should be translated into multiple languages whenever possible. Providing surveys only in English introduces language barriers for many respondents and can alienate populations who are vulnerable and whose voices are already often left out of community feedback. Research the most common languages in your area based on census data and ask your planning committee what other languages may be beneficial. In our case, we translated the survey and flyers into six languages, some more spoken than others, after learning there are populations who 'miss the cut-off' and are therefore unaccustomed to participating in the process. The six languages were decided through

our Inclusive Planning Steering Committee. We did not “cap” the number of languages but instead brainstormed whichever languages were important to include to garner meaningful feedback from our target populations. Generous translation and interpretation budgets should be crafted so limited program funds are not a barrier to engaging your populations.

### **Focus Groups**

Arrange focus groups with partner organizations who serve the communities from which you want to hear. These gatherings can provide feedback from populations under-represented in other forms of engagement, such as surveying.

Occasionally focus groups may be a better form of outreach than open community meetings or surveys. These small group meetings typically have 8 – 12 participants. While surveys provide information to predetermined questions, focus groups give an opportunity for the facilitator to go off script for more in-depth feedback from participants on their



Photo courtesy of the KCMC.

unique experiences and why they are providing specific answers to questions. More narrative answers are received this way than through open-ended questions on surveys.

We conducted four focus groups after our community survey ended in order to hear from populations that represented rural communities, individuals experiencing homelessness, persons with cognitive disabilities, and Hispanic domestic workers. This last focus group was conducted entirely in Spanish, the language that participants spoke at home and were more comfortable conversing in. We recorded the conversation, and later had it transposed and translated into English so we could review what was discussed.

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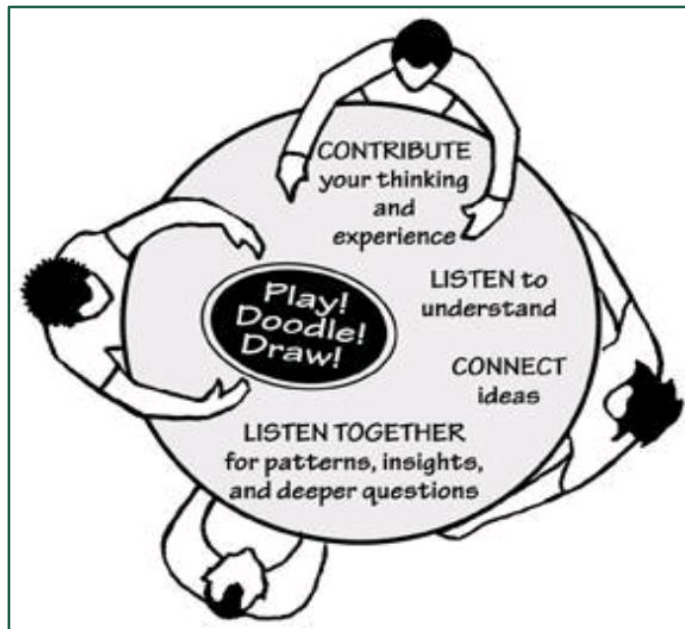
*This small gesture went a long way in making the participants feel appreciated.*

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Similar to the survey, we offered participants of the focus groups an incentive for participating. We gave each attendee a \$10 grocery store gift card as a way of honoring their time they spent with us. While passing out these incentives we heard from participants that they were very excited and thankful for the cards, some even sharing with us what groceries they were going to be able to buy later. This small gesture went a long way in making the participants feel appreciated.

### **World Café Summit**

[The World Café](#) is a form of large group facilitation that encourages the cross-pollination of ideas through rotating small group discussions. In a World Café, every attendee's ideas are incorporated into the larger discussion – regardless of the size of the gathering. These larger community conversations are appropriate when you are wanting to hear more in-depth ideas from participants. A World Café is a long meeting that facilitates brainstorming. It also allows attendees to hear from others in their community and build off each other's ideas.

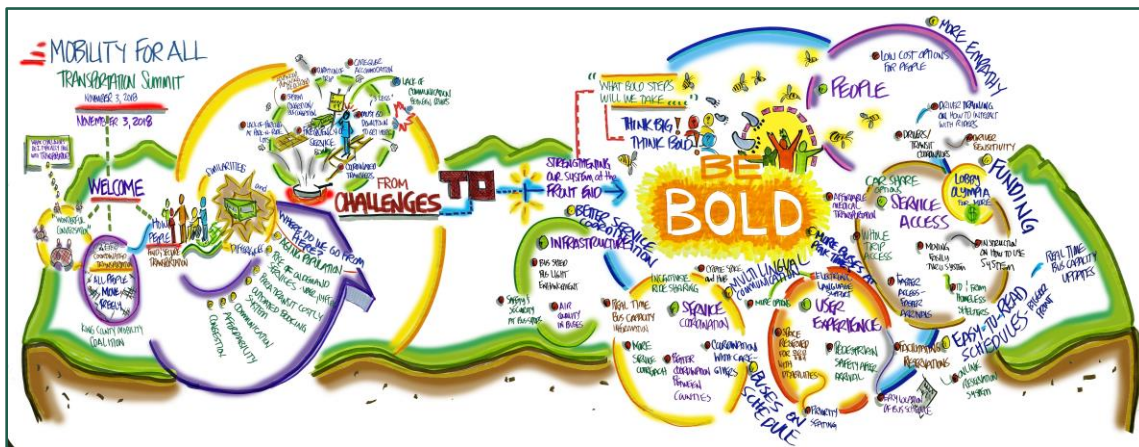


Graphic provided by Civic Reinventions, Inc.

Our group hosted two “Mobility for All Transportation Summits” using the World Café design. Around 70 community members attended each. The World Cafés engaged everyone throughout the process. We also utilized a graphic recorder at both Summits to visually record the conversations. Attendees could review a visual representation of what had been discussed throughout the Summit. [Graphic recording](#) is the real-time translation



of a conversation into images and key words by an artist. The artwork that results from a graphic recording is a great way to send a follow-up summary of the event's conversation to attendees and stakeholders.



Graphic recording by Colibri Facilitation.

For our events we created special agendas, or menus, so attendees could know what questions would be asked of them over the course of the day. The conversation menu also provided instructions on how to participate in the small group discussions and change tables. We have provided this document in the appendix.



Photo courtesy of the KCMC.

After the event we sent out an email to all attendees thanking them for participating, providing a summary of the conversation, and letting them know how our organization was going to use their input moving forward. Closing the loop in this way with participants of a large event is a simple way to further engage each person individually.

## General Meeting Advice

This section includes information about creating “gracious spaces.” The Center for Ethical Leadership in Seattle, WA defines gracious space as “a spirit and a setting where we invite the ‘stranger’ and learn in public.” Below is general advice on making attendees feel welcomed and safe in meeting spaces, applicable to any type of meeting or engagement method. Checklists can be used to ensure nothing is forgotten.

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*A gracious space is a spirit and a setting where we invite the ‘stranger’ and learn in public.*

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### Agenda Creation

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*Our colleague shared that this practice made her feel more prepared for the coming conversation and helped to set a supportive tone in the group.*

---

Keep accessibility in mind when drafting written materials -- including meeting agendas. For example, think how every attendee will be able to participate in meeting activities. If attendees are required to write down ideas on sticky-notes, how will people with vision loss or attending remotely participate? These activities may still be acceptable but have plans for how to include all attendees. Dividing participants into pairs to discuss an issue or answer a question followed by a whole group discussion is a great way to

include every voice and perspective. Those attending remotely can reply in the chat feature of conference call systems or via email. Be aware that some topics are more sensitive than others and not all attendees will be comfortable discussing every agenda item. When these situations arise, give a warning to the group that the upcoming conversation may be difficult for some and invite them to not participate or leave the room if they feel the need to do so. Do not call on people or put them on the spot to share out if they have not spoken up. This situation did not arise during our inclusive planning



meetings, but a member of our staff has attended other events where the facilitators give these sensitive topic warnings. Our colleague shared that this practice made her feel more prepared for the coming conversation and helped to set a supportive tone in the group.

## **Marketing**

Getting the word out about your meetings or events is just as important as the meeting itself. Not all audiences access information in the same way so it is important to use a variety of communication methods.

Sending Outlook calendar invitations is a common way to invite stakeholders to your meetings, but this method does not work for all. Email from a non-Outlook provider will look different than from Outlook email and may cause confusion. Some formats may not be accessible for those using screen readers. Therefore, when sending email invites, we always send a calendar invite and a plain text email. This extra step is a small way to be a little more inclusive.

Include instructions for how to submit accessibility accommodation requests in email or flyer advertisements. Use this structure for reference: “[Group Name] encourages everyone to participate, regardless of ability. For accommodations or accessibility information, contact [Name] at [Phone Number] or [Email] at least [time duration] prior to the event.” Make sure you promote the event/meeting early so individuals have enough time to submit requests. If you already secured any accessibility accommodation, such as CART captioning, promote this service well in advance. More information on accessibility requests can be found later in this document.

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*This extra step is a small way to be a little more inclusive.*

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Flyers should include the accommodation request information in an easy to find location. The date, time, and location should be prominent. Individuals using screen readers should not have to search through large amounts of text to find out when and where your event occurs. Include bus routes and parking information to help people navigate. For those

that need extra assistance in trip planning to the event, include the organizer's phone number or information to trip-planning resources in your marketing materials. A flyer example can be found in the Appendix.

When using Twitter or other social media to advertise your event or organization, use mixed caps hashtags (i.e., #AccessibleEvent). Mixed caps make it easier for screen readers to recognize the words. Place hashtags at the end of the tweet. It can be distracting while listening to a screen reader to hear "hashtag" interrupt the flow of the information.

### **Meeting Materials**

When preparing meeting handouts and presentation slide decks, be mindful not all people access information the same way. What works for one group may not work for all groups. Be open to feedback. Ask your participants what the best ways for them are to receive materials and information.

Share meeting materials well in advance of your meeting, including documents and presentation slide decks. Make sure these materials are accessible via screen reader by adding alternative text to images. Alternative text, or alt text, is a way to add text descriptions to visual elements. Participants feel more prepared for conversations when we share meeting materials in advance. We have heard this more from participants who need to review documents or slide decks with a screen reader, but that doesn't mean that others don't also appreciate the extra time.

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*Participants feel more prepared for conversations when we share  
meeting materials in advance.*

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If you have a guest presenter, request they send their materials at least 24 hours in advance and provide tips on making their presentations accessible. When you review the materials for screen reader compatibility, make adjustments if needed and offer feedback to the presenter to strengthen the accessibility of their materials for future use.

Share PowerPoint slides and handouts digitally in advance of meetings. Reviewing materials in advance helps individuals who use screen readers and everyone who benefits by reviewing information prior to the meeting. With regularly scheduled meetings, set a standard of always sending materials in advance.

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*When giving a PowerPoint presentation, always read aloud the words on a slide.*

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Throughout the implementation of the Inclusive Planning grant, we sent documents to all attendees. No one felt singled out or different. We recommend establishing a policy for when to send documents in advance. The KCMC set a standard to send out the agenda two weeks in advance, handouts and documents were distributed one week in advance, and the meeting slide deck was sent one day in advance. When possible, minimize the number of e-mails to the group. Write clear subject headers to make it easier to find the right email if an attendee references these materials in an email during the meeting.

When giving a PowerPoint presentation, always read aloud the words on a slide. While some believe this is not a “good” presentation practice, it is more inclusive for individuals with vision loss. All visuals (graphs, tables, or images) should be explained verbally to assist persons with sight impairments. As a facilitator, encourage all presenters to follow this same practice.



Photo courtesy of the KCMC.

Spelling out acronyms is another inclusive practice with two benefits. First, when individuals with low vision review the PowerPoint with their screen reader, the software cannot say each letter individually, but will try to pronounce the acronym as if it were a word, causing confusion. Secondly, using

acronyms can alienate attendees who are less familiar with the jargon of your group or industry. Spelling out acronyms ensures that all are on the same page without having to ask.

When you receive an accommodation request for a language interpreter, translate meeting handouts into the requested language. The same is true when advertising the event to non-English speakers. If they attend, help them understand the information you are sharing. Equip them to participate fully. Don't forget to translate documents you have at your event, including the satisfaction survey.

Lastly, after you draft all your materials, review the documents to ensure that all materials meet universal design guidelines. Large font, color contrast, alternative text on images, and spelled out acronyms are easy places to start. Seattle and King County's local Area Agency on Aging produces a guide entitled "Best Practices in Elder-Friendly Print and Digital Communication" that is in the Toolkit appendix.

### **Guest Speakers**

Having external stakeholders present to your group at a meeting is a great way to learn about other organizations and spread awareness of regional activities. However, not all speakers may be aware of inclusive practices for presentations. When arranging for guest speakers to attend your meeting, give them a one-pager of expectations, such as reading all words on slides, explaining visuals, and spelling out acronyms. You should also let them know when you are planning to send out the meeting slide deck to your group and ask for their slides ahead of time so you can send out to your members. Our King County Mobility Coalition members are comfortable speaking up and asking guest presenters to verbally describe images, but not all individuals may be willing to ask for this when no one else has.

## General Interpreter Information

There are many types of accommodation requests. Be sure to consider your clientele before booking interpretation services. Keep in mind those with sensory limitations may not know all signing languages.

- Language interpretation – *speakers of another language*
- American Sign Language (ASL) – *deaf or hearing impaired, or speechless*
- Tactile interpretation – *deaf-blind*
- Communication access real-time translation (CART) real-time transcriptions of what is being spoken, typically in English – *deaf or hearing impaired, or speechless people who do not know ASL*
- Graphic recording (visualization of conversations) – *great for all alternative learners who still possess sight*
- Hearing loops for hearing aids – *broadcasts a signal directly to hearing aids*
- Print translation – *readers of another language*

Note that American Sign Language (ASL) and Tactile Sign Language interpreters often come in pairs. This ensures clients receive information in an adequate timeframe as interpreters must give their hands break time. Interpretation colleagues switch back and forth to support one another while not breaking communication with attendee(s) who requested interpretation. Multiple clients require increasing the number of interpreters. The brokering agency will handle the logistics, but this will increase your costs.

Interpreters and translators should be accurate, complete, and culturally sensitive. They should maintain confidentiality, be impartial, and maintain a professional demeanor. Interpreters/translators will never add, omit, change meaning, or give opinions. For this reason, be sure you thoroughly review your materials from your original copy for accuracy as interpreters will not correct your errors and may unknowingly provide misinformation to clients.

## Filling Accommodation Requests

The most recently available US Census data with information on demographics is the American Community Survey 2013-2017 dataset. This survey found that, in King County, the number of people who speak a language other than English in the home is over 530,000, and that the total Civilian Noninstitutionalized Population with a disability was over 200,000<sup>5</sup>. With such high numbers, it is essential to provide translation and/or interpretation services to be fully inclusive and equitable.

When scheduling translators and interpreters, follow these practices:

### **When Signing Agreements**

- Research the average cost for translators and interpreters in your area. Find an agency that charges similar rates. Consider holding shorter meetings to cut down on hourly interpreter costs.
- Inquire how far the interpreter will need to travel to reach your events. Travel time may affect overall cost.
- Be aware that some agencies charge more when events exceed the planned ending time.

### **When Scheduling or Booking**

Prepare the following information before reaching out to interpreter/translation agencies:

- Number of Stakeholders Needing Assistance
- Names of Stakeholders
- Type of interpretation participants will need
- Documents that interpreters can use to familiarize themselves with the meeting content (PowerPoint slide decks, agendas, graphs, etc.). Interpreters need to know the jargon of your industry and how to adequately describe visual displays. Compiling a list of words unique to your setting helps them prepare.

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<sup>5</sup> This information came from the “American Fact Finder” tool’s “Selected Social Characteristics in the United States” section for the ACS 2013-2017 dataset.

- Prior Notice – many person-to-person interpretation companies request as much as two weeks, minimum, of time prior to an event in order to search for interpreters, as they are always in high demand. Many also ask that emergency requests be made a minimum of 48 business hours in advance. Document translation is incumbent upon the number of words that you are requesting be translated. Pacific International Translations has produced a handy table that displays average document translation times<sup>6</sup>.
- Driving and parking instructions
- Conditional: Proprietary Relationship – some interpretation companies ask that if you reach out to them within a two-week timeframe, that you not balance any competing requests with other companies as they should be able fulfill the request within a two-week time and do not engage in “call before send” relationships.

Lastly, all your preparations are useless if the person who requested accommodations is not connected with them at your event or meeting. All staff working the event should know what to do to welcome an attendee with a disability and connect them with the accommodations they requested. Do not dismiss an interpreter if the attendee does not show up immediately as it's normal for people to run late.



*A participant and Hopelink staff member communicate with the help of an ASL interpreter.*

Photo courtesy of the KCMC.

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<sup>6</sup> Link: <https://www.pactranz.com/cms3/wp-content/uploads/2016/11/Translation-times.pdf>




## Event and Meeting Set-up

Over the course of our inclusive planning grant we held many meetings, listening sessions, and focus groups. Each time we surveyed attendees afterwards to gather feedback on what they liked or would like to see improved. We heard from participants that this consistent surveying was important to them and made them feel as though their voices were heard. Over time we have learned some best practices for venue scouting and meeting set up and have shared that information below.

## Venue Selection

When scouting for a venue keep in mind how your attendees will get to the location *and* inside the building. Look for venues less than a quarter mile from transit stops that are serviced by main bus routes and that have parking available close by. Don't forget to check the bus route schedule to make sure it's operating during your event window. If able, visit the locations beforehand and look for accessible entrances, wide doors and hallways, spacious meeting rooms, and accessible bathrooms. Double check to make sure all automatic accessible door openers are operational in the building. Ask if there is a microphone available for the space, as you should use one when presenting even if it has not been specifically requested. Both stand and portable microphones work fine, it just depends on your presenting preferences.



The photograph shows a woman with short dark hair and glasses, wearing a light-colored striped long-sleeved shirt and dark pants, seated in a black wheelchair. She is positioned in front of a large, vibrant mural that covers a significant portion of a wall. The mural features various colorful illustrations and text, including the words "THANK BODY" in large letters, "PROBATION ADVANCEMENT", "NEURO POLICY SUPPORT", and "TO BETTER OUR COMMUNITY". There is also a website address at the bottom right: "www.oalibraryinstitute.com". The setting appears to be an indoor hallway or room with wooden flooring.

Photo courtesy of the KCMC



Photo courtesy of the KCMC.

[501 Commons](#) operates a resource webpage of venue places in the Puget Sound Region that is a catalogue of places that are free or have reduced fees for non-profit organizations. The interactive map also has filter features so you can search for venues with more specific amenities.

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*This was a fatal flaw of our event where we were trying to make sure all attendees felt welcomed and comfortable in the space.*

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At one of our Transportation for All World Café Summits we had issues with the accessibility of our venue. A participant in a mobility device came back from trying to use the restroom to ask our staff for assistance. The accessibility button was not working, and the door was too heavy for them to open on their own. This was a fatal flaw of our event where we were trying to make sure all attendees felt welcomed and comfortable in the space.

### **General Advice for Setting Up the Space**

- Hang venue signs with your event name and arrows pointing toward the meeting room. Start hanging these signs in the parking lot or nearest transit stop and continue all the way to the door of the room. This will help people navigate to your meeting and help reduce confusion. Also set up staff and volunteers at key navigation points to ensure all attendees can receive assistance in accessing the venue.
- Have a sign-in table and greeter for your event so staff can direct new arrivals to their respective tables, accessibility accommodation, or answer any questions.
- When setting up tables and/or chairs for attendees, be sure to leave wide aisles between all furniture so that attendees using mobility devices can get around the room easily.
- Provide presenters or panelists with tabletop name cards so that deaf or hard of hearing attendees can see names more easily.
- If interpreters are coming, provide them with a designated place to sit and reserve the seats closest to them for attendees who will require their services.
- Right before starting your event or meeting tell attendees about general housekeeping, such as pointing out restrooms, emergency exits, and inviting people to stand or leave the room as needed.

Below is some additional feedback for event design we have learned that will help attendees who are deaf or hard of hearing:

- Concrete buildings and hard surfaces create bad environments for people who are hard of hearing. They create loud environments and produce echoes.
- Low hearing individuals should be allowed to sit near the front. It is a good idea to save seats in the front row or near an American Sign Language interpreter for deaf and hard of hearing attendees.
- Backlighting on presenters and American Sign Language interpreters is an issue because it causes people's hands and faces to be shadowed, which makes it harder for attendees to read lips or see gestures. Set up to focus light on the speakers' faces, not on their backs.
- Before your event:
  - Make sure there is a sound system available and advertise this to the public.
    - Test and double check that the sound system works.
    - A check list for checking the sound system can be beneficial and an example is included in the appendix.
  - Give notice of all hearing options or how to request accommodations for them.
  - Offer an email through which accommodation requests can be made as phone calls can be difficult for deaf and hard of hearing individuals.
- Make sure there is attention given to people who are hard of hearing but not using American Sign Language. They have to listen to speakers, so make sure there is not a lot of ambient noise for these attendees to hear and understand the speaker.

## Additional Inclusive Practices

This section includes any additional tips for inclusive practices that we have learned but do not fit neatly into any of the previous categories. These items can also be moved into earlier sections if we believe they will be a better fit there.

### Incentives and Stipends

Reducing barriers to participation is very important for ensuring that your target population is at the planning table with you. To that end, an organization may need to offer stipends or other incentives in order to provide some sort of compensation for participant's time.

Examples of potential reimbursement costs include:

- Transportation to / from meeting;
- Honorariums to thank participants for their time;
- Reimburse child / respite care costs incurred by attending the meeting; and
- Offer to address other barriers to participation as they arise.

We provided stipends for our participants during the second round of our inclusive planning grant. Feedback for this practice was overwhelmingly positive. Participants shared that the honorarium they received was meaningful for feeling valued and respected among the group. The honorarium agreement and terms of payment we used can be found in the appendix.

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*“Thank you very much for the recognition. Much appreciated.”*

– Inclusive Planning Participant upon receipt of honorarium

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### Date, Time, Location

Another way to reduce barriers to attending meetings for participants is to meet your target population where they are. Choose venues with access to public transit options that are in regions where your target population lives and/or works. Provide a call-in option for people to limit transportation barriers, but keep in mind some low-income participants

have limited cell-phone minutes and may not be able to participate in long calls. Consider holding weekend meetings to reduce time a participant will have to take off work to attend your gathering.

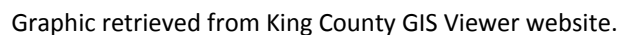
This is something our Steering Committee discussed at length when planning our Transportation Summits. We wanted to limit caregiving, work, and transportation barriers as much as possible for community attendees. In the end we decided to hold two events – one in the city of Seattle and another in a neighboring suburban city closer to where harder-to-reach participants lived. This second event was also held on a Saturday morning to capture attendees who work Monday – Friday. Finally, the weekend Summit was accompanied by a transportation resource fair, so attendees who were hoping to get more immediate transportation help could discover resources that were available to them.



Photo courtesy of the KCMC.

There are innumerable meeting coordination applications and platforms, so it's vitally important to test your platform for accessibility performance. Below we have listed some of the best-known applications and provided an accessibility metric, Web Accessibility Evaluation Tool (WAVE). This tool was developed by the non-profit WebAIM, and the tool reflects up-to-date Web Content Accessibility Guidelines. The author rated the tools based upon the number of errors that were found. There are other metrics in the tool that we decided not to focus on. Additionally, much of the exploration of these tools was based upon our rudimentary use of Microsoft's Narrator function. As such, please be sure to independently evaluate these tools with a screen reader, WAVE, or any other accessibility tools.

To restate information conveyed in the demographics section of this toolkit, there are a multitude of languages spoken in the area, including Chinese, English, Hindi, Korean, Russian, Somali, Spanish, Tagalog, and Vietnamese to name



When preparing language to be sent off to a translation agency, be sure to collect all copy or writing that needs to be translated before sending it out to an agency for translating. This can help reduce cost as agencies frequently have minimum costs so sending one sentence at a time for translation can be expensive. It will also reduce translation project turnaround time and help make sure you have all the translated material you need at the

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same time. Keep in mind that it often takes one week for a translation agency to complete a request, depending on the size and number of documents.

There were some smaller translation projects we were able to have completed by one of our bilingual volunteers. If you have access to bilingual staff or volunteers, having them complete simple translation projects can be a great way to cut down on costs, though it should be clear that professional translators are the preferred method. Staff or volunteers may be an asset in reviewing completed translations to ensure accuracy as they may be more familiar with the nuances of words or phrases in the industry (e.g. transportation jargon).

When creating collateral, keep in mind that not all phrases or terms translate into other languages well, and they may end up confusing participants more than helping. If you are able, ask the translation agency to *transcreate* your document. Transcreation is the process of adapting a message from one language to another, while maintaining its intent, style, tone, and context. This may be more appropriate for some of your documents than translation alone.

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*There were some smaller translation projects we were able to have completed by one of our bilingual volunteers.*

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## Website Accessibility and Digital Files

Keep your participants with low-vision or other disabilities in mind when creating websites or digital files. We heard some feedback over the course of our grant that some participants experience frustration with online interfaces. We investigated a few best practices that were shared with us and have listed them briefly below for readers of this toolkit to explore further.

Some of our Steering Committee members have vision loss and recommend being cautious about saying what is or is not accessible for screen reader users. People use many different tools and what works with one set of tools may not work with a different



combination. Sometimes a small coding mistake on a webpage can completely undo any attempts at accessibility. When in doubt, have a person with vision loss test online accessibility features.

## **WCAG**

Web Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these.<sup>8</sup> The WCAG is extremely comprehensive and should be consulted when designing any major aspect of a website. The King County Mobility Coalition's website, [KCMobility.org](https://www.kcmobility.org), has an accessibility icon with many features that the user can choose from. We are committed to ensuring as many people as possible can easily use our website.

## **Color and Font Standards**

It is vitally important that people can read the content on your documents and view the visual elements. People with low vision, color blindness, degenerative diseases, and so forth can have difficulty with documents that have been oriented around attractive design rather than readability. Here are some standards and tools for your use:

- [WebAIM on Fonts](#): this webpage goes into the fonts and acceptable contrasts for fonts that help readers.
- [WebAIM Contrast Checker](#): this tool allows you to test how legible text is based upon the text color and background colors interact.
- [WebAIM WAVE](#): allows you to check the accessibility of a whole page at once. This is a web extension for Google Chrome and Firefox.
- [NoCoffee](#): this tool allows you to understand how people with various levels of vision loss, macular degeneration, glaucoma, and more see your page. This is a web extension for Google Chrome and Firefox.

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<sup>8</sup> Abstract. <https://www.w3.org/TR/WCAG21/>

- [Colour Contrast Analyser](#): this is a desktop application for Windows/Macintosh that you can use to test color contrast of numerous documents.

## Header Standards

When constructing online or off-line documents for screen reader use, you must use Header hierarchies. Headers are the way that people with low vision or blindness navigate webpages and document. Each sequential Header within a section should use the next numerical Header type. Without these headers, people with screen readers will struggle to use your site or document. Here is an example:

# Title (Heading type 1)

## Sub-Header 1 (Heading type 2)

Example content text.

### Subsection 1.1 (Heading type 3)

Example content text.

- *List Item 1.1.1 (Heading type 4)*
- *List Item 1.1.2 (Heading type 4)*

### Subsection 1.2 (Heading type 3)

Example content text.

These styles are preset in Microsoft Word and can be found on the “Home” tab. Highlight the text you want to designate as a header and then select the style on the top banner. This will help to guide screen readers through your document.

## HTML

This is a common language for coding content on webpages. However, this can introduce new graphical elements and formatting that make it harder for users of screen readers to navigate your document, email, or webpage. It is always important to give visitors of your site or subscribers of your email campaigns to choose a plain-text version that will strip out all the unnecessary formatting. However, it can be difficult to find this option for emailing platforms, so be sure to shop around.

## Alternative Text

Always code your images and URL hyperlinks with alternative text. This is text that will describe visual elements and links to external documents and webpages so that screen reader users are best able to navigate your site and understand its content. Many platforms have unique ways of accomplishing this, so discovering these options is up to you, the reader. However, to start things off, you can view Microsoft's page on how to "Make your Word documents accessible to people with disabilities"<sup>9</sup>.

## Collecting Feedback

All throughout your inclusive planning process, you will get feedback from your participants about their experiences and ideas for future change. These are invaluable insights and what inclusive planning is all about! Capture every idea that is shared about your program and keep track of them in a spreadsheet, noting when it was said, by whom, topic, and who the responsible agency would be to address the comment. A screenshot of our Excel tracking sheet can be seen in the appendix to this toolkit.

At the end of year one we reviewed all the feedback we had gathered and created an Inclusive Planning Transportation Action Plan comprised of projects that would address the issues raised by participants. By collecting feedback in this manner, we were able to develop projects that directly addressed the concerns of our target populations, and participants are able to see their voice reflected in the document.

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*Participants are able to see their voice reflected in the document.*

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<sup>9</sup> "Make your Word documents accessible to people with disabilities." Ref: <https://support.office.com/en-us/article/make-your-word-documents-accessible-to-people-with-disabilities-d9bf3683-87ac-47ea-b91a-78dcacb3c66d>

## Looking Towards the Future

The King County Mobility Coalition is invaluablely bettered by Inclusive Planning efforts. With many Inclusive Planning partners and participants also engaging with the King County Mobility Coalition, there will be an extra layer of accountability when transferring inclusive practices to Coalition work. The Coalition can particularly benefit from the lessons learned in accessible meetings, events, and engagement.

With its own website, newsletter, Committees, participants, and outreach, the King County Mobility Coalition can use inclusivity recommendations to be more mindful and cognizant of accessible practices explained in almost every section of the Inclusive Planning Toolkit. Beyond putting inclusive practices into motion, like sending out materials beforehand and distributing inclusive and intentional communications, this process has also proved to King County Mobility Coalition staff the importance of allowing for highly accessible and consistent feedback loops. Partners and participants should always be welcome to share and guide the Coalition experience as the stakeholders who support our work.

Moving forward, the King County Mobility Coalition will adopt Inclusive Planning practices in hopes of fostering an even more authentically welcoming partnership.

*The KCMC hopes to model Inclusive Planning practices to be witnessed and shared with the agencies we work with and beyond.*

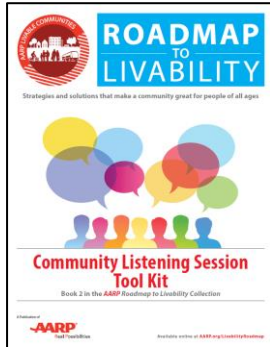


Photo courtesy of the KCMC.

## Additional Resources

Many toolkits or how-to guides for various inclusive planning and universal design practices have already been created by other organizations. We do not want to duplicate efforts. Therefore, we have included this section so that readers can reference other guides when appropriate and to serve as a list for “future reading.”

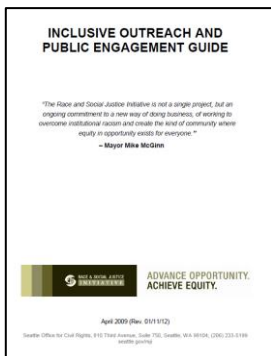
### AARP's Community Listening Session Toolkit



*“This toolkit was developed to gather public feedback in small group settings. The guidelines apply whether a livability team is holding a focus group, where 8 to 12 people are brought together to discuss a specific aspect of the work, or a larger community listening session, which is a well-publicized meeting that’s open to community members who want to learn about the livability project and share their opinions.”*

This resource can be found on the American Association of Retired Persons’ website (<https://www.aarp.org/livablelibrary>) along with other resources on empowering people to choose how they live as they age.

### City of Seattle’s Inclusive Outreach and Public Engagement Guide



*“This guide is designed to provide City staff with the tools to: create effective public processes and forums with opportunities for communities of color to fully participate; identify the impacts of institutionalized racism and cultural complexity on public process; identify and use instruments that help select racially and culturally appropriate public processes; identify strategies to generate increased interest and involvement in the entire spectrum of government processes and services; and identify and use culturally appropriate stakeholder and data analysis tools that recognize and utilize communities’ cultural assets and knowledge.”*

This resource can be found on the City of Seattle’s website (<https://www.seattle.gov>) along with other resources on the Seattle Race and Social Justice Initiative.

### FemNorthNet & DAWN Canada’s Toolkit for Diversity Through Inclusive Practice



*“Emerging from our shared work and need to develop and model inclusive practices, this toolkit shares what we learned about best practices. It combines our common principles of participation, inclusion, and equality for all with the collective wisdom gathered by women from both organizations over a period of years.”*

This resource can be found on the DisAbleD Women’s Network Canada website (<https://www.dawncanada.net>).



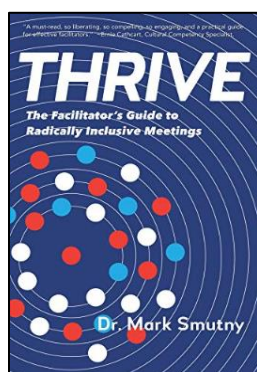
## The Sustainable Communities Initiative's Community Engagement Guide



*"This program is poised to catalyze new networks of relationships, new problem-solving methods, and new, inclusive decision-making tables. By bringing together diverse and disparate interests while developing new leaders, Sustainable Communities is seeding an opportunity for regions and communities to craft an authentic vision for an equitable and prosperous future."*

This resource can be found on the National Center for Mobility Management's website ([nationalcenterformobilitymanagement.org/](http://nationalcenterformobilitymanagement.org/)) along with other resources on approaches to public participation.

## Thrive: The Facilitator's Guide to Radically Inclusive Meetings



*"Hundreds of meetings fill our lives. Many are deadly dull. Some soar. Some exclude. Some embrace diverse perspectives and generate great results. THRIVE: The Facilitator's Guide to Radically Inclusive Meetings is packed with proven methods to engage all voices and make meetings a joy. Whether you are a nonprofit or business leader, manager, consultant, planner or simply someone who wants your meetings to be more productive, THRIVE is for you."*

This resource was written by Mark Smutny, a member of our Steering Committee, and can be purchased on Amazon (<https://www.amazon.com>).

## Transit Planning 4 All's Inclusive Planning Toolkit



*"Transit Planning 4 All has funded a series of pilot projects across the nation, each seeking to increase inclusion. This Inclusive Transit Planning Toolkit is a collection of key lessons learned and strategies for transit systems, leaders, and advocates to help them increase inclusive planning wherever they are."*

This resource can be found on the Administration for Community Living's website (<http://www.acltoolkit.com/p/toolkit.html>).

## U.S. Administration on Aging's Toolkit for Serving Diverse Communities



*"This Toolkit provides Aging Agencies and their state and local partners with a starting point for conversations regarding how to better serve diverse populations of older adults. It is hoped that the dissemination and use of this Toolkit will enhance Older Americans Act services."*

This resource can be found on the National Association of Area Agencies on Aging website (<https://www.n4a.org/diversity>) along with other resources on serving older adult communities and individuals.



# Appendices

## Glossary of Jargon and Acronyms

Limiting the use of jargon and acronyms helps to make people who may be less familiar with the terms feel more included in your group. However, avoiding these more specialized terms can sometimes be unavoidable. When this happens, think about including a glossary of jargon and acronyms in documents that community members will be reviewing. We have included one here to help readers understand the content of this document better and to serve as an example.

We first created a list of terms for an interpreter we worked with for an event. After compiling this document, we shared it with our steering committee members and heard feedback from participants that it was helpful for them to use as reference from time to time. We now receive requests from participants on other projects to produce a glossary of terms for those documents as well. It seems to be a practice that is easy to follow and that participants appreciate greatly. Make your own list of jargon and acronyms to have on file that you can easily share with participants and partners via email prior to meetings and bring hard copies with you to meetings to serve as a reference.

### **Our List of Jargon**

Community Transportation – A general term to describe a variety of different transportation options, including public transit.

Curb-to-curb – This refers to services that picks people up at their origin's street curb, and deposits them at their destination's curb.

Deviated Fixed Route/Flex Route – A deviated fixed route operates primarily as a fixed route service with set stops and a set time schedule with one exception—a flex zone. Flex Zones are sections of a community not easily served by fixed routes. Riders can call ahead to request that the bus leave its regular route to pick them up or drop them off within the select zone.

Door-to-door – This is a style of transportation whereby a driver picks up people at their residence or current location, and deposits them directly at their destination.

Door-through-door – This is a style of transportation whereby a driver picks up people inside their residence or current location, and deposits them directly in the lobby at their destination. The driver assists them walk from buildings to the car and vice versa.

Find-A-Ride – Online service maintained by Hopelink that locates transportation services for individuals based on information that they provide about themselves and their transportation needs.

First-Mile/Last-Mile – The distance between transit stops and an individual’s origin or destination, such as place of work or home can be disqualifying if they possess mobility issues. Mobility options that provide reliable service to these populations—otherwise limited by personal disability, poor/dangerous infrastructure, topography, distance, or any combination of the aforementioned—help to “Close the First-Mile/Last-Mile Problem.”

Fixed Route – This refers to services with set schedules and routes where the sequence of stops never change.

Hand-to-hand – Hand to Hand services can help load a person with a severe mobility limitation. Hand to Hand drivers must be trained to help these riders, and therefore these services are more rare and more expensive.

Hyde Shuttle – Free van service for older adults 55 or older and people with disabilities operating in King County, WA by Sound Generations. Operates Monday through Friday from 8:00 am to 4:30 pm. Based in certain neighborhood areas. Operates as a door-to-door bus service for those who would otherwise have no options.

Inclusive – Inclusivity is a principle that focuses on including the voices or serving the needs of the community.

Medicaid – Medicaid is the federal low-income insurance option. Locally, many people may know about the Washington equivalent, AppleHealth. Molina is a common sub-contracted insurance for Medicaid recipients. Anyone mentioning these are generally referring to Medicaid.

Mobility (industry) – An industry centered around improving the transportation ability and range of options to vulnerable populations.

Mobility (noun) – A person’s state of easy access to alternative transportation regardless of factors that would otherwise inhibit their ability to own a personal vehicle or used fixed transit services—like disability, age, demographics, income, etc.

On/Off Peak – “On peak” time is when transit experiences it’s highest rider volume throughout the day. “Off peak” is all other times.

People Disproportionally Impacted – Individuals who experience barriers to services or aid.

Providers – Refers to service providers of social programs and/or human services.

RapidRide – Bus routes operated by King County Metro that run on more frequent time schedules than their regular buses. These buses also have all door boarding and wi-fi on board.

Rideshare – These programs are alternative transportations options—typically referring to work commuting options, but not always—that help people use vans or cars to travel. This mode is ‘door-to-door,’ which means the driver comes to pick up passengers in her/his home community. Next, all of the passenger’s commute to their destination

community, and the driver drops each person off at his/her destination. Oftentimes, multiple passengers work at the same company and choose this mode because it makes sense to all go into work together. It may be faster than transit and help to build community within the van/car.

Screen Reader – software programs that allow users who are blind or visually impaired to read the text that is displayed on the computer screen with a speech synthesizer or braille display.

Silos – when organizations are working on similar programs, or should collaborate, but they are not communicating effectively, they are working siloed from one another.

Special Needs/Vulnerable Populations – Special Needs and Vulnerable Populations are general terms that encapsulate any demographic that is poorly served by social services including low-income, older adults, people with disabilities, Veterans, limited English proficient populations, youth, immigrants, and refugees.

Stride – Sound Transit's version of RapidRide service.

Tabletop Exercise – In Emergency Management this is a simulation exercise used to test an emergency plan to validate a management plan.

Theory of Change – A comprehensive description and illustration of how and why a desired change is expected to happen in a particular context.

Vets-Go – Online service maintained by Hopelink that locates transportation services for Veterans in the Puget Sound region.

Volunteer Driver Programs – Volunteer driver programs provide transportation to vulnerable populations by recruiting volunteers to use their personal vehicles to help these riders reach grocery stores, pharmacies, medical appointments, and beyond.

## **Our List of Acronyms**

AAA – Area Agency on Aging – Plans, coordinates, and advocates for a service delivery system for older adults, family caregivers and people with disabilities.

ADA – Americans with Disabilities Act – Passed in 1990, the ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the public.

ADS – Aging and Disabilities Services – The AAA for King County, WA.

AWX – Adverse Weather – Sub-optimal weather conditions such as rain, fog, ice, snow, fog, nuclear fallout, and dust that can create dangerous situations for transportation.

AFN – Access and Functional Needs – Populations whose members may have additional needs before, during and after an incident in functional areas, including but not

limited to: maintaining independence, communication, transportation, supervision, and medical care.

**BNOA** – Bellevue Network on Aging – Organization dedicated to healthy aging in the community by promoting awareness of needs and resources that support older adults.

**BORPSAT** – Bunch of Right People Sitting Around the Table – Philosophy for conducting stakeholder analysis.

**CCS** – Catholic Community Services – Human service provider that also operates a volunteer driver program to provide older adults and people with disabilities of limited income with the transportation they need to be able to get to their medical appointments, the grocery store, and to other essential errands.

**CISC** – Chinese Information and Service Center – A branch of United Way of King County, CISC provides services to support immigrants and their families by creating opportunities for them to succeed, while honoring their heritage.

**CLC** – Community Living Connection – Seattle and King County's information and support service for older adults, adults with disabilities, and their caregivers.

**CT** – Community Transit – A transportation provider that operates in Snohomish County and has routes that connect riders to downtown Seattle. The agency prefers to be known as “Community Transit,” not the acronym, but some people may still use it.

**CTAA** – Community Transportation Association of America – A national organization dedicated to ensuring that all Americans, regardless of age, ability, geography or income, have access to safe, affordable and reliable transportation.

**CTANW** – Community Transportation Association of the Northwest – A Pacific Northwest organization that provides tools, resources and information, and advocates for favorable policies and practices to provide equal opportunities and mobility and transportation options for all people, particularly those with specialized transportation needs.

**DART** – Demand Area Response Transportation – Deviated fixed route transit service by King County Metro, operated by Hopelink. Could also stand for Dial-A-Ride Transportation (the Snohomish County paratransit service).

**EERC** – Eastside Easy Rider Collaborative – A sub regional mobility coalition comprised of stakeholders and mobility partners in East King County (Bellevue, Issaquah, Kirkland, Redmond, Sammamish, and Mercer Island).

**ELL** – English Language Learner – Individuals where English is not their first language. They either do not know English or do not know enough to have conversations in English.

ESN – Emergency Snow Network – A network activated during inclement weather that severely reduces Metro service to include only core bus routes and shuttles primarily serving key arterials and transit centers. Some neighborhoods and areas of the county may have limited or no bus service because of difficult travel conditions or geography.

FTA – Federal Transit Administration – Federal agency that provides financial and technical assistance to local public transit systems.

HIPAA - Health Insurance Portability and Accountability Act of 1996 is United States legislation that provides data privacy and security provisions for safeguarding medical information.

HSBT – Human Services Bus Ticket –Subsidized bus tickets given to eligible human service agencies serving persons who are experiencing homelessness and/or low income in King County, WA.

IAWW – India Association of Western Washington – An organization who supports the local Indian community with social, cultural, and educational programs.

IRC – International Rescue Committee – Provides humanitarian relief to people affected by crisis.

KCM – King County Metro – Major transportation provider in King County, WA. Operates a large network of bus routes and the water taxi.

KCMC – King County Mobility Coalition – mobility coalition which informs the planning of special needs transportation services in King County and develop strategies, tools, and projects to improve mobility for people with limited transportation options due to age, income, disability, limited English proficiency, or other limiting factor.

LEP – Limited English Proficiency – Individuals where English is not their first language, and they speak English less than very well.

MM – Mobility Management – An approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.

NCMM – National Center for Mobility Management – This organization is a national technical assistance center whose primary activities support mobility management professionals.

NEMT – Non-Emergency Medical Transportation– NEMT services help transport people to and from medical appointments. Typically, these services run with volunteer drivers, or only serve clients that are seniors, disabled, or have Medicaid

insurance. NEMT cannot help an individual access emergency medical care. Individuals must still call 911 to be taken to an emergency room.

NKCMC – North King County Mobility Coalition – A sub regional mobility coalition comprised of stakeholders and mobility partners in North King County, WA (North Seattle, Shoreline, Lake Forest Park, Kenmore Bothell, and Woodinville).

ORCA – One Regional Card for All – Bus pass for the Puget Sound region that is accepted across many transportation providers, including King County Metro, Sound Transit, and Community Transit. As of 2019, there is a \$5 fee for buying the card and the fare for Metro buses is \$2.75.

ORCA LIFT – One Regional Card for All Low-Income Fare Transportation – Bus pass for low-income riders. The income threshold varies based on the poverty line, but if a rider qualifies for Medicaid, they are immediately qualified for an ORCA LIFT card. As of 2019, there is no cost for acquiring the first card, the fare is \$1.50, and the permit must be renewed every 2 years.

PPPPP – Proper Planning Prevents Poor Performance – Philosophy of process development.

PWD – People with Disabilities – Person-first language used to describe individuals who identify as having a disability.

RARET – Regional Alliance for Resilient and Equitable Transportation – Hopelink staffed workgroup whose goal is to increase the life-sustaining transportation services available to seniors, people with disabilities, low income individuals, and other vulnerable populations in the event of a major emergency in the Central Puget Sound region.

RFP – Request For Proposals – An organization releases an RFP and applicants submit a document indicating their plans for how they would use the RFP funding to implement a project or program. Applicants must indicate how their proposal meets the scope of what the funding can accomplish.

RRFP – Regional Reduced Fare Permit – Bus pass that entitles senior riders (age 65 or older), riders with a disability and Medicare card holders to reduced fares on the following public transportation systems in the Puget Sound region. As of 2019, there is no cost to acquiring the card and the fare for RRFP holders is \$1.00.

SDOT – Seattle Department of Transportation – Local agency who maintains roads, traffic signals, and pedestrian zones in Seattle, WA.

SKCMC – South King County Mobility Coalition – A sub regional mobility coalition comprised of stakeholders and mobility partners in South King County (including South Seattle, Tukwila, Auburn, Renton, Kent, Federal Way, Pacific, and Algonia).



- SOV – Single Occupancy Vehicles Trips – Also known as ‘drive alone trips’. SOV trips occur when an individual uses their personal vehicle to drive to work, school, or any other destination by themselves with no other passengers in the car. This is the dominant method of American personal transportation and leads to rampant congestion due to poor spatial efficiency. The more people you can fit into transit modes, or alternative transportation modes, the more cities can reduce congestion.
- ST – Sound Transit – Transportation provider that operates in Snohomish, King, and Pierce Counties. Their routes usually connect riders to Seattle from more distant cities, like Tacoma or Lynnwood. They operate services such as LINK Light Rail, Sounder Train, and Stride buses.
- SVT – Snoqualmie Valley Transportation – Local transportation provider for cities in Snoqualmie Valley, WA.
- SVTC – Snoqualmie Valley Transportation Coalition – A sub regional mobility coalition comprised of stakeholders and mobility partners in Snoqualmie Valley (Carnation, Duvall, Fall City, Preston, Monroe, North Bend, and Snoqualmie).
- TDM – Transportation Demand Management – Efforts focused on understanding how people make their transportation decisions rather than the infrastructure behind transportation.
- TNC – Transportation Network Companies – Companies such as Uber and Lyft.
- WSDOT – Washington State Department of Transportation – State department that maintains the highways, toll roads, and ferries in Washington State.

## Satisfaction Survey

### Inclusive Transportation Planning Satisfaction Survey

1. Are you an older adult and/or a person with a disability?

☐ Yes      ☐ No

Indicate whether you disagree or agree with the following statements.  
Circle one response. The scale goes from **Positive to Negative**.

2. I was satisfied with the planning process today.



3. My participation/comments had an impact on the planning or activities.



4. Were you asked to review any materials/information?

☐ Yes      ☐ No      if yes, answer #5

5. If yes, the materials were useful for people with disabilities or older adults.



If you were dissatisfied with anything, please let us know what we could have done better:

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# Stipend Honorarium

## Compensation Honorarium

This compensation is given with the recognition that we are not offering full wages equal to the amount of time and effort contributed on the part of the participant. We are limited in the amount we can give, but we want to give something to show respect and appreciation of what our participants are offering and want to ensure that every participant is able to receive the same amount. All older adults, people with disabilities, caregivers and other individuals who are not being paid for their time by another organization are eligible to receive this compensation.

Participants will be reimbursed for their time after each in-person meeting and/or event, such as a listening session, in the amount of \$20 per hour. Participants attending via a call-in option over the phone or internet will receive \$15 per hour, as similar levels of engagement cannot be achieved remotely. Reimbursement will be given for only the length of the scheduled meeting. Participants will not receive additional payment for arriving early or staying late. Payment will be given immediately following each event or the next time staff support sees the participant in person if they called-in to a meeting. Recipients must sign a tracking document each time to acknowledge that they received the reimbursement.

Participants on the Steering Committee or project workgroups will be given an additional, one-time payment of \$40 at the conclusion of Round 2. This is to honor their time spent between meetings reading project documents and responding to emails. The payments will be in cash, if possible. Alternative payment methods may include grocery store gift cards or Visa gift cards. Check reimbursements are an option; however, payment would not be provided day-of as this method could take up to 2 weeks after a meeting or event for processing. Additional reimbursement or arrangements for travel to and from meetings can be arranged as needed.

Compensation is provided to qualifying participants to honor the time and energy they put into attending meetings. We recognize that often there are systemic barriers that make it more difficult for folks to participate and we hope that the honorarium will act at least as a partial relief to those barriers. We do not withhold funds because of what the individual shares with the group. We welcome honest feedback, unbiased information, and personal perspectives based off the lived experiences each of our participants have to offer.

By accepting this compensation, participants are agreeing to be fully present and to actively participate by sharing their personal experiences and opinions. Participants must stay for the entire duration of the meeting, except in the case of personal/familial emergency or care need, or the participant has communicated with the project staff support that they will need to leave early. Participants do not need to share personal details or show proof of a need to leave the meeting or event.

By signing below the participant agrees to the above terms and conditions.

X

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Participant's signature

## Mobility for All Summit Flyer

### King County **MOBILITY**COALITION



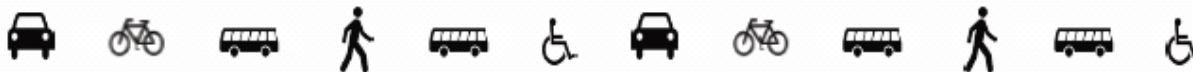
## Mobility for All Summit

Achieving inclusivity means every person is valued and each person's mobility needs receive customer-focused service.



### Join Us

Join us for community conversations about the challenges older adults, people with disabilities, and caregivers face when finding transportation options that suit their needs. All advocates and stakeholders are invited to attend. The insights and experiences you share will help to improve the customer experience of finding and securing transportation in King County.



### When and Where: Two Opportunities to Participate

**Tuesday, October 23rd**

From 10:00 AM to 3:00 PM

New Holly Gathering Hall

7054 32nd Ave S, Seattle, WA 98119

Lunch will be included.

**Saturday, November 3rd**

From 1:00 PM to 4:00 PM

Crossroads Community Center

16000 NE 10th St, Bellevue, WA 98008

A transportation resource fair is included.  
Learn, share, and enjoy light refreshments.

### RSVP

To RSVP online, please follow this link:

[www.surveymonkey.com/r/mobility\\_for\\_all](http://www.surveymonkey.com/r/mobility_for_all)

To RSVP over the phone, or for

accommodations or accessibility information,  
please contact [mobility@hopelink.org](mailto:mobility@hopelink.org) or

425.943.6760 at least one week prior to the  
event. RSVPs are encouraged, but not required.

### Survey

Want to contribute but are unable to  
attend? Take our brief survey about

transportation: [surveymonkey.com/r/](http://surveymonkey.com/r/inclusive-transportation)  
[inclusive-transportation](http://surveymonkey.com/r/inclusive-transportation). Available in

English, Spanish, Chinese, Russian, Somali,  
and Vietnamese.

See the next page for information on how to  
get to the events.

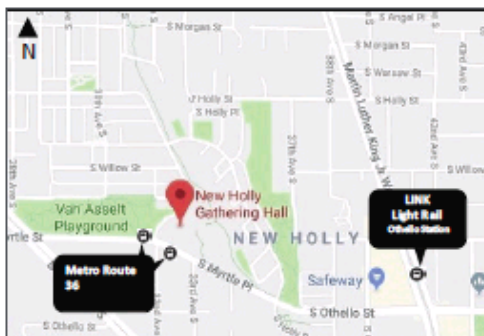




## How to Get to the Summit

### October 23rd: New Holly Gathering Hall

7054 32nd Ave S, Seattle, WA 98119



#### Bus and Light Rail

Metro Route 36

Stops at S Myrtle St & 32nd Ave S (approximately a 2-minute walk)

LINK Light Rail—Othello Station  
(approximately a 10-minute walk)



#### Bike or Walk

New Holly Gathering Hall is connected to the community by the Chief Sealth Trail, an asphalt trail that connects Jefferson Park in Beacon Hill to Kubota Gardens in Rainier Beach. For more trail info, visit [bit.ly/2Ohtb9i](http://bit.ly/2Ohtb9i). For more pedestrian options, visit [bit.ly/2O5XCJ0](http://bit.ly/2O5XCJ0).

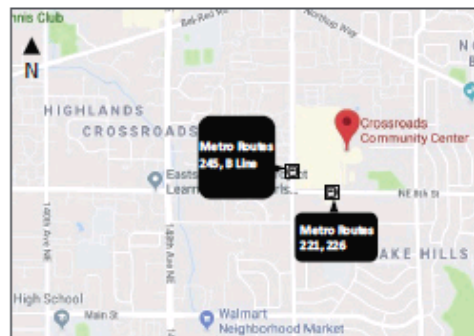


#### Car

Parking is available at New Holly Gathering and Crossroads Community Center. We recommend carpooling, using rideshare (e.g. Lyft and Uber), or a taxicab. RRFH holders that are income eligible can purchase half-price taxi scrip in advance (for more info, visit [bit.ly/2y3YzpQ](http://bit.ly/2y3YzpQ) or call 206-553-3000).

### November 3rd: Crossroads Community Center

16000 NE 10th St, Bellevue, WA 98008



#### Bus

Stops at NE 8th & 160th Ave NE (approximately a 4-minute walk), and 156th Ave NE & NE 10th St (approximately a 7-minute walk).

Metro Route 221 (from Redmond Transit Center or Eastgate Park & Ride)

Metro Route 226 (from Bellevue Transit Center or Eastgate Park & Ride)

Metro Route 245 (from Kirkland Transit Center or 124th Ave SE & SE 44th St in Factoria)

RapidRide B Line (from Bellevue or Redmond Transit Centers)



#### Bike or Walk

Crossroads Community Center can be accessed by an asphalt trail that connects the Crossroads Golf Course to Crossroad Park. For more pedestrian options, visit [tinyurl.com/ycyowe8g](http://tinyurl.com/ycyowe8g).

Transportation questions? Or still having trouble finding transportation to attend this event?

Contact Us:  
[mobility@hopelink.org](mailto:mobility@hopelink.org)  
425.943.6760



### MOBILITY FOR ALL TRANSPORTATION SUMMIT STRATEGY WORLD CAFÉ

#### MENU

**1:00 p.m. – Welcome and Announcements**

**1:10 p.m. – 1-2-4-All Icebreaker**

- For one minute, reflect silently on the question:

***What challenges do I typically face with transportation?***

- In pairs for two minutes, share your key thoughts.
- In groups of four for four minutes, share your key ideas. Note similarities and differences.
- In the whole group, share one key theme.

**1:30 p.m. – What is a World Café?**

**1:45 p.m. – Three Rounds of Café Conversation – 20 minutes each**

**Strategy Question:** *What bold steps might we choose to guarantee success for older adults and people with disabilities **to find and secure transportation?***

**2:45 p.m. – Whole Group Harvest**

**3:15 p.m. – Evaluation and Next Steps**

**3:25 p.m. – Resource Fair**

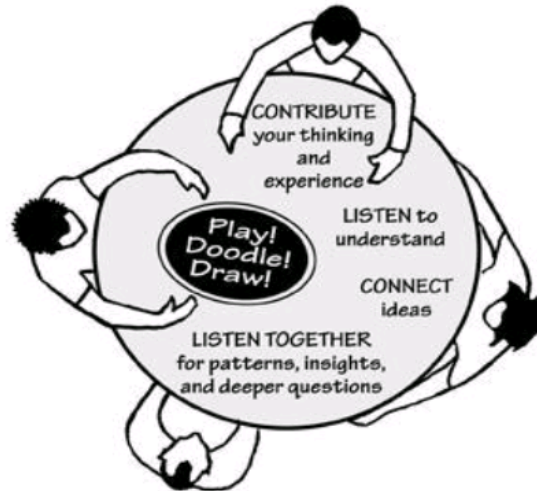
*Please join us in the hallway and talk with representatives from different transportation service and information providers!*

King County  
**MOBILITYCOALITION**



## CAFÉ ETIQUETTE

FOCUS  
on what matters!



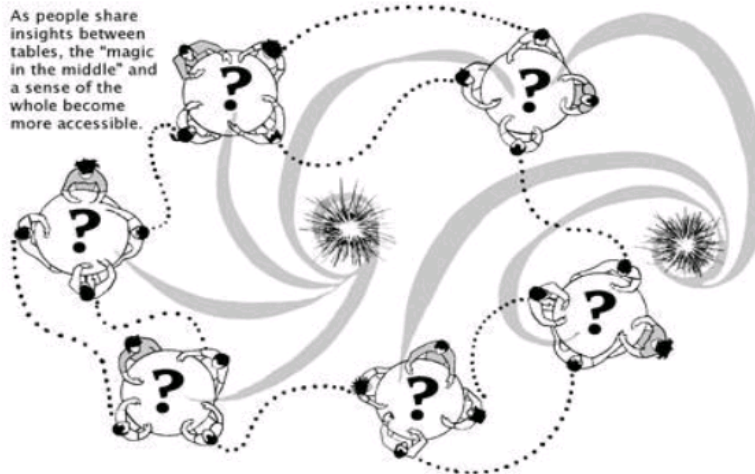
**I'm a Table Host, what do I do?**

**Remind** people at your table to jot down key connections, ideas, discoveries, and deeper questions as they emerge.

**Remain** at the table when others leave and welcome fellow travelers from other tables.

**Briefly share key insights** from the prior conversation so others can link and build using ideas from their respective tables.

As people share insights between tables, the "magic in the middle" and a sense of the whole become more accessible.



# Keep it Simple and

## The Challenge

### Vision

- 6.4% of non-institutionalized U.S. residents age 65+ report a visual disability (blind or serious difficulty seeing even when wearing glasses).
- 25.66% of U.S. residents age 80+ report visual impairment.

### Hearing

- Approximately 15% of American adults (37.5 million) aged 18 and over report some trouble hearing.
- About one-third of adults over age 60 experience some hearing loss.
- About 28.8 million U.S. adults could benefit from using hearing aids.
- Among adults age 70+ with hearing loss who could benefit from hearing aids, only 30% have ever used them.

### Chronic Conditions

- As many as 80% of older Americans have at least one chronic health condition.
- The likelihood of developing memory loss increases with age.
- Many people process information more slowly as they age.

### Language Barriers

- Almost 15% of U.S. residents age 60 or older speak a language other than English in their homes.

### Health Literacy

- Health literacy is affected by far more than reading literacy and numeracy. Consider the effects of stress, fatigue, depression, medication, and nutrition.
- Writing and speaking in plain language boosts understanding for people with health literacy problems.
- The health literacy "onus" is on health and human services professionals to convey information in a way that patients and clients can process and understand it, and the services needed, and make appropriate health decisions.

## Keep It Simple!

- AVOID ALL CAPS, ESPECIALLY IN LONG LINES OF TEXT
- Avoid boldface, especially in long lines of text
- Avoid italics, especially in long lines of text
- Avoid underlining, especially in long lines of text
- Avoid reverse type, especially in long lines of text
- Use subheadings, bulleted lists, and sidebar boxes to break up long blocks of text.
- Leave ample white space to reduce eye fatigue (e.g., wider margins, space around images, and 1.5 spacing, when possible).
- Maintain high contrast (e.g., black or dark gray type on white).
- If you "break the rules," it helps to increase leading (space between lines).

## Type Size & Font Choice

10 Point  
12 Point  
14 Point  
18 Point  
24 Point  
30 Point  
36 Point  
48 Point  
60 Point  
72 Point



Anything smaller than 12-point type is nearly impossible for older eyes to read.

Use 14-point sized fonts for presenting online text to older readers. 14-point fonts are more legible, promote faster reading, and are preferred to 12-point fonts.

A compromise must be made in deciding which font type to use. At 14-point, serif fonts support faster reading; however, sans serif fonts are generally preferred. If speed of reading is paramount, then serif fonts are recommended. If font preference is important, then sans serif fonts are recommended.

—Determining the Best Online Font for Older Adults  
(Michael Bernard, Corrina Liao, & Melissa Mills, 2001)

## Plain Language

Plain language is clear, succinct writing designed to ensure the reader understands as quickly and completely as possible. Plain language strives to be easy to read, understand, translate (if necessary), and use. It avoids verbose, convoluted language and jargon. For more information, visit [www.PlainLanguage.gov](http://www.PlainLanguage.gov).

## Respectful Language

Use "person first" language that recognizes a person before his or her age, disability, or condition:



- "Person with a disability"
- "Visitor who uses a wheelchair"



- "Disabled person"
- "Wheelchair user"

# Best Practices in Elder-Friendly

# Make it Accessible

## Make It Accessible!

Websites are required to be accessible under the Americans with Disabilities Act (ADA). Let your webmaster know that ...

**Web Content Accessibility Guidelines  
(WCAG) 2.0 Level AA**  
<http://bit.ly/2blKahy>

... is the Department of Justice's standard for ensuring that online information is perceivable, operable, understandable, and robust for all readers.

Many web designers are simply unaware that the standards exist and don't know that easy reference tools are available. WCAG strategies include:

- Use styles (e.g., Heading1, Heading2) for meaningful sequence
- Use "alt-text" to describe photos and graphics
- Provide user options such as text size and high-contrast adjustment
- Create accessible Word docs, PDFs, PowerPoint slides, and more

These strategies make web content accessible by screen readers (assistive technology) as well as emerging voice-activated technologies.

Digital communications that meet ADA requirements for individuals with disabilities are easier for all people to read and understand.

## Captions



All videos should have captioning for people with hearing loss.  
**Tip:** While far from perfect, videos uploaded to YouTube are auto-captioned.

## Test Your Website

There are lots of services that can check your website for you but you can also check it yourself using a free online app. One example is the WAVE web accessibility evaluation tool ([wave.webaim.org](http://wave.webaim.org)):

**Wave Webaim** gives you a list of specific errors and possible problem areas regarding styles and contrast for each URL you enter.

**Adobe Reader DC Pro** accessibility features provide a similar report for PDF files, plus strategies for fixing problems remedies.

## More Resources

**ADA Requirements: Effective Communication, U.S. DOJ**  
(<http://bit.ly/1Pu56w6>)

**CDC Health Literacy**  
(<http://bit.ly/233ugl0>)

**Quick Guide to Health Literacy and Older Adults, U.S. DHHS**  
(<http://bit.ly/2mG7W90>)

**Tips for Making Print More Readable, AFB** (<http://bit.ly/2c2NwrA>)

**University of Washington Accessibility Website**  
[www.washington.edu/accessibility/](http://www.washington.edu/accessibility/)

## Commitment

Aging and Disability Services (ADS) strives to provide information and access to services to all visitors, including those with disabilities.

**Aging and Disability Services**  
[www.agingkingcounty.org](http://www.agingkingcounty.org)

**AgeWise King County**  
[www.agewisekingcounty.org](http://www.agewisekingcounty.org)

We welcome your feedback regarding accessibility and age-friendly content:

[AgingInfo@seattle.gov](mailto:AgingInfo@seattle.gov)



Aging and Disability Services—the Area Agency on Aging for King County, WA—plans, coordinates, and advocates for a comprehensive service delivery system for older adults, family caregivers and people with disabilities in King County.

Aging and Disability Services is hosted by the City of Seattle, an Age-Friendly City.

[www.agingkingcounty.org](http://www.agingkingcounty.org)

# Print and Digital Communications



# Sound System Check List



## Assistive Listening System Checklist

### ASSISTIVE LISTENING SYSTEM

**Do you have a working assistive listening system?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**Which assistive listening system do you have?**

- ☐ Hearing loop
- ☐ FM
- ☐ Infrared

**Do the hearing loop, FM, and infrared systems have headphones?**

**Note:** receivers are required to be hearing-aid-compatible—earbuds are not acceptable.

- ☐ Yes  
If yes, how many? \_\_\_\_\_
- ☐ No
- ☐ Unsure

**Do the FM and infrared systems have neckloops?**

**Note:** hearing loops don't need neckloops

- ☐ Yes  
If yes, how many? \_\_\_\_\_
- ☐ No

**Are the receivers charged, sanitized, and working properly?**

- ☐ Yes
- ☐ No

### PUBLIC ADDRESS SYSTEMS

**Do you have a working PA system?**

- ☐ Yes
- ☐ No

**Have the audio volumes for the PA and the ALS been balanced?**

- ☐ Yes
- ☐ No

**Is there at least one microphone for Q & A?**

- ☐ Yes
- ☐ No

## MICROPHONE USE

Correct microphone use with assistive listening systems is crucial. The microphone needs to be held closer to the mouth than if one were using a PA alone. A rule of thumb: at chin level, but not blocking the view of the lips.

**Have presenters been instructed in how to use a microphone?**

- ☐ Yes
- ☐ No

**Do you have a handout to distribute to presenters about microphone usage?**

- ☐ Yes
- ☐ No

**Do staff, presenters, and performers use the microphone every time?**

- ☐ Yes
- ☐ No

## BATTERIES

**Were the batteries for the wireless microphones checked prior to the event?**

- ☐ Yes
- ☐ No

**Were the batteries for the receivers checked prior to the event?**

- ☐ Yes
- ☐ No

## SIGNAGE

**Do you have signage that announces the assistive listening system?**

- ☐ Yes
- ☐ No

**Is the signage easy to find and read?**

- ☐ Yes
- ☐ No

**Is it clearly visible by doorways, kiosks, and information desks?**

- ☐ Yes
- ☐ No

## ADVERTISING

Do you advertise your hearing accessibility?

**On marketing materials?**

- ☐ No
- ☐ Yes
  - ☐ flyers
  - ☐ playbills
  - ☐ invitations
  - ☐ newsletters
  - ☐ house of worship bulletin

**On your website?**

- ☐ Yes
- ☐ No

**On social media?**

- ☐ Yes
- ☐ No

**Do you provide event or venue alternative telephone contact information, email?**

- ☐ Yes
- ☐ No

**If you offer ticketing by phone; do your operators know how to handle communication access inquiries?**

- ☐ Yes
- ☐ No

## **ANNOUNCEMENTS**

**Do you regularly announce your hearing accessibility at the beginning of events and explain how to use it?**

- ☐ Yes
- ☐ No

## **STAFF TRAINING**

Are staff trained about:

**Type of equipment?**

- ☐ Yes
- ☐ No

**Where to find it?**

- ☐ Yes
- ☐ No

**How to use it?**

- ☐ Yes
- ☐ No

**Knowledgeable about neckloops and telecoils?**

- ☐ Yes
- ☐ No

**Able to demonstrate and test equipment?**

- ☐ Yes
- ☐ No

**How to check out equipment?**

- ☐ Yes
- ☐ No

**How to maintain equipment?**

- ☐ Yes
- ☐ No



**Can they troubleshoot problems?**

- ☐ Yes
- ☐ No

## **MAINTENANCE**

**Is there a protocol for managing equipment that's checked out—charging, replacing batteries, testing, repairing, sanitizing?**

- ☐ Yes
- ☐ No

**Do you test your assistive listening system regularly?**

- ☐ Yes
- ☐ No

**Do staff know whom to call for repairs?**

- ☐ Yes
- ☐ No



This is the International Symbol for Hearing Access. The image with a T signifies a hearing loop. Post this symbol on your website, email marketing and advertising materials, along with a sentence about the type of hearing access you offer.

**Contact for additional information:**

[GITHLinfo@hearingloss.org](mailto:GITHLinfo@hearingloss.org)

# Meeting Coordination Applications

## 1. Doodle (Web)

### *Summary:*

- Doodle polls can be created with or without a paid account using their web platform. Polls are simple check lists of different dates and times with breakouts that show each user's available times.

### *Upside:*

- Can link to external calendars so you can check your availability from this platform.
- The five steps for creating an event and sending out a link are easy to navigate by a simple screen reader.
- There is integration between Doodle and Slack.

### *Downside:*

- Website doesn't function perfectly with a simple screen reader usage.
- Many advertisements and annoying non-function elements when using a screen reader in the free version of the final sign-up list.

## 2. Calendly (Web)

### *Upside:*

- The interface for users to "Select a Date & Time" seems so simple and navigable. Very easy if the person sharing their calendar is not using a screen reader, and the person who is using the template as a guest is using a screen reader.
- Best meeting scheduler app for letting others schedule meetings with you.

### *Downside:*

- The back-end Admin pages have some accessibility issues that would frustrate a person with a disability if they were trying to use this interface as an Admin instead of as a guest.
- Admin pages have clean-looking drop-down menus, but with poor accessibility.

### **3. Rally (Web)**

#### *Summary:*

- Essentially a Doodle poll format, but with more errors, and less functionality.

### **4. Vyte (iOS, Web)**

#### *Summary:*

- Platform that allows users to vote on existing dates, suggest a new date, and event converse with the event creator with questions.

#### *Upside:*

- More unique functionality than many of the other options.
- Sends a very nice summary email to invited participants with very readable text.

#### *Downside:*

- The selectable event options have poor text color contrasts, and because the date but not the time text is readable, users would be able to have their Screen reader tell them what day it is, but not what time.

### **5. Boomerang Calendar (Gmail plug-in)**

#### *Summary:*

- Users must navigate to their security permissions (which differs based upon their browser or if they are using the Gmail app) and allow third-party cookies in order to install – which is already barrier to access.
- Extension is built into Gmail's new message toolbar and can be accessed from there.
- Allows users to remotely access their calendar to create new proposed event times.

#### *Upside:*

- Restricts information from any other unrelated meetings by showing up as 'Busy'.

#### *Downside:*

- It doesn't appear that screen reader commands can tab to the "Click to Confirm" buttons on the invitation view, so email recipients cannot select their meeting option without their mouse. And email senders cannot set up the options in the first place because they must "Click to Select Time Slots" as the platform notes.
- There is a high number of errors when in the meeting selection view.
- Only available in Gmail.

## **6. MeetingBird (Web)**

### *Summary:*

- External platform useful for scheduling meetings with complex specifics.

### *Upside:*

- Very customizable on the Administrator end.

### *Downsides:*




- User cannot navigate the page by using the Tab key, a common accessibility navigation tool.



## Example Feedback Log

	A	B	C	D	E	F
1	Event/Source Name ▾	Input Process ▾	Audience ▾	Responsible Part ▾	Date ▾	Geography (if any) ▾
2	Access to Healthcare Committee	Meeting	Healthcare	KCMC	4/4/2018	King County
3	HERO House Bellevue (Matt Valdespino)	1:1 interview	People with mental illnesses	Metro	8/30/2018	King County
4	Jewish Family Service (Alan Wittenberg)	1:1 call	Older adults; JFS clients	KCMC	9/4/2018	King County
5	Jewish Family Service (Alan Wittenberg)	1:1 call	Older adults; JFS clients	Unknown	9/4/2018	King County
13	Old Friends Club (Karen Koenig)	1:1 interview	Older adults; Individuals with dementia;	Multiple Transit Agencies	10/2/2018	East Side
14	Old Friends Club (Karen Koenig)	1:1 interview	Older adults; Individuals with dementia; caregivers	Metro	10/2/2018	East Side
15	Old Friends Club (Karen Koenig)	1:1 interview	Individuals with dementia;	Metro	10/2/2018	East Side
26	Mobility For All Summit	World Café		Multiple Transit Agencies	10/23/2018	Seattle



G	H	I	J
Theme (if any) 	Sub Theme (if any) 	Need or Solution 	Input / Ideas
One-Call/One-Click		Solution	>Include Feature: Metro's Trip Planner currently has the option to chose "what's most important to you" which allows riders to prioritize trip types by affordability, minimal walking, minimal transfers, etc.
One-Call/One-Click	Metro Access	Solution	>Metro Access sign-up should make it clearer that there is an option to receive calls when their driver has arrived
One-Call/One-Click		Need	>clients need help making phone calls; case managers help with that
One-Call/One-Click		Need	>home care agency facilitates to help people get to appointments
One-Call/One-Click	Metro Access	Need	>Service windows way to big; people sometimes end up unaccompanied for long periods of time
One-Call/One-Click	Metro Access	Need	>Drivers should make a bigger effort to inform riders when they have arrived don't always know where to wait
One-Call/One-Click	Metro Access	Need	>initial client evaluation process is onerous, often times this is a barrier for people who may be eligible from accessing the service
One-Call/One-Click		Need	>Transportation providers are not coordinated across agencies



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