



TCRP H60:

LESSONS LEARNED FROM COVID-19:
STRATEGIES TO ENHANCE RACIAL
AND SOCIAL EQUITY THROUGH
PUBLIC TRANSPORTATION AS A
COMMUNITY LIFELINE

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BALTIMORE METROPOLITAN COUNCIL
MAY 3, 2022

RESEARCH TEAM

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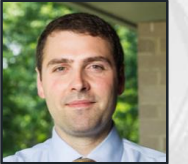
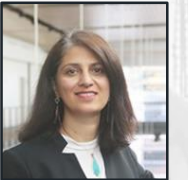
Project Manager

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Key Subcontractors and Staff:

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PROJECT OBJECTIVES

- ▶ **Develop and document an understanding of the ongoing lived experience of low-income communities and communities of color during the COVID-19 pandemic.**
- ▶ **Document lessons learned thus far throughout the COVID-19 pandemic by transit agencies and transit agency partners about responding to crises and delivering equitable service.**
- ▶ **Identify leading practices for delivering transit service that enhances racial and social equity.**

OVERALL PROJECT ACTIVITIES

- ▶ **Literature Review**
- ▶ **Survey and Focus Groups**
- ▶ **Multiple Case Study: Ten Urban Transit Agencies**
 - » Interviews, Document Review
- ▶ **Develop a Toolkit**
- ▶ **Disseminations**

SURVEY AND FOCUS GROUPS TO DOCUMENT THE PANDEMIC EXPERIENCE

► **Purpose:**

- » Document the experiences of disproportionately affected groups, especially low-income communities and communities of color that have high economic need and are transit dependent, during the COVID-19 crises as it relates to transit service
- » Close alignment with Task 3 (case studies)

► **Methodology/Approach**

- » Survey of transit riders, followed by focus groups
- » Close alignment with Task 3 (case studies); survey and focus groups will be administered in the 10 case study areas
- » Plan to pilot the methods in Baltimore City

SURVEY AND FOCUS GROUPS

▶ Survey

- » Primarily an electronic survey (using a QR code), with paper copies shared through partners
- » Short survey (about 10 minutes)
- » Adults 18+ years of age, who have used public transit in the last 3 years
- » Raffle for respondents who complete the survey

▶ Focus Groups

- » In each of the 10 case study areas
- » English and Spanish (as needed)
- » Designed to get at the “how” and “why” and unpack survey findings

OUR ASKS FOR YOU TO CONSIDER

- ▶ **Support our survey deployment and our focus group recruitment**
 - » Review our list of potential partner agencies (see attachment)
 - *Who are we missing?*
 - What 3-5 groups (overall) do you recommend we go to first as potential partners?
 - Please provide us with contact information
- ▶ **Be a resource for this work**
- ▶ **Survey Questions**
 - » We may be able to add one to two related questions to the survey. Please contact us ASAP if you or a proposed partner agency is interested. Survey launch imminent.
- ▶ **Survey Results**
 - » We can share aggregate information from surveys with partner agencies and organizations (e.g., Baltimore area) after our project panel approves it for release.