TCRP H60:
LESSEONS LEARNED FROM COVID-19:
STRATEGIES TO ENHANCE RACIAL AND SOCIAL EQUITY THROUGH PUBLIC TRANSPORTATION AS A COMMUNITY LIFELINE

BALTIMORE METROPOLITAN COUNCIL
MAY 3, 2022
RESEARCH TEAM

Co-Principal Investigators
▶ Deb Matherly, MIRTA LLC
▶ Dr. Celeste Chavis, Morgan State University
▶ Dr. Keshia Pollack Porter, Johns Hopkins University

Project Manager
▶ Allie Reilly, WSP

Key Subcontractors and Staff:
▶ Charles Brown, Equitable Cities, LLC
▶ Dr. Mansoureh Jeihani, Morgan State University
▶ John Gasparine, WSP
▶ Tim Rosenberger, WSP
▶ Jannet Walker Ford, WSP
▶ Gabor Debreczeni, WSP
▶ Nye Jones, WSP
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.