

# Appendix F: Key Informant Interviews

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## OVERVIEW

This section summarizes the population expert interviews the project team conducted to learn about how best to engage with priority populations. The summaries include information about the interviewee's background and expertise, and recommendations for engagement. Full interview notes are available from MnDOT upon request.

### Heidi Hamilton, Department of Human Services

The project team interviewed Heidi Hamilton because of her experience working with persons with disabilities and low income rural communities. As a direct result of her advice and established relationships, the project team was able to conduct focus groups. The following are notes from her interview.

#### BACKGROUND/EXPERIENCE

- Disability Services Division: legislative initiatives Main project last year was development of transition plan for home and community based services through Medicaid.
- As part of the project, traveled around the state to engage people -Challenging to engage with people that are receiving and impacted by services.
- Advisory group helped – project had a short timeline, so asked them about existing meetings
- Very helpful group was ARC of Minnesota because they have regional chapters
- It works well to partner with existing meetings groups – people are already gathered and they give you access to broader network

#### ADVICE FOR PEDESTRIAN PLAN ENGAGEMENT

- ARC of Minnesota would be a good fit
- Centers for Independent Living are helpful, too
- Consortium for Persons with Disabilities. That might be a good place to start – to find out who to engage. They are made up of member organizations that are all the advocacy groups from all sorts of disabilities. They would know who to reach out to.
- Let the group drive where the discussion goes. Heidi framed the discussion, but when it turned back to them, they had a lot to say. It was more comfortable that way.
- People like to know what the results were. She had a contact person at each site – follow up with them information to distribute to the individuals. They don't all have email addresses. So she relayed on the single point of contact. E.g. the ARC person held monthly meeting.
- It is important to provide information ahead of time – about the project, about the goals, what it's all about. People with more cognitive disabilities have had time to review or discuss with someone ahead of time.

### Pam Moore, Transit for Livable Communities

The project team interviewed Pam Moore because of her experience working with young adults and low income urban populations. As a direct result of her advice and established relationships, the project team was able to better

target their engagement venues and also modify and improve engagement activities and messages. The following are notes from her interview.

Image 1: A child participates in pedestrian engagement activities at the Farm to School Community BBQ in Minneapolis.



## BACKGROUND/EXPERIENCE

- Pam gets calls from organizations that work with young adults think through their transportation options
- Workshops are held at TLC, but she does outreach, too. Generating interest in transportation options, and getting staff involved in getting people to workshops.
- Snowball effect: Pam gets asked to speak and work with other groups
- For example, she works with a group of young men in a job training program to break down how you get around. If they are not in college, they more than anyone else are struggling with getting round.

## ADVICE FOR PEDESTRIAN PLAN ENGAGEMENT

- Offer something to people to get them to share info with us. The investment of contributing and belonging goes a long way especially with a young adult age group
- Young adults are a generation that likes service learning and giving for the greater good - tap in to that desire to contribute. Tell people what they contribute will inform the process.
- Reengage them beyond one conversation and remind them it's not a onetime thing
- You have knowledge but you are not there to teach – you are there to dialogue with them
- WHO asks and how they ask is important – because they will say no out of pride - Seek partner organizations and champions
- Respect space and find an insider or champion – and compensate them for their time and share facilitation if they want it. You as the expert, can't take yourself out of it. So find someone and rise together.

- Tapping into networks to find a champion. Cold calling takes certain skill. Maybe each of us have 2-3 and it's just a coworker who volunteers. Just pay attention at a watercooler. "I wonder if that would be a good place to engage on our project. Would so and so be interested? Is it your cousin? Your neighbor?"
- Walking workshops would be GREAT for churches
- Fairs – that is fine. But it should be someone's sole responsibility at the booth to seek out champions.
- Focus group
  - A lot of social services require people to come to group once a week. And often they are looking for things to talk about!!
  - First Call for Help handbook
  - Families impacted by incarceration
- Language matters – how things are asked. Saying walking is scary is bad – you're talking about their community. And that sticks. Don't make assumptions about how things are.

### **Ted Stamp, Southwestern Center for Independent Living**

The project team conducted an informal interview Ted Stamp from Southwestern Center for Independent Living because he heard about the opportunity to host a focus group through the Minnesota Council on Disability. Ted discussed his role in Marshall's Transit Advisory Committee and invited the project team to visit for a focus group after learning more about the project. He described some of the successes of the pedestrian environment in Marshall such as moving City Council meetings to an ADA accessible building after his recommendation.

Image 2: A woman travels along a sidewalk using a wheelchair near a park.



### **Sarah Stewart, Minneapolis Department of Health**

The project team interviewed Sarah Stewart because of her experience working with Active Living Advisory Committee for the Minneapolis High Rise Representative Council. She has been involved in ongoing community engagement with lower income urban populations and older adults. Below are the notes from her interview.

## **BACKGROUND/EXPERIENCE**

- Minneapolis High Rise Representative Council
- Tenant organization for high rise residents in the city
- Minneapolis Department of Health had existing relationship with smoking interventions
- Heard a lot of interest in issues with physical activity
- Advisory committee with residents that meet monthly because residents are excited about the work. Develop an assessment process. Ten buildings: 1<sup>st</sup> a listening session – fitness and walking and falls prevention – what is like to walk around your building, barriers.
- 5,000 high rise residents across the city – largely older adults. Some are even senior designated. Even ones that aren't have a lot of populations. High rates of peoples with disabilities. Low income. Range of backgrounds – Somali translation at many of the listening sessions and audits.

## **ADVICE FOR PEDESTRIAN PLAN ENGAGEMENT**

- Maps made no sense to people. For certain cultures, maps are not part of the culture. It was helpful for staff, but did not look at maps at all.
- Being on the street was really helpful. It was helpful for them to describe the challenges. Pictures were helpful too.
- Hardest part is getting people to come – it's through existing relationships that help getting people to attend
- Small incentives helps bring people to the table. Food and Tee-shirts. T-shirts especially! Maybe because it's tied to their group.
- Family Day on the north side
- UCare Skyway Senior Center – drop in center that low income and homeless seniors come to during the day. If interested, talking to people that. It is run by health department staff person. They also have programs.