



Transit Planning 4 All

Successful Strategies: What it Really Means to be Inclusive

Karen Wolf-Branigin
The Arc of the U.S.

Top 10 Lessons Learned

- Be sure that the transportation services requested or offered are what riders really want.
- A dynamic leader is an essential key to success.
- Final decision-makers should have ownership from the very start.
- Devise strategies that are a win-win for everyone.
- Be flexible.

Top 10 Lessons Learned

- Small victories must be celebrated.
- Have a succession plan.
- Understand that disenfranchised customers may be wary of transportation's outreach.
- Customer groups that work together will permit transportation professionals to better meet everyone's needs.
- Systems change is not easy. If it were we'd already be there.

For Additional Information

Thank you for your interest and participation

Karen Wolf-Branigin, Senior Executive Officer,
National Initiatives

wolf-branigin@thearc.org

202-534-1876

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