

2021 Statewide Human Services Transportation Plan

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Why we're here today

- Inform you about the plan and its background and context.
- Share details on the public and tribal comment period.
- Provide a review of the strategies intended to reduce barriers and gaps to transportation.

2021

Washington Statewide Human Services Transportation Plan



About the plan

Purpose and objectives

- Identify unmet transportation needs or barriers.
- Develop strategies to address unmet needs.
- Highlight innovations and emerging trends.
- Inform regional coordinated public transit – human services transportation plans.

What is human services transportation?

Human services transportation helps people with special transportation needs get where they need to go.

People with special transportation needs are “...persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.” (RCW 81.66.010)



Examples of human services transportation

- Transit service.
- Wheelchair ramps and lifts on buses.
- Paratransit vans.
- Medicaid trips to kidney dialysis appointments.
- Shuttles from senior housing to community centers.
- Pedestrian infrastructure.



Tacoma Dialysis Patients
*We'd Like to Hear About
Your Transportation Needs*

How easy is it to get to your dialysis appointments?

What challenges do you face?

What would help?

**Let us know:
We'll be in the Patient Lounge at
Forsenius Kidney Care South Tacoma -
5825 Tacoma Mall Blvd
Tuesday, November 20
10:00 AM to 5:00 PM**

Your participation will help inform the Statewide Human Services Transportation Plan to enhance mobility for everyone.

The Statewide Human Services Transportation Plan is building on outreach by local agencies by listening to ideas, concerns and information about transportation barriers due to homelessness, low income, health issues, and limited English language in rural and urban areas throughout the state.

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Learn more: www.athensplace.com/wsdot

Major findings and conclusions

- People with special transportation needs continue to face barriers to access.
- Need exceeds provider capacity in rural and urban areas.
- People with special transportation needs do not always feel safe using their transportation options.
- Coordination between transportation and human services providers is essential.

Goals




Community feedback helped WSDOT identify three goals for human services transportation in Washington:

- ★ ***Goal 1: Accessibility***
Human services transportation is accessible and helps more people get to the places they need to go.
- ★ ***Goal 2: Safety***
People feel safe using human services transportation.
- ★ ***Goal 3: Ease of use***
Human services transportation is easy to use.

Strategies

PLAN GOALS: Accessibility, Safety, and Ease of use

Ready for implementation

- 1 Improve services for people with mobility barriers
- 2 Ensure an ongoing pool of qualified and trained operators
-  3 **Improve the influence of people with mobility barriers**
-  4 **Make it easier to use technology to plan, book and pay**
-  5 **Improve access to transit and on-demand mobility**

Needs further legislative direction

- 6 Maintain and expand services

Strategies

3 Improve the influence of people with mobility barriers

Actions:

- WSDOT to update guidance to help providers use modern tools to identify underserved demographic groups in their service area including technical assistance on the use of these tools.
- WSDOT to develop improved methodologies for identifying unmet transportation needs.

Photo from the Disability Mobility Initiative: Vaughn in Vancouver.



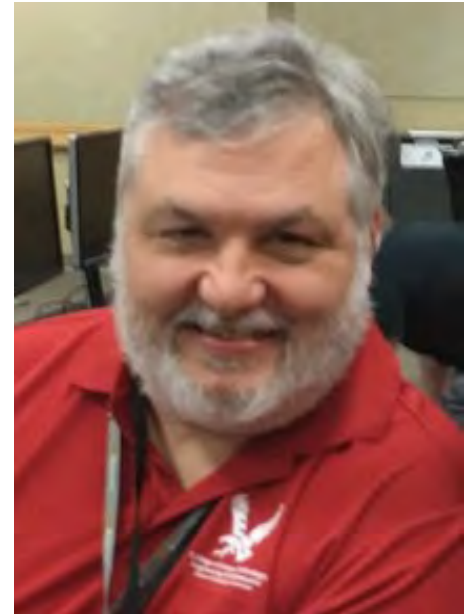
Strategies

4 Make it easier to use technology to plan, book and pay

Actions:

- Public transportation providers should house data in one place to support improved services and travel information for people with mobility barriers and one-call/one-click programs.
- Deliverable – Joint Transportation Committee study to assess broadband needs (published January 2022).
- WSDOT, public transportation providers, and nonprofit providers to supply data that meets updated standards.

Photo from the Disability Mobility Initiative: Brian in Spokane.



Strategies

5 Improve access to transit and on-demand mobility



Actions:

- The state and public transportation partners will continue to coordinate on issues of transit stop rider comfort and safety.
- First-mile/last-mile connections and related programs and policies.

Photo from the Disability Mobility Initiative: Amandeep in Lynnwood.

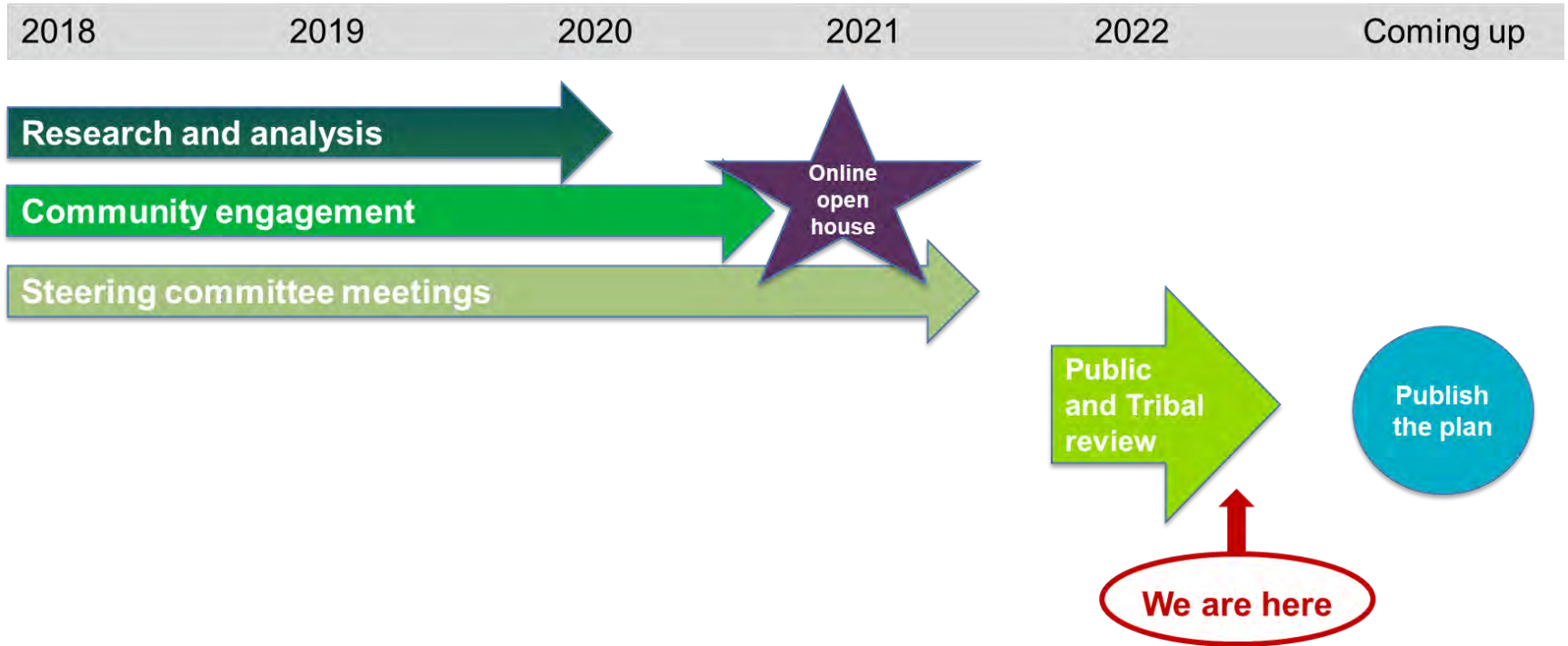
What we've heard

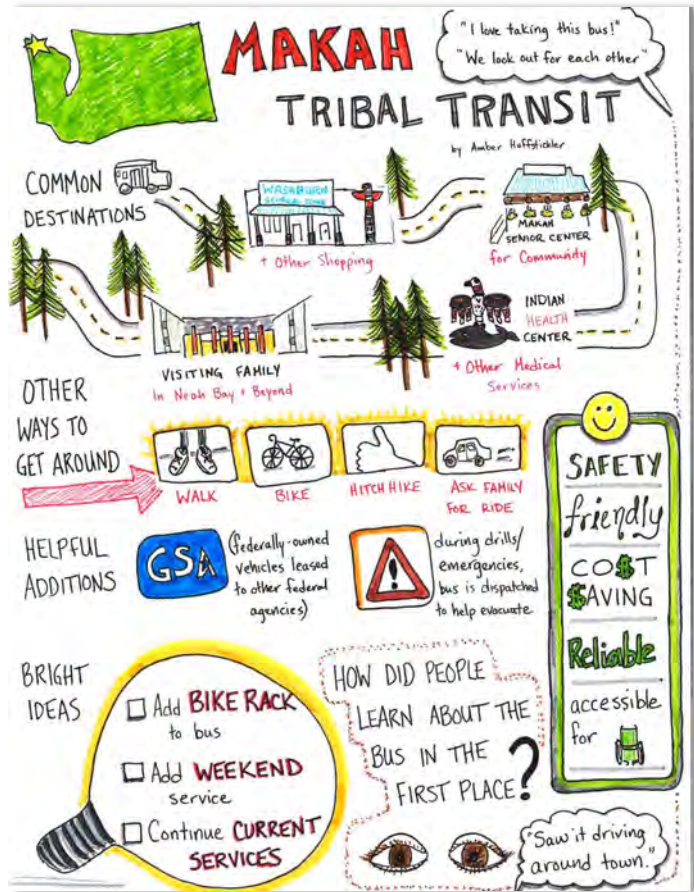
“We know in our region that getting between areas like Whatcom to Skagit County or Seattle is a challenge. The inter county piece is missing.”
– RTPO partner

“Would be great this plan before we put together our regional plans.” – RTPO partner on coordination and alignment of plans

“I like the idea of creating a baseline level of service.” – transportation coalition partner

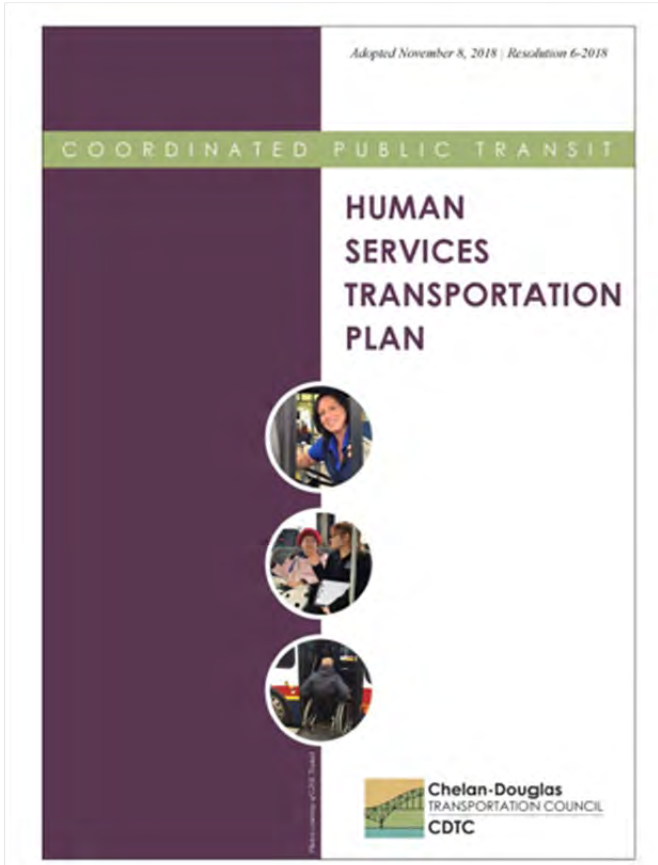
Timeline





Research and engagement

- Local plan analysis.
- Community ride-alongs.
- Targeted interviews with providers
- In-language conversations with community members.
- Internal/external partner workshops and discussion groups.
- Rethinking Transit and Mobility workshops.
- Disability Mobility Initiative.
- COVID-19 pandemic.
- Online open house.
- Stakeholder review.



Coordinated public transit – human services transportation plans

- Updated every four years.
- Fits Washington’s biennial cycle.
- Emphasis on outreach.
- Identifies regional priorities.
- Required for funding from WSDOT’s Consolidated Grant Program.

It’s a circle: WSDOT uses regional plans as an input for the Statewide Human Services Transportation Plan.

Next steps

- Finish public and tribal review period.
- Review and consider implementation of feedback.
- Publish.
- Continue work on addressing statewide unmet transportation needs.
- Begin work on the Statewide Public Transportation Plan.

Comment period open through March 21, 2022

Open house website:

<https://engage.wsdot.wa.gov/hstp/>

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