

Welcome!



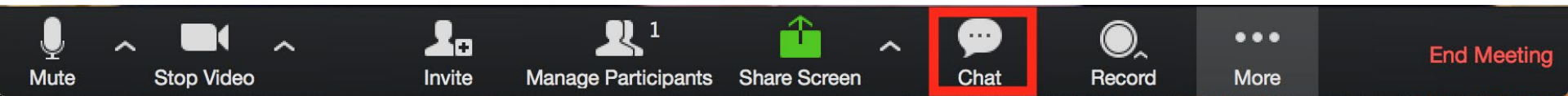
We'll start soon.

While you're waiting...

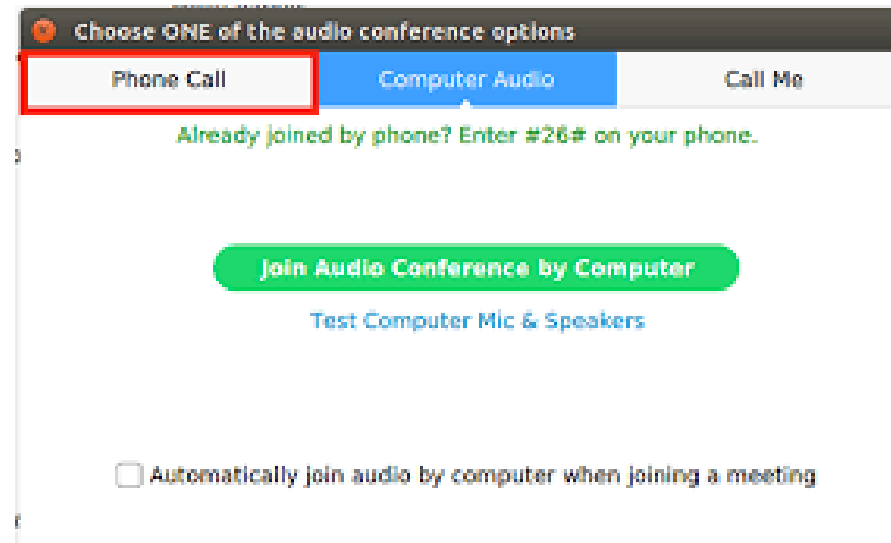
- Make sure your audio is working. If your computer doesn't have a mic, you can call in on your phone.
- Find the chat box! If you want to write instead of talk, that's the way to do it.

Can you hear me?

If not, something is wrong with your audio.



Let us know using the **Chat** box, then **call in** on your phone.



- Questions or comments during the presentation? Request an opportunity to speak by “raising your hand” or submitting a question in the chat box.
- Say your name before speaking
- Use the space bar to temporarily unmute yourself

What is your interest in
human services
transportation?

- Welcome
- Intro and meeting agreements
- Barriers, needs and goals
- Research and engagement
- Strategies and discussion

Don Chartock - Deputy Director of Public Transportation Division

Human Services Transportation Plan Team:

- Justin Nawrocki
- Kate Tollefson
- Marianna Hanefeld
- Michael Wandler
- Monica Ghosh
- Stan Suchan

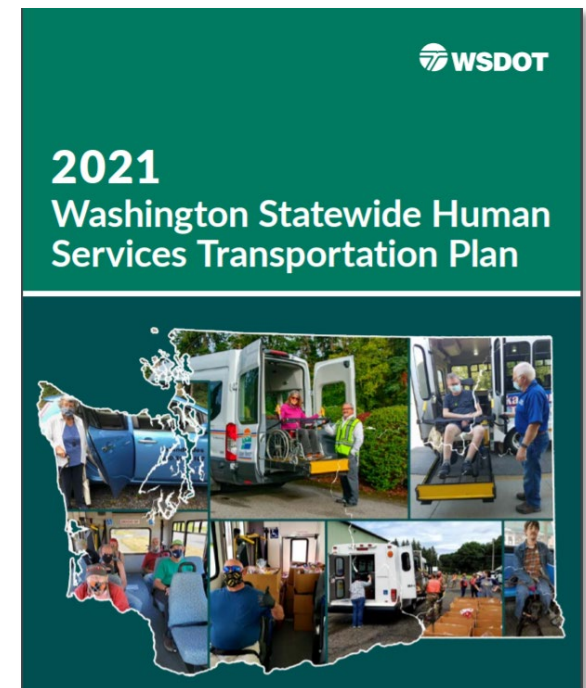
Statewide Human Services Transportation Plan

Plan purpose and objectives:

- Identify unmet needs or barriers
- Develop strategies to address unmet needs
- Highlight innovations and emerging trends
- Inform coordinated local plans

Matthew Kenna, Transportation Planner
WSDOT Public Transportation Division

Public and Tribal Comment Period
Through March 7th 2022



Why we're here today

- Invite you to comment on the Human Services Transportation Plan. (Visit our online open house!)
- Provide a review of the strategies intended to reduce barriers and gaps to transportation.
- **Discussion and your feedback!** Learn more how the plan will impact you or others who depend on effective human services transportation to get them where they need to go.
 - Fatal flaw review
 - Influence future planning efforts
- Encourage you to get involved in your local planning process.

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



Examples:

- 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

Barriers to human services transportation

Communities continually gave voice to these barriers:

Many people with special transportation needs continue to have limited or no meaningful access to transportation

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

Plan 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.

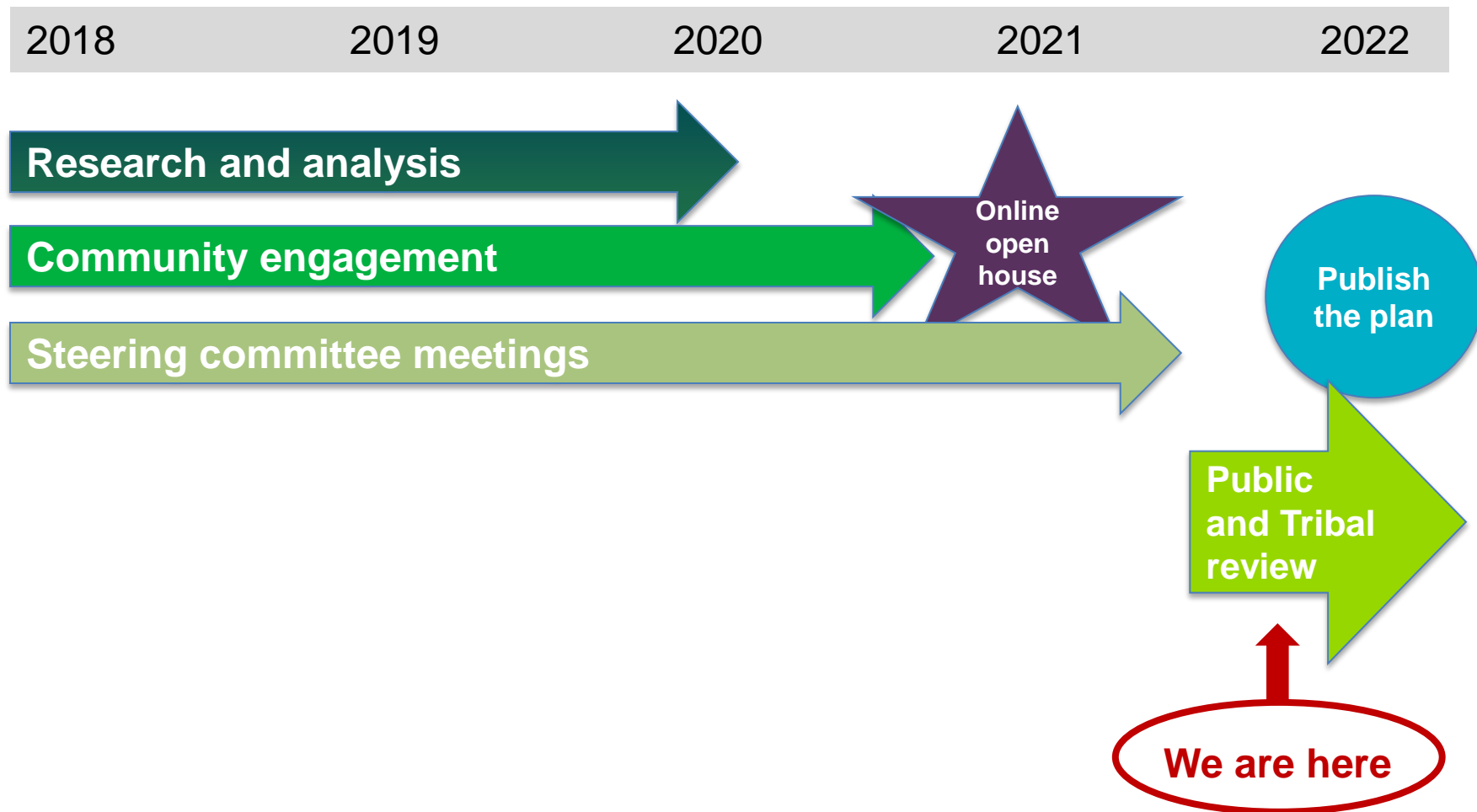
★ **Goal 2: Safety**

People feel safe using human services transportation.

★ **Goal 3: Ease of use**

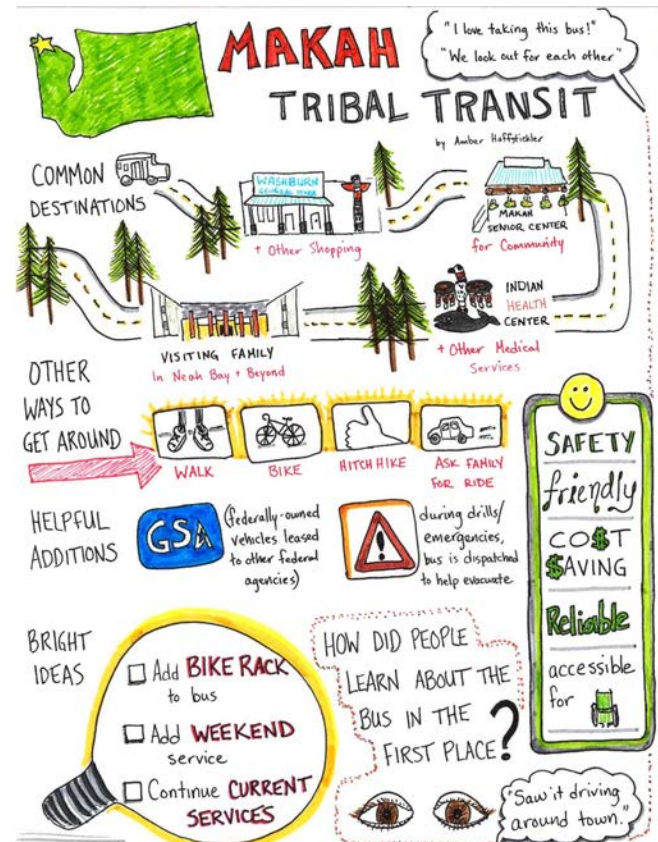
Human services transportation is easy to use.

Plan timeline



Research and engagement

- Local plan analysis – quantitative and qualitative assessment of local needs
- Community ride-alongs, targeted interviews with providers, conversations with community members, including Russian and Spanish
- Internal and external partner workshops, discussion groups and stakeholder review
- Disability Mobility Initiative



Infographic from engagement with Makah Tribal Transit community

Community voice

- Rural communities
- People with disabilities
- Low-income communities or those experiencing homelessness
- The elderly
- Spanish speakers
- Russian speakers
- Dialysis patients
- Service providers supporting Latine community
- Tribes



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.

Americans with Disabilities Act (ADA) Information: This material can be made available in an alternate format by emailing the Office of Equal Opportunity at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

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Learn more: www.athenaplace.com/wsdot

*Community flyer for Tacoma
Dialysis patient feedback*

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 updating 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

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 – JTC study to assess broadband needs (Published January 2022)
- WSDOT and public transportation and nonprofit providers supply data that meets updated standards



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
- WSDOT and transit agencies pilot the vanpools for non-work trips



From the Disability Mobility Initiative, Amandeep in Lynnwood

Strategies

1 Improve services for people with mobility barriers

Actions:

- WSDOT supports coordinated efforts to increase flexibility for use of federal transportation funding



Strategies

2

Ensure an ongoing pool of qualified and trained operators

Actions:

- Develop new affordable standardized operator training program for nonprofit and community-based organizations
- Develop driver job training proposals focused on underrepresented communities



Strategies

6

Maintain and expand services

Actions:

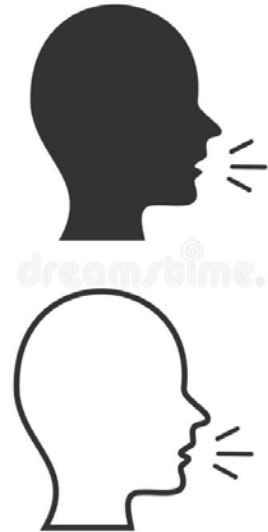
- Maintain and expand services
- Public transportation providers will pursue a community of practice to learn from one another and better meet the needs of low-income communities
- Create and/or identify a dedicated funding source for mobility management
- Communities should improve emergency response planning for people with mobility barriers



From the Disability Mobility Initiative, Renee in Kalama

Who else we're talking to:

- **PSRC Special Needs Transportation Committee**
- **SnoTrac**
- **Community Resource Coalition**
- **North Sound Transportation Alliance**
- **WSDOT Open House**
- **Disability Rights WA**
- **Tribal Transportation Planning Org (TTPO)**
- **King County Mobility Coalition**
- **CTANW**



Discussion and next steps

- Which goals or strategies resonate with you?
- What are you hearing from underserved communities and people with mobility barriers?
- How can WSDOT better support this work and similar work you are doing?
- How can you be involved in your local HSTP planning?

Participate through Mar 7th!

Open house website:

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

Upcoming presentations

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