

# Statewide Human Services Transportation Plan

Plan purpose and objectives:

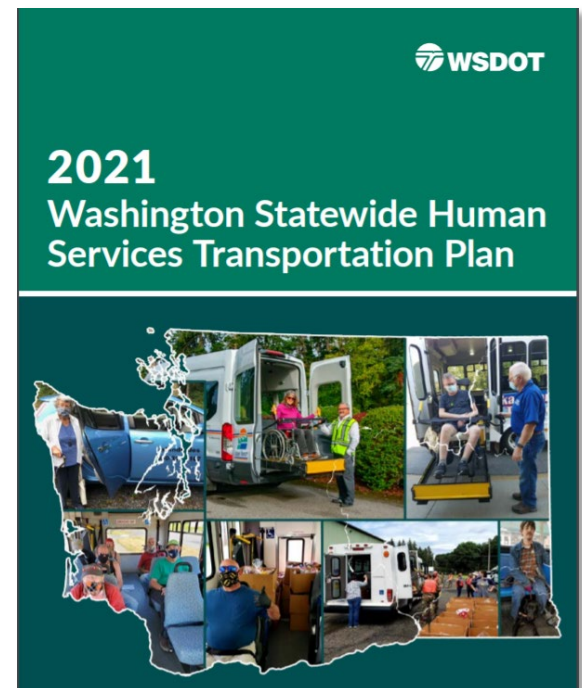
- Identify unmet needs or barriers
- Develop strategies to address unmet needs
- Highlight innovations and emerging trends
- Inform coordinated local plans

**Matthew Kenna, Transportation Planner**

WSDOT Public Transportation Division

**Public and Tribal Comment Period**

January-February 2022



# Why we're here today

- Invite you to visit the Human Service Transportation Plan 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 plans strategies and actions will impact you or others who depend on effective human services transportation to get them where they need to go.
  - *We'll review any "fatal flaw" feedback and consider potential changes before we finalize.*

# What is human services transportation?

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

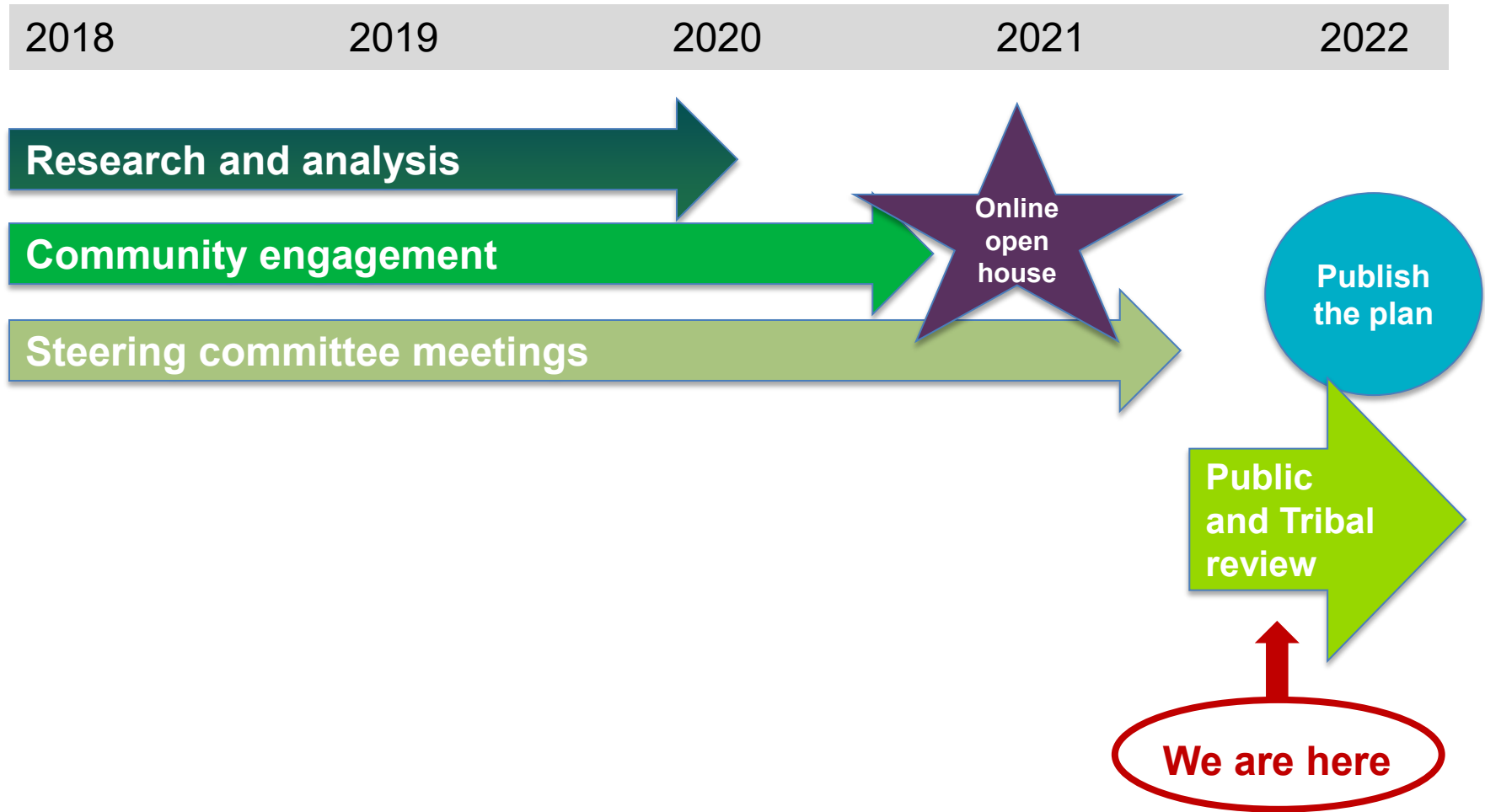
- People with Special Transportation Needs - definition (RCW 81.66.010):  
“persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.”



## 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

# 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 and discussion groups
- Rethinking Transit report
- Disability Mobility Initiative
- COVID
- Online open house
- Internal and external stakeholder review



# 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.



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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# 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

## 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



# 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?

**Participate!**

**Jan 5<sup>th</sup> – Mar 7<sup>th</sup>**

**Open house website:**

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

**Upcoming town hall and presentations**

## **Contacts**

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