

# Attachment B

## Plan Update Methodology

The Coordinated Transit-Human Services Plan (Coordinated Plan) is updated every four years, in accordance with state and federal requirements. This version covers FFY 2019-2022. Update of the PSRC Coordinated Plan is tied to the four-year update schedule of the Regional Transportation Plan (RTP).

### *Public* Involvement

Public outreach for both the RTP and the Coordinated Plan followed PSRC's adopted [Public Participation Plan](#), which meets federal and state requirements under the FAST Act, Washington's Growth Management Act (GMA), and the State Environmental Policy Act (SEPA). PSRC also fully complies with the Civil Rights Act of 1964, Executive Order 12898, and the Americans with Disabilities Act (ADA). PSRC works with its member organizations to coordinate public information efforts and seek joint opportunities for public involvement as needed. Refer to Appendix C of RTP for more information on the RTP public outreach effort.

The FTA requires that designated recipients certify that the Coordinated Plan was developed through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. PSRC requires project sponsors receiving federal funds through PSRC to certify annually that they are meeting all federal, state, and local requirements in their operations.

### *Targeted* Outreach

Stakeholder involvement is critical to the development and approval of the Coordinated Plan. Engaging the appropriate organizations and individuals in coordinated planning efforts is required by the state and federal government to identify the transportation needs of targeted populations served by the plan, available transportation services, and development of solutions to close the identified gaps.

Between March and October 2017, PSRC and its public outreach consultant conducted targeted outreach to special needs populations including seniors and individuals with a disability. The project team collaborated with local community based organizations (CBOs) and local mobility coalitions to conduct targeted outreach.

## Literature Review

Early in the planning process, PSRC staff conducted an extensive review of existing local needs assessments and local plans that were published since the 2014 plan adoption to identify overarching themes of transportation needs and gaps within the central Puget Sound region. A summary of the literature review was shared with the Special Needs Transportation Committee (SNTC) resulting in an identification of emerging needs and gaps in the region (see Chapter 3). A list of reports and plans reviewed by staff is provided below:

### King County

- King County Area Agency on Aging Plan (2016).
- King County Mobility Coalition Needs Assessment (2014).
- Solid Ground Community Needs Assessment (2014).
- City of Bellevue Human Services Needs Update (2015-16).
- Seattle Children’s Community Health Assessment Report (2016).
- Shape the Future of ACCESS Transportation (Phase 1 Engagement) (2016).

### Kitsap County

- Kitsap County Area Agency on Aging Plan (2016).
- City of Bremerton Consolidated Plan and 1-Year Action Plan (2015).
- Kitsap Interagency Coordinating Council Head Start/ECEAP Partnership (2016).

### Pierce County

- Pierce County Coordinated Transportation Coalition Vision 2030 and Strategic Plan (2015-2020).
- Pierce County Area Agency on Aging Plan (2016).
- Human Services Needs Analysis Report (2014).
- City of Tacoma Human Services Strategic Plan (2015-2019).
- Pierce County Needs Assessment Project Survey Results (2015).

### Snohomish County

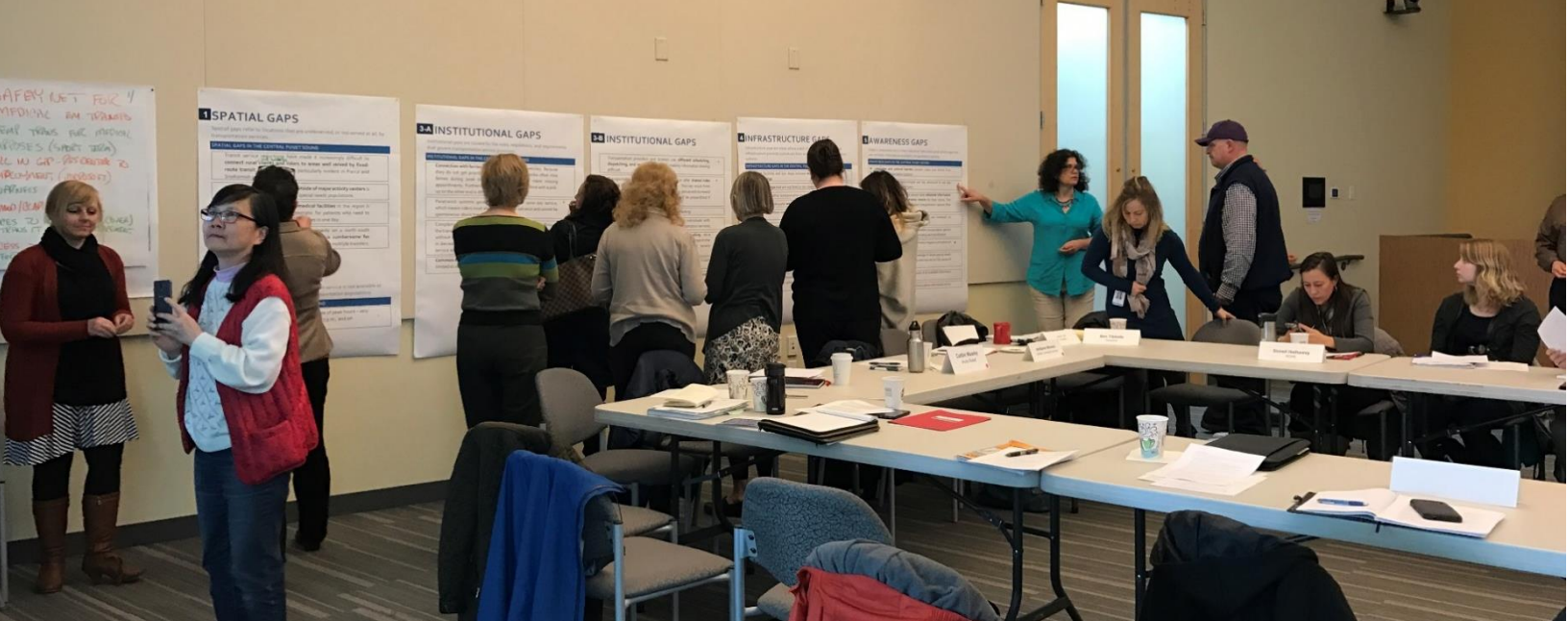
- Snohomish County Area Agency on Aging Plan (2016).
- Snohomish County Transportation Coalition Coordinated Transit-Human Services Plan 2030 Vision (2015).

## In-Person Events

Building on the literature review, the project team coordinated with CBOs, mobility coalitions and sub-regional groups in the region to participate in existing meetings and/or events. Outreach during events varied but options included presentations, print questionnaires and “dot-exercises.” The dot-exercise was based on providing participants with a total of 6 dot stickers and 2 sets of posters (or handouts) of existing plan excerpts during selected targeted outreach meetings—one set addressed mobility needs for people with special transportation needs and one set addressed the plan’s prioritized strategies for addressing mobility needs. The project team gave a brief presentation to provide an overview of the plan and requested that participants indicate their top three mobility needs and top three associated prioritized strategies by placing three dots on each set of posters. Each respondent was able to place all dots on a single category or spread the dots around to multiple categories. PSRC and the consultant provided guidance and answered questions raised during the outreach.

## Online and Print Questionnaire

The project team developed a questionnaire that allowed individuals to respond online and using print versions. PSRC shared the web link to the online questionnaire with countywide mobility managers. CBOs also assisted in sharing the questionnaire with targeted audiences by sharing the questionnaire on their websites and via email lists. CBOs also shared the printed version of the questionnaire with their stakeholders and clients. The questionnaire was available in multiple languages online and in print. Print copies were provided to CBOs upon request. More information on the questionnaire development and results can be found in Appendix C of the RTP.



## Coordinated Plan Outreach 2016/2017

As described above, the project team participated in several targeted outreach events to inform the plan update and to collect feedback on mobility needs and prioritized strategies to close the gaps from various stakeholders in the region. The Table B-1 and B-2 summarize targeted outreach events and PSRC committee meetings that the project team participated in during the plan update process:

Table B-1. Targeted Outreach

Date	Organization	Outreach Type	County(ies)
7/6/2017	Bellevue Network on Aging	Questionnaire, Dot-exercise	King
9/8/17	Chinese Information and Service Center (CISC)	Presentation, Questionnaire	King
7/25/17	Eastside Easy Rider Collaborative	Questionnaire, Dot-exercise	King
n.d.	HomeSight**	Questionnaire (printed)	King, Snohomish, Pierce
6/28/17	King County Metro	Presentation	King
8/15/17 5/16/17 2/21/17	King County Mobility Coalition (KCMC)*	Presentation, Dot-exercise	King
6/21/17	Kitsap Continuum of Care	Presentation, Dot-exercise	Kitsap
7/13/17	Kitsap County Parent Coalition (KCPC)	Presentation, Questionnaire	Kitsap
n.d.	Korean Women's Association (KWA)**	Questionnaire (printed)	Snohomish, Pierce
4/21/17	Pierce County Coordinated Transportation Coalition (PCCTC)*	Presentation, Discussion	Pierce
8/21/17	Regional Alliance for Resilient and Equitable Transportation (RARET)*	Discussion	King, Snohomish, Pierce
n.d.	Refugee Women's Alliance (ReWA)**	Questionnaire (printed)	King
6/26/17 1/23/17	Snohomish County Transportation Coalition (SNOTRAC)*	Presentation, Dot-exercise	Snohomish
7/13/17	South King County Mobility Coalition*	Presentation, Dot-exercise	King
n.d.	The Coffee Oasis**	Questionnaire (printed)	Kitsap
7/20/17	The Mustard Seed Project	Presentation, Dot-exercise	Kitsap

\*refers to standing mobility coalitions and sub-regional groups.

\*\*refers to the CBOs shared printed questionnaire through physical communication channels without in-person presentation or discussion.

Table B-2. PSRC Committee and Board Meetings

Date	Committee	Outreach Type	County(ies)
6/23/16	Executive Board	Presentation—on Special Needs Transportation and Section 5310 PMP	Regional
1/18/17 2/15/17 3/15/17 4/19/17 5/17/17 6/21/17 7/19/17 9/20/17 10/6/17 (ad hoc) 10/18/17	Special Needs Transportation Committee (SNTC)	Presentation, Dot-exercise, Workshop on Prioritized Strategies	Regional
10/12/17 6/9/16	Transportation Policy Board (TPB)	Presentation	Regional
11/29/17	Transportation Operators Committee (TOC)	Presentation	Regional

## Updated Plan Information

This plan maintains linkages to VISION 2040 and the RTP established in past Coordinated Plan documents. PSRC revised the definition of limited English proficiency (LEP) individuals for this plan update to incorporate feedback from the Special Needs Transportation Committee. In addition, PSRC explicitly included older seniors (age 85+) in the plan, because of the expected increase in this population and because they are more likely to be transportation-disadvantaged compared to seniors 65-84.

In addition, there were updates to assess the changes in special needs demographics in relation to changes in dedicated special needs funding; the passage of FAST Act in 2015; emerging and new mobility needs and gaps; an updated narrative relating to emergency planning for vulnerable populations; and major destinations maps based on the most recent available data sets. PSRC also sought local coalition input to update the plan’s Inventory of Services (see Attachment C of this plan).

The most significant changes to the plan in this update were the revisions of Chapter 3 and 4. Mobility needs and gaps were updated based on literature review and targeted outreach to incorporate the most up-to-date mobility needs of special needs population within the region. As a result, a new section, entitled “Emerging Mobility Needs and Gaps,” was added to address the top five mobility needs identified through targeted outreach activities. Prioritized strategies were also updated under existing goals to reorganize the structure and ensure that they are relevant to the updated needs and gaps. To assist in this effort, PSRC developed a working group composed of members of the SNTC and other interested parties, to develop updated strategies and desired goals.

# Representation

The following groups were involved in the update to the plan. For the most current membership list of each group, please visit the weblink provided.

## Special Needs Transportation Committee (SNTC)

Web: <https://www.psrc.org/committee/special-needs-transportation-committee>

The primary stakeholders for the Coordinated Plan update are PSRC's SNTC, which is a subcommittee to the Transportation Operators Committee. This committee includes regional representation of seniors (i.e. Area Agencies on Aging), groups representing people with disabilities, other special needs groups, local mobility coalitions, and stakeholders in public, non-profit, and private transportation for the region. The committee serves as the forum for discussing and addressing current needs and gaps in special needs transportation and other human services issues within the region and helped develop and refresh the Coordinated Plan content during the SNTC meetings over the course of the plan update. SNTC advises the TOC on special needs transportation and transit, including updates to the region's Coordinated Plan and prioritization of projects for funding.

## Transportation Operators Committee (TOC)

Web: <https://www.psrc.org/committee/transportation-operators-committee>

The TOC is the primary forum for discussing and resolving issues related to transit policy and planning, and recommending allocation of FTA funds among the public transportation operators in the four-county central Puget Sound region. The TOC does this through interactions with PSRC's Transportation Policy Board, Transit Executives and PSRC staff.

## Transportation Policy Board (TPB)

Web: <https://www.psrc.org/board/transportation-policy-board>

The TPB includes representatives of PSRC's member jurisdictions, transit agency boards, and regional business, labor, civic and environmental groups. The TPB meets monthly to advise the Executive Board on key transportation issues.

## Local Coordinating Coalition Partners

There are countywide and sub-regional coalitions that work on special needs transportation issues in the region. Throughout the plan update process, PSRC staff worked with these local coalitions, all of which have significant local contacts and unparalleled context to help with the outreach process. The groups' primary responsibility is to assess the needs of their local community and current transportation network and provide recommendations to improve the system, serving as the first step towards improvement. This local information helps inform the Coordinated Plan and the RTP. See Attachment C of this plan for coalition contact information.

- King County Mobility Coalition (KCMC)  
Web: <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/members.html>
  - KCMC's Sub-Regional Coalitions: Eastside Easy Rider Collaborative (EERC), South King County Mobility Coalition (SKCMC), and North King County Mobility Coalition (NKCMC)
- Pierce County Coordinated Transportation Coalition (PCCTC)  
Web: <https://www.co.pierce.wa.us/4347/Pierce-County-Coordinated-Transp-Coaliti>
- Snohomish County Transportation Coalition (SNOTRAC)  
Web: <https://www.gosnotrac.org/>

*Note: due to the absence of a countywide mobility coalition in Kitsap County, the project team reached out to other special needs transportation stakeholders within the County to seek feedback on the updated plan contents including Kitsap Transit and CBOs in Kitsap County identified above.*