Special Needs Transportation Committee Agenda

Date: May 20, 2020 from 9:30 a.m. to 11:30 a.m.
Online Meeting Only: Use BlueJeans Connection Information Provided Below

1. Welcome and Introductions (9:30 a.m.) – Gil Cerise, PSRC
2. Action: Approval of Meeting Summaries (9:40 a.m.)
   • November 20, 2019 SNTC Meeting*
   • March 18, 2020 SNTC Meeting*
3. Discussion: Regional Transportation Plan Update (9:45 a.m.)
   PSRC will provide an overview of the Regional Transportation Plan update and update of the regional Coordinated Transit-Human Services Transportation Plan. PSRC is interested in committee feedback on possible outreach opportunities where we can obtain input from older adults, people with disabilities, youth, and people with low-income, among others.
4. Discussion: PSRC Regional Priority Ranking Process for WSDOT 2021-23 Consolidated Grant Competition (10:10 a.m.)*
   WSDOT’s 2021-2023 Consolidated Grant call for projects is scheduled to begin in the summer of 2020. PSRC is preparing for its regional priority ranking distribution process to support the Consolidated Grant competition. PSRC staff will continue review of:
   • PSRC role and process for developing regional priority rankings;
   • Updates to performance measure factors associated with regional ranking review;
   • Review and discussion of Special Needs Transportation Committee role in deliberation and recommendation (including voting membership).
5. Roundtable: Opportunity for SNTC members to share information on their programs and coalition news (11:00)
6. Next SNTC Meeting: July 15, 2020 from 9:30 a.m. to 11:30 a.m. in PSRC Board Room, 1011 Western Avenue, Suite 500, Seattle, WA 98104-1035
7. Adjourn (11:30)

*Supporting materials attached
BlueJeans Remote Connection Information:

To join the meeting with audio and visuals:
https://bluejeans.com/479730057

or:

Go to https://www.bluejeans.com/
Click Join Meeting (top right)
Enter Meeting ID: 479 730 057
Enter your full name

To join via phone:
1) Dial: 1.888.240.2560 or 1.408.740.7256
2) Enter Conference ID: 479 730 057

Other Formats:
- Sign language and communication material in alternate formats can be arranged given sufficient notice by calling (206) 464-7090 or TTY Relay 711.
- العربية | Arabic, 中文 | Chinese, Deutsch | German, Français | French, 한국어 | Korean, Русский | Russian, Español | Spanish, Tagalog, Tiếng việt | Vietnamese, Call (206) 587-4819.
Welcome and Introductions
Marianna Hanefeld, Chair, welcomed everyone at 9:30 a.m. Self-introductions were provided around the room and on the phone.

Approval of Meeting Summary
The summary for the September 18, 2018 Special Needs Transportation Committee meeting was approved as submitted.

Report on PSRC Committees and Boards Committee
The meeting summaries for the Regional Staff Committee meeting for September and October, 2019 are available at https://www.psrc.org/rsc-meetings.

The “At Work” for the Transportation Policy Board meeting on November 14, 2019 is available at https://www.psrc.org/tpb-meetings.

The meeting summary for the Transportation Operators Committee meeting on October 23, 2019 is available at https://www.psrc.org/toc-meetings.

Discussion: Updates on the Special Needs Transportation Data Collection
Jean Kim, PSRC, updated the committee on the status of special needs transportation data collection. She reviewed the data collection schedule and provided updates to data received on usage of fixed-route transit, ADA Paratransit services and other transit programs. The committee provided feedback on the various data points.

The presentation is available on the PSRC website here.

For more information, contact Jean Kim at (206) 971-3052

Discussion: Regional Performance Measures for Mobility Management Programs
Kim Pearson, PSRC, led a discussion on developing a consistent set of performance measures for special needs transportation services. Kim asked the committee for feedback on the need for a working group to improve performance measures for mobility management, operation and capital programs. The committee provided feedback. Kim will send out an email to solicit volunteers for the working group.
The presentation is available on the PSRC website [here](#).

*For more information, contact Kim Pearson at (206) 464-5833*

**Discussion: Addressing Access to Healthcare in Special Needs Transportation**

Jean Kim, PSRC, provided an overview for the need to improve access to healthcare. The committee shared current efforts on improving transportation access to healthcare with various examples of successful collaboration and shared resources. Gil Cerise, PSRC, thanked the committee and presenters and said that this topic would be included in future meetings again.

*For more information, contact Jean Kim at (206) 971-3052*

**Discussion: Local Coalition Reports / Emerging Issues**

During the local coalition reports, the committee received updates and announcements from the following attendees:

- Jerri Kelly, Pierce County Human Services
- Staci Haber, Hopelink (King County Mobility Coalition) and RARET
- Jeff Davidson, Kitsap Transit
- Danielle Robertson, United Way of Pierce County
- Marianna Hanefeld, SNOTRAC
- Kim Grimes, Pierce Transit

**Information: 2020 SNTC Meeting Dates**

**Adjourn**

The meeting adjourned at 11:30 a.m.

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**Members and Alternates Represented**

Marianna Hanefeld, SNOTRAC and SNTC Chair; Mark Smutny, Sound Generations and Vice-Chair; *Melinda Adams, Everett Transit; *Penni Belcher, United Way of Pierce County; *Dorene Cornwell, STAR of Seattle (KCMC); Jeff Davidson, Kitsap Transit; *Janet Gant, Snohomish County LTC & A; Jerri Kelly, PCHS; Brooke Knight, Northshore Senior Center; Don Okazaki, King County Metro; *Jacque Mann, PSESD; *John Mikel, Pierce County Aging/Disability Resources; Aaron Morrow, KCMC; *Leigh Spruce, Arc of Snohomish County; Jeff Vinecourt, Kitsap Transit

**PSRC Staff and Other Guests Present**

Monica Adkins, PSRC; Gil Cerise, PSRC; Jean Kim, PSRC; Kimberly Pearson, PSRC; *Stacy Clauson, WSDOT; Kim Grimes, Pierce Transit; Staci Haber, Hopelink (KCMC); *Margaret Keckler, Community Transit; Danielle Robertson, United Way of Pierce County; *Mona Steele, Homage – TAP

*via remote participation*
Welcome and Introduction to Online Meeting Format

Gil Cerise, PSRC, welcomed everyone at 9:30 a.m. He explained that due to public health concerns because of the Novel Coronavirus (COVID-19), the SNTC March meeting is being held completely remotely, in a webinar format and is only covering a specific item (2021-2023 WSDOT Consolidated Grant Process) in the interest of time. He reminded the participants that the committee can provide feedback during the meeting using the “chat” feature via BlueJeans.

Discussion: 2021-2023 WSDOT Consolidated Grant Process

Gil reviewed the PSRC Regional Priority Ranking Process and how it fits within the WSDOT Consolidated Grant Process schedule. He noted that the 2021-2023 Consolidated Grant call for projects is scheduled for summer of 2020 and that PSRC is preparing for its regional priority ranking distribution process to support the Consolidated Grant competition. He reviewed PSRC’s role in developing regional priorities for the statewide Consolidated Grant competition and the regional priority ranking factors and proposed changes to those factors.

Gil summarized PSRC’s plans for updating the regional priority process as generally keeping the same process as used in 2018, but with changes to the Coordinated Plan-related evaluation factors and the performance measures evaluation factor. PSRC is proposing to consolidate the two Coordinated Plan-related factors; and changes to the performance measure-related factor based upon the update process Kimberly Pearson has been leading with a working group’s input, summarized below.

Kimberly Pearson, PSRC, then reviewed the development of a consistent set of draft performance measures for special needs transportation services, such as for mobility management, operation and capital programs that the SNTC performance measures working group have been working on to date. She said at the next working group meeting they will be continuing their efforts to refine the measures. The committee provided feedback on the information provided.

The presentation is available on the PSRC website here.
Other Information: WSDOT and RARET – Updates on COVID-19 and Transportation Providers

Monica Ghosh, WSDOT, mentioned that WSDOT is looking into what flexibility is available for FTA funds regarding the effects of COVID-19 on transportation providers. She said WSDOT is still trying to understand what options are available and noted that as more information is given, she will share any updates received.

Staci Haber, Hopelink and Bree Boyce, RARET (Hopelink) reported that RARET will have a remote meeting on March 25, and that they are looking to have a discussion with partners on how to leverage RARET to better respond to COVID-19. She noted that they also wanted to share information with partners on the impacts of transit drivers during this time.

For more information on WSDOT and COVID-19, contact Monica Ghosh, WSDOT, at GhoshMo@wsdot.wa.gov.

For more information on RARET, contact Bree Boyce, RARET (Hopelink) at BBoyce@hopelink.org or Staci Haber, KCMC (Hopelink) SHaber@hopelink.org

Information: SNTC Membership by Voting Structure

The current SNTC membership roster was provided for committee review. Committee members should review vacancies noted on the membership roster and fill those in advance of the SNTC deliberation and recommendation meeting in the fall of 2020.

Adjourn

The meeting adjourned at 10:30 a.m.

*Members and Alternates Represented

Marianna Hanefeld, SNOTRAC and SNTC Chair; Dorene Cornwell, STAR of Seattle (KCMC); Jeff Davidson, Kitsap Transit; Janet Gant, Snohomish County LTC & A; Jerri Kelly, PCHS; Brooke Knight, Northshore Senior Center; John Mikel, Pierce County Aging/Disability Resources; Brian Senyitko, Everett Transit; Leigh Spruce, Arc of Snohomish County; Jeff Vinecourt, Kitsap Transit

*PSRC Staff and Other Guests Present

Monica Adkins, PSRC; Bree Boyce, RARET (Hopelink) Gil Cerise, PSRC; Sarah Gutschow, PSRC; Kathryn Johnson, PSRC; Cassidy Giampetro, Hopelink; Monica Ghosh, WSDOT; Staci Haber, Hopelink (KCMC); Brock Howell, Everett Station District Alliance; Margaret Keckler, Community Transit; Casey Moreau, PSRC; Kimberly Pearson, PSRC

*All attendees via remote participation
MEMORANDUM

May 20, 2020

TO: Special Needs Transportation Committee (SNTC)

FROM: Kimberly Pearson, PSRC

SUBJECT: PSRC Regional Priority Ranking Process for WSDOT 2021-23 Consolidated Grant Competition

IN BRIEF

At the May 20 SNTC meeting, PSRC staff will seek feedback on PSRC’s regional priority ranking process for the upcoming WSDOT 2021-2023 Consolidated Grant competition. WSDOT is expected to issue a call for projects in summer of 2020. Specifically, PSRC staff will seek feedback on Regional Priority Ranking Factor #4: Performance Measures and Targets.

BACKGROUND

In 2018, PSRC received 21 regional priority rankings to assign to applications seeking Consolidated Grant funding from WSDOT. PSRC evaluated the applications based on the following Regional Priority Ranking Factors (Figure 1.). The SNTC identified additional factors for consideration in their deliberation and recommendation meeting (Figure 2.).

<table>
<thead>
<tr>
<th>Priority Ranking Factors</th>
<th>Evaluative Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Project Type</td>
<td>Is the application for preservation of an existing program?</td>
</tr>
<tr>
<td>2. Coordinated Plan: Emerging Needs and Gaps</td>
<td>Does the application support programs meeting the “Emerging Needs and Gaps” identified on page 31 of the 2019-2022 Coordinated Plan?</td>
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<tr>
<td>3. Coordinated Plan: Prioritized Strategies</td>
<td>Does the application address one or more “High Priority” strategies identified on page 43 of the 2019-2022 Coordinated Plan?</td>
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<tr>
<td>4. Uniqueness of Service or Program</td>
<td>Does the application provide information demonstrating that there are no alternate public transportation options for the populations served by the program within same geographic area?</td>
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<tr>
<td>5. Performance Measures and Targets</td>
<td>Does the application include appropriate performance measures and targets and a plan for ongoing data collection and evaluation of program performance?</td>
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<tr>
<td>6. Financial Sustainability</td>
<td>Does the application demonstrate that it is providing more than federal minimum required match from local sources in its project budget?</td>
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Figure 2. Additional Factors for Consideration Identified by the SNTC
<table>
<thead>
<tr>
<th>Factors for Consideration</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1. Geographical Distribution of Regional Rankings</td>
<td>This factor addresses distribution of regional priority rankings (expressed as A’s, B’s, and C’s) over the three PSRC counties participating in the Consolidated Grant competition.</td>
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<tr>
<td>2. Project Types</td>
<td>This factor addresses the variety of project types being recommended for regional priority ranking (e.g. mobility management, operating, and capital projects).</td>
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<tr>
<td>3. Agency Equity</td>
<td>This factor addresses the number of projects recommended to receive funding by an agency.</td>
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<tr>
<td>4. Compelling Cases for Agencies with Limited Resources</td>
<td>This factor addresses projects that provide valued services and programs, but which are challenged to provide the minimum local match.</td>
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<tr>
<td>5. Strategic Application of Federal/State Funds</td>
<td>This factor includes stakeholders’ assessment of possible program eligibility for state/federal funding programs found within the Consolidated Grant program.</td>
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<tr>
<td>6. Coordination</td>
<td>This factor addresses projects that work together to make the most efficient use of limited resources.</td>
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At the March 18 SNTC meeting, the SNTC agreed to consolidate Regional Priority Ranking Factors #2 and #3, as well as explore further definition of Regional Priority Ranking Factor #4 (Formerly #5), Performance Measures and Targets. Staff presented on and sought committee feedback on draft mobility management performance measures developed by the 2020 Performance Measures Working Group, as well as draft operations and capital performance measures. After an additional meeting with the Performance Measures Working Group, staff developed a proposal of a process to evaluate Regional Priority Ranking Factor #4.

**REGIONAL PRIORITY RANKING FACTOR #4: PROPOSED PROCESS TO EVALUATE PROGRAM-SPECIFIC PERFORMANCE MEASURES & TARGETS**

PSRC staff propose changes to Regional Priority Ranking Factor #4: Performance Measures and Targets to reflect the new operations, capital, and mobility management performance measures developed by the Performance Measures Working Group and the SNTC in spring of 2020. In developing these common and meaningful performance measures, PSRC hopes to improve understanding of special needs transportation programs in the region.

PSRC proposes that, to receive a “Yes” designation within PSRC’s Regional Priority Ranking Factor #4, grant applicants would need to select and set targets for performance measures according to their program or sub-program type. Additionally, PSRC would encourage applicants to consider and track optional, suggested output measures.

Below are the three identified program types, as well as four sub-program types:

- Operating
- Capital
  - Vehicle
- Mobility Management (MM):
  - Information Referral & Assistance (IR&A)
  - Travel Training, Education, and Orientation (TTEO)
  - Mobility Coalitions (MC)
The Performance Measures Working Group developed mobility management-related objectives and strategies to inform their performance measures. For that reason, the mobility management performance measures are listed below relevant sub-program objectives and strategies.

**Program-Specific Performance Measures**

Below are required and suggested performance measures by program and sub-program type. Applicants would be instructed to set targets for each required performance measure, tracking those program-specific performance measures over time in their WSDOT Consolidated Grant quarterly reports. Additionally, applicants have the option of setting targets for and tracking suggested performance measures.

**Operating Programs**

We would request Operating program applicants to track and provide targets for the following **required** performance measure:

- Passenger trips

We would then request applicants to track and provide targets for the following suggested performance measures for Operating programs, as applicable:

- Revenue vehicle hours
- Revenue vehicle miles

**Capital Programs**

**Vehicle Sub-Programs**

Currently, we have identified one program sub-type within Capital programs: Vehicle programs. Vehicle program applicants are applicants seeking funds for vehicle purchases.

We would request Vehicle program applicants to track and provide targets for the following **required** performance measures:

- Vehicle Useful Life Benchmark (ULB) In Years: As defined by the Federal Transit Administration, the ULB is the expected lifecycle of a capital asset for a particular transit provider’s operating environment, or the acceptable period of use in service for a particular transit provider’s operating environment.

- Target: Percentage of fleet that have met or exceeded their Useful Life Benchmark

Additionally, we would ask applicants to provide information on how the vehicle purchase affects the ability of the agency to meet its target.

Currently, there are no other required or suggested performance measures for Capital programs.

**Mobility Management Programs**

Many mobility management (MM) sub-program types consistently undertake certain strategies and activities. As such, PSRC has identified three MM sub-program types:

- Information Referral & Assistance (IR&A)
- Travel Training, Education, and Orientation (TTEO)
- Mobility Coalitions (MC)

Below, you will find a discussion of required and suggested performance measures per sub-program type.

*Information Referral & Assistance (including One Call/One Click)*
Information Referral & Assistance programs’ objectives and strategies most often coincide with Objective #1 and Strategy #1.2.

Objective #1: Ensure that people with special transportation needs are aware of and empowered to use the transportation options available to them.

Strategy #1.2: Provide information referral & assistance services (including trip planning) through call centers, websites, apps, and other programs.

We would ask IR&A applicants to track the following required performance measures:
- Number of clients receiving trip planning services:
- Number of calls fielded and/or website clicks/impressions
- Number of trips planned and/or referrals made

We would then provide IR&A applicants the option of tracking the following suggested performance measures:
- Number of trips completed
- Number of unduplicated clients receiving trip planning services

Travel Training, Education, and Orientation (TTEO) Sub-Programs

TTEO sub-programs’ objectives and strategies most often coincide with Objective #1, Strategy #1.1, and Strategy #1.3:

Objective #1: Ensure that people with special transportation needs are aware of and empowered to use the transportation options available to them.

Strategy #1.1: Provide hands-on travel education or orientation to clients.

Strategy #1.3: Train other organizations’ staff how to provide travel orientation/education to their clients.

We would ask TTEO sub-program applicants to track the following required performance measures:
- Number of trainings provided to clients
- Number of unduplicated clients trained
- Number of unduplicated organizational staff trained
  - (Applicable to TTEO programs that train other organization’s staff)

We would then provide TTEO applicants the option of tracking the following suggested performance measures:
- Number of clients trained
- Number of trainings provided to organizational staff

Mobility Coalitions (MC)

MC sub-programs most relate to Objective #3 and Strategy #3.1.

Objective #3: Increase high-quality, efficient, coordinated, person-centered transportation options for populations with special transportation needs.

Strategy #3.1: Increase coordination between transportation providers, county or regional mobility coalitions, and other stakeholders.

We would ask MC applicants to track the following required performance measures:
• Number of mobility coalition meetings
• Number of mobility coalition meeting participants, excluding your own agency’s staff
• Number of unique agencies represented at the meetings

We would then provide MC applicants the option of tracking the following suggested performance measures:

• Percentage of work program goals achieved

Please see the chart below, Figure 3., which summarizes required and suggested performance measures across program and sub-program types.

**Figure 3. Summary of Required & Suggested Program-Specific Performance Measures**

<table>
<thead>
<tr>
<th>Program/Sub-Program Types</th>
<th>Required Performance Measures</th>
<th>Suggested Performance Measures</th>
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<td>Operating</td>
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<tr>
<td>Capital</td>
<td></td>
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<tr>
<td>Vehicle Programs</td>
<td>• Vehicle Useful Life Benchmark (ULB) in years</td>
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<td></td>
<td>• Percentage of fleet that have met or exceeded their ULB</td>
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<tr>
<td></td>
<td></td>
<td>• None.</td>
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</tbody>
</table>

At the May 20, 2020, SNTC meeting, PSRC staff will present on and seek feedback regarding the proposed process to use Regional Priority Ranking Factor #4 to evaluate program-specific performance measures and targets.

If you have questions prior to the meeting, please contact Kim Pearson at kpearson@psrc.org or (206) 464-5833 or Gil Cerise at gcerise@psrc.org or (206) 971-3053.