Overview

- Revising the Title and Terminology of the Coordinated Plan
- Targeted Outreach Plan and Questions
- Inventory of Services Survey Update
- Addressing Equity and Inclusion in the Plan
- Demographic Profiles Update
Revising the Title and Terminology of the Coordinated Plan

**Background:** PSRC stakeholders and staff have stated that the plan title and terminology are confusing and/or inaccurate.

- **Current Title:** “PSRC Coordinated Transit-Human Services Transportation Plan” (abbreviated to Coordinated Plan)
- **Current Terminology:**
  - Special needs populations or transportation-disadvantaged populations
  - Special needs transportation
Coordinated Plan Populations

- Older Adults 65+
- Youth
- Veterans
- Persons with Disabilities
- People with Low Incomes
- Persons with Limited English Proficiency
Revising the Title and Terminology of the Coordinated Plan

**special needs populations**: often perceived as individuals with disabilities, older adults, and sometimes people with low incomes

**people with special transportation needs and/or transportation-disadvantaged populations**: covers the variety of populations featured in the plan

**special needs transportation**: often perceived as limited to individuals with disabilities, older adults, and sometimes people with low incomes

**specialized transportation services**: applies to a broader set of transportation services that differ from public transportation

**public transit-human services transportation**: covers public transportation and specialized transportation services

**mobility**: covers public transportation, specialized transportation services, and active transportation infrastructure (sidewalks, bike lanes, etc.)
Revising the Title and Terminology of the Coordinated Plan

Current Title: “PSRC Coordinated Transit-Human Services Transportation Plan,” which mimics phrasing in federal law regarding the development of a coordinated plan in areas that receive FTA Section 5310 funds. PSRC researched plan titles from across the country and developed some alternatives:

- “Coordinated Mobility Access Plan”
- “Coordinated Mobility Plan for Transportation-Disadvantaged Populations”
- “Coordinated Mobility Plan for People with Special Transportation Needs”
- “Coordinated Public and Specialized Transportation Plan”
PSRC staff want to hear what you think about these proposed alternatives, and whether you have any other ideas for plan titles and terminology. As a reminder, revisions will not be made immediately.

Please visit the survey link posted in the chat, or go to menti.com and enter this code: 70 70 59 7

The survey link will be kept open until Monday, November 23rd, 2020.
Planning for Specialized Transportation Services

Targeted outreach to people who experience transportation challenges due to age, income, or disability

- Identification of existing specialized transportation services
- Assessment of mobility needs and gaps of targeted population groups
- Prioritized strategies to address the needs and gaps of people with special transportation needs
Targeted Outreach

**Purpose:** To inform, engage, and solicit input from people who have mobility challenges due to age, income, or disability.

**Phase 1: Scoping & Preparation**
- Develop targeted outreach questions and strategies
- Arrange meetings for targeted outreach
- Coordinate on development of RTP outreach strategies

**Phase 2: Targeted Outreach**
- Conduct targeted outreach meetings to identify:
  - Mobility needs
  - Prioritized strategies and desired outcomes
- Integrate targeted outreach findings into overall RTP update

**Phase 3: Draft Plan Outreach**
- DRAFT Plan released for public comment
- Solicit input from communities engaged during Phases 1 and 2

Outreach to mobility coalitions and community partners through all phases of targeted outreach by Q4 2020, Q1-Q3 2021, Q4 2021-Q1 2022.
Targeted Outreach To-date

- Engaged **two community groups** and presented information on plan update to **six mobility coalitions**
- In-process of reaching out to community organizations engaged during last plan update
- In-process of working with suggested community organizations to arrange meetings for targeted outreach
- Working with PSRC’s RTP outreach staff for coordination
Potential outreach tools include:
- Virtual meetings with an interactive polling
- Online open house
- Partnership with non-traditional partners to solicit feedback from diverse communities
We developed targeted outreach questions for use at community meetings. Questions will be asked via interactive polling and cover:

- Identified mobility needs and gaps, including emerging needs and gaps
- Origins and destinations
- Other needs and gaps
Targeted Outreach Questions

Audiences: We will be asking the questions to transportation system users and their caregivers, transportation providers, mobility coalitions, and other stakeholders. Questions will be amended to reflect the audience.

Your Feedback: Please review the following selected questions and provide your feedback in the chat. If you have additional feedback, please see the follow-up email we send, with a Word document, after the meeting.
Targeted Outreach Questions – Feedback Requested

Are you or are members of your community generally aware of available transportation options within your community?

Do the following meet your or your community’s needs:
- Fixed-route public transportation (such as public buses and light rail)
- Specialized transportation services (such as paratransit, shuttles, and door-to-door services)
- Transportation information assistance services (such as trip planning or travel training)

What are the top three types of destinations you access using fixed-route public transportation / specialized transportation services?
- Work
- School
- Food
- Medical
- Personal errands
- Recreation
- NA/Do not use
Using fixed-route public transportation / specialized transportation services, are you or are members of your community able to reach desired destinations most times of day, every day of the week?

Do you or do members of your community face difficulties in paying for transportation (such as paying for bus fare, gasoline, or other costs)?

When using fixed-route public transportation / specialized transportation services, does it routinely take more than 45 minutes to reach your destination (one-way)?

Do you or do members of your community often need to transfer between public fixed-route transportation / specialized transportation services to reach a destination?
Targeted Outreach Questions – Feedback Requested

Does public fixed-route transportation / specialized transportation services provide you adequate access to medical appointments or other health-related locations (such as pharmacies or grocery stores)?

If you answered no, what is the primary reason that public fixed-route transportation / specialized transportation services do not provide you adequate access to health-related locations?

• Cannot reach desired destinations using service
• Cannot access service from where I live
• Service takes too long

• Service costs too much
• Service is not available when I need to travel

Are you or are members of your community experiencing any other mobility challenges that have not been addressed in the previous questions?
Inventory of Services Update

**Purpose:** to collect information on existing specialized transportation services and identify emerging mobility needs of people with special transportation needs

- December 2020-February 2021: Survey dissemination
- Spring-Summer 2021: Plan development
- End of 2021: DRAFT Plan available for public comment
DRAFT Online survey includes four sections:

• **Section 1**: Specialized Transportation Service Information (Pre-COVID)
• **Section 2**: Service Area Information (Pre-COVID)
• **Section 3**: Feedback on Existing Plan’s Mobility Needs
• **Section 4**: Additional Service Data Collection
  • Service level data (2015-2019)
  • Common origins and destinations (Pre-COVID)
• **Section 5**: COVID Impact on Services
Additional Data Collection (2015-2019)

Operations:
- Number of Passenger Trips
- Revenue Vehicle Miles
- Revenue Vehicle Hours

Medical Transportation:
- Number of Emergency Trip
- Number of Non-emergency Trip
- Number of Unique Passengers Served
- Lift Usage

Mobility Management:
- Information Referral & Assistance
  - Number of Clients Receiving Trip Planning Services
  - Number of Calls Fielded and/or Website Clicks/Impressions
  - Number of Trips Planned and/or Referrals Made
- Mobility Coalitions
  - Number of Mobility Coalition Meetings
  - Number of Mobility Coalition Meeting Participants
  - Number of Unique Agencies Represented at the Meetings
Equity and Inclusion

Address equity and inclusion by:

- Incorporating people of color in conjunction with age, income, and disability
- Including communities of color throughout the targeted outreach process
Demographic Profiles in the Coordinated Plan

**Data Points:** Numbers of and regional percentages of members of different demographic groups covered in the Coordinated Plan, sourced from most recent American Community Survey (ACS) and Washington Office of Financial Management data.

**Demographic Groups & Subset Target Populations:**
- Older adults aged 65+
- Older adults aged 85+
- People with disabilities: defined as anyone who reports having one of six different disabilities
- Youth aged 5-17
- People with low incomes: defined as at or below 200% of the Federal Poverty Level
- Veterans
- People with limited English proficiency (LEP): defined as people who identify as speaking English “less than very well”
**Cross-Tabulation:** We will also collect data to identify how members of the Coordinated Plan populations intersect with other categories:

- **Race**
  - American Indian / Alaska Native
  - Asian
  - Black
  - Other
  - White
- **Ethnicity**
  - Latino
- **Unemployment**
Thank you

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