Coordinated Mobility Plan – Prioritized Strategies
Special Needs Transportation Committee • July 21, 2021
Overview

Goal: Develop potential strategies to address key mobility needs

Key Mobility Needs

Prioritized Strategies
• Discussion

Next Steps
Key Mobility Needs

- Lack of **information** about available services
- Lack of **services at times** when they are needed
- Long **travel times** and/or **wait times** when transferring between services
- Difficulty getting to **medical appointments**
- Lack of **physical infrastructure** (examples: sidewalks, curb ramps)
- High **cost** of services
Goals

- **Put People First (Quality):** People with special transportation needs feel safe and comfortable while traveling.

- **Move People Efficiently (Efficiency):** Seamless specialized transportation services are provided through regional coordination to reduce possible duplication in services.

- **Move More People (Mobility):** Specialized transportation helps more people get to the places they desire to go.
Proposed Approach

Identify mobility needs, root causes, and desired outcomes

Review existing strategies

Develop new strategies

Organize strategies by:
• Implementers
• Timeframe

Prioritize strategies (High vs. Other)

A **desired outcome** describes what specific change(s) the region hopes to occur as a result of the plan implementation that will help the region to achieve the goals.

**Strategies** are designed to be action oriented to support the overarching goals.
### Mobility challenge: Long travel times

<table>
<thead>
<tr>
<th>Root Causes</th>
<th>Desired Outcomes/Opportunities</th>
<th>Existing Strategies</th>
<th>New/Revised Strategies</th>
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<td>Uncoordinated schedules lead to excessive time spent waiting to transfer between services.</td>
<td>Assessment of areas need coordination and improvements (on arrival and departure times).</td>
<td>Reduced waiting times for transfers through regional coordination and improvement in timeliness of connections.</td>
<td>Transportation providers, mobility coalitions, and other organizations should coordinate to identify transfer points with unduly long transfer wait times.</td>
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<td>Excessive time spent waiting for the service to arrive, due to poor on-time reliability.</td>
<td>Improve travel time for trips taken by people with special transportation needs that cross county and other service areas, targeting urban areas where larger numbers of these complex trips occur.</td>
<td>People with special transportation needs have a similar travel time and trip reliability as the general public making the same trip.</td>
<td>Improve reliability and timeliness of connections to and within the regional transportation system.</td>
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<td>Existing <strong>scheduling technology</strong> does not allow for multi-agency booking, making it difficult for users to effectively plan for transfers.</td>
<td><strong>Near-term (by 2026)</strong>: Deployment of new scheduling technology enhances travel planning for individuals with special transportation needs</td>
<td><strong>Long-term (beyond 2026)</strong>: Develop and deploy innovative technology which makes it easier for individuals with special transportation needs to use</td>
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## Mobility challenge: Lack of information about available services

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<td>Lack of <strong>information and/or marketing</strong> about available resources or training opportunities</td>
<td>Near-term (by 2026) More people with special transportation needs are exposed to information referral and assistance services.</td>
<td>Long-term (beyond 2026) Specialized transportation users and the public are aware of available mobility options.</td>
<td>Promote customer-friendly travel training and information referral and assistance services to educate people with special transportation needs on available mobility options and how to use them to meet their mobility needs.</td>
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<td>• Develop regional, one-stop shop resource guide/trip planner service. • Expand and refine methods for outreach and educating people on how to use transit and specialized transportation. • Use multiple outreach tools and tailor materials to meet the needs of potential riders.</td>
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**Discussion**

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| Lack of **spoken and/or written language assistance** for people who speak different languages | **Near-term (by 2026)**: People with limited English proficiency are provided spoken and written language assistance for their daily transportation | N/A | • Ensure materials and customer service can be provided in multiple languages and ensure that option is well-understood by customers.  
• Hire culturally-competent, multi-lingual staff when possible. |
| | **Long-term (beyond 2026)** | | |

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Next Steps

**Summer/Fall 2021:**

- PSRC staff will develop strategies based on SNTC’s feedback and share draft strategies in August 2021.
- Continued outreach to review strategies and desired outcomes

**December 2021:**

- Draft plan available for public comment
Gil Cerise
gcerise@psrc.org
206-971-3051

Jean Kim
jkim@psrc.org
206-971-3052