

# Washington Statewide Human Services Transportation Plan: TDM Technical Committee

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By the end of this session, we will have discussed:

- **Background on the Statewide Human Services Transportation Plan**
- **Feedback & input opportunities for TDM subject matter experts**

# Demographic focus

## **Populations with dedicated transportation services and programs**

- People with disabilities (physical and cognitive)
- People with low incomes
- Seniors
- Veterans
- Tribal members

## **Examples of other groups with special transportation needs**

- Individuals experiencing homelessness
- Migrant/seasonal workers
- Families with young children
- Students
- People with limited English proficiency

# Planning Requirements

## Local and statewide requirements

- 18 local plans from transportation planning organizations (required)
- One statewide plan from WSDOT (not required)

## Why create a statewide plan?

- Identify unmet needs in human services transportation
- Develop cost-effective strategies to address unmet needs
- Advance best practices and highlight emerging trends
- Inform the next cycle of local plans
- **Current plan is from 2013 – a lot has changed since then**

# What goes in the statewide plan?



# Progress to Date



## **Mid – late 2018:**

Convened and collaborated with Human Services Steering Committee (Developed plan purpose, and preliminary lists of needs and strategies)

## **Late 2018 – early 2019:**

Community engagement (phase 1) and report

## **Early – mid 2019:**

Reviewed and analyzed local human services transportation plans

## **Fall 2019 – present:**

Research and analysis: reviewed literature and data for the plan

# Outreach: Community Engagement

## Scripted interviews

One-on-one scripted interviews with providers and other industry professionals

## Ride-alongs

Talk with customers and providers while they travel

## Drop-in conversations

Talk with customers at a human services destination

## Participatory gatherings

Hold open community meetings to hear directly from residents



# Statewide Unmet Needs: Different Perspectives

## Steering committee

Provider and agency perspectives on needs

## Transportation planning organizations

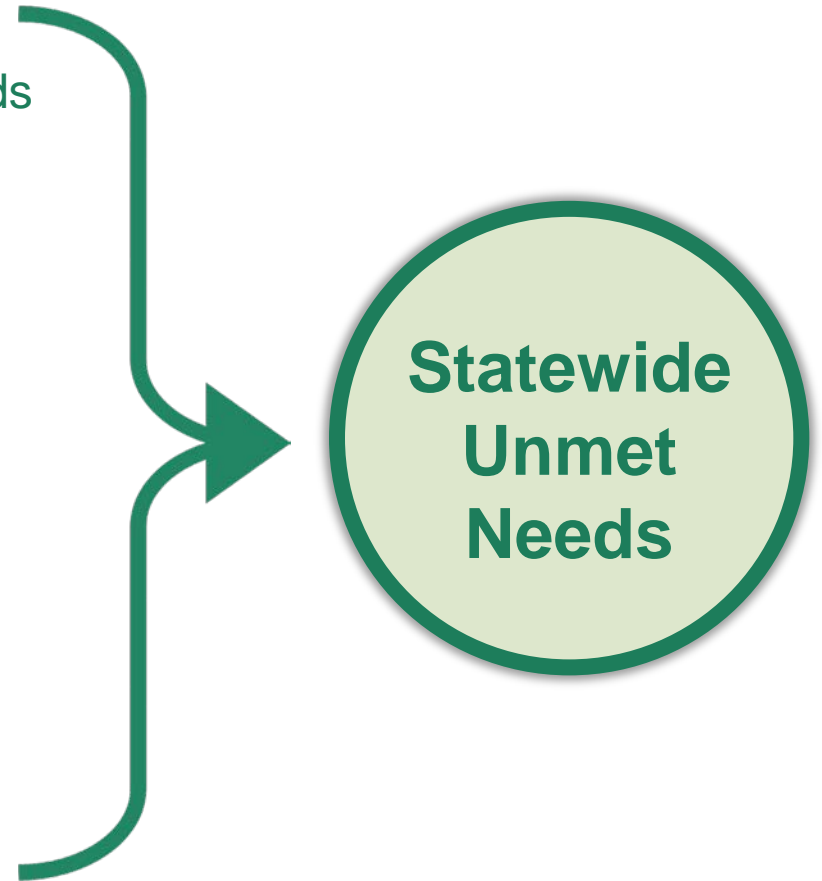
Regional perspectives on needs

## Community engagement

Riders' perspectives on needs

## Data analysis and literature review

Demographics, numbers, facts,  
existing research, and case studies





# What Makes a Good Strategy?

## Actionable

Who is responsible for implementation?

## Feasible and connected to needs

Is it a realistic approach?

Does it address the unmet needs?

## Breadth and depth of effects

How many people does the strategy help?

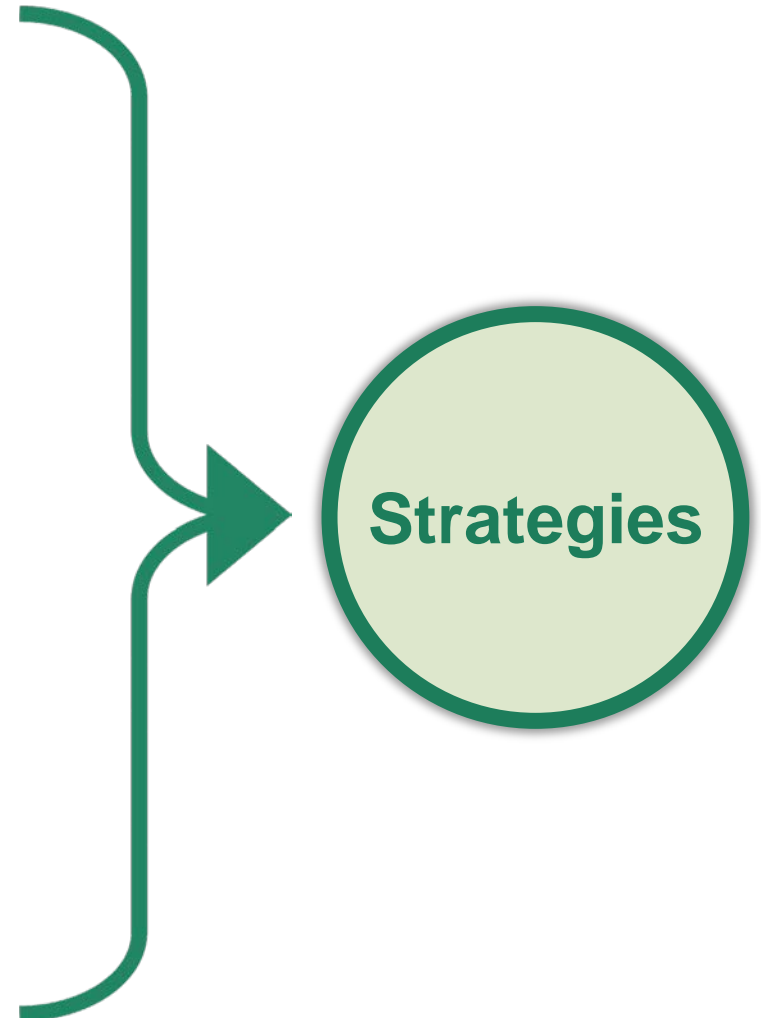
To what degree?

## Cost effectiveness

How much will the strategy cost?

## Priority

What is the priority of each strategy?



# Next Steps & Milestones



## **Spring 2020:**

Refine the draft needs and strategies



## **Summer 2020:**

Develop draft plan, stakeholder review



## **Fall 2020:**

Review draft plan, public comment period



## **Winter 2020:**

Respond to comments



## **Early 2021:**

Publish the updated plan

# Refining TDM Strategies with Subject Matter Experts (1 of 4)

## **Use “First Mile / Last Mile” connections to bolster traditional fixed route transit:**

- Who should be leading this strategy?
- What are the costs (startup and annual)?
- How do we measure the impacts?
- Who should WSDOT follow up with?

# Refining TDM Strategies with Subject Matter Experts (2 of 4)

## **Look for public-private partnerships to efficiently fill gaps in transit service:**

- Who should be leading this strategy?
- What are the costs (startup and annual)?
- How do we measure the impacts?
- Who should WSDOT follow up with?

# Refining TDM Strategies with Subject Matter Experts (3 of 4)

## **Partnership with Transportation Demand Management/Commute Trip Reduction projects to build awareness of programs and services:**

- Who should be leading this strategy?
- What are the costs (startup and annual)?
- How do we measure the impacts?
- Who should WSDOT follow up with?

# Refining TDM Strategies with Subject Matter Experts (4 of 4)

## **Improve wayfinding for people with special transportation needs (technology & marketing):**

- Who should be leading this strategy?
- What are the costs (startup and annual)?
- How do we measure the impacts?
- Who should WSDOT follow up with?

# Questions?

## **Human Services Transportation Plan website:**

**[www.wsdot.com/transit/2021-human-services-transportation-plan](http://www.wsdot.com/transit/2021-human-services-transportation-plan)**

- View the community engagement report (English and Spanish)
- Browse previous steering committee meeting agendas
- Review planning content as it is developed

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