



# Coordinated Public Transit - Human Services Transportation Plan

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2018 Guidance and Instructions

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## **Introduction**

Every four years, a regional Coordinated Public Transit –Human Services Transportation Plan (CPT-HSTP) is prepared and submitted to WSDOT to meet the eligibility requirements for the WSDOT Consolidated Grants Program. WSDOT’s role is to assist you so that your plan is consistent with state and federal requirements, including Chapter V of the FTA Circular 9070.1 G, which provides federal guidance on the coordinated planning process for projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities Program (FTA Section 5310).

The CPT-HSTP is a planning tool to assist your organization identify public transportation needs and create improvement recommendations to benefit people with disabilities, seniors, young people, individuals with lower incomes and others who depend on public transportation services. This plan, developed in conjunction with stakeholders, service providers, public transportation users, and others, can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area. It also identifies strategies, activities and/or specific projects that are eligible for funding under WSDOT’s Consolidated Grant Program that includes funding from state and federal sources.

Aside from identifying local needs and opportunities, information from the regional CPT-HSTPs is used as a key input to the development of WSDOT’s Statewide Human Services Transportation Plan, a strategic framework for existing human-services transportation needs and recommendations on improving access and mobility for future needs. In particular, this information is used to identify key themes or common issues (especially in respect to unmet transportation needs) and to highlight best practices.

The following instructions provide guidance on preparing your CPT-HSTP, such as the topics to address, organization of the document, and engagement of stakeholders and the public. Plans will vary based on the availability of resources and the community characteristics. A checklist is included at the end of this document to provide a common list of anticipated deliverables. Consider using graphics, including maps, to depict data and geographical information, either embedded in the plan or in an appendix. Producing maps as part of the planning process can assist planners with identifying unmet transportation needs and developing effective transportation alternatives and maps can be an effective means of showing gaps in transportation services to decision-makers and the general public during outreach.

If you have questions or need assistance, contact the WSDOT Public Transportation Division at 360-705-7919. Title VI and American with Disabilities Act (ADA) information are provided on page 11 of this document.

## **List the Contact Information for your CPT-HSTP**

On the first page of your CPT-HSTP, provide the contact information associated with your region’s plan:

- Regional planning organization (MPO/RTPO)
- Lead agency, if different than MPO/RTPO
- Mailing address
- Contact person
- Email address
- Phone number
- Plan consultant, if different than lead agency

## **Encourage Stakeholder Involvement**

Stakeholder involvement is a key element in developing your CPT-HSTP and meeting WSDOT and FTA expectations. It is important to identify the needs of the communities, available transportation services, and development of solutions.

### **Coordination and inclusion**

The categories below are some of the organizations, agencies, institutions and transportation service providers to contact for information and involvement with your plan. The FTA circular includes additional examples of organizations under these general categories. (Note: Not all of these organizations may exist in your community.)

- **Employment providers**
  - Major employers or employer organizations
  - Work-first local planning area
  - Local chamber of commerce
- **Education/youth**
  - Community colleges
  - Trade schools
  - Local school districts
  - Educational service districts
  - Private schools
- **Healthcare providers and administrators**
  - Hospitals
  - Medical or health clinics
  - Veterans medical
  - Local health department
- **Transportation providers**
  - Transit agencies
  - Local Medicaid brokers and/or providers
  - Nonprofit transportation providers
  - Private bus operators
  - Public transit agencies
  - Taxicab operators

- Intercity bus operators
- **Government entities**
  - City governments
  - County governments
  - Washington State Department of Social and Human Services - Community Services office
  - Tribal governments
- **Emergency management/emergency preparedness and response**
  - Local emergency management agencies
  - Emergency responders
  - Local emergency planning committees
  - Local disaster assistance councils
- **Organizations for people with disabilities**
  - Organizations that provide or coordinate a variety of programs and services for people with disabilities, including independent living centers or services.
  - Organizations that provide support services to patients and their families, such as Arc of Washington, the Washington State Association of the Deaf or the Washington Council of the Blind
- **Organizations for people with low income**
  - Organizations that provide or coordinate a variety of programs and services for people with low income, such as local community action programs
  - Foodbanks
  - Tenant rights organizations
  - Housing authorities
  - Homelessness programs
- **Organizations for youth and teens**
  - Organizations that provide or coordinate a variety of programs and services for youth and teens, including
  - Big Brothers Big Sisters
  - Team Child
  - YMCA/YWCA
- **Organizations by and for seniors**
  - Organizations that provide or coordinate programs and services for people with disabilities, such as local Area Agency on Aging, assisted living communities
  - Senior centers

### **Convening stakeholders**

Contacting one or more organization from each group in the above checklist will ensure comprehensive coverage. Reaching the right people in an organization is important. Think

about who actually interacts with special needs transportation.

Provide a narrative describing how community stakeholders were engaged in the planning process. In this description, address how you engaged the following populations: people with disabilities, seniors, teens, low-income residents, and others who use public transportation. Convene meetings in a variety of locations and venues. For example, visiting a senior center may achieve better input than inviting seniors to a meeting at a transit agency or library.

If you are unable to find representation from one of the groups in your community, or any organizations were unresponsive or unwilling to participate, document your efforts to engage those people.

Indicate where you reached out to any out-of-boundary/out-of-jurisdiction partners who might have overlapping needs in your area.

Document your communication with social service providers in your area, including a description of their services and jurisdictions. How could transportation help the social service programs? How do the social service providers coordinate with transportation providers to identify needs of riders?

Describe ongoing efforts that your organization will be conducting to engage stakeholders throughout the current and next biennium.

## **Show Common Origins/Destinations and Demographics**

In this section, outline information about common origins and destinations for all public transportation users, including people with special transportation needs. This is also your chance to describe the composition or demographics of your region's population in relation to public transportation needs. Use data from the U.S Census Bureau, Office of Financial Management, American Community Survey, online mapping tools, community organizations and transit logs.

### **Common origins**

For places that may constitute common origins, consider locations where public transportation users start their trips. Map the following:

- Where people with disabilities are located in your planning area.
- Where low-income residents are located in your planning area.
- Where young people and seniors are located in your planning area.
- Any locations that are common to all or some of the groups who meet the definition of people with special transportation needs.

Summarize origins information in your narrative and include a description of the features in your community that generate public transportation users (e.g., multi-family

housing and neighborhoods with a significant percentage of the total population in the service area of the transit provider).

### **Common destinations**

For places that may constitute common destinations, consider entry-level employment opportunities, childcare facilities, schools and other educational centers, medical centers, shopping districts and others as suggested by the stakeholder group. Map the following:

- Destinations for people with disabilities in your planning area.
- Destinations for low-income residents in your planning area.
- Destinations for young people and seniors in your planning area.
- Major employment centers, educational centers and medical facilities in the service area of your public transportation system.

Identify whether any of these destinations are common to the groups that constitute people with special transportation needs.

### **Demographics**

People with special transportation needs are defined in RCW 47.06B as people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation." The populations most likely to have unmet transportation needs includes persons with disabilities, older adults, youth, veterans and individuals with limited incomes. The U.S. Census and American Community Survey provide data that can be useful to identify relative population concentrations of persons with disabilities, seniors and youth, persons with low-incomes, households with no access to a vehicle, and other characteristics that enable you to help describe the different geographical needs of these populations in your community. Different tools available online, such as WSDOT's Application for Local Planning and Community Accessibility (ALPACA), can enable you to visualize this data in your planning service area.

However, the U.S Census data often underrepresents people with special needs. It is for this reason that we recommend you supplement your census data with other data sources, such as Housing and Urban Development, EPA and Department of Health open-source mapping programs. Your stakeholder group may be able to assist you in identifying key areas with a high density or proportion of persons with special transportation needs.

Your stakeholder group should be very helpful in determining origins, destinations and existing services.

## **Identify Existing Services and Unmet Transportation Needs**

### **Existing transportation services**

Describe the existing transportation services. The FTA describes transportation services available within a community as a “family of transportation services.” This phrase describes traditional services, such as fixed route, route deviated, intercity bus and rail, shuttle, demand response, taxi, vanpools, rideshare, volunteer driver programs, and other transportation services. The “family of transportation services” is a way of tailoring existing and alternative services to your specific community. For the purposes of this plan, mobility management programs are included.

Also consider nontraditional providers, such as social service providers who also provide some level of transportation to their clients. Describe whether the nontraditional providers are open to leveraging resources.

Your description must include information that helps WSDOT understand any gaps, such as with service area boundaries and service hours. Additional information that may be included in this section include travel time standards, fares, program costs and other operating characteristics. Indicate the transportation services that are currently funded with grants from the WSDOT Public Transportation Division.

Completing this section on existing transportation services enables planners to identify underserved areas, areas that may have their service(s) discontinued, and any duplication in transportation services.

### **Unmet transportation need**

Identify the various types of transportation challenges and gaps in existing public transportation services. Compare the origins and destinations of people with special transportation needs with the existing transportation services. Identify unmet needs and possible duplication of efforts in certain areas. Identify opportunities for the grouping of services, shared rides, or group trips to improve efficiency. Identify challenges to implementing these opportunities. For services that would not exist without grants, include these as unmet needs.

By identifying the unmet needs of the region, stakeholders can determine the services that are most appropriate and useful to improving transportation access for the community. For the region's unmet needs, planners will consider a “family of transportation services” to accommodate varying transportation needs of urban, suburban and rural areas.

A family of transportation services could include buying new vehicles; sustaining or expanding fixed-route, deviated-route, demand-responsive, and paratransit services; vanpools; mobility coordinators; travel training; bicycle and pedestrian connections; education and outreach programs; or a combination of service types.

## **Identify Technology-Based Solutions**

In addition to the traditional transportation services, technology can aid the



planning and coordination of services. Intelligent transportation systems (ITS) represent a broad group of technology-based solutions to transportation issues, including automatic vehicle location, computer-aided dispatch, traveler information systems, and electronic payment and collection systems.

For this section of the CPT-HSTP, identify existing technologies that aid in planning and coordinating services or provision of transit service. Consult your regional ITS architecture plan to identify relevant technology-based solutions that could further improve the use and efficiency of the family of transportation services. If your region does not have an ITS architecture plan, consult the State Transit ITS architecture plan. Your stakeholder group may be able to assist you in identifying opportunities for additional ITS enhancement. Your assigned Community Liaison can help find the appropriate state or regional plan.

## **Ensure Coordination with Emergency Management Agencies**

Transportation plays a key role in disaster preparedness, response and recovery. For this section of the CPT-HSTP, describe how the transportation providers and planners within the RTPO address emergency management issues. Ensure that transportation providers are aware of the importance of being included in the local emergency management planning and operations.

How do the transportation providers collaborate with local emergency management agencies? Examples of collaboration are transportation providers assisting in evacuation, providing transportation of emergency responders, sheltering people, and providing knowledge of public transportation infrastructure. In case of an emergency, WSDOT recommends that memorandums of understanding (MOUs) be prepared that outline the responsibilities of the transportation providers, county and social service agencies. You will need to inform local emergency management agencies about the CPT-HSTP and emergency management activities conducted by transit.

## **Develop Strategies to Meet Public Transportation Needs**

Broadly identify strategies along with a list of prioritized projects to meet the identified gaps in service. Transportation solutions will vary in each area, depending on the resources available, size of the market for each alternative, and extent of existing services. Options include buying vehicles; adding or increasing fixed-route service (extending hours or territory), employer vanpool services, dial-a-ride services and volunteer ride services; providing bus passes and travel training; and improving mobility management.

### **Community project priorities**

Identify, describe and rank the preferred projects that address the unmet needs in your community. The description should provide a brief explanation of the proposed solution, estimated cost, and whether the solution worked in the past (i.e., met the need). Include expected outcomes and how you measured cost effectiveness. Also describe the process for determining the alternatives and rankings, who was included and whether your

prioritization involved coordinated transportation. Distinguish how new projects could more effectively meet your unmet need than existing projects. Determine whether your proposed projects meet your broadly described strategies.

The process for prioritizing and describing preferred alternatives must include the involvement of representatives from seniors, individuals with disabilities, general public, private companies, nonprofit transportation and human services providers, and others.

Local providers must refer to this plan when they apply for funding through WSDOT's public transportation grant program. Priorities and unmet needs identified in the CPT-HSTPs need to complement other existing plans.

### **Ongoing coordination**

Identify how coordinated transportation will be used within your transportation alternatives. Coordination should be considered when determining your community priorities. Identify whether there is a plan to leverage different resources. List different groups of people with special transportation needs who share or could share vehicles. Describe how information will be shared among the partners/riders.

Consider how you will continue to coordinate after the plan is complete. Describe how you will know if coordination is a success. Describe how the level and success of coordination will be measured.

### **Title VI requirements**

Title VI nondiscrimination requirements exist to ensure that no person is treated differently based on race, color, or national origin. These requirements extend to all programs of an agency when federal funding is involved, regardless of the project/program that was federally funded.

For planning purposes, nondiscrimination can be summarized as reaching out to all represented segments of your service area population as part of your CPT-HSTP process. By conducting community engagement, your agency provides a comprehensive methodology for ensuring that the public has input and investment into a process that will affect coordinated transportation. Having a CPT-HSTP that complies with federal Title VI non-discrimination requirements is required.

Your organization needs to include Title VI policy statement that describes how you will outreach to people who have limited English proficiency or are minority or low income. This outreach will help your CPT-HSTP to be more comprehensive and a better investment for the public transportation users.

Examples of WSDOT's Title VI and ADA statements in English and Spanish for documents:

### **Title VI Notice to Public**

It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinator at (360) 705-7082.

### **Notificación de Título VI al Público**

Es la póliza de el Departamento de Transportes del Estado de Washington de asegurar que ninguna persona sea excluida de participación o sea negado los beneficios, o sea discriminado bajo cualquiera de sus programas y actividades financiado con fondos federales sobre la base de raza, color, origen nacional o sexo, como proveído por el Título VI de el Acto de Derechos Civiles de 1964. Cualquier persona que cree que sus protecciones de Título VI han sido violadas, puede hacer una queja con la Oficina de Igualdad de Oportunidades (OEO). Para información adicional con respecto a procedimientos de quejas de Título VI y/o información con respecto a nuestras obligaciones sin discriminación, por favor de comunicarse con el Coordinador de Título VI de la Oficina de Igualdad de Oportunidades (OEO) (360) 705-7082.

### **Americans with Disabilities Act (ADA) Information**

This material can be made available in an alternate format by emailing the Office of Equal Opportunity at [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) or by calling toll free, 855-362-4ADA(4232).

Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

### **Información del Acta Americans with Disabilities Act (ADA)**

Este material es disponible en un formato alternative. Envíe su petición por correo electrónico al equipo de Oficina de Igualdad de Oportunidades (OEO) en [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) o llamando gratis, 855-362-4ADA (4232). Personas sordas o con problemas de audición pueden solicitar llamando el relé de estado de Washington al 711.

## **Deliverables Checklist**

### **Stakeholder outreach**

- Indicate how stakeholders were engaged and the number and category of stakeholders included in your outreach.
- Indicate what groups were underrepresented or unavailable.
- Provide a list of outreach events.
- Describe current and ongoing coordination efforts between social service providers and transportation providers for 2018 through 2022.

### **Common origins**

- Identify all significant origins for public transportation system users.
- Identify where people with special transportation needs reside in your community.

**Common destinations, demographics**

- Identify all significant destinations for all public transportation system users.
- Identify where people with special transportation needs go in your community.
- Provide a summary of demographics related to special transportation needs.

**Existing transportation services**

- Describe the combined level of transportation service within the RTPO.
- Include service hours and boundaries for fixed-route and paratransit services.
- Indicate how many mobility management projects are located in the region, along with their goals and deliverables.

**Unmet transportation needs**

- Describe unmet transportation needs in your region and any challenges to meeting those needs.
- Describe appropriate and useful “family of transportation services” that would improve access for the community.

**Technology**

- Identify existing or planned technology-based solutions in your region.
- Describe areas that could be improved with ITS enhancement.
- Check that all ITS project types in your CPT-HSTP are listed in a regional or state ITS architecture plan.

**Emergency management**

- Describe how transportation providers collaborate with the county or other emergency management agencies for disaster preparedness.
- Note any MOUs between emergency management agencies and transportation agencies and what is expected of transportation agencies in an emergency.

**Strategies and project priorities**

- Identify and describe project alternatives developed through the planning process.
- Explain whether you are creating a basic level of service in an area that would not otherwise have it.
- Describe whether you are creating service for a group of people who would not otherwise have it.
- Describe the process and prioritization criteria used to evaluate and prioritize project alternatives.

**Additional deliverables**

- Describe how you will continue coordination efforts after the plan is completed.
- Include Title VI and ADA statements.