# **Description: I:\HSTC_Coord\HSTC Planning\logos\tpb coordination logo_July 2014 Update-01.jpgTPB Coordinated Human Service Transportation Plan Update – Strategies to Address Unmet Needs**

Item 2A

## Draft of 6/4/2018

The TPB’s Coordinated Human Service Transportation Plan guides funding decisions for the Federal Transit Administration’s (FTA’s) Section 5310 Enhanced Mobility grant program. Federal rules require that all projects funded under the Enhanced Mobility program must either address a strategy or a priority project in the Coordinated Plan. The strategies below were broadly defined to address the the unmet transportation needs that the AFA previously identified under four themes: availability, accessibility, awareness and affordability.

These strategies will be presented at the AFA meeting on June 7 and comments are due by June 22 to Wendy Klancher ([wklancher@mwcog.org](mailto:wklancher@mwcog.org) or 202-962-3321).

## Expand availability and coordination of transportation options

* Coordinate transportation services and programs within and across jurisdictions
  + Make cross-jurisdictional transportation easier to access
  + Coordinate transportation operations among providers such as vehicle-sharing, joint fuel purchase, shared maintenance etc.
  + Involve private providers in service delivery
  + Involve potential stakeholders during the planning phase
  + Use mobility managers to promote coordination and help individuals plan the whole trip (determining available options, researching eligibility, and applying and scheduling if needed)
* Make services more frequent and reliable
* Add more transportation options that address:
  + urgent and same day service
  + weekend and evening service

## Increase awareness of existing transportation services

* Target and customize marketing of services and offer the information in a variety of formats
* Provide better and centralized information about existing specialized transportation options, e.g. one-call, one-click services)
* Create and revise websites to be user-friendly and provide access to a variety of users, including those with vision impairments and meet the highest standards for ADA website compliance
* Provide information on specialized services in formats other than via websites (e.g. brochures and flyers)
* Provide pedestrian and bicycle safety education for users and drivers
* Train front-line staff to improve communication, interactions and understanding of user needs and concerns

## Improve accessibility of transportation options

* Create and maintain accessible pathways to and from bus and rail stations
* Provide first mile/last mile connections to bus and rail stations (e.g shuttle, taxi and ride-hailing services)
* Make ride-hailing services, taxis and Microtransit accessible to people who use mobility devices
* Improve access to and training on transportation-related websites and technology (apps, payment systems).
* Consider accessibility in the planning and design phase of projects

## Make transportation options more affordable and sustainable

* Offer affordable options for all income levels, i.e. people who don’t qualify as low-income yet cannot afford some services. Transit fares, parking costs and tolls can be barriers.
* Subsidize rides for those who cannot afford the cost (user-side subsidies for transit, taxis, and ride-hailing services)
* Identify new revenue streams to sustain and increase specialized transportation options needed
* Identify cost-efficient ways to provide specialized services (e.g. alternatives to MetroAccess)

Alternative formats of this document are available upon request. Please contact Lynn Winchell-Mendy at lmendy@mwcog.org or (202) 962-3253 or (202) 962-3213 (TDD). Please allow five working days for preparation of the material.