

2017 Summary Washington State Public Transportation Plan Near-Term Actions



In 2016, WSDOT published the Washington State Public Transportation Plan (WSPTP). The plan establishes a 20-year vision that all transportation partners in Washington state will work together to provide a system of diverse and integrated public transportation options. People throughout the state will use these options to make transportation choices that enable their families, communities, economy and environment to thrive.

The WSPTP includes 5 goals and 42 near-term actions. WSDOT and its partners have been successful in achieving or making meaningful progress on 38 of the plan's near-term actions (23 actions completed and 15 in progress), and 4 near-term actions remain incomplete. This report outlines each goal and near-term action, and gives a brief summary of WSDOT and its partners' achievements. It also fulfills the reporting requirements in [RCW 47.06.110](#).

The WSPTP's near-term actions help to maintain the momentum of the plan's 20-year goals. Because of this, near-term actions are developed every two years and reported annually, while the plan's goals are ongoing. Near-term actions for the 2018-2019 horizon are already being developed with the intent to deliver annual updates on the statewide progress of the plan.

The near-term actions were developed through a robust stakeholder process. They were subsequently approved by WSDOT and the WSPTP oversight committee. The success of the near-term actions in this report highlight the hard work of transportation partners in implementing a strategy based on shared ownership of the plan.

WASHINGTON STATE PUBLIC TRANSPORTATION PLAN 20-YEAR GOALS

GOAL 1: THRIVING COMMUNITIES

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Cultivate thriving communities by supporting health, equity, prosperous economies, energy conservation and a sustainable environment through transportation.

GOAL 2: ACCESS

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Provide and sustain transportation that allows people of all ages, abilities and geographic locations to access jobs, goods, services, schools and community activities.

GOAL 3: ADAPTIVE TRANSPORTATION CAPACITY

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Use new technologies and partnerships to make better use of existing transportation assets and meet changing customer needs.

GOAL 4: CUSTOMER EXPERIENCE

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Enhance everyone's transportation experience by providing public transportation that is safe, seamless, pleasant, convenient, reliable, relevant and understandable.

GOAL 5: TRANSPORTATION SYSTEM GUARDIANSHIP

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Protect, conserve and manage Washington's transportation assets in a manner that maximizes and sustains their value to the public, public transportation and the statewide transportation system.



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GOAL 1: THRIVING COMMUNITIES

Cultivate thriving communities by supporting health, equity, prosperous economies, energy conservation and a sustainable environment through transportation.

NEAR-TERM ACTION PROGRESS LEGEND

-  COMPLETED ACTION
-  ACTION IN PROGRESS
-  INCOMPLETE ACTION

Note: Near-term actions and results are not intended to pair one-to-one.

NEAR-TERM ACTIONS	RESULTS & CHALLENGES
<p>1 Develop additional strategies for local jurisdictions and partners to reduce drive- alone vehicle trips.</p> <ul style="list-style-type: none">  Broaden the state’s commitment to trip reductions to also reduce non-commute drive- alone vehicle trips.  Develop and propose a grant program to support local efforts to reduce non-commute drive-alone trips.  Develop data methodology to support programs focused on reducing drive-alone travel for other types of trips. 	<p>Results</p> <ul style="list-style-type: none"> a. WSDOT’s Commute Trip Innovation Grants program was launched. The program will make measurable reductions in off-peak, weekend and non-work vehicle trips. b. Puget Sound Regional Council (PSRC) conducted its annual Household Travel Survey to understand travel behavior. c. Spokane Transit conducted its annual on-board survey to understand travel behavior. d. University of Washington (UW) and Microsoft teamed up to use ORCA data to examine travel patterns throughout the day to assist transit agencies in gaining a deeper understanding of actual service demands. <p>Challenges</p> <ul style="list-style-type: none"> • There is limited data available for non-commute trips.
<p>2 Pilot efforts to further integrate access to transit and land use in planning, environment review and permitting.</p> <ul style="list-style-type: none">  Support training for land use and transit planners with a focus on transit planning, operations and transit-oriented development.  Engage local planners and transportation providers to determine strategies to support a more robust environmental review and comment process, complete streets and transit oriented development.  Expand availability of maps that identify barriers to first- and last-mile access to transit.  Ensure multimodal transportation is included in Practical Solutions training involving state, regional and local agencies.  Collaborate on plans and identify opportunities to apply Practical Solutions strategies.  Identify ways to better align grant programs with Practical Solutions. 	<p>Results</p> <ul style="list-style-type: none"> a. PSRC completed its VISION 2040 regional transportation plan that goes beyond standard highway metrics to include other modes and analyze mobility and access in a more comprehensive manner. b. Project delivery process for Sound Transit 3 (ST3) requires early coordination to address environmental and permitting requirements. c. Transportation Efficient Communities work group (WSDOT and Washington State Departments of Health, Commerce and Ecology) has developed a technical assistance program to support land use and multimodal transportation integration. d. Spokane’s West Hills Neighborhood Council used a combination of neighborhood planning and transit funding to create a plan for a vibrant neighborhood with more access to multimodal transportation. e. A new Web Hub was developed for state agencies to coordinate planning information. f. PSRC sponsored an event to explore upcoming transit-oriented development (TOD) opportunities. g. Lynnwood Transit Center Multimodal Accessibility Plan includes first- and last-mile planning to increase access to a light rail facility planned for the City of Lynnwood. h. Seattle is partnering with transit agencies and private mobility services to create “shared mobility hubs” that provide better integrated transportation choices for travelers. i. King County Metro developed a Right Sized Parking application to visualize the parking requirements for multi-family developments. j. PSRC, King County and Sound Transit developed an innovative analysis approach and tools to evaluate the benefits of non-motorized access improvements. k. Washington State Transportation Center at UW is partnering with City of Seattle and PSRC to develop tools for using data about sidewalks and bike routes to support transit and land use integration. l. Taskar Center for Accessible Technology at the UW developed a mapping standard for identifying barriers in the sidewalk network. <p>Challenges</p> <ul style="list-style-type: none"> • Substantial opportunities to coordinate transportation and land use in urban areas continue. In rural areas, there is a stronger need for first- and last-mile solutions.

GOAL 1: THRIVING COMMUNITIES

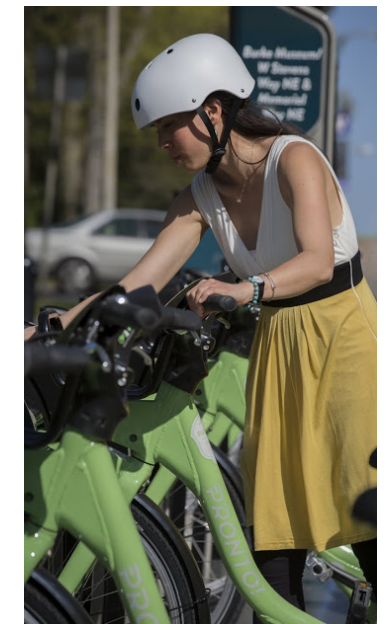
Cultivate thriving communities by supporting health, equity, prosperous economies, energy conservation and a sustainable environment through transportation.

NEAR-TERM ACTIONS	RESULTS & CHALLENGES
<p>3 Continue to develop Practical Solutions methodologies to create a more integrated multimodal system.</p> <ul style="list-style-type: none"> ● Engage public transportation stakeholders to review and provide comment on proposed changes to Practical Solutions methodologies. ● Train and equip staff engagement in public transportation (transit, local jurisdictions, etc.) on how to use the methodologies. ● Identify pilot projects to test new methodologies. 	<p>Results</p> <ul style="list-style-type: none"> a. WSDOT is developing a new integrated scoping process that focuses on developing multimodal and integrated transportation solutions to meet corridor-specific performance targets. b. WSDOT assembled a curriculum team to conduct Practical Solutions training at WSDOT regions. c. WSDOT and local transportation partners are working together to pilot a near-term action agenda for two major segments of I-5. d. WSDOT hired a consultant team to work with stakeholders to develop a mobility performance framework. <p>Challenges</p> <ul style="list-style-type: none"> • Developing an integrated scoping process that consistently considers the full range of multimodal and multiagency transportation solutions across the diverse regions of the state is complex and challenging.
<p>4 More clearly identify and address human services transportation needs and gaps.</p> <ul style="list-style-type: none"> ● Develop, test and provide methodologies to better quantify local human services transportation needs. ● Provide technical assistance to help local coalitions use these data and methodologies as they update their Human Services Transportation Plans. 	<p>Results</p> <ul style="list-style-type: none"> a. Community Transportation Association of the Northwest (CTANW) developed a technical assistance checklist for siting public facilities. b. CTANW developed core indicators and nine strategic goals for the creation of an accessible transportation and mobility system. c. People for People uses a two-pronged approach that combines census data with a community survey to better understand issues facing populations with specialized transportation needs. d. WSDOT streamlined the development of local human services transportation plans with a new baseline template. <p>Challenges</p> <ul style="list-style-type: none"> • Recent changes to the US Census definition of disability complicate data gathering.

**NEAR-TERM ACTION
PROGRESS LEGEND**

- COMPLETED ACTION
- ◐ ACTION IN PROGRESS
- INCOMPLETE ACTION

Note: Near-term actions and results are not intended to pair one-to-one.



GOAL 2: ACCESS

Provide and sustain transportation that allows people of all ages, abilities and geographic locations to access jobs, goods, services, schools and community activities.

NEAR-TERM ACTIONS

- 1** Gather and use data that provides a more complete picture of public transportation performance gaps and opportunities.
- Identify priority attributes and a standardized approach to help local jurisdictions collect and store data about their public transportation systems, services and infrastructure, such as transit routes and stops, sidewalks, bikeways, accessibility and transfer points. Consider approaches that engage community members to help gather data.
- Communicate data gaps learned through the WSDOT Corridor Sketch Planning process.
- Gather and use data from the bicycle and pedestrian count program.
- Provide information about tribal transportation services in a way that can be incorporated into transportation maps.

RESULTS & CHALLENGES

Results

- a. King County Metro's Service Guidelines provide a data-driven policy for identifying and meeting transit service needs with a variety of mobility products. The guidelines also include an Equity Impact Review (EIR) tool to incorporate consideration of equity in early stages of planning.
- b. PSRC, King County Metro, Pierce Transit, Kitsap Transit, Community Transit, Everett Transit, Washington State Ferries and Sound Transit used REMIX transit planning software to test regional improvement scenarios for public transportation.
- c. Seattle Department of Transportation developed a transportation equity program with regional public transportation partners.
- d. WSDOT and local jurisdictions are collaborating to install bicycle counters at strategic locations.
- e. Uber's Movement website was updated to show travel patterns by time of day. Uber also shares limited sets of data with interested jurisdictions.
- f. National Association of City Transportation Officials developed city data sharing principles to facilitate better working relationships between cities and private transportation providers.
- g. King County Metro's long-range plan, Metro CONNECTS, includes strategies for integrating public transportation modes.
- h. City of Seattle began development on the New Mobility webpage that includes performance metrics to strengthen the linkage between public transportation and economic outcomes.
- i. WSDOT and tribal transit representatives are working together to produce transit maps and graphics at both the statewide and local levels. In addition, General Transit Feed Specifications (GTFS) data is collected from tribes statewide to assess gaps in public transportation.

Challenges

- There are no standardized methods for gathering data on transportation performance gaps and opportunities.
- There continues to be challenges accessing and using data considered proprietary by transportation network companies (e.g., Lyft, Uber, etc.).

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NEAR-TERM ACTIONS

- 2** Develop recommendations to overcome barriers that prevent coordination and efficiency of human services transportation.
- Develop recommendations that will advance complete mobility solutions for people who use federally funded transportation programs. Base the recommendations, in part, on the work of the Federal Coordinating Council on Access and Mobility.
- Pilot of the use of seamless data-sharing between two special needs transportation service providers.

RESULTS & CHALLENGES

Results

- a. Federal Coordinating Council on Access and Mobility began strategic planning to address Fixing America's Surface Transportation Act (FAST Act) requirements related to cost allocation, interagency collaboration and local transportation coordination.
- b. Through PSRC's Growing Transit Committees program, a coalition of public, private and nonprofit partners, launched a \$21-million revolving loan fund to support affordable housing options near public transportation services.
- c. King County Metro, City of Seattle and Sound Transit collaborated on the Mobility as a Service (MaaS) concept. The concept aims to provide a variety of shared mobility options, seamless payment services and new trip planning opportunities by developing new information and data infrastructure to support innovative solutions.
- d. King County Metro and human services transportation providers continue to work on improvements to ORCA LIFT low-income fares.
- e. Regional Equitable Development Initiative fund was established by private and public interests to provide a regional pool of resources to secure land in walking distance of high-capacity transit.

Challenges

- Federal action is necessary to address the inconsistent definitions of "medically necessary" and "covered services" in Medicare and Medicaid.
- Siloed funding with different success criteria impedes partnerships that could focus on a broader goal of independence for all people.
- Confidentiality agreements for patients create perceived data-sharing barriers for mental health and substance abuse patients, who make over 50 percent of Medicaid trips.

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NEAR-TERM ACTIONS

- 3** Maximize the effectiveness of park and ride lots as part of the integrated multimodal system.
 - Identify and act on issues related to park and ride management such as overcrowding, access for users with special needs, bicycle/pedestrian access, ease of customer use and safety.
 - Support and implement pilot parking management strategies at selected overcrowded park and rides.
 - Continue to implement strategies to promote development around transit stations.

RESULTS & CHALLENGES

Results

- a. Bellevue-Redmond Corridor Study includes modeling of comparative ridership potential between park and rides and TODs.
- b. King County Metro launched a pilot project to test the concept of a high-occupancy vehicle (HOV) permit for park and rides.
- c. City of Mercer Island piloted an app for riders to summon a shared van rather than signing up for a specific vanpool.
- d. PSRC's Regional Transportation Plan update included new regional transit and parking access strategies.
- e. Pierce Transit required the developer of a TOD near the Tacoma Dome Station to provide ORCA cards to tenants.
- f. New Northgate Station Plan includes proposals for increased housing and street improvements.

Challenges

- Bus feeder systems and park and ride lots can support access for people who do not live close to public transportation, but these solutions are often at or over capacity.
- Park and ride lots are expensive to develop and difficult to expand.
- State law prevents WSDOT from charging for space in park and ride lots owned by the agency. This removes the ability to use pricing to encourage HOV use at park and rides.

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GOAL 3: ADAPTIVE TRANSPORTATION CAPACITY

Use new technologies and partnerships to make better use of existing transportation assets and meet changing customer needs

NEAR-TERM ACTIONS	RESULTS & CHALLENGES
<p>1 Establish an interdisciplinary innovation center to foster and better support public transportation innovation and adaptation.</p> <ul style="list-style-type: none"> ● Improve the quality, consistency and access to data sets. ● Participate in the development of federal, state and local categories for performance measurement. ● Produce and use at least one mobility index. 	<p>Results</p> <ul style="list-style-type: none"> a. UW Mobility Innovation Center (MIC) and Challenge Seattle led by the Seattle Chamber of Commerce were established to undertake interdisciplinary short-term projects. b. MIC published the study <i>Improved Incident Response on I-5: Using Technology to Speed Clearance and Get Traffic Moving</i>. c. MIC is currently engaged in the following studies: <ul style="list-style-type: none"> i. Identifying the major legal and policy issues that Seattle and other cities should consider as they prepare for the arrival of automated vehicle technology. ii. Developing an app to pilot a road usage charge as an alternative to the gas tax. <p>Challenges</p> <ul style="list-style-type: none"> ● Continued momentum for the Center requires continued resources from the public and private sectors.
<p>2 Pilot the use of a multimodal, corridor level mobility index.</p> <ul style="list-style-type: none"> ● Improve the quality, consistency and access to data sets. ● Participate in the development of federal, state and local categories for performance measurement. ● Produce and use at least one mobility index. 	<p>Results</p> <ul style="list-style-type: none"> a. WSDOT and local transit agencies collaborated to incorporate route and bus stop data into GTFS format to make it easier for the public to access their public transit options. b. Smart Trips program in Bellingham provides users with an All Trips system. c. WSDOT is developing a mobility performance framework that will enhance WSDOT's ability to analyze the performance of modal investments and their contribution to the performance of the transportation system. <p>Challenges</p> <ul style="list-style-type: none"> ● Refining mobility measures to reflect multiple goals such as health, vitality and social equity are difficult.

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GOAL 4: CUSTOMER EXPERIENCE

Enhance everyone's transportation experience by providing public transportation that is safe, seamless, pleasant, convenient, reliable, relevant and understandable.

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NEAR-TERM ACTIONS	RESULTS & CHALLENGES
<p>1  Support Target Zero Plan (http://www.targetzero.com/) strategies intended to reduce pedestrian and bicycle fatalities and injuries.</p>	<p>Results</p> <ul style="list-style-type: none"> a. Intercity Transit installed cameras to mitigate safety risks to their customers. b. WSDOT is installing several bicycle and pedestrian counters in key areas to understand the risk for active transportation users and use the data to inform investments. c. Pierce Transit piloted automated pedestrian detection to reduce bus/pedestrian collisions. <p>Challenges</p> <ul style="list-style-type: none"> • As Practical Solutions methodologies are more fully incorporated into the WSDOT planning process, it is necessary to incorporate target zero strategies into project planning.
<p>2  Provide tools and techniques to be used by transportation providers to enhance customer experience.</p> <ul style="list-style-type: none">  Conduct workshops focused on best practices.  Identify ways to implement customer experience improvements.  Develop and use technology that benefits users of multiple agencies, such as the next generation of ORCA, Rideshare Online and One Bus Away; dispatching systems; parking management systems; security systems; and real-time transit location devices.  Identify ways for public transportation data to be more accessible to application developers. 	<p>Results</p> <ul style="list-style-type: none"> a. King County Metro launched the new Real Time Improvement Project to integrate all rider alert tools (e.g., Twitter, web, texts, etc.) into a single-entry portal. b. King County Metro deployed the Sales Force Customer Relation Management System, decreasing response to customer complaints from 14 days to 4 days. c. King County Metro is piloting a new commuter van service that leverages a third-party mobile rideshare application, linking with RideshareOnline.com and offering empty seats in vans. The third-party service also provides an optional notification to riders before pickup and is piloting text alerts. d. Spokane Transit's real-time information portal has been moved into full service. This real-time information is now accessible via Google Maps and is available for developer use. e. Transit agencies, such as Intercity Transit, have developed online resources for disabled customers to schedule Dial-A-Lift or similar services. f. Skagit Transit implemented an integrated voice response system for their demand response services that sends automated phone reminders to customers before their scheduled pick-up time. g. Seattle's Downtown Transportation Alliance, a partnership between the Downtown Seattle Association, City of Seattle, King County Metro and Sound Transit, is conducting the jointly funded One Center City 20-year plan to address how people and businesses move through downtown. <p>Challenges</p> <ul style="list-style-type: none"> • Users of human services transportation need assistance to improve understanding of what transportation services are available to them. Emerging tools and technologies may provide better opportunities to access that information.
<p>3  Support efforts to make it easier for customers to pay for transportation services and manage transportation payments, regardless of agency, organization or mode.</p>	<p>Results</p> <ul style="list-style-type: none"> a. Partner agencies continue to work together on Next Generation ORCA to improve payment methods that can more easily expand as the Puget Sound's public transportation system expands. b. Pierce Transit implemented a mobile ticketing pilot to provide customers with another payment option. <p>Challenges</p> <ul style="list-style-type: none"> • Agencies must balance implementing emerging technologies and costs when considering customer service improvements.

GOAL 5: TRANSPORTATION SYSTEM GUARDIANSHIP

Protect, conserve and manage Washington’s transportation assets in a manner that maximizes and sustains their value to the public transportation system.

NEAR-TERM ACTIONS	RESULTS & CHALLENGES
<p>1 Develop a plan and begin implementation to increase stakeholder and public understanding of the value of public transportation.</p> <ul style="list-style-type: none"> <input type="radio"/> Inventory current efforts. <input type="radio"/> Identify current gaps in understanding. <input type="radio"/> Develop goals, strategies and work plans. 	<p>Challenges</p> <ul style="list-style-type: none"> • 74 percent of respondents to Washington State Transportation Commission’s Voice of Washington State survey support more funding for public transportation. Despite this broad concern and general support, no collaborative effort has been initiated to increase public understanding of the systemwide benefit of public transportation.
<p>2 Advance opportunities for integrated multimodal investments.</p> <ul style="list-style-type: none"> <input type="radio"/> Identify and report key risks that threaten public transportation infrastructure and performance. <input checked="" type="radio"/> Identify and report key opportunities for public transportation that enhance mobility and solve transportation problems. <input checked="" type="radio"/> Begin development of supplementary measures to improve understanding of public transportation performance in the context of a complete, integrated transportation system. 	<p>Results</p> <ul style="list-style-type: none"> a. Voters in several Washington counties passed public transportation measures, such as ST3, a \$53-billion package. b. Washington State Legislature passed a bill allowing Intercity Transit to increase its local taxing authority by 0.3 percent. c. Several cities across the state created transportation benefit districts to provide an ancillary benefit to public transportation. d. WSDOT is collaborating with stakeholders to develop health-focused measures and are making recommendations for incorporating these metrics into transportation investment decisions. <p>Challenges</p> <ul style="list-style-type: none"> • Despite progress in planning for modal integration at the local level, there has not been a collaborative or systematic effort to identify risks to public transportation infrastructure and performance.
<p>3 Identify ways to help jurisdictions and public transportation providers better prepare for emergencies and disasters.</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Ensure that resource sharing and interagency emergency coordination memorandums of understanding and agreements between local, regional and state transportation agencies are complete and up-to-date and that key personnel are aware of their existence and potential uses. <input checked="" type="radio"/> Assess data about people with special transportation needs, identify gaps and opportunities, and recommend improvements. <input checked="" type="radio"/> Further incorporate and refine transportation for people with special transportation needs into emergency and disaster plans. 	<p>Results</p> <ul style="list-style-type: none"> a. WSDOT, Federal Highway Administration and Skagit County agencies conducted a pilot project to coordinate adaptation planning with flood risk reduction efforts. b. CTA Northwest facilitated a panel to discuss best practices in emergency management. c. CTA Northwest developed memorandum of understanding templates for local agencies that support coordination with human services transportation providers. <p>Challenges</p> <ul style="list-style-type: none"> • Deterioration of infrastructure and vehicle fleets threatens the financial integrity of the public transportation system. • Alternative approaches to funding continue to be controversial and difficult to advance.

NEAR-TERM ACTION PROGRESS LEGEND

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WSDOT would like to thank its partners for participating in the 2017 WSPTP near-term actions

King County Metro Community Transit	Washington State Health Care Authority
Pierce Transit	University of Washington
Sound Transit	Muckleshoot Indian Tribe
Intercity Transit	Quinault Indian Nation
Spokane Transit Authority	Governor's Committee on Disability Issues and Employment
River Cities Transit	Commute Seattle
Washington State Transit Association	Seattle Children's Hospital
City of Seattle	People for People
Puget Sound Regional Council	Hopelink
Thurston Regional Planning Council	Human Services Council
Washington State Ferries	Medstar
Washington State Transportation Commission	Coastal Transport
State of Washington Transportation Improvement Board	Community Transportation Association of the Northwest
Washington State Department of Health	Jefferson County Public Health – Developmental Disability Program
Washington State Department of Social and Health Services	King County – Developmental Disabilities Division
<i>Aging and Long Term Support Administration</i>	Cowlitz County – Human Services
<i>Washington State Independent Living Council</i>	Goin
	Fehr and Peers

MORE INFORMATION

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A special note of thanks to PRR for their assistance with the WSPTP near-term actions.
