



**Washington State
Department of Transportation**

Coordinated Public Transit - Human Services Transportation Plan Guidebook

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Change log

Date	Section	Description

Acronyms and abbreviations

ADA	Americans with Disabilities Act
CPT-HSTP	Coordinated Public Transit-Human Services Transportation Plan
FTA	Federal Transit Administration
GMS	Grants Management System
MPO	Metropolitan Planning Organization
RTPO	Regional Transportation Planning Organization
WSDOT	Washington State Department of Transportation

Introduction

About this guidebook

WSDOT developed this guidebook to provide you with a resource for your locally developed, coordinated public transit - human services transportation plan (CPT-HSTP).

WSDOT is committed to supporting your CPT-HSTP planning efforts, which identify available transportation services, needs, gaps and recommendations to benefit people with special transportation needs,¹ including but not limited to:

- People with disabilities
- Seniors
- People with low-income

During the CPT-HSTP planning process, WSDOT's role is to assist you so that your plan is consistent with federal and state requirements.

You may use this guidebook as a reference tool throughout your CPT-HSTP planning process. This guidebook offers technical assistance and direction for maintaining compliance with the laws and regulations associated with CPT-HSTPs, including:

- Required elements
- Conducting and documenting effective community outreach
- Topics to address
- Organization of the plan

WSDOT may make updates to this guidebook. When updates occur, WSDOT will notify affected metropolitan planning organizations (MPO) and regional transportation planning organizations (RTPO) and post an updated version of the guidebook to the Public Transportation Division website at wsdot.wa.gov/business-wsdot/grants/public-transportation-grants/apply-and-manage-your-grant.

This guidebook does not supersede any state or federal law, rule or regulation. If any section of this guidebook is inconsistent with any state or federal law, rule or regulation, the law, rule or regulation supersedes this guidebook and must be followed.

For general questions regarding CPT-HSTPs, contact your [local WSDOT community liaison](#).

¹ [RCW 81.66.010\(3\)](#) describes people with special transportation needs 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."

About coordinated public transit - human services transportation plans

WSDOT requires MPO/RTPOs to prepare CPT-HSTPs every four years. MPO/RTPOs develop their plans with stakeholders, service providers, public transportation users and others.

[Federal Transit Administration \(FTA\) Circular 9070.1 G](#) Chapter V (2)(b) provides federal guidance on CPT-HSTPs, including detailed instructions for developing your plan. The circular also includes four required elements of the CPT-HSTP:

1. An assessment of available services that identifies current providers (public, private and non-profit).
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.
4. Relative priorities for implementation based on resources, time and feasibility for implementing specific strategies/activities identified.

The plans also identify regional priorities, which determine eligibility for funding under [WSDOT's Consolidated Grant Program](#). The grant program includes funding from state and federal sources.

Additionally, WSDOT uses CPT-HSTPs as an input for the [Statewide Human Services Transportation Plan](#). The statewide plan identifies:

- A strategic framework for existing human-services transportation needs.
- Unmet transportation needs.
- Recommendations and best practices for improving access and mobility for future needs.

Coordinated public transit - human services transportation plans: Overview

Elements

The following are elements of CPT-HSTPs that meet WSDOT and FTA expectations:

1. Contact information
2. Title VI and ADA statements
3. Conducting and documenting community outreach
4. Regional context
5. Assessment of transportation services
6. COVID-19
7. Strategies and activities to address identified gaps
8. Regional priorities for implementation

WSDOT has added an additional optional element, *Ongoing coordination*. You are not required to include this optional element to meet WSDOT and FTA expectations.

Draft and final submission

You should make a draft of your CPT-HSTP available to your stakeholders and your assigned WSDOT Public Transportation Division community liaison by September 1, 2022. This is to allow applicants to the Consolidated Grants Program time to confirm their projects fall under the priorities identified in your plan.

You must submit your final CPT-HSTP to the WSDOT Public Transportation Division online grants management system (otherwise known as GMS) by December 1, 2022.

Coordinated public transit - human services transportation plans: Elements

Element 1: Contact information

Include the following contact information on the first page of your CPT-HSTP:

- Plan adoption date
- Name of MPO/RTPO
- Lead agency, if different than MPO/RTPO
- Mailing address
- Contact person
- Email address
- Phone number
- Plan consultant, if different than lead agency

Element 2: Title VI and ADA statements

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services.

Include your organization's Title VI policy statement and complaint procedures, as well as your organization's ADA reasonable accommodation statement describing how you may make the plan available in an alternate format.

For examples of WSDOT's Title VI and ADA statements in English and Spanish see the inside cover of this document.

Element 3: Conducting and documenting community outreach

Stakeholder outreach is a key element to developing your CPT-HSTP and meeting WSDOT and FTA expectations. Stakeholder involvement helps you identify the needs of communities, available transportation services, strategies and project priorities. A list of proposed stakeholders is in [Appendix A: List of proposed stakeholders](#).

Use the following prompts for this element of your plan.

Describe how your organization engaged stakeholders.

Describe how you engaged the following populations in your outreach and planning process. Include the number of people in each population you engaged:

- People with disabilities
- Seniors
- People with low incomes
- Other people with special transportation needs
- Representatives of public, private, nonprofit and human services transportation providers
- Other members of the public

Describe current coordination efforts between transportation providers and social service providers. Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners.

Describe your communication with transportation and social service providers in your area during your CPT-HSTP planning process. Include a description of each provider's services and jurisdictions.

Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners who might have overlapping needs.

Describe efforts to reach populations that were underrepresented or unavailable.

If you are unable to find representation from a population in your community, or a population was unresponsive or unwilling to participate in the CPT-HSTP planning process, describe your good faith efforts to engage these populations.

Identify outreach events.

Identify the outreach events you conducted for your CPT-HSTP planning process.

Note: You should convene outreach events for your CPT-HSTP planning process in a variety of locations and times. For example, visiting a senior center may achieve better input than inviting seniors to a meeting at a transit agency or library. Other examples are in the [WSDOT Community Engagement Plan](#).

Element 4: Regional context

Use the following prompts for this element of your plan.

Describe your region.

Describe your planning organization and area.

Include a map of the planning area.

Describe your planning area's population.

Give a general description of the population in your planning area.

Describe the demographics of your planning area's population for people with special transportation needs.

Describe (and map if possible) the following populations in your planning area:

- People with disabilities
- Seniors
- People with low incomes
- Other people with special transportation needs

Note: The U.S. Census American Community Survey provides data you can use to identify relative population concentrations of people with disabilities, seniors, youth, people with low-incomes, households with no access to a vehicle and other characteristics that may enable you to describe the populations in your community.

Additional data sources include those from the U.S. Department of Housing and Urban Development, U.S. Environmental Protection Agency, Washington State Department of Health, Washington State Office of Financial Management, open-source mapping programs and transit logs.

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 area.

Describe origins and destinations for people with special transportation needs.

Describe (and map if possible) where the following groups begin and end public transportation trips in your planning area:

- People with disabilities
- Seniors
- People with low incomes
- Other people with special transportation needs

For common origins, consider locations where public transportation users start their trips. Describe origins information and the features in your planning area 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).

For places that may constitute common destinations, consider entry-level employment opportunities, childcare facilities, schools and other educational centers, medical centers, shopping districts, transit centers, ferry terminals and others as suggested by your stakeholder group.

Element 5: Assessment of transportation services

Your plan should include information on existing transportation services and resources in your planning area. You should identify and describe these services in a way that helps planners identify underserved areas, areas that may have their services discontinued, and any duplication in transportation services.

Additionally, your plan should include information that helps WSDOT understand any gaps in service and unmet transportation needs, such as those that occur at service area boundaries and with service hours.

Use the following prompts for this element of your plan.

Describe the existing transportation services and resources in your planning area.

Describe fixed-route and paratransit services in your planning area. Include service hours and boundaries.

Describe other providers, such as social service providers, that also provide some level of transportation to their clients.

For all services, consider including information on fares, program costs and other operating characteristics.

Identify the number of mobility management projects in your planning area. Describe the projects' goals and deliverables.

Identify and describe the mobility management projects in your planning area. Examples include:

- Community “mobility managers”
- Travel training
- “One-stop” information centers

Describe how transportation providers collaborate with state, county, or other emergency management agencies for disaster preparedness, response, recovery and mitigation.

Describe how transportation providers in your planning area collaborate with your local emergency management agencies. Examples of collaboration include:

- Participation in emergency preparedness activities such as jurisdiction-wide comprehensive emergency management planning, response planning, training, continuity of operations planning, emergency communication planning and exercises.
- Actions taken in response phases including emergency operations center actions, identification of affected or available resources, support of life safety, property preservation, evacuation including vulnerable populations (i.e., seniors, people with disabilities), sheltering activities, emergency transportation, and provision of emergency supplies.
- Recovery activities including economic recovery actions, long-term temporary relocation of offices or workforce, and social and health services to support workforce.
- Incorporating mitigation actions such as public education, completing a hazard and vulnerability assessment, improving infrastructure, and investing in resilience.
- Continuous improvement methodologies including after-action reviews, reports and recommendations.

Describe gaps in service and unmet transportation needs for people with special transportation needs.

Using demographic, origins and destinations information gathered in *Element 4: Regional context*, describe the challenges and gaps in existing public transportation services for the following populations in your planning area:

- People with disabilities
- Seniors
- People with low incomes
- Other people with special transportation needs

Identify and describe unmet needs and possible duplication of services. Describe opportunities for grouping services, shared rides, or group trips to improve efficiency. Describe challenges to implementing these opportunities.

Note: WSDOT recommends you use FTA's [United We Ride Framework for Action: Building the Fully Coordinated Human Service Transportation System](#) and [United We Ride Logic Model and Measures tool](#) when identifying unmet transportation needs in your planning area.

Element 6: COVID-19

Use the following prompt for this element of your plan.

Describe lasting changes due to the COVID-19 pandemic you anticipate in your region.

Describe any lasting changes to your planning area's transportation system and planning coordination due to the pandemic (e.g., change in ridership).

Element 7: Strategies and activities identified to address gaps

Use the following prompt for this element of your plan.

Describe strategies and/or activities identified through the planning process.

Describe strategies and activities to address transportation needs in your planning area. This may include, but is not limited to:

- Adding or increasing fixed-route service (i.e., extending hours or territory)
- Starting a volunteer dial-a-ride program
- Expanding rideshare program
- Providing bus passes and travel training
- Improving mobility management
- Improving coordination for transfers to other transit modes or services

Descriptions should provide a brief explanation of the proposed solution, estimated cost, and whether the solution worked in the past (i.e., met the need). Describe expected outcomes and how you measured their cost effectiveness.

Identify whether you are creating a basic level of service in an area that would not otherwise have it.

Identify whether you are creating service for a group of people who would not otherwise have it.

Element 8: Regional priorities for implementation

Use the following prompt for this element of your plan.

Describe the process and criteria to prioritize projects.

Based on resources, time, and feasibility for implementing specific strategies and activities you identified in [Element 7: Strategies and activities identified to address gaps](#), describe the prioritization process for projects in your plan.

Include in your description the organizations you included in the process and whether your prioritization process involved coordinated transportation.

Optional element: Ongoing coordination

Ongoing coordination is an eligible but not required activity. If you plan to do this work, use the following prompt for this optional element of your plan.

Describe ongoing coordination efforts between social service providers and transportation providers for 2022-2026

Describe how you will continue to coordinate planning efforts after the plan is complete.

Describe how your continued coordination efforts will leverage community resources.

Describe how/if you will update your plan if significant changes to human services transportation needs and corresponding strategies occur prior to 2025-2027 Consolidated Grant Program cycle (e.g., a new medical center opens in your planning area).

Note: While you are not required to update your CPT-HSTP more than once every four years, all projects submitted to the Consolidated Grant Program must be reflected in a CPT-HSTP.

Appendix A **List of proposed stakeholders**

Below are some of the organizations, agencies, institutions and transportation service providers to contact for information for and involvement with your plan. FTA Circular 9070.1 G includes additional examples of organizations under these general categories.

Note: Not all these organizations may exist in your community.

- **Employment providers**
 - Major employers and employer organizations
 - WorkFirst local planning area
 - Local chamber of commerce
- **Education institutions**
 - Community colleges
 - Universities
 - Trade schools
 - Local school districts
 - Educational service districts
 - Private schools
- **Healthcare providers and administrators**
 - Hospitals
 - Medical and health clinics
 - Veterans medical
 - Local health department
- **Transportation providers**
 - Transit agencies
 - Local Medicaid brokers and providers
 - Nonprofit transportation providers
 - Private bus operators
 - Public transit agencies
 - Taxicab operators
 - Intercity bus operators
- **Government organizations**
 - Tribal governments
 - City governments

- **County governments**
 - Washington State Department of Social and Human Services - Community Services office
 - WSDOT regional offices
- **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**
 - Local community action programs
 - Foodbanks
 - Tenant rights organizations
 - Housing authorities
 - Homelessness programs
- **Organizations for youth and teens**
 - Big Brothers Big Sisters
 - Team Child
 - YMCA and YWCA
- **Organizations by and for seniors**
 - Local area agency on aging
 - Assisted living communities
 - Senior centers
- **Faith based organizations**
- **Veterans' organizations**

Appendix B Deliverables Checklist

Element 1: Contact information			
Information requested	Included?	Page(s)	Comments
1. Contact information. Specifically: <ul style="list-style-type: none"> a. Plan adoption date b. Name of MPO/RTPO Lead agency, if different than MPO/RTPO c. Mailing address d. Contact person e. Email address f. Phone number g. Plan consultant, if different than lead agency 	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Element 2: Title VI and ADA statements			
Information requested	Included?	Page(s)	Comments
2. Title VI policy statement and complaint procedures.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3. ADA reasonable accommodation statement describing how the organization may make the plan available in an alternate format.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Element 3: Conducting and documenting community outreach			
Prompt: Describe how your organization engaged stakeholders.			
Information requested	Included?	Page(s)	Comments
4. Description of engagement with the following populations: <ul style="list-style-type: none"> a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs e. Representatives of public, private, nonprofit and human services transportation providers f. Other members of the public 	<input type="checkbox"/> Yes <input type="checkbox"/> No		
5. Number of people in each population engaged.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe current coordination efforts between transportation providers and social service providers. Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners.

Information requested	Included?	Page(s)	Comments
6. Description of communication with transportation and social service providers in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
7. Description of each transportation and social service provider's services and jurisdictions.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
8. Description of outreach to any out-of-boundary/out-of-jurisdiction partners who might have overlapping needs.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe efforts to reach populations that were underrepresented or unavailable.

Information requested	Included?	Page(s)	Comments
9. Description of good faith efforts to engage populations that were underrepresented, unresponsive or unwilling to participate in the planning process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Identify outreach events.

Information requested	Included?	Page(s)	Comments
10. List of outreach events conducted for planning process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 4: Conducting and documenting community outreach

Prompt: Describe your region.

Information requested	Included?	Page(s)	Comments
11. Describe planning organization.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
12. Description of planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
13. Map of planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe your planning area's population.

Information requested	Included?	Page(s)	Comments
14. General description of population in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe the demographics of your planning area's population for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
15. Description of the following populations in planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe origins and destinations for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
16. Description of where the following groups begin and end public transportation trips in planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 5: Assessment of transportation services

Prompt: Describe the existing transportation services and resources in your planning area.

Information requested	Included?	Page(s)	Comments
17. Description of fixed-route and paratransit services in planning area, including service hours and boundaries.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
18. Description of other providers, such as social service providers, that provide some level of transportation to their clients.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Identify the number of mobility management projects in your planning. Describe the projects' goals and deliverables.

Information requested	Included?	Page(s)	Comments
19. Description of mobility management projects in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe how transportation providers collaborate with state, county, or other emergency management agencies for disaster preparedness, response, recovery, and mitigation.

Information requested	Included?	Page(s)	Comments
20. Description of how transportation providers in planning area collaborate with your local emergency management agencies.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe gaps in service and unmet transportation needs for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
21. Description of the transportation challenges and gaps in existing public transportation services for the following populations planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 6: COVID-19

Prompt: Describe lasting changes due to the COVID-19 pandemic you anticipate in your region.

Information requested	Included?	Page(s)	Comments
22. Description of any changes due to the pandemic to transportation system and planning coordination.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 7: Strategies and activities identified to address gaps

Prompt: Describe strategies and/or activities identified through the planning process.

Information requested	Included?	Page(s)	Comments
23. Description of each strategy and activity to address transportation needs in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
24. Estimated cost of each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
25. Description of past success for each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
26. Expected outcomes of each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
27. Description of cost effectiveness of each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
28. Identification whether the organization is creating a basic level of service in an area that would not otherwise have it.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 8: Regional priorities for projects

Prompt: Describe the process and criteria to prioritize projects

Information requested	Included?	Page(s)	Comments
29. Description of the prioritization process for projects in plan.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
30. Description of organizations included in prioritization process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
31. Identification whether the prioritization process involved coordinated transportation.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Optional element: Ongoing coordination

Prompt: Describe ongoing coordination efforts between social service providers and transportation providers for 2022-2026

Information requested	Included?	Page(s)	Comments
32. Description of how the organization will continue to coordinate planning efforts after the plan is complete.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
33. Description of how the organization's continued coordination efforts will leverage community resources.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
34. Description how/if the organization will update the plan if significant changes to human services transportation needs and corresponding strategies occur prior to 2025-2027 Consolidated Grant Program cycle.	<input type="checkbox"/> Yes <input type="checkbox"/> No		