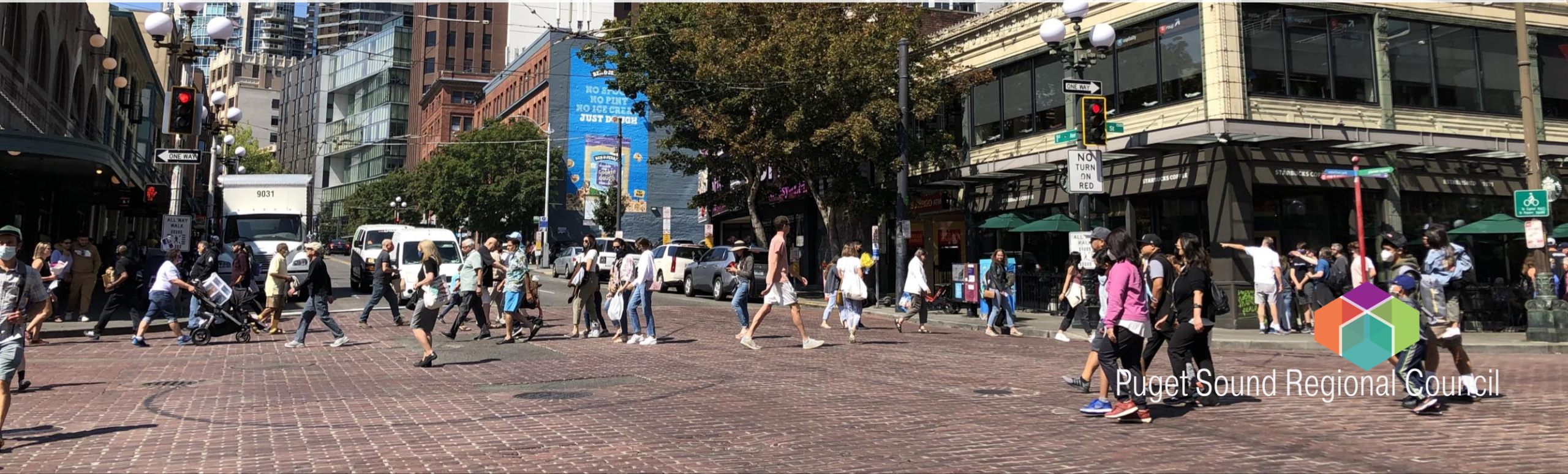


Specialized Transportation Data Collection

July 19, 2023 • Special Needs Transportation Committee



Puget Sound Regional Council



We are leaders in the region to realize equity for all. Diversity, racial equity and inclusion are integrated into how we carry out all our work.

psrc.org/equity

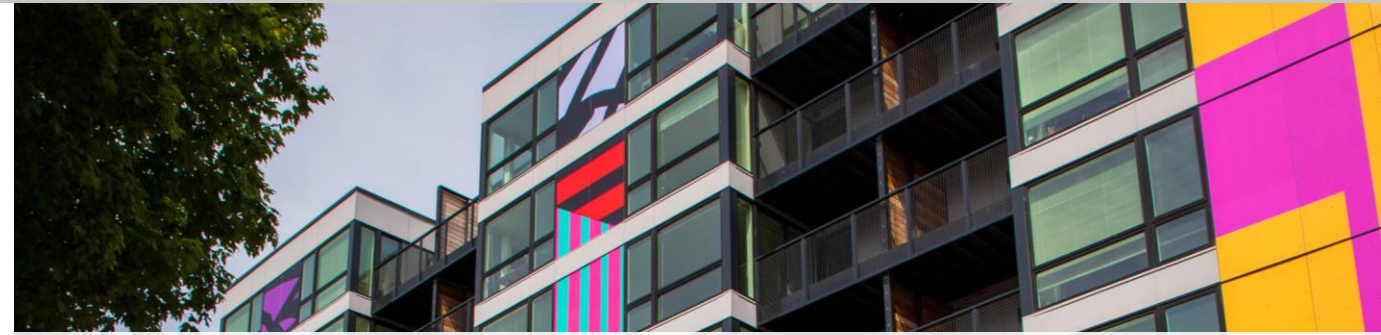
Today...

- **Review of Work To-date**
- **DRAFT Data Collection Templates by Program Type:**
 - Transit service for people with accessibility and mobility needs
 - Specialized transportation provided by non-profit/human service
 - Mobility management
- **Next Steps**



Purpose

- To provide an **updated baseline** and **assessment** of changes in mobility that will inform the update of the **Coordinated Mobility Plan**.
- To collect consistent and comprehensive data more effectively.



“...focus on advancing a regional specialized transportation work program via regional coordination and **improving data and information within the Coordinated Mobility Plan ...**”



Review of Work To-Date

March–May 2023

SNTC's review for feedback:

- Review of current plan/past data collection templates

June–July 2023

- Revision of templates
- Coordination with WSDOT on QPR data

Data collection scheduled for early fall

Transit Service :

- Transit ridership
 - By priority populations (if available)
 - Supplemented by ORCA reduced fare data (LIFT, RRF, Youth)
- Lift usage data
- Mobility On Demand/Micro-transit ridership by priority populations*
- Travel training outcomes

*=not collected for the current plan



Data Collection Template–Transit

Mode (bus, light rail, on-demand, etc.):

Transit				
Year	2019	2020	2021	2022
Annual Program Cost				
Number of Passenger Trips (one-way), TOTAL	DRAFT			
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Revenue Vehicle Miles				
Revenue Vehicle Hours				
Lift Usage				

On-board survey or ORCA reduced fare data can supplement

Data Collection Template–Transit, Travel Training

Training Type (System/overall, transit, paratransit, ramp, individual, etc.):

Transit				
Year	2019	2020	2021	2022
Annual Program Cost				
Number of training sessions provided to riders				
Number of clients trained, TOTAL				
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Number of training outreach				
Number of staff trained				
Number of training sessions provided to staff				

DRAFT

ADA Complementary Paratransit:

- ADA paratransit ridership (supplemented by National Transit Database)
- ADA paratransit eligibility review data*
- ADA paratransit requests and denials*

*=not collected for the current plan



Data Collection Template–ADA Paratransit

ADA Complementary Paratransit

Transit				
Year	2019	2020	2021	2022
Annual program cost				
Number of passenger trips (one-way), TOTAL				
Revenue vehicle miles				
Revenue vehicle hours				
Number of paratransit requests/calls				
Number of paratransit denials				
Number of eligibility review applications				
Number of eligibility denials				

DRAFT



Specialized transportation (non-profits, human service):

- Specialized transportation ridership by priority populations
 - Supplemented by WSDOT Consolidated Grant QPR data
- Vehicle Lift usage data
- Specialized transportation requests and denials*
- Cost associated with operating programs

*=not collected for the current plan

SNTC's suggestion from May:

Create templates for different types of services (including volunteer driver programs)

Data Collection Template–Specialized Transportation

Operations				
Year	2019	2020	2021	2022
Annual program cost				
Number of passenger trips (one-way), TOTAL				
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Revenue vehicle miles				
Revenue vehicle hours				
Lift usage				
Number of ride requests/calls				
Number of ride denials				

DRAFT



Data Collection Template–Volunteer Driver Programs

Volunteer Driver Transportation				
Year	2019	2020	2021	2022
Annual program cost				
Number of passenger trips (one-way), TOTAL				
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Revenue vehicle miles				
Revenue volunteer hours				
Number of lift usage				
Number of ride requests/calls				
Number of ride denials				

DRAFT



Data Collection Template–Medical Transportation

Non-Emergency Medical/Brokered Transportation				
Year	2019	2020	2021	2022
Annual program cost				
Number of ambulatory medical trip (one-way)				
Number of non-ambulatory medical trip (one-way)				
Number of passengers served, TOTAL				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Number of reimbursements provided				
Number of lift usage				

DRAFT

Mobility Management Programs:

Various metrics by program type:

- Information referral and assistance
- Mobility coalitions
- Travel training



Data Collection Template–Information Referral

Mobility Management--Information Referral & Assistance Services				
Year	2019	2020	2021	2022
Annual program cost				
Number of clients receiving trip planning services, TOTAL				
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Number of calls fielded				
Number of website clicks (or impressions)				
Number of trips planned				
Number of referrals made				

DRAFT

Data Collection Template–Mobility Coalitions

Mobility Management--Mobility Coalitions				
Year	2019	2020	2021	2022
Annual program cost				
Number of mobility coalition meetings				
Number of mobility coalition participants (excluding own agency's staff)				
Number of unique agencies represented at the meetings				
Percentage of work program goals achieved				
Percentage of coalition member satisfaction				

DRAFT



Data Collection Template–Travel Training

Mobility Management--Travel Training				
Year	2019	2020	2021	2022
Annual program cost				
Number of training sessions provided to clients				
Number of clients trained, TOTAL				
Adult				
Older Adults (65+)				
Youth				
People with Disabilities				
People with Low Incomes				
Number of staff trained				
Number of training sessions provided to staff				

DRAFT



Discussion

- Are there any important trends data **missing from the list** you suggest staff collect for the Coordinated Mobility Plan?
- Are you aware of any **other resources or trends data** that PSRC should be aware of?
- Do you have any **final suggestions** on the templates?



Next Steps

Summer–Fall 2023

Coordinate with transportation providers
Obtain and review quarterly report data

September 2023

Collect data from agencies

Fall–Winter 2023

- Review and explore the best use of collected data
- Continue to work with SNTC and transit agencies throughout the process



A large, colorful sculpture of spheres on a tiled floor inside a glass-walled building. The spheres are in various colors and sizes, scattered across the floor. The building has a curved glass wall that reflects the interior and exterior. The floor is made of light-colored square tiles.

Thank You!

Jean Kim
Senior Planner
jkim@psrc.org



Puget Sound Regional Council