

Statewide Public Transportation Plan

Meeting Summary Puget Sound Regional Council Seattle, WA October 22, 2014

Attendees

In-person:

Roland Behee, Community Transit
Gil Cerise, PSRC
Don Chartock, WSDOT
Keith Cotton, WSDOT
Kevin Futrell, City of Yakima
Celeste Gilman, University of Washington
Matt Hansen, King County Metro
Tom Hanson, WSDOT
Robin Harstell, WSDOT

Kathy Johnston, SDOT
Brian Lagerberg, WSDOT
Adele McCormick, WSDOT
Karl Otterstrom, Spokane Transit Authority
Stephanie Postier, WSDOT
Stan Suchan, WSDOT
Rita Brogan, PRR
Sarah Shannon, PRR
Charlie Tennyson, PRR

Call-in:

Geri Beardsley, WSTA
Dennis Bloom, Intercity Transit
Michael Cardwell, Quinault Indian Nation
Paul Parker, WTSC

Welcome/Safety Orientation/Introductions

- July 30 PTAC meeting minutes distributed for comment prior to October 22
 - Celeste called for revisions to reflect her attendance and attribute comments
 - Deadline for other comments is the end of this week (10/24)
 - PRR will update and close minutes from July
- Charlie Tennyson and Sarah Shannon have come onboard from PRR to staff PTAC efforts

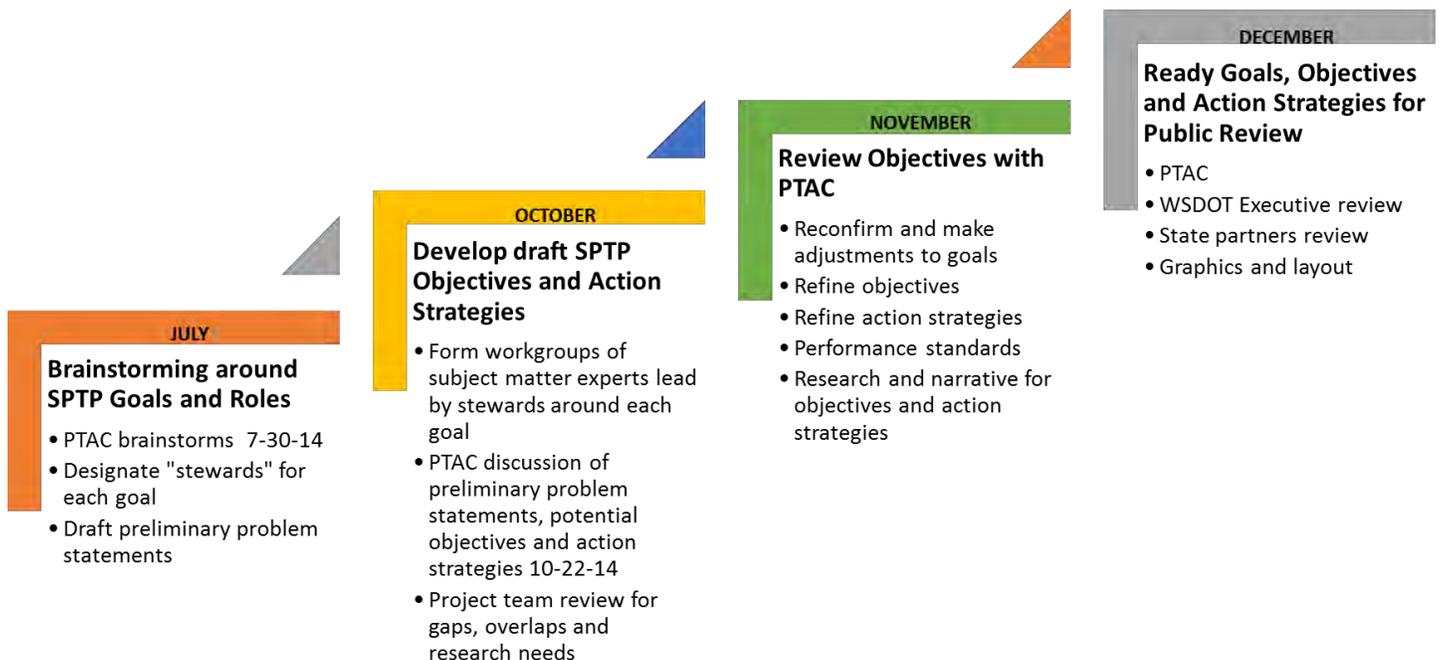
Old Business

- Working Definition of Public Transportation
 - Charlie – reviewed comments and spoke with PTAC members, consensus was to move forward with broad definition of public transportation and revisit as necessary
 - Concerns with definition:
 - Consider revising the “single person in a motorized vehicle” phrasing to get the idea across more clearly
 - Geri Beardsley concerned about adopting a definition that includes school buses and other vehicles/fleets that are not open to the general public. **Why aren’t we** using an existing definition?
 - Dennis Bloom – APTA definition does not include charter buses

- Stan Suchan – All other definitions eliminate a whole swath of items, which is **why we aren't using them as some of the terms that** are excluded included are important. School buses are not specifically advocated for in this plan but should not necessarily be excluded.
- Gil Cerise – Approves of the definition being broad
- Kevin Futrell – Private buses/charters are not really open to the public, not funded publicly
- Celeste Gilman – Recalled past PTAC meeting with committee member representing school-related transportation. Smaller agencies also use school bus fleets for additional purposes. If PTAC is focusing on the access needs of a community, eliminating buses might be superficial.
- Kevin – If people can buy tickets for a charter and use it, it should be included. Should transportation be evaluated based on whether or not the service is inclusive or exclusive?
- Karl Otterstrom – No need to be exclusive at this point
- Celeste – Sufficiently good **definition so let's set aside and go further** with our work and come back later to see if further refinements are needed
- Primary concern – Should school buses be explicitly excluded from definition?

New Business

- Rita Brogan presented conceptual framework for the plan
 - At this meeting, PTAC will split into small groups to review problem statements, develop objectives, and come up with action strategies to support the six goals: Access and Mobility, Customer Experience, Adaptive Capacity, Stewardship, Effective Decision Making, Thriving Communities
 - With support from PRR, goal stewards will lead small committees to refine problem statements, objectives, action strategies, and performance measures
 - This will be the content for Chapter 7 of the plan
 - **Action Item PRR** – send meeting PPT



- Due to low attendance, small groups will discuss four goals: Customer Experience, Adaptive Capacity, Stewardship, and Effective Decision Making
 - Small group discussions are separated in two parts:
 1. What should be added to the draft Problem Statement for you goal? The problem statement should provide sufficient rationale for why the goal should be pursued
 2. Specific objectives and action strategies to achieve goal
 - Stan – Are there limits on number of objectives? How will objectives be used?
 - Rita – No limit right now on the number of objectives, but they should be measurable and should focus on what you want to accomplish in order to achieve the goals. Action strategies are steps one would take to achieve the objectives.

Reports from Small Group Discussion

- **Customer Experience**

- Problem Statement:
 - Not sure how narrow or broad to think about customer experience – specifically, do any of the other goals address customer **access** issues?
 - Rita – Err on the side of broad inclusion as opposed to excluding important themes
- Objectives:
 - Safety – Transportation vehicle/operations and personal safety (muggings, harassment) throughout complete trip, door-to-door
 - Reliability – Is my trip departure/arrival and duration consistent?
 - Speed – Could an SOV get me there faster?
 - Convenience – Ease of access, uncomplicated processes for payment, limited/easy switching between modes
 - Comfort/Community – Can I check email or read? Is vehicle clean? Is operator knowledgeable and friendly? Are other customers pleasant to be around?
 - Affordability – How do cost/savings compare to alternatives?
- Actions:
 - Gathering and sharing of best practices
 - Researching customer experience and specific market research
 - Recognizing good work done by systems
 - Training for operators/staff
 - Guidance Templates
 - Standardization to facilitate policy/decision making
- Performance Measures:
 - Safety of the system and personal safety statistics
 - Reliability/speed travel time competitiveness with SOV travel
 - Customer surveys
 - First time customers becoming repeat customers

- **Effective Decision Making**

- Problem Statement:

- Recognize that effective decision making is directly impacted by outside decisions, such as land use
 - Part of the problem statement should address the need for comprehensive, collaborative planning, involve MPOs and RTPOs
 - Disproportionate interface
 - Smaller systems need a good basic level of assumptions
 - No central resource for information, training, etc.
 - Emphasize diversity-order tension
 - Unique needs and situations vs. broader, standard best practices
 - Tension in decision making
 - Has to be a framework where there can be an equilibrium
 - Multimodal transportation planning
 - Multimodal planning/operating is required. **We're not building** capacity anymore, but instead being more strategic with what we have, e.g. integrated corridor planning
 - Struggling with the term multimodal, should it be multi-service? Need a new framework to understand what we are talking about. Integrating adaptive capacity into planning/decision making requires multimodal, multiservice, multijurisdictional, multilevel . . . integrated planning.
 - More organic way by telling people what we can do for them, instead of forcing it upon it
 - Effective Decision Making is also impacted by people with more/less power and disproportionate influence can be disruptive to other considerations

- Data:

- Quantify markets to understand where we need to apply resources
 - Quantify benefits of transit/public transportation to communities
 - Incorporate public input regarding needs
 - Household travel survey – how can we view and use data?
 - Funding
 - Performance expectations
 - Preexisting determination of how funding will be used if it comes

- Objectives:

- Improve decision making frameworks across the state
 - Improve service design practices
 - Decision making is a cross-cutting goal – monitor results across all the goals. If we are succeeding at the other goals that is an indicator that we are making good decisions

- **Adaptive Capacity**

- Problem Statement:

- **Don't get left behind**
 - Our systems are designed and operated by old people
 - How do we have organizations that are adapting to emerging cultures and technologies
 - Adaptive Capacity has worked before

- Need buy-in from all the partners that participate
 - Objectives
 - Get buy-in for adaptive capacity from legislature, transit partners, RTPOs, WSDOT and its regions
 - Develop adaptive capacity solutions collaboratively
 - Recognize, evaluate, and embrace to emerging cultural, technological, and service changes
 - Build a system that is young, friendly, and convenient
 - Develop a performance measurement process that reflects the entire system
 - Create a situation where the providers want to engage
 - Share and Embrace Innovation
 - Engage in emerging issues and opportunities and determine how they can be integrated into public transportation
 - Performance Measures:
 - Changes in policy that include adaptive capacity as a priority or practice at various levels
 - Final scope of projects include more working partners, changes in number of working partners in projects
 - Increase use of technology statewide by system users
 - Increase in overall ridership
 - Have one that reflects all partners in the system
 - An increase in the number of working partners participating in the process
 - Process developed for sharing and embracing innovation
 - Process developed for engaging in emerging issues and opportunities and determining how they can be integrated into public transportation
 - Comments:
 - Positive interaction with effective decision making
 - Recognize in transit that there is merging technology with transit and *emerging* technology
 - Order, diversity paradox. One of which is bureaucracy nimblety. Embrace their inability to change.
 - Complex system of interconnected and independent systems that are working – actively engage in this system and make it more nimble

- **Stewardship**

- Problem Statement
 - The goal was not descriptive of **the group's understanding of** stewardship
 - Recommend revising goal to include:
 - Preservation
 - Accountability
 - Expansion
 - Collaboration
 - Partnership
 - Statewide initiatives
 - Inclusion
 - Sustainability
 - Funding
 - NOT marketing

- Objectives
 - Disconnect between special needs population
 - Medicaid/Disabled
 - Transit bears the burden → who provides funding
 - Around special needs population and all modes
 - Aligning funding and responsibility
 - Clarifying issues around special needs populations
 - Providing cost and benefits for that system
 - Community (community system) has responsibility for transportation
 - Public/private partnerships are important to success
 - Provide transportation infrastructure to operate efficiently
 - Safety
 - Safety for bicyclists and pedestrians in their first and last mile
 - Fare equity – charging fares that are more reflective of actual costs
- Data/Information sources
 - TDPs
 - Summary of public transportation
 - Transit agencies performance indicators
 - NTD
 - Fares
- Comments
 - Quality of service – level of service/ease of use
 - You get what you pay for
 - Fare equity? Fares based on services & service levels?
 - Charging fares that are more reflective of actual costs
 - Cross usage/shared maintenance
 - U/School
 - System/transportation

General Comments about Goals/Problem Statements/Objectives/Action Strategies

- Celeste – When addressing funding, the concern for this plan is not how much money there is but how funds are being allocated
- Karl – Plan requires historical context (info on demographics, funding, other central issues) before asking for public comment
- Rita – Chapter 5 is designed to address these core contextual issues
- Karl – How do we make this have meaning for future planning? How do we stay relevant both as a statewide plan and to each unique local agency with specific needs? Look more downstream at how public transportation will cross-cut with emerging culture and technologies.

Schedule

- Goal stewards and small groups will continue work on problem statements, objectives, and strategies through November
- New staffing will help PTAC move faster and accomplish more between meetings
- Next meeting is tentatively scheduled for November 18 from 10am-12pm at Sound Transit in Seattle

Next Steps and Action Items

- Finalize Public Engagement Plan – PRR finalizing scope with WSDOT by 10/31
- Finalize meeting minutes from July – PRR by 10/24
- Distribute meeting minutes from October – PRR by 10/29
- Follow-up conversations with goal work groups to advance goals/problem statements/objectives/action strategies – Goal stewards to hold meetings by 11/7
- Thriving Communities and Access and Mobility catch-up – Goal stewards to hold meetings by 10/31
- Craft a new goal statement for stewardship – Stewardship and PRR by 10/31
- Revisit public transportation definition at next meeting – 11/18
- Share refined Goals, Objectives, Action Strategies and Measures by next meeting 11/18