

## DRAFT Statewide HSTP Recommendations Summary

Transportation Need	Recommendation
<b>Customer Needs and Gaps</b>	
Unserved or underserved geographical areas	<b>Service Expansion</b> - Expand fixed route and/or specialized transportation services in unserved or underserved areas. Evaluate a range of delivery methods, including: vanpool, volunteer services, shuttles, shared-vehicle programs, taxi vouchers, and other options not yet identified.
Travel distances and cross-jurisdictional travel	<b>Improve Data</b> - Collect travel data (i.e. travel surveys and logs) to identify where there is significant cross-jurisdictional travel. Identify important statewide major destinations and prioritize efforts to get people there.
Ease of system use	<b>Consolidated Trip Planning Portal</b> – Building upon existing one-call systems to provide a one stop resource for users seeking information about transportation options.
Access to the system	<p><b>Integrated Planning</b> - Better integrate land use and transportation planning to account for human services transportation needs. Incorporate human services transportation into state, regional, and local planning efforts to account for all users of the transportation system.</p> <p><b>Accessible Infrastructure</b> - Improve the physical environment to improve access to the transportation system. Identify opportunities to improve accessibility for specialized transportation users with coordination on planned capital improvements.</p>
Service expansion and capacity	<b>Sustainable Funding</b> – Plan and advocate for sustainable revenue sources to expand specialized transportation services to meet growing human services transportation demand. This includes additional funding for both capital and service.
Safety and security	<p><b>User Safety</b> - Encourage design and operations of transit service and facilities that provides improved safety and security, perceived or real, for both riders and service providers.</p> <p><b>Travel Training</b> – Encourage travel training programs to increase knowledge and comfort level of using both fixed route and specialized transportation services.</p>
<b>Operational Needs and Gaps</b>	
Service levels and vehicle fleets	<b>Maintain Existing Levels of Service</b> – Identify sustainable funding to maintain basic levels of service, both for fixed route and specialized transportation services as well as vehicle replacement.
Performance measures	<b>Quality of Service Measures</b> - Develop Quality of Service (QOS) methodology for evaluating human services transportation systems, with the goal of establishing common measures of performance evaluation.
Mobility management	<b>Mobility Management</b> - Encourage mobility management activities at local and regional level to advance coordination projects.
<b>Awareness Needs and Gaps</b>	
Awareness of transportation options	<b>Targeted Outreach</b> - Support targeted outreach and marketing campaign to raise awareness of mobility options to population groups that have historically been challenging to reach. Develop a comprehensive strategy that combines both traditional and new media methods.
Information sharing	<b>Information Clearinghouse</b> —An information clearinghouse would act as a centralized resource for human services transportation information, data, best practices, etc. A clearinghouse concept would enhance coordination and sharing of information at all levels of planning and operations.