

**SOUND TRANSIT
STAFF REPORT**

MOTION NO. M2006-71

Adoption of The Regional Special Needs Coordination Plan

Meeting:	Date:	Type of Action:	Staff Contact:	Phone:
Board	10/5/06	Discussion/Possible Action to Recommend Board Approval Action	Ellen Gustafson, Deputy Director, Transportation Services Michael Miller, Project Manager	(206) 398-5094 (206) 689-4927

Contract/Agreement Type:	✓	Requested Action:	✓
Competitive Procurement		Execute New Contract/Agreement	
Sole Source		Amend Existing Contract/Agreement	
Agreement with Other Jurisdiction(s)		Budget Amendment	
Real Estate		Property Acquisition	

PROJECT NAME

Mobility Initiative Program – Special Needs Transportation

PROPOSED ACTION

Adopting the Regional Special Needs Transportation Coordination Plan and authorizing submittal to the Puget Sound Regional Council for incorporation into a regional plan.

KEY FEATURES of PROPOSED ACTION

- The purpose of this action is to Adopt United We Ride In Puget Sound, The Regional Special Needs Transportation Coordination Plan (RSNTCP).
- Adoption of (RSNTCP) complies with new requirements outlined in the federal SAFETEA-LU transportation funding legislation for locally developed transit and human service agency coordinated special needs transportation plans.
- Acceptance of the Plan by the Puget Sound Regional Council (PSRC), as the adopted regional plan, permits projects identified in the plan to be eligible for Federal Transit Administration and Washington State Department of Transportation grant funding.
- The RSNTCP is one portion of the work plan for the Mobility Initiative Program (MIP). Implementation of projects in the RSNTCP does not affect other projects in the MIP.
- Recommended implementation strategies and projects included in the RSNTCP do not obligate Sound Transit. Implementation will be determined by availability of funds in the MIP budget in future years, beginning in 2007.

BUDGET IMPACT SUMMARY

There is no action outside of the Board-adopted budget; there are no contingency funds required, no subarea impacts, or funding required from other parties other than what is already assumed in the financial plan.

BUDGET and FINANCIAL PLAN DISCUSSION

This action would adopt the five-year Regional Special Needs Transportation Coordination Plan (RSNTCP). It would not contain any financial commitments, nor would it authorize any specific projects. The adoption of the plan would merely enable Sound Transit to forward the plan to the PSRC and make the projects included in the plan to be eligible for grant funding.

The RSNTCP is a five year plan. It is anticipated that the Sound Transit share of costs related to items considered in this plan would amount to approximately \$150,000 per year. The Proposed 2007 budget includes approximately \$150,000 for projects related to this plan. Any specific projects that would be addressed in this plan would need to follow the Sound Transit procurement policies and would be approved at the appropriate level of authority.

BUDGET TABLE

Funding for expenditures related to the RSNTCP were included in the Mobility Initiative Plan budget on Page 63 of the Proposed 2007 Budget book. The Proposed 2007 budget includes approximately \$150,000 for projects related to this plan. Though there is no specific authorization to spend in this action, the impacts of the Regional Special Needs Transportation Coordination Plan are shown in the budget table below:

Summary for Board Action (Year of Expenditure \$000)

Action Item: Adopting the Regional Special Needs Transportation Coordination Plan and authorizing submittal to the Puget Sound Regional Council for incorporation into a regional plan.

	(A)	(B)	(C)	(D)
Contract Budget	Current Approved Contract Value	Spent to Date (1)	Proposed Action (2)	Proposed Total Contract Value
1 Regional Special Needs Transportation Coordination Plan	\$ -	\$ -	\$ -	\$ -
2 Contingency	0	-	-	-
3 Total	\$ -	\$ -	\$ -	\$ -
4 RSNTCP	0%	-	0%	0%

Operating Budget:

Mobility Initiative Program	2006 Operating Budget (3)	Proposed 2007 Operating Budgets (4)	Future Operating Budget (5)	Direct Charges to Projects	Total
5 Region Special Needs Transportation Coordination	\$ 206	\$ 150	\$ 600	\$ -	\$ 956
6 Other Services	251	307	N/A	-	-
7 Total MIP Other Services	\$ 457	\$ 457	\$ 600	\$ -	\$ 956

Notes:

¹ Spent to date include all the payments made under this plan through September 2006.

²

The proposed action would adopt the Regional Special Needs Transportation Coordination Plan. Specific projects within this plan would begin after the adoption of the plan. No projects will be started prior to 2007. No costs are specifically authorized in this action.

³ Represents the portion of the Mobility Initiative Program (MIP) services budget from page 63 of the Proposed 2007 Budget that is related to Regional Special Needs Transit Planning. For 2006, the costs related to this program were related to the contract with FLT Consulting, Inc., which was authorized through M2006-53 to prepare the RSNTCP.

⁴ The Proposed 2007 Budget includes \$150k to cover anticipated costs of programs included in the RSNTCP. These items will be approved as per the Agency procurement policies upon adoption of the 2007 Budget. The MIP Budget appears on page 63 of the Proposed 2007 Budget book.

⁵ The RSNTCP is a five year plan. It is anticipated that the MIP program will include \$150k each year over the life of the plan to cover ST share of the costs related to the plan.

M/W/DBE – SMALL BUSINESS PARTICIPATION

Any specific projects that would be addressed in this plan would need to follow the Sound Transit procurement policies, which include policies regarding M/W/DBE and small business participation, and policies regarding equal employment opportunity.

PROJECT DESCRIPTION and BACKGROUND for PROPOSED ACTION

Over sixty-two federal programs, as well as state, regional, and local, fund over \$900 million worth of various forms of transportation in the Puget Sound region annually. Over the past decade, governments at all levels have placed increasing emphasis on the need to coordinate transportation services. The primary goal in this coordination effort is to create efficiencies that lead to both improved and expanded service.

In the three-county region of approximately 3 million people, those most likely to have special transportation needs make up a significant percentage of the overall population.

- 18.69% of the population has a disability
- 11.32% of the population is over age 65
- 9.76% of the population is low-income
- 22.66% of the population is between 5 and 17 years of age

NOTE: *Some people are in multiple population groups. e.g. a senior with a disability*

The goal of the five-year Regional Special Needs Transportation Coordination Plan was to bring together transit agencies, human service agencies, school districts, non-profit and for-profit special needs transportation providers in order to better serve riders with special transportation needs by working together to gain economies of scale, eliminate duplication, expand service and improve the quality of service for transportation disadvantaged people in the Central Puget Sound region. Over the past 18 months, a work group of over 20 stakeholder agencies has been developing the Regional Special Needs Transportation Coordination Plan.

As part of SAFETEA-LU requirements, the federal Department of Transportation requires a locally developed human service transit agency coordinated plan in order for agencies, individually or in coordination, to be eligible for funds from the Elderly and Individuals with Disabilities (5310), Job Access and Reverse Commute (5316) and New Freedom (5317) programs.

As an example of regional coordination, Sound Transit has offered this work to the Puget Sound Regional Council (PSRC) to develop the region's coordinated human services and public transit transportation plan which is the necessary framework for prioritizing projects to receive Federal Transit Administration Job Access Reverse Commute (JARC), New Freedom, and Elderly Persons and Persons with Disabilities funding. Without the groundwork completed by Sound Transit, PSRC would have been severely hampered in completing the regional plan required by SAFETEA-LU. This in turn would have delayed the development and implementation of the Transportation Improvement Program. This delay would have affected the region's ability to secure federal funding for transportation projects and would also delay the implementation of those projects. The PSRC plan expands the Sound Transit plan to include Kitsap County and Washington State Ferries, local and regional travel, urban and rural travel, and JARC planning.

Prior Board/Committee Actions on this Project

Motion/Resolution Number and Date	Summary of Action
M2006-53 7/6/2006	A motion of the Finance Committee of the Central Puget Sound Regional Transit Authority authorizing the Chief Executive Officer to execute a contract amendment with FLT Consulting to provide project management services for the Regional Special Needs Transportation Coordination Plan project in the amount of \$146,600, for a new total authorized contract amount not to exceed \$675,386, and extending the contract date to December 31, 2008.
R2004-67 7/15/04	A motion of the Finance Committee of the Central Puget Sound Regional Transit Authority authorizing the Chief Executive Officer to execute an agreement with FLT Consulting, Inc. to provide consulting services to develop a Regional Special Needs Transportation Coordination Plan for a total authorized contract amount not to exceed \$528,786.

CONSEQUENCES of DELAY

A delay beyond October 31, 2006 may cause the delay in development of the Regional Plan so that it is not ready for implementation by the November 1, 2006 deadline imposed by SAFETEA-LU.

PUBLIC INVOLVEMENT

The public has been involved with the development of the plan. In July and August 2006 public meetings were held to get further comments on the final plan and implementation strategies. A Citizens Access live broadcast was conducted on 9/9/06. Fifty people participated in interactive-polling in the studio and 50 people participated at home via telephone.

ENVIRONMENTAL COMPLIANCE

Not applicable to this action.

LEGAL REVIEW

JW 9/25/06

SOUND TRANSIT

MOTION NO. M2006-71

A motion of the Board of the Central Puget Sound Regional Transit Authority adopting the Regional Special Needs Transportation Coordination Plan and authorizing submittal to the Puget Sound Regional Council for incorporation into a regional plan.

Background:

Over sixty-two federal programs, as well as state, regional, and local, fund over \$900 million worth of various forms of transportation in the Puget Sound region annually. Over the past decade, governments at all levels have placed increasing emphasis on the need to coordinate transportation services. The primary goal in this coordination effort is to create efficiencies that lead to both improved and expanded service.

In the three-county region of approximately 3 million people, those most likely to have special transportation needs make up a significant percentage of the overall population.

- 18.69% of the population has a disability
- 11.32% of the population is over age 65
- 9.76% of the population is low-income
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NOTE: *Some people are in multiple population groups. e.g. a senior with a disability*

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As part of SAFETEA-LU requirements, the federal Department of Transportation requires a locally developed human service transit agency coordinated plan in order for agencies, individually or in coordination, to be eligible for funds from the Elderly and Individuals with Disabilities (5310), Job Access and Reverse Commute (5316) and New Freedom (5317) programs.

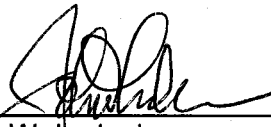
As an example of regional coordination, Sound Transit has offered this work to the Puget Sound Regional Council (PSRC) to develop the region's coordinated human services and public transit transportation plan which is the necessary framework for prioritizing projects to receive Federal Transit Administration Job Access Reverse Commute (JARC), New Freedom, and Elderly Persons and Persons with Disabilities funding. Without the groundwork completed by Sound Transit, PSRC would have been severely hampered in completing the regional plan required by SAFETEA-LU. This in turn would have delayed the development and implementation of the Transportation Improvement Program. This delay would have affected the region's ability to

secure federal funding for transportation projects and would also delay the implementation of those projects. The PSRC plan expands the Sound Transit plan to include Kitsap County and Washington State Ferries, local and regional travel, urban and rural travel, and JARC planning.

Motion:


It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the Regional Special Needs Transportation Coordination Plan be adopted and submitted to the Puget Sound Regional Council for incorporation into a regional plan.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on October 12, 2006.



John W. Ladenburg
Board Chair

ATTEST:



Marcia Walker
Board Administrator



United We Ride in Puget Sound

Mobility, Quality, Efficiency through Regional Coordination



A five year plan to improve regional travel
between Pierce, Snohomish and King Counties
for transportation disadvantaged people
by better coordinating transportation services.



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Rhonda's Story

Rhonda Brown is a 57 year old Pierce County resident with a form of Multiple Sclerosis. A mother, an attorney and a community volunteer, Rhonda uses regional transit to get to work, meetings and events around the region.

Because of her mobility challenges Rhonda's trips demand an additional layer of coordination. From the call center operators to the drivers, transit staff plays a key role in making the transit system user-friendly for people with disabilities.

Rhonda often feels like she is "taking up the driver's time" when she asks for help boarding the bus and being secured into place". Rhonda laments that "drivers can make you feel confident about your ability to travel or can make you feel isolated."

Rhonda reflects on the number of challenges faced by people with disabilities, as well as simple changes that could make travel easier. Dealing with multiple bus systems and multiple schedules is confusing and difficult to manage. A coordinated scheduling system might reduce the wait time at transfer stops.

Most bus riders don't have to worry about what they might find at every bus stop. Rhonda does. Like many people with disabilities, she uses an electronic-powered wheelchair, with equipment that is sensitive to extreme weather. For her to travel safely, she needs accessible bus stops that are both convenient and safe for her to get to, wait at, and board from. In addition these stops need to exist within the wider city plan of accessible sidewalks, crosswalks, and other routes of travel.

Otherwise, every trip can be a risk that she must take in order to have basic mobility.



United We Ride in Puget Sound

Improving regional mobility between King, Pierce and Snohomish

In 2005, Sound Transit brought together interested parties to develop this regional special needs transportation coordination five-year plan for the Central Puget Sound.

The intent of this plan is to map a course for improving regional travel between King, Pierce and Snohomish counties for people with special transportation needs by better coordinating transportation services between transits, human services agencies, school districts, and other community transportation services.

For the purpose of this plan, the statutory definition of people with special transportation needs is used: “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”



As an example of coordination, Sound Transit has offered this work to the Puget Sound Regional Council to develop the region’s coordinated human services and public transit transportation plan which is the necessary framework for prioritizing projects to receive Federal Transit Administration (FTA) JARC, New Freedom, and Elderly Persons and Persons with Disabilities funding. The PSRC plan is similar, yet different, than the Sound Transit “United We Ride in Puget Sound” plan. The PSRC plan expands the Sound Transit plan to include Kitsap County and Washington State Ferries, local and regional travel, urban and rural travel, and Job Access Reverse Commute (JARC) planning. The Sound Transit plan provides a list of ranked projects that support improved regional travel.

The “United We Ride in Puget Sound” plan has three major components:

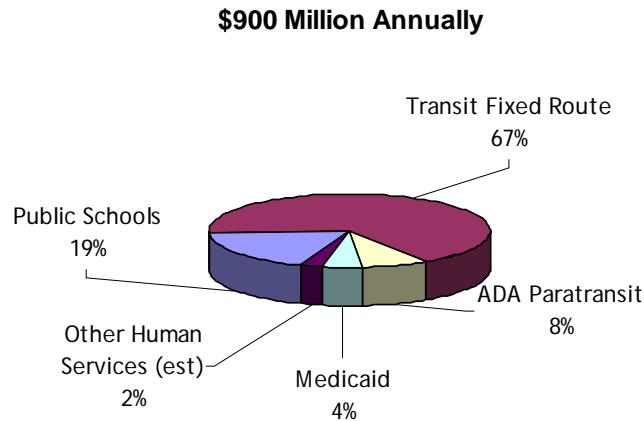
- Background on special needs transportation coordination in the region; and a demographic profile of each county.
- A view of regional mobility today, analyzing transportation resources, regional origins and destinations, existing transportation services, needs, gaps, and what is currently happening to coordinate services.
- A vision of mobility in the future, examining anticipated demand for service, laying out strategic goals and objectives for the next five years, and a prioritized list of regional projects.

© Photo Source: Dreamstime.com

BACKGROUND

Over sixty-two federal programs, as well as state, regional, and local programs fund over \$900 million annually worth of various forms of transportation in the Puget Sound region. Over the past decade, governments at all levels have placed increasing emphasis on the need to coordinate transportation services. The primary goal in this coordination effort is to create efficiencies that will not only lead to improved service, but expanded service.

Figure 1: Expenditures of Significance to Special Needs Populations administered in the Central Puget Sound in 2005 (ferry data unavailable)



Sources: Medical Assistance Administration (Medicaid data); Washington State Department of Transportation (transit data); Office of the Superintendent of Public Instruction (OSPI – School data); other estimated trips assumes 870,000/year at an average of \$23 per trip.

NOTE: To eliminate double count, transit trips funded by Medicaid are removed from the Medicaid cost.

An increased focus on coordinating special needs transportation services and funding resulted after the United State General Accounting Office issued their findings on multiple funding programs creating duplication of services and service fragmentation. Efforts to coordinate special needs transportation services have been occurring in Washington State and the Puget Sound Region for years.

Federal Transportation Coordination

The Federal Interagency Coordinating Council on Access and Mobility (CCAM) launched the United We Ride initiative in 2004 to facilitate coordination between transportation funders, brokerages, and providers. Additionally the initiative provides funding for state and local governments in their transportation coordination efforts.

State Transportation Coordination

The Washington State Agency Council on Coordinated Transportation (ACCT) is an independent council comprised of state agencies, state legislators, and consumers. It was formed during Washington's 1998 legislative session. ACCT provides funding and technical assistance to support the coordination of special needs transportation at the local level.

Regional and Local Transportation Coordination

Historically, a lack of transportation options has been reported as a barrier to accessing services, employment, and activities for the special needs community. Counties in the

region have been working locally over the last 5-10 years to coordinate transportation services and improve access and mobility.

Local coalitions addressing transportation coordination at the county level were instrumental in the development of this plan. The coalitions are:

- Snohomish County Special Needs Transportation Coalition (SNOTRAC)
- King County Special Needs Transportation Coalition (Coalition under development)
- Pierce County Coordinated Transportation Coalition (PCCTC)

Sound Transit, the transit agency delivering regional transit service in the three urban counties along the east side of Puget Sound, has pulled the local coalitions together to develop this regional plan focusing on regional trips between the King, Pierce, and Snohomish counties.

An additional incentive for the three counties to work together to provide more mobility through coordination is a recent federal requirement under the Safe, Accountable, Flexible, and Efficient Equity Act of 2005 (SAFETEA-LU).

SAFETEA-LU creates an incentive to continue and strengthen the ongoing coordination of planning and transportation services that are identified at both the local and regional levels. This act requires a project to be included in a Coordinated Transit and Human Services Transportation Plan to be eligible for certain grants from the Federal Transit Administration by fiscal year 2007. These grants are designed to break down existing barriers to the mobility of the special needs population.

The Puget Sound Regional Council (PSRC), the Central Puget Sound's Metropolitan Planning Organization, is the administrator of the SAFETEA-LU funds and has adopted and expanded upon this plan to meet the federal planning requirements.

For more **BACKGROUND** information, see Appendices A-F.

Northshore Gaps

If you walked into the office of Northshore Transportation Manager Bill Wilson, you would be immediately struck by the complexity of the coordinated transportation system mapped out on his wall.

A whiteboard is filled with grids indicating trip routes, pickup times, and equipment reports. Transportation is a critical part of the service Northshore Senior Services provides to adults and people with disabilities throughout King and Snohomish County.

Northshore Senior Services transportation consists of a fleet of 15 accessible vans driven by nine paid drivers. The drivers go through extensive training including CPR every two years, mobility/equipment security every two years, and other trainings at regular monthly meetings.

Mr. Wilson confides that one of the hardest things he has to do as a transportation manager is tell someone that they can't get a ride.

Because of the "3/4 mile rule" which stipulates that a person has to be within $\frac{3}{4}$ of a mile of a bus route in order to receive an ADA paratransit trip, many seniors and disabled people do not qualify for service. Northshore tries to fill the gaps, but cannot take care of everyone who needs a ride.

Bill Wilson believes that there could be a lot more service for people in the Northshore area if his agency and other transit systems could coordinate more.

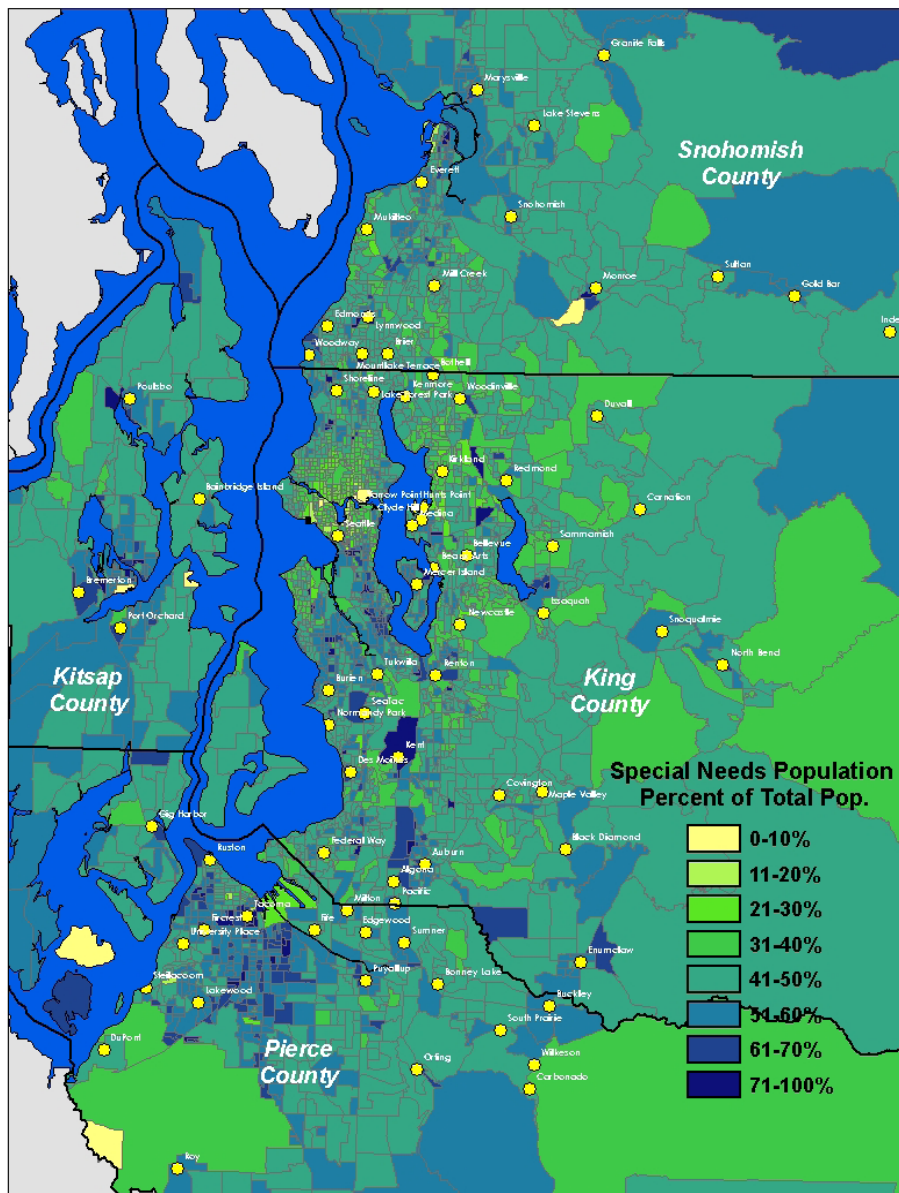
MOBILITY TODAY

In the three county region of approximately 3 million people, the population most likely to have special transportation needs make up a significant percentage of the population.

- 18.69% of the population has a disability
- 11.32% of the population is over age 65
- 9.76% of the population is low-income
- 22.66% of the population is between 5 and 17 years of age

NOTE: Some people are in multiple population groups. e.g. a senior with a disability

Figure 2: Regional Populations Typically with Special Transportation Needs : Percent of Census Block Groups, 2000 US Census



Transportation Services

The majority of the general public's non-automobile personal transportation trips are made by fixed route public transit or what is known as regular transit service. Of the 240 million annual trips in the 3-county region, approximately 52 percent (125 million trips) are provided by fixed-route transit.

This fixed route transit service is generally regularly schedule service, which can be either a local bus, an express bus between cities or counties, commuter or light rail service or ferry service between cities along Puget Sound. The service is available to the general public with the payment of the appropriate fare.

The fixed route refers to the fact that the service is consistently provided on a daily or weekly basis and at set hours along the same route. Figure 3 illustrates the existing fixed route transit lines and service that is provided by the six transit agencies and Washington State Ferry System in the Central Puget Sound region.

Paratransit ADA service is provided within ¾ mile of the existing fixed route transit service footprint.

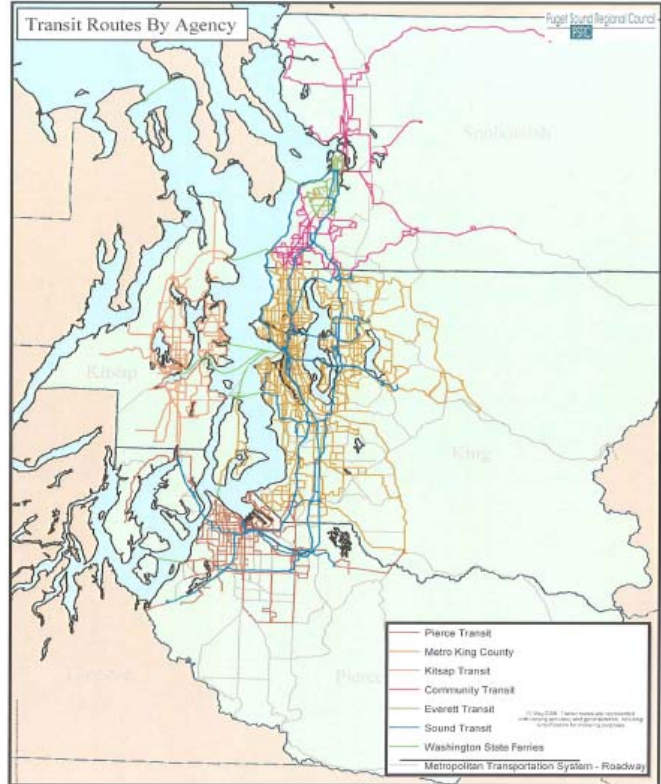
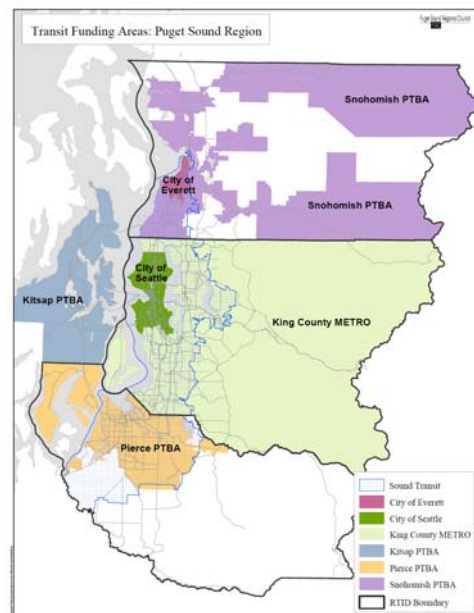


Figure 3: Transit Routes and Services Areas in Puget Sound

Figure 4: Transit Funding Areas

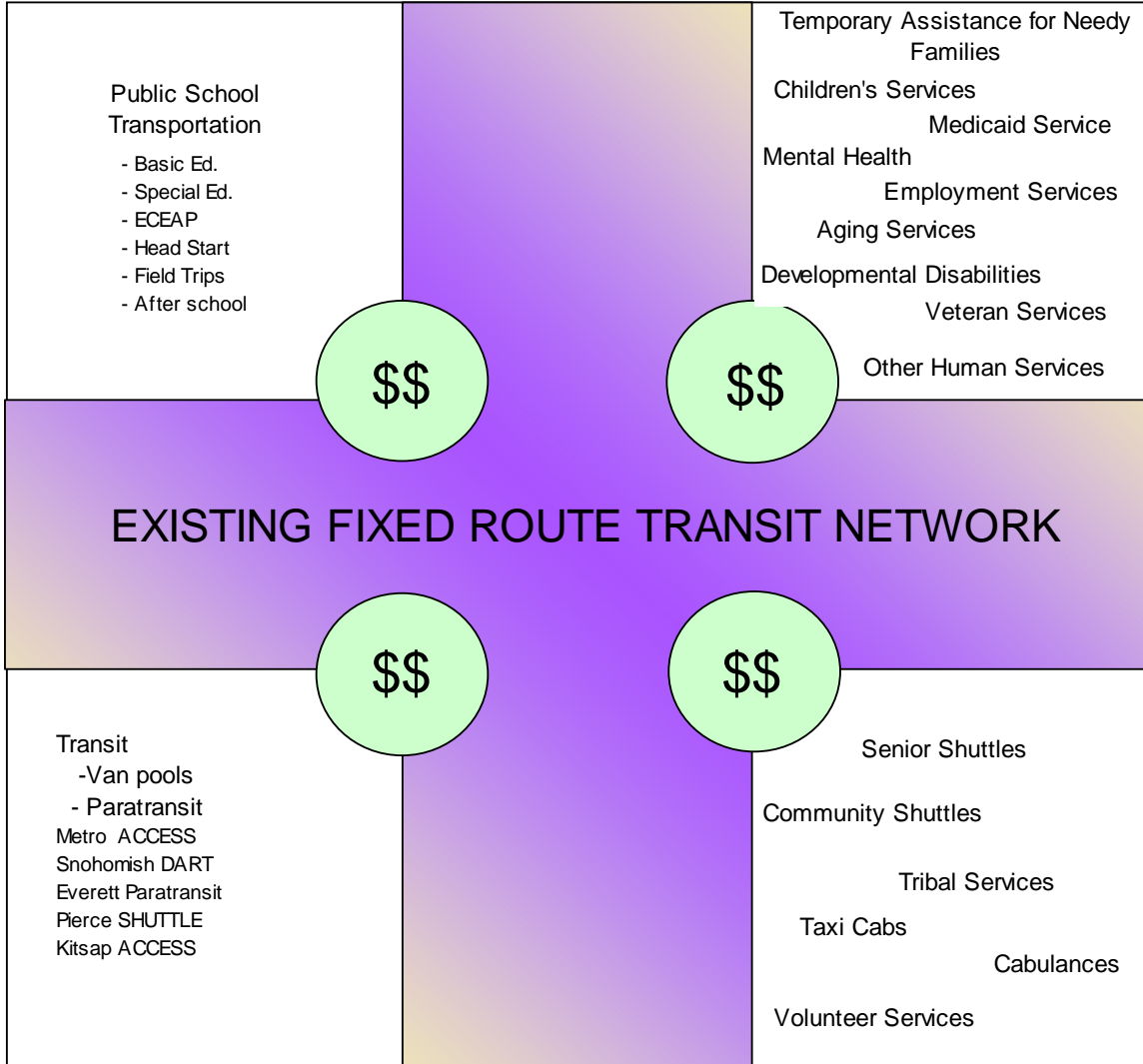
The various transit funding districts that fund the fixed route and paratransit services by district are illustrated in Figure 5. Some are county wide, such as in King County and others are specific to the urban areas within the county, such as the Pierce Public Transit Boundary Area. Others are specific to a city, such as Everett Transit.

All of the transit districts in the Puget Sound Region provide some express service or final destination service in King County, particularly to downtown Seattle.



While the backbone of the public transportation system is the fixed route public transit system, it is not always available or may not meet special transportation needs. Consequently, hundreds of community transportation providers fill in the gaps, including; taxi and cabulance companies, non-profit agencies, volunteer programs, schools, human service agencies, charters, and home delivery services. These agencies, in coordination with the transit agencies, make up the special needs transportation landscape for the region.

Figure 5: The Special Needs Transportation Landscape



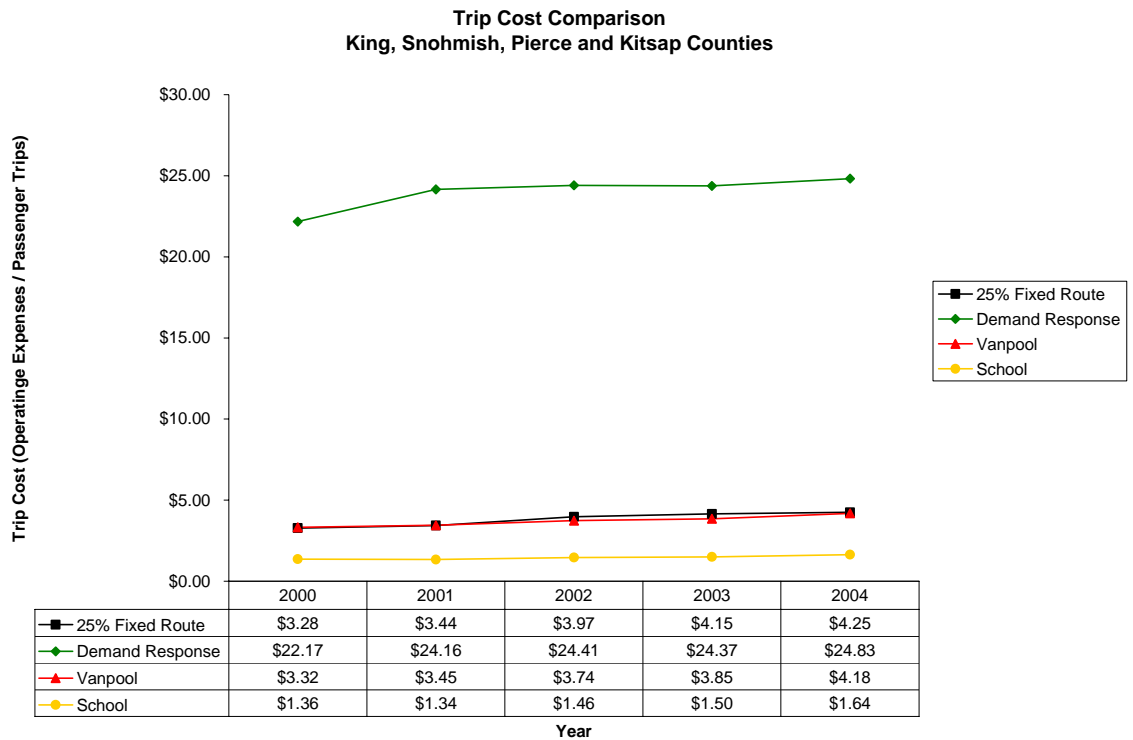
Transportation Costs

Fixed route transit, fixed-routed student transportation, and vanpools are the most cost-effective method to provide wide transportation access. Lower cost options such as these, range from \$1.64 to \$4.25 per trip.

Paratransit trips are, by their nature, more expensive trips. These trips are scheduled by reservation and are typically provided to people with a higher level of special needs in this region. The average cost per trip for this type of service, known as demand response service, is about \$25 per trip.

Although most of these trips are local, many involve crossing jurisdictional boundaries to reach regional medical centers, employment, government offices, human services, shopping areas, and social, cultural, or athletic events. The region must prepare to meet the growing demand for regional as well as local trips.

Figure 6: Trip cost Comparisons Between Modes



Sources: Medical Assistance Administration (Medicaid data); Washington State Department of Transportation (transit data); Office of the Superintendent of Public Instruction (OSPI – School data)

For more information about **MOBILITY TODAY**, see Appendices G-J.

NEEDS, GAPS AND DUPLICATION

All three counties have identified transportation needs within their jurisdictions. Although the research methods and the target populations studied differed, the general areas of destination needs fall in these categories:

- Medical Facilities/ Appointments/ Pharmacies
- Grocery Store/Shopping
- Social/Recreation
- Employment
- Childcare
- Place of worship
- Community activities
- To/from other counties/districts
- Airport

People living outside of transit service areas typically had more transportation difficulties due to their limited options. The transportation needs of people living inside of transit service areas typically were service related (e.g. same day reservations, pickup windows, long travel or wait times, eligibility restrictions, transfers and connections between modes).

The frequency (how often) of transportation difficulty varied depending on the target population and destination type. People who are employed need transportation more frequently than people who have with other types of transportation needs (20 trips per month as compared to 5 trips per month).

Transportation needs typically are spread out through the day, but timeframes with the most transportation difficulty (although less traveled) are evening hours and weekends. People living outside of transit service areas typically had more transportation difficulties due to their limited mobility options.

In all three counties, regional or cross-jurisdictional trips were reported as a significant transportation need.

In addition to this data and reference to national research, the regional workgroup identified the following transportation gaps and needs based on their professional and personal experience.

Rider Needs and Gaps

Unserved or Underserved Areas. People often live in the more rural areas or the edges of cities due to lower cost housing options. However, to provide cost efficient service, transit agencies typically provide more frequent service in areas with more people, such as only in urban areas. Consequently, many people are without transit service. Even within transit service areas, the service levels in some areas may not meet the travel needs of people. For example, the ADA paratransit services footprint typically extends only $\frac{3}{4}$ of a mile beyond the fixed route transit system, so those people who live inside but at the edge of the urban area may still be outside of the transit service area.

There are also people who are eligible for ADA paratransit services, but need a higher level of service than the transit agency provides (e.g. door to door). Human service agencies typically provide a higher level of service, but are often designated for a specific target population (e.g. Veterans) or specific destination type (medical trips).

- **Ease of Use.** Once a person figures out how to use “the system,” whichever transportation system works for them, transportation becomes less challenging. However, learning how to use the system can be difficult for several reasons.
 - Different transit systems have different fare schedules, which is confusing and difficult for riders.
 - Riders eligible for multiple transportation programs must make multiple trip arrangements depending on their transportation need, not with a single provider.
 - Riders may need help getting on and off the vehicle, but there is often nobody available to help people at transfer points
 - Paratransit systems generally do not provide same day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.
- **Access.** There are not enough affordable accessible or lift-equipped vehicles for people who are disabled, but not eligible for Medicaid or ADA paratransit services. Some of these people could ride the fixed route bus, but are unable to access it for a variety of reasons. The Center for People with Disabilities conducted a 2005 Bus Stop Survey which found that problems at bus stops made it difficult for people with disabilities to ride the bus. Problems included:
 - Blocked access to the stop by such things as tree limbs, landscaping rocks, and retaining walls
 - Ramps that are too steep
 - Some drivers don't provide boarding help at stops where boarding is difficult and may even refuse to stop
 - Bus stops that are too far from the accessible path of travel
 - Residue on the boarding surface, cracked pavement, uneven joints, pebbles or other rough surfaces that make boarding difficult
- **Transit/ Paratransit Trip Length, Transfers and Amenities**

Transfers among the different transit systems add a great deal of time, inconvenience, confusion and frustration to regional travel. Fortunately, transits operate several regional express services to reduce ride times for many of the longer trips. This is very beneficial for people with special needs, the majority of whom use fixed route. However, regional ADA paratransit services for transit agencies do not mirror the regional express services. Consequently, transfers are necessary among paratransit systems and tend to be more lengthy and difficult for people who by definition have the more severe disabilities. Transfers can be physically painful for some individuals.

- **Connections with Ferries.** Paratransit trips – funded by transit, Medicaid, and other human services - that involve ferries present a series of difficulties. The ferry system does not give priority to paratransit vehicles, so paratransit vehicles may have to wait for subsequent ferries if they can't board the intended sailing. This happens frequently on holidays and weekends. Riders can miss appointments, and if they are frail, the trip may be painful when extended. It is difficult to coordinate docking time with a pick up at the other end due to lack of communication between providers and the ferries.
- **Regional Transfer Site Amenities.** Riders whose trips involve a transfer are more likely to want amenities, access to information, or other features to help make their trip more seamless. An analysis of the amenities at the 21 regional transfer sites shows:
 - 18 do not have restrooms
 - 17 do not have pay phones
 - 15 do not have customer service/information
- **Safety and Supervision.** The fear of crime and difficulty boarding are two significant reasons people are reluctant to use public transportation. Busy cross streets, lack of amenities, and lack of assistance or enforcement are all safety hazards that are barriers for potential riders. In addition, transportation of children requires additional supervision beyond what is available on fixed route transit, due to age, behavior issues, or disabilities that require assistance to travel. In addition, people with special transportation needs have not been an integral part of emergency planning, which leaves a significant gap in how people unable to drive will be able to respond during natural disasters or other emergencies.

Operation Efficiency Needs and Gaps

- **Lack of Funding.** Coordination results in efficiencies, which in turn result in lower cost per unit of service. However, building the infrastructure for coordination requires an upfront investment. Without that investment, communities cannot do the work, invest in the technology, and build the community infrastructure to realize the efficiencies. The most effective coordination builds on existing resources and infrastructure, utilizing the fixed-route transit system as the backbone, and filling in the transportation gaps with other community transportation services. However, funding is insufficient for:
 - Expanding fixed route services and equivalent paratransit services,
 - Meeting specialized student transportation services such transportation for homeless students, foster care, early learning students, and special educational centers
 - Volunteer and other community transportation that provide higher levels of transportation service.

In addition, the ADA Paratransit service generally is funded locally through the transit district's tax base, although it is a mandated service due to required compliance with Civil Rights laws. Since it is required service without a separate funding base, it competes with funding for fixed route service, resulting in the potential for a decrease in fixed route service to maintain the minimum level of ADA paratransit service. This discourages expansion of the paratransit service beyond the minimum to comply with the ADA laws.

A transportation funding system that funds multiple transportation options (fixed route, paratransit, schools, non-profit, etc) through various mechanisms would reduce the burden on the current transit districts tax bases, and support coordinated planning.

- **Duplication and Redundancy.** Various sources of funding restrict different transportation service to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas, including:
 - Vehicles from different agencies may be traveling in the same corridor at the same time, but offer different services so do not pick up additional riders.
 - Schools, transit systems, and the Medicaid brokers operate their own training programs for drivers.
 - Schools, transit systems, and other transportation providers have their own in-house maintenance programs for vehicles.
 - Brokers, transits systems, senior programs, and other agencies each have their own call center for people to call to arrange for transportation.
 - Schools, transit systems, and community providers purchase vehicles and equipment individually.
 - Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes. For example, some applications accept self-reported disabilities while others require a doctor's verification, and others require an evaluation.
- **Agency barriers.** In order to maximize economies of scale, a regional system supporting the exchange of information could allow transportation providers and brokers to share scheduling information, and provide the most cost efficient trip utilizing the range of transportation options available. The Central Puget Sound has significant barriers to overcome before such a system could be entertained. Specifically:
 - Different agencies have different requirements for vehicle safety, driver training, driver licensing, or other standards. For example, schools require fingerprinting of drivers and FBI background checks, but Medicaid does not. Some agencies require that drivers have a Commercial Drivers License (CDL) and others don't.
 - Agencies believe that liability will increase or funding will be jeopardized if they transport passengers who are not their clients.
 - A mechanism is needed to fairly distribute the cost of grouped trips.
 - Perceptions about grouping trips with students are inconsistent. For example, brokered trips for homeless students are not allowed to be grouped with other riders. However these same students are grouped with other riders for medical appointments funded under the Medicaid program.
- **Exchanging information – Software.** Transportation providers and brokers use different scheduling, dispatching, and reporting software, which makes sharing information more difficult. Consequently, transferring regional eligibility and scheduling data between and among ADA paratransit providers, Medicaid brokers, school districts and others is not automated.
- **Exchanging Information – Privacy.** A primary barrier in sharing information has been addressing confidentiality and privacy requirements. Privacy Acts, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibit sharing client information and authorize penalties for offenders.
- **Reporting requirements.** Federal, state, and local agencies that fund special needs transportation have different reporting requirements attached to their funds. Agencies that receive funds from multiple funding sources must set up labor intensive and costly data collection mechanisms to meet multiple reporting requirements. Money spent additional staff time to meet such requirements means less money to provide services.

Awareness Needs and Gaps

- **Information Partners.** “Gatekeepers”, the people who work with seniors, youth, people with disabilities, and low-income populations - are often the first point of contact for people with special transportation needs. Gatekeepers often don't have adequate information about the appropriate transportation choices and referrals for clients; or don't have the time to learn about the appropriate choices or referrals. Some social service agencies and other support services may not agree that a fixed-route bus is appropriate for their client. For these and other reasons, case managers and customer service representatives from social and health service agencies may advocate for modes of transportation that are more expensive because they fear the client will not get to the service if there is any inconvenience in using other transportation modes.
- **Awareness of available services.** Marketing of less expensive modes, such as fixed route transit, is mostly targeted to commuters, not people with special transportation needs. Furthermore, funding is not available to meet the demand for paratransit, volunteer and other community transportation, and hence marketing is not encouraged. Rural communities in particular are not aware of the options available to them due to the limited funding available for marketing and planning coordination.
- **Service Levels and Expectations.** There are no clear public transportation service level criteria in Puget Sound - such as defining adequate wait times, appropriate service frequency by area, or reasonable trip lengths. Without service levels clarified and broadly publicized, people develop expectations of the public transportation system that it is not designed to meet. This results in frustration for both the rider and the public transportation system.

For more reference information about **Needs and Gaps**, see Appendix K.

Homeless Students Need Rides

Tamara Williams is the Homeless Liaison for Tacoma Public Schools. She coordinates transportation for students under the McKinney-Vento Act, working directly with parents, shelter staff, community agencies, school staff and the transportation department. Together they identify and address the needs of eligible students and families.

The Tacoma School District has identified 998 McKinney-Vento eligible students, 683 of whom attend the Tacoma School District. The rest return to their school of origin in other school districts.

The students come from a wide variety of living situations including living in shelters, living with family and friends, living in hotels, and camping.

Students of the Tacoma School District travel from as far as Seattle North and Shelton South to attend school. Traveling these distances has an affect on the student's ability to learn - "at the point at which a student is traveling for over an hour to get to school it becomes a challenge to pay attention in class", explains Williams.

The Tacoma School District uses a range of transportation options to transport these students. Many of the students are transported on Tacoma School District bus routes. The district also purchases bus passes from Pierce Transit and gives the passes to high school students. Or the district may pay for mileage reimbursement. For the more difficult transportation situations, schools rely on Paratransit Service, Inc. to broker student transportation by arranging rides with qualified providers in the community.

When asked about the challenges of providing transportation to students under the McKinney-Vento Act, Williams noted the high cost to the district. According to Williams it cost roughly \$400,000 dollars a year to provide transportation for McKinney-Vento eligible students.

Another challenge is being flexible enough to respond to the constant changes in the living situation of these students. Williams notes that, "Many of the students eligible for transportation will be in one living situation one week and another one the next; a circumstance can change and require a whole new transportation plan".

Mobility Tomorrow

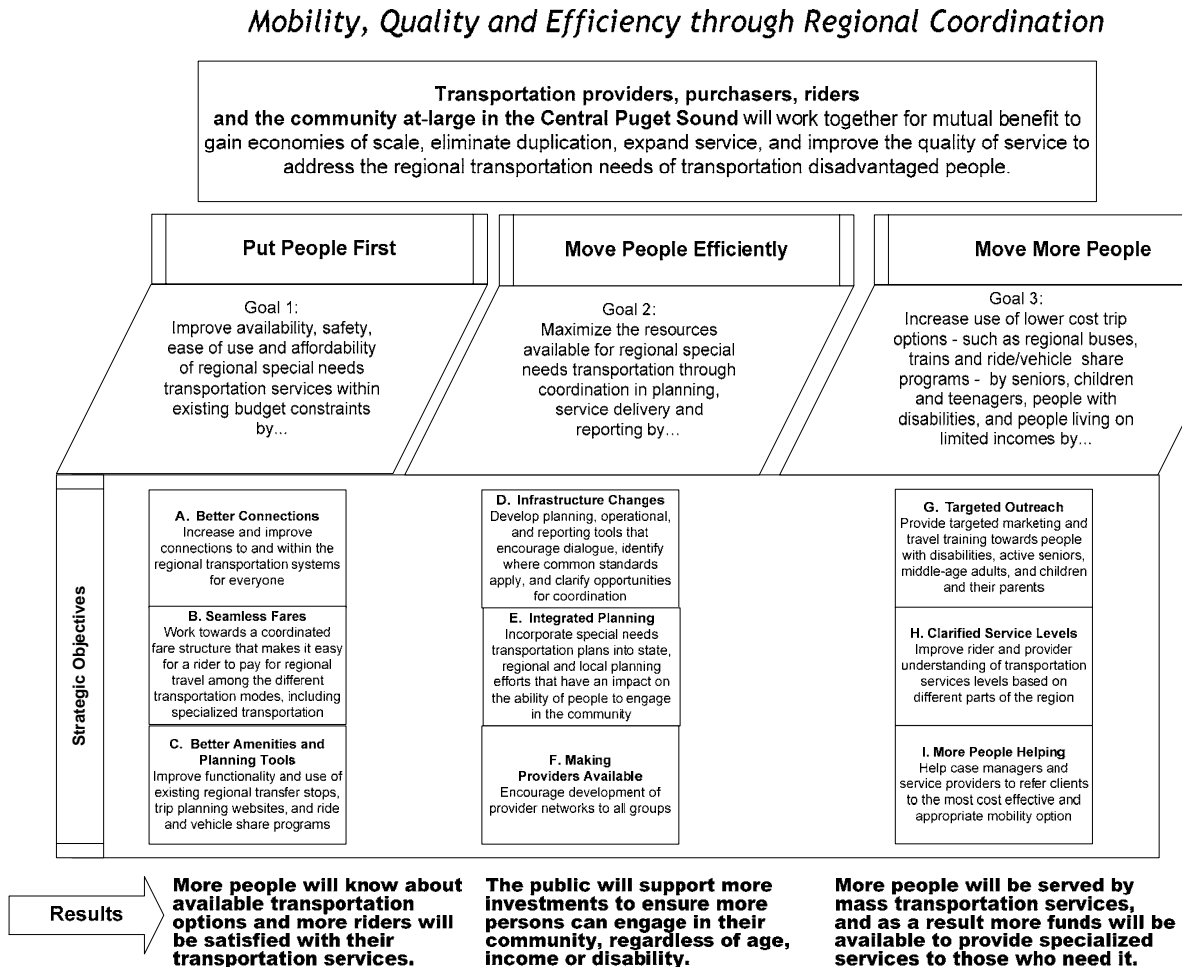
The general population will increase 7.2% by 2010 and 19.8% by 2020. In comparison, the subset of over 65 populations will increase by 10.6% by 2010, and 76.9% by 2020. With this increase in population comes an increase in demand for transportation services, especially for the aging population.

Based on the current utilization of transportation services and projected population growth, a 15% increase in trips by 2010 is estimated. This means:

- 18 million additional fixed route transit trips
- 13 million additional basic and special education trips
- 3 million additional ferry trips
- 450,000 additional van pool trips
- 375,000 additional paratransit trips under the American with Disabilities Act
- 150,000 additional paratransit Medicaid trips
- 100,000 additional human services provider trips

To achieve mobility, quality and efficiency through coordination, this plan supports strategies that accomplish the following goals and results:

Figure 6. Strategic Vision, Mission, Goals and Objectives



Top 20 Priority Strategies

The Regional Plan Work Group developed and prioritized a list of strategies to address the identified gaps and needs. This list of strategies is currently under public review.

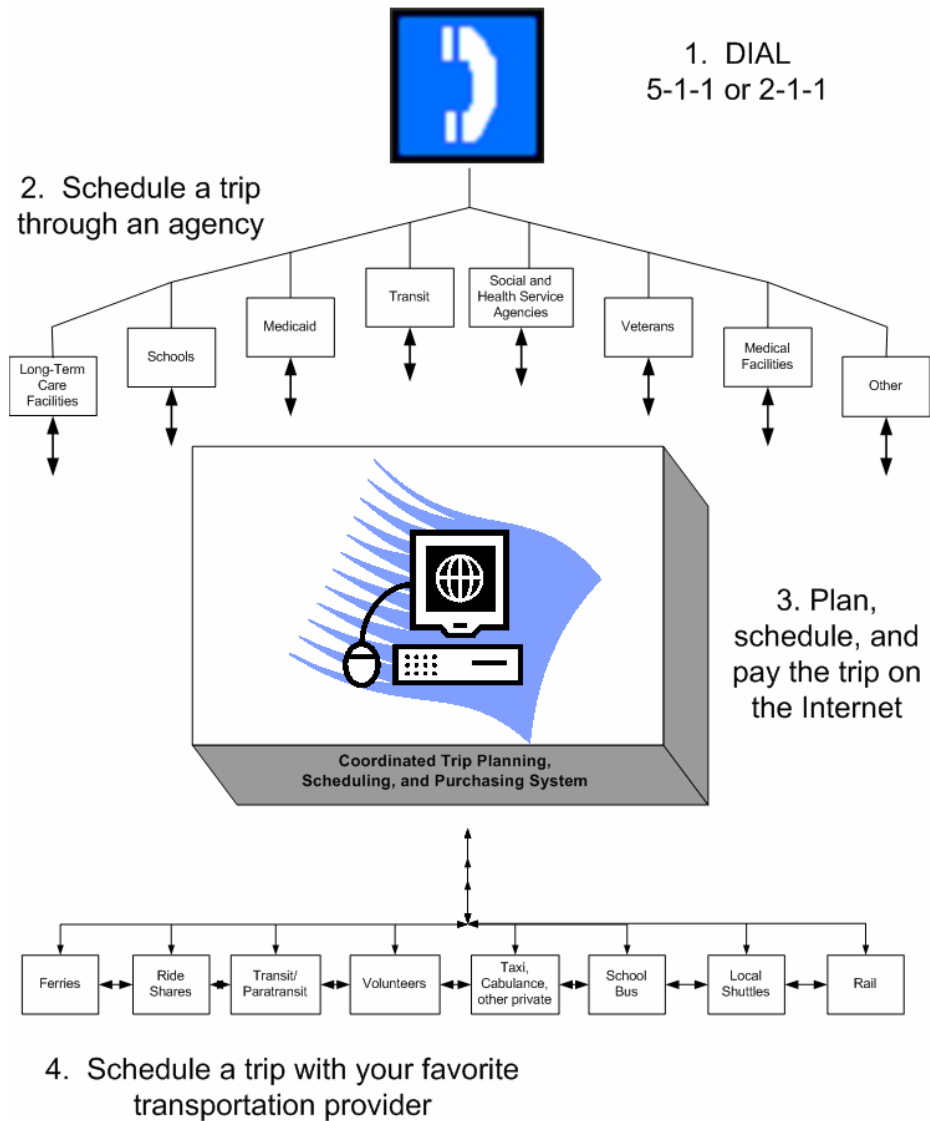
OVERALL RANKING	STRATEGY	GOAL-OBJECTIVE
1	Implement a regional bus buddy program to help people with special transportation needs feel more comfortable with riding the fixed route	3-G
2	Integrate changes due to the Smart Card system to Medicaid and other special needs providers issuing bus passes	1-B
3	Increase the amount of mileage reimbursement to volunteer drivers	2-F
4	Broker regional connections outside of PTBA's with feeder lines to transit routes, expanding upon Pierce County's "Beyond the Borders" service.	1-A
5	Expand and coordinate community vans and volunteer programs	2-F
6	Establish "staffed" regional transfer stations for paratransit trips	1-A
6	Establish on-going dialogue/framework for regional coordinated transportation such as the. PSRC/Sound Transit "workgroup" and county coalitions	2-D
6	Coordinate with regulation and funding bodies to change rules and regulations in ways that encourage resource sharing	2-F
7	Better coordinate and enhance FindARide, Trip Planners, 5-1-1 and 2-1-1 as regional information and referral systems to make regional connections	2-D
8	Establish an I-5 regional medical shuttle connecting the Puget Sound medical centers to its neighbors to the north and south	1-A
8	Coordinate special needs transportation planning with other interregional plans. Advocate for the inclusion of special needs goals and objectives in plans such as: 10 year plan to end homeless, Employment/Work First, Moving people within communities, Livable communities, Disaster Planning, Zoning/Land Use/Transportation	2-E
8	Increase the number of accessible taxi cabs	2-F
8	Increase marketing for travel training programs	3-G
10	Expand Snohomish County's "Travel Ambassador" program region wide	3-G
10	Build centralized computer systems or software that allows sharing ride demand data between agencies and non-profits	2-D
10	Provide group travel training in mini-bus tours	3-G
11	Expand programs to train Community JOBS, TANF and low-income recipients as personal attendants, drivers, or dispatchers	1-C
11	Enhance RideShareOnline.com for private event matching.	1-C
11	Expand interregional fixed routes, trains, and rideshare programs and increase their availability	1-C
11	Develop a coordinated scheduling system for school districts traveling to common regional locations	2-D

For more information about **GOALS AND OBJECTIVES**, and an expanded list of suggested strategies and projects, see Appendices L-P.

One of the strategies this plan supports is projects that simplify how to plan, reserve and pay for a trip with a single phone call or one website visit. This strategic vision is illustrated below.

Figure 7. Vision of a regional coordinated transportation system

4 WAYS TO GET A TRIP



Joelle's Story

One of Joelle's life and career goals is to attend graduate school and get her Masters in Public Administration. After studying her options and defining her personal and professional goals, Joelle decided the Program at The Evergreen State College was the best fit for her. But to go there, she had to first determine that transportation was not going to be a criteria for selecting a college.

"I didn't want to be forced to go to the U, or Seattle Pacific, just because I use a wheelchair", she said.

To get to The Evergreen State College campus from her office in Seattle, approximately 65 miles, took 5 hours and three different transportation systems. The trip to campus started with a Metro bus from her office in the Central District to the downtown Amtrak Station. From the Amtrak station, Joelle boarded the Coast Starlight train to the Olympia train station. Arriving in Olympia, Joelle used Intercity Transits "Dial-a-lift" to transport her to campus.

Costs for the Seattle to Olympia trip were \$1.50 for the Metro bus, \$20.00 for the Amtrak, and \$1.50 for the Dial-Lift. In addition, Joelle also paid \$70 a week for attendant care, for the night that she stayed at a colleague's house, before making an identical return trip to Seattle. The length of the trip and the time schedule made it impossible for her to travel both ways in a single day. In total, Joelle paid almost \$100 a week to make the regional trip between Seattle and Olympia.

Beyond cost, Joelle faced other barriers that she could only describe as products of a dysfunctional system. For example, to book her trip she had to call three different call centers, each with varying levels of accessibility. Joelle wished for a coordinated regional booking system for making travel arrangements. Joelle is a person of strength, determination, and skill and that enabled her to face the week, after week, after week struggle to get to school.

How many of us could do that?

While each project is expected to identify outcomes and measurements of performance, the overall performance indicators for coordinated transportation in the Puget Sound Region will focus on:

Potential Quality Measures

- Transportation service customer comments
- Dwell times
- Trip times
- Accident reports
- Ability for transportation disadvantaged people to meet medical, employment, and social needs
- Ability for seniors and people with disabilities to remain independent
- Rider satisfaction

Potential Efficiency Measures

- Average cost per trip, including administration and capital depreciation
- Average cost per mile, including administration and capital depreciation
- Average number of passengers per hour or per day
- Level of integration in other plans

Potential Mobility Measures

- Number of people using public transportation in the region, by mode
- Number of public transportation trips in the region, by mode
- Ratio of trips to population density, by mode and area (rural and urban)
- Transportation referenced as a barrier in human service needs assessments



Appendix A

Acknowledgements

Sound Transit gratefully thanks the many people who contributed to producing this plan.

First and foremost, Sound Transit greatly appreciates the dedication and hard work of the members of the Regional Planning Workgroup, who spent many hours developing the vision, principles, goals and objectives, and strategies that will lead us to a coordinated regional transportation system for people who are transportation disadvantaged.

We would also like to thank Michael Miller, Director of Sound Transit's Mobility Initiative, who provided ongoing oversight of the project and had the foresight to initiate the planning process before it was required. Special thanks also go to Faith Trimble of FLT Consulting, Inc. who served as project manager, facilitator of the planning process, and drafter of the report.

Other plan contributors who are also greatly appreciated: Jeanne Ward, Ward Consulting for research and report drafting; Debra Mendoza of FLT Consulting, Inc. for editing and administrative support; Connie Soper of Nelson/Nygaard for editing, and research on transit transfers and amenities; Steve Wilkes and Celeste Gilman of the IBI Group for transportation demand forecasting; Ben Brackett of the Puget Sound Regional Council (PSRC) and Kristina Evanoff of Sound Transit for GIS mapping, and Terry Marks of tmarkdesign for design of the logo and the cover of the plan.

A special thank you to Ryan Warner, a graduate student from The Evergreen State College, for interviewing and writing the personal stories about real transportation challenges and opportunities.

Sound Transit appreciates your work. We are committed to being an active partner in putting this plan into action.



Appendix B

Demographic Information

PROFILE OF THE REGION

Approximately 3 million people live in the three county areas of King, Pierce and Snohomish, of which 57 percent or 1.7 million people live in King County. Roughly 1 to 1.3 million people - thirty to forty percent of the population - has a higher need for transportation services because they are potentially unable to drive due to a disability, their age or income status.

According to the U.S. Census, Pierce County has a higher percentage of their population with potential special transportation needs than the other two counties. In Pierce County, seniors and youth account for 42 percent of the population as compared to 32 percent and 31 percent in King and Snohomish Counties, respectively. Pierce County also has the highest percentage of their population with low-incomes (13 percent) and with disabilities (23 percent) as compared to King (low income; 9 percent, people with disabilities; 18 percent) and Snohomish (low income; 7 percent, people with disabilities; 17 percent).

Table B.1 People typically with higher transportation needs (U.S. Census 2000)

	King	Pierce	Snohomish	3 County
Population By Special Need Category				
Youth (5-17ys)	350,424	205,992	133,297	689,713
Seniors (65+yrs)	198,406	88,626	57,497	344,529
People w/disabilities	306,057	161,531	101,206	568,794
Low-income	158,248	94,110	44,641	296,999
Total Population	1,737,034	700,820	606,024	3,043,878
Percentage of Total Population				
Youth (5-17yrs)	20.17%	29.39%	22.00%	22.66%
Seniors (65+yrs)	11.42%	12.65%	9.49%	11.32%
People w/disabilities	17.62%	23.05%	16.70%	18.69%
Low-income	9.11%	13.43%	7.37%	9.76%

The magnitude of transportation need is difficult to quantify. However, even with a conservative guess of half of this "higher-risk" population having a transportation need at some time, we are talking about a half million people. That is, for every 6 people in the region, 1 person is unable to make it to the doctor, grocery store, social services, after-school activities, or to quality of life events that make Puget Sound enviable around the nation.

Age Demographics

Older Adults: About 345,000 older adults over the age 65 live in the 3-county region. This sector of the population is growing more rapidly than any other. In 2000, the 60+ age group makes up approximately 13.2 percent of the region's population. Over 1 million people in Washington will be 65 or older in 2020, almost twice the number of people in that age group today.¹ Recent research² estimates that one in five (21%) Americans age 65 and older do not drive, and more than 50 percent of non-drivers age 65 and older stay home on any given day because they lack transportation options. In addition, people outlive their ability to drive an average of six to eleven years. These statistics mean our aging population will have a more and more reliance on transportation services in the near-term.

Children: Approximately 690,000, or 23 percent of the region's population, are children age 5 to 17. This population group either does not have a driver's license, or in the case of older kids, have just left home for the first time and perhaps without a vehicle (or reliable vehicle). Parents, school buses, transit, walking, and bicycling are all part of this age groups mobility options. In some cases, these options are not available or feasible.

Disability Demographics

Over 569,000 people, about 19 percent of the region's population, report a disability. A disability as defined by the U.S. census means a sensory, physical, mental, self-care, or going outside the home disability.

While accessibility offers more enriched lives for people with disabilities, the economy also benefits. If health and transportation options allow it, people with disabilities can be very active participants in the community. Roughly 60 percent of people with disabilities, age 21-64, are employed. For every 6 employed people **without** a disability in the region, there is 1 employed person working **with** a disability.

Beyond employment, the transportation needs of people with disabilities can be life threatening. If they are unable to get the medical attention they need, their vulnerable health condition puts their life at additional risk. In addition, the ability to actively engage in a social life outside of employment and medical treatment is an important part of anyone's quality of life, including people with disabilities.

Table B.2 Employment and People with Disabilities (U.S. Census 2000)

	King County		Pierce County		Snohomish County		TOTAL	
Population 21 - 64 yrs	1,092,800	100%	389,033	100%	355,833	100%	1,837,666	100%
With a disability	165,148	15.1%	79,383	20.4%	59,598	16.7%	304,129	16.5%
Percent employed	62.6%	-	58.3%	-	63.3%	-	61.4%	-
No disability	927,652	84.9%	309,650	79.6%	296,235	83.3%	1,533,537	83.5%
Percent employed	80.9%	-	77%	-	80.1%	-	79.3%	-

¹ Safe Transportation for an Aging Population, Washington State Department of Transportation, January 2004

² Aging Americans: Stranded Without Options, Surface Transportation Policy Project, April 2004

Income Demographics

About 297,000 people, or 10 percent of the region's population, live below the poverty level. For a family of four persons, the US Census poverty threshold is an annual income of \$18,810. Many people with lower incomes are either without a car or without a reliable car – which makes it even more difficult to change circumstances. One-quarter of this poverty level population is under the age of 18. Children living below the poverty level are often unable to participate in positive after-school activities, unless transportation is available.

Transportation costs put a tremendous strain on low-income budgets. According to the Surface Transportation Policy Project³, the poorest 20 percent of American households, those earning less than \$13,908 (after taxes) per year, spend 40.2 percent of their take home pay on transportation. For many people in this situation, owning a private vehicle, or being able to maintain a private vehicle, is not a reasonable option.

Retaining employment can be difficult for low-income people if they do not have a car and there are no transportation options. Most entry level positions involve early morning or late night hours when transit service may not be available.

³ Transportation Costs and the American Dream, Surface Transportation Policy Project, July 22, 2003.



Appendix C

Planning and Funding Processes

The purpose of this plan is to improve regional travel for transportation disadvantaged people throughout King, Pierce, and Snohomish counties in Washington State through better coordination of transportation services.

Regional or cross-jurisdictional trips refer to travel across the boundaries of governmental entities, such as counties, cities, school districts and between the service areas of human service or non-profit agencies.

Since 1999, the three counties in the region have been working at the local level to coordinate special needs transportation services. The local special needs transportation coalitions are the Snohomish County Coordinated Transportation Coalition (SNOTRAC), the King County Key Partners in Transportation, and the Pierce County Coordinated Transportation Coalition (PCCTC).

The transportation coordination activities of each county focus on coordinating services within the county. However, regional travel requires coordination among the counties.

This five-year regional plan is the logical next step of bringing the three counties together to agree on how to most efficiently and effectively work together to improve regional mobility as well as support the sustainability of local coordinated transportation efforts.

Funding Opportunities

A variety of federal, state, regional, and local funding sources support regional special needs transportation. Funding sources for implementation of this plan include the following:

- Stretching existing dollars further through coordination
- Additional investments from regional, state and local agencies
- Grant and foundation dollars
- Funds distributed under the Safe, Accountable, Flexible, and Efficient Equity ACT of 2003 (SAFETEA-LU)

Of immediate significance are the planning requirements under SAFETEA-LU. This Act requires a project to be included in a regional Transit and Human Services Transportation Coordination Plan to be eligible for funds.

SAFETEA-LU is a six-year transportation reauthorization bill that authorizes funds for fiscal years 2004 through 2009. The Federal Transit Administration (FTA) requires projects funded from the 2007 appropriations to be developed through a regional planning process. This includes funding for :

- 5310 - Elderly and Disabled Transportation
- 5311 – Rural General Public Transportation (recommended)
- 5316 - Jobs Access and Reverse Commute (JARC)
- 5317 - New Freedom

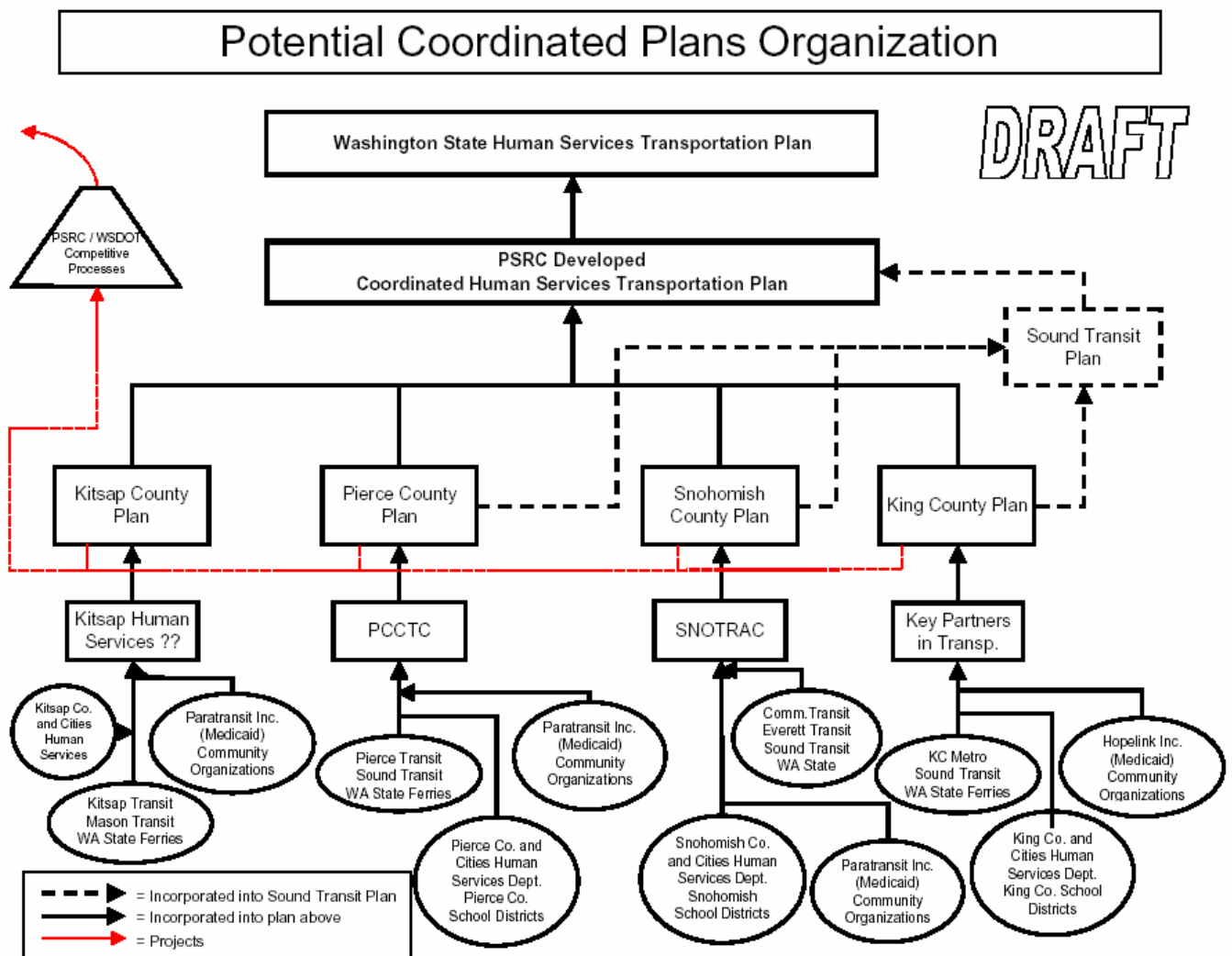
Planning Integration

The Puget Sound Regional Council (PSRC), the Central Puget Sound's Metropolitan Planning Organization, is the administrator of the JARC and New Freedom funds.

PSRC has expanded upon this plan to develop a coordinated human services and public transit transportation plan which is the framework for administering those funds. The regional projects and strategies identified in "United We Ride in Puget Sound" will be integrated into the PSRC plan.

The following diagram shows how this regional plan fits in with the other planning efforts in the region under the SAFETEA-LU planning requirements.

Figure C.1 Planning Process for Coordinated Transportation





Appendix D

Organizational Plans supporting the coordination of special needs transportation

To coordinate at the service level, coordination must also occur at the planning level. Coordinated planning is a way to forge a common vision, avoid working at cross purposes, and align work programs toward common goals. Therefore, in the planning process, the regional workgroup examined existing plans.

Federal agency plans give directives to state and local plans. A number require coordination locally as a prerequisite for receiving funds or as a means of deciding how funds are distributed, such as SAFETEA-LU. The Federal Interagency Coordinating Council on Access and Mobility oversees compliance with the *Executive Order on Coordinating Human Services Transportation*.

The Washington State Priorities of Government articulates what the state has determined to be its core government functions. Allocation of state resources is prioritized in order to carry out these core government functions. Many of the state priorities are related to the work of coordinating special needs transportation, such as “Improve Social Services for Washington’s Vulnerable Children and Adults,” “Improve the Economic Vitality of Businesses and Individuals,” “Improve Statewide Mobility of People, Goods, Information and Energy,” and “Improve the Efficiency of Government Function Throughout the State.”

State agency plans set goals, objectives and strategies for carrying out core government functions. Plans also include strategies to assure that requirements of federal funding sources are met. State agency plans give direction to the local and regional agencies that are responsible for service delivery at the local level. The State Department of Social and Health Services, the Washington State Department of Transportation, and the Office of the Superintendent of Public Instruction all develop statewide plans to further their mission.

Regional plans address cross-jurisdictional issues and facilitate connectivity for a particular type of service, such as transportation or education. Regional bodies involve local agencies from multiple jurisdictions as regional plans are developed. Regional plans give direction to local plans, but also, local plans feed into regional plans. The Puget Sound Regional Council’s “Vision 20/20” and Sound Transit’s “Sound Move” are essential regional plans for the region.

Local agency plans must comply with federal and state requirements and also meet local needs. More and more, funding is dependent on coordination at the planning and implementation stages of transportation activities. In addition to the local coordinated transportation coalition plans, other supporting local plans include county and city comprehensive plans, capital facilities plans, transportation and transit plans, social service plans, and school district plans.

The following table lists excerpts from various federal, state, regional, and local plans that support special needs transportation coordination.

Statements Supporting Special Needs Transportation

Organization and Plan	Supporting Statements
Federal Plans	
<p>United States Environmental Protection Agency</p> <p><i>Characteristics and Performance of Regional Transportation Systems</i></p> <p>January 2004</p>	<p>The STN population is not addressed specifically. A smart growth transportation system is described as one with:</p> <ul style="list-style-type: none"> • Multiple route choices between points • Short blocks and frequent opportunities to cross streets • A variety of street types that provide both access and mobility • Sidewalks and bicycle facilities that provide direct, safe travel routes • Highways linking towns, but not bisecting them or bypassing them • A network of dense, frequent transit service <p>Lower auto ownership is enabled by neighborhoods that offer dense and frequent transit service.</p>
<p>United We Ride – Federal Interagency Coordinating Council on Access and Mobility</p> <p><i>Executive Order: Human Service Transportation Coordination</i></p> <p>February 2004</p>	<p>The Council is directed to: “Promote interagency cooperation and the establishment of appropriate mechanism to mitigate duplication and overlap of Federal programs and services so the transportation disadvantaged people have access to more transportation services</p> <p>Federal agencies are directed to: “assist the council and provide information to the council consistent with applicable law as may be necessary to carry out its functions.”</p>
<p>US Department of Transportation, Federal Transit Administration</p> <p><i>FY06 Strategic Business Plan</i></p>	<p>Deliverable 10: In each region, ensure that the agreed to targeted number of communities (urban, suburban, rural) have a local coordinated transportation planning process using the Framework for Action or other mechanism and a resulting plan that is inclusive of older adults, people with disabilities, and individuals with lower incomes. In each region, 2 or more urban communities will develop and implement new human service transit pass initiatives for at least one population. 70% of all states will have made progress in developing a process for meeting the coordinated transportation planning requirement outlined in SAFETEA-LU.</p> <p>Increase by 3, the number of federal partners that integrate policy language related to human service transportation coordination into their program guidance using legislative, regulatory, or administrative mechanisms</p>
<p>State of Washington Office of Financial Management</p> <p><i>Priorities of Government</i></p> <p>Last modified March 2006</p>	<p>The State of Washington identified 10 Priorities of Government. All have components that depend on transportation and coordination of services for success.</p> <p>Improve Mobility of People, Goods and Services:</p> <ul style="list-style-type: none"> • Provide additional connectivity between modes • Maximize the use of the existing system –Increase the number of travel information webpage visits <p>Improve Cultural and Recreational Opportunities Throughout the Stat</p> <ul style="list-style-type: none"> • Ensure access to cultural and recreational opportunities <p>Improve the Economic Vitality of Businesses and Individuals</p> <ul style="list-style-type: none"> • People have jobs • Coordination government efforts to improve the effectiveness of economic development investments <p>Improve the Security of Vulnerable Children and Adults</p> <ul style="list-style-type: none"> • Provide in-home care supports • Provide support services to families <p>Improve the Health of Washingtonians</p> <ul style="list-style-type: none"> • Provide access to appropriate health care <p>Improve Student Achievement in Elementary, Middle, and High Schools</p> <ul style="list-style-type: none"> • Support early education and learning • Support parent and community connections

<p>Washington State Department of Transportation</p> <p><i>Washington's Transportation Plan 2003-2022</i></p> <p>February 2002</p>	<p>Goal 3: Special Needs Transportation Transportation system provides all citizens access to basic services. Objective: Meet all basis transportation needs for special needs population</p> <p>Goal 5: Increased Travel Options Throughout the state, travelers have viable alternatives to the privately owned automobile for their trips Objective: Improve existing travel options</p> <p>Goal 6: Seamless Connections The transportation system offers easy connections between different services throughout the state Objective: Create links and remove barriers between transportation facilities and services</p> <p>Goal 9: Effective Community-Based Design Integrated community design, land use, and transportation investments improve quality of life Objectives:</p> <ul style="list-style-type: none"> • Increase integration of state and local interests in the development and implementation of transportation services and facilities • Balance state and local needs in the development and implementation of multi-modal transportation projects <p>Goal 10: Collaborative Decision Making Collaboration occurs between federal, Tribal, state, regional, local, and private sector partners Objective: Increase partner satisfaction with the level of involvement in decision making in the development and implementation of transportation projects</p>
<p>Agency Council on Coordinated Transportation (ACCT)</p> <p><i>2005-2007 Coordination Goals</i></p> <p>October 2005</p>	<p>ACCT will focus on</p> <ul style="list-style-type: none"> • Finding opportunities in WSDOT to support ACCT principals, including better coordination of Job Access grants, CTR and van pool programs • Finding opportunities in DSHS to support ACCT principles including better coordination of transportation spending, Job Access grants, Medicaid, and cost per trip data. • Identifying federal and state barriers that restrict coordination of at the local level, such as multiple requirements for audit data from various funders. <p>ACCT will prioritize funding for projects that:</p> <ul style="list-style-type: none"> • Help communities utilize Medicaid brokers to meet other transportation needs • Integrate schools as a community transportation resource • Support connected trips • Creatively use shared ride strategies <p>ACCT will pursue projects to:</p> <ul style="list-style-type: none"> • Increase information about mobility options and coordination efforts • Measure the performance of coordinated transportation
<p>Department of Social and Health Services (DSHS)</p> <p><i>A Strategic Plan for 2006-2011</i></p> <p>May 1, 2004</p>	<p>Improve the Health and Safety of Communities and clients</p> <ul style="list-style-type: none"> • Provide quality services in the least restrictive settings that are cost effective and appropriate to clients'health and safety needs. <p>Improve Client Self-Sufficiency</p> <ul style="list-style-type: none"> • Provide effective assistance and career choices <p>To people with disabilities who are of working age and able to work</p> <ul style="list-style-type: none"> • Strengthen partnerships among state, counties, and schools to expand high school transition employment opportunities for persons with disabilities • Avoid out-of home placements of vulnerable adults and children with developmental disabilities by providing information, training, support and preventive services to family and other informal caregivers. <p>Improve Accessibility and Service Integration</p> <ul style="list-style-type: none"> • Increase community partnerships to leverage resources • Develop partnership strategies that leverage and align resources to achieve service outcomes • Build partnerships, infrastructure and systems to support integrated services and coordinated case management • Explore opportunities for facility co-location with service partners to improve service accessibility

<p>Office of the Superintendent of Public Instruction (OSPI)</p> <p><i>Preparing Washington's Students for the 21st Century – Five Year Strategic Plan for the Office of the Superintendent of Public Instruction 2002-2007</i></p> <p>April 2003</p>	<p>OSPI Values and Beliefs: 4. OSPI works in partnership with students, families, community members, business leaders, educators, and policy makers Objective 1.5 Ensure that all schools implement a plan for continuous improvement that involves a whole community collaborative effort and results in increased student achievement. Objective 3.3 Ensure that students have access to social and health services that reduce barriers to learning</p>
<p>Puget Sound Regional Council</p> <p><i>Vision 2020 1995 Update</i></p> <p>May 1995</p>	<p>Although the STN population is not specifically addressed, the vision is for a “multimodal transportation system that is integrated with and supported by the growth management and economic strategy... balanced to establish a more efficient transportation system, shifting emphasis from highways and vehicle movement to travel options that support the movement of people and goods.”</p> <p>“The strategy emphasizes coordination of plans and implementation activities through interjurisdictional planning. Vision 2020 provides a regional framework for jurisdictions and agencies to work together to resolve transportation, land use, and other issues of mutual concern.”</p> <p>“Integrate land use and transportation planning to encourage health and human service facilities to locate near transit and other services”</p> <p>“Promote convenient intermodal connections between all elements of the regional transit system (bus, rail, ferry, air) to achieve a seamless travel network which incorporates easy bike and pedestrian access.”</p> <p>“Improve intermodal connections between high capacity transit stations, (including ferry terminals, rail stations, and bus centers), major transfer points, and the communities they serve, primarily through more frequent and convenient transit service.”</p>
<p>Sound Transit: Central Puget Sound Regional Transit Authority</p> <p><i>Sound Move – The Ten-Year Regional Transit System Plan</i></p> <p>May 1996</p>	<p>The STN population is not specifically addressed. The plan calls for a cost-effective and balanced approach to increase the capacity of the existing system by offering a package of transportation options. Principles and commitments for doing so include: “Coordinated services – regional and local transit services will be coordinated and a single fare structure will be used.”</p> <p>“By coordinating with local transit and other transportation services Sound Move will make it convenient and easy to move around the region. Crucial to the ... entire regional transportation system are the mechanisms that make different transportation components work together to create an efficient network connecting the entire region.”</p>
<p>Puget Sound Regional Council</p> <p><i>Destination 2030</i></p> <p>May 2001</p>	<p>The special needs population is not specifically addressed. “<i>Destination 2030</i> establishes investment principles that clearly emphasize coordination among the state, counties, cities, towns, ports, and transit agencies”</p> <p>System management strategies include “Transit operations projects, including new technology for coordinated fare collections, vehicle tracking, traveler information, and other new transit technologies and information systems.”</p> <p>Investment goals include “A 30 percent increase in demand response, or paratransit service by 2010, and a 65 percent increase over year 2000 levels by 2030.”</p> <p>Additional actions include “Investigating tools for greater regional coordination. Regional Council will work with jurisdictions and the state to implement the Blue Ribbon Commission on Transportation’s recommendations, including those that emphasize efficiency and accountability, and promote strong state and strong regional roles in planning, prioritizing, and funding transportation.</p> <p>“The financial structure should support multi-modal investments that improve the availability options where and when they are needed.”</p>
<p>Puget Sound Regional Council</p> <p><i>Puget Sound Milestones;</i></p> <p>August 2002</p>	<p>No specific mention of STN population or their needs in the planning process. One statement about aging “Consistent with national trends, the population of the central Puget Sound region is aging. The share of the region’s population between the ages of 45 and 64, which largely corresponds to the baby boomer generation, increased from 17.9 percent of total population in 1990 to 22.7 percent in 2000.”</p>

<p>Puget Sound Regional Council</p> <p><i>Metropolitan Transportation System: Regional Transit</i></p> <p>July 2003</p>	<p>The report monitors aspects of meeting the goals and objectives of <i>Destination 2030</i> to create an efficient, balanced, multi-modal transportation system. None of the goals specifically mentions the STN population, but the transit demand response service is included in the monitoring.</p> <p>“The transit monitoring effort will address three major types of transit service, including:2)demand response services”</p> <p>The initial performance measures establish a year 2000 baseline from which to measure progress. This report looks at supply, use and efficiency.</p> <p>“Targets for increasing service hours were established in <i>Destination 2030</i> The plan calls for a30 percent increase in demand response service hours.”</p>
<p>Puget Sound Regional Council</p> <p><i>Environmental Justice Demographic Profile</i></p> <p>October 2003</p>	<p>The report is a baseline demographic profile of low-income, minority, disabled and elderly populations in the Puget Sound region .It identifies population groups and communities to be considered in subsequent environmental justice analysis and activities.</p> <p>The following environmental justice principles must be integrated into federal transportation programs, policies, and activities:</p> <ul style="list-style-type: none"> • Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority and low-income populations • Ensure full and fair participation by all potentially affected communities in the transportation decision- making process • Prevent the denial of , reduction in, or significant delay in the receipt of benefits by minority and low-income populations
<p>Puget Sound Educational Services District</p> <p><i>2004-2005 Ends Report</i></p> <p>June 15, 2005</p>	<p>Increase Leadership Capacity</p> <ul style="list-style-type: none"> • Facilitate leadership networks • Provide governance support to superintendents and boards • Provide training to build leader knowledge, skills and abilities <p>Increase Economic Efficiencies and Resources</p> <ul style="list-style-type: none"> • Leverage resources and create economies of scale • Secure new funding • Expand the pilot program to assist in coordinated transportation solutions for homeless students traveling across district boundaries <p>Increase Family and Community Engagement</p> <ul style="list-style-type: none"> • Create and support high quality leadership programs for parents and community members • Assist districts to develop parent/community engagement programs • Create community and regional partnerships that utilize and build upon the assets of our communities
<p>Local Plans</p>	
<p>City of Everett</p> <p><i>Everett’s 10 Year Comprehensive Plan</i></p> <p>Adopted August 1994, last updated on October 31, 2003</p>	<p>Transportation Objectives:</p> <ul style="list-style-type: none"> • Plan, finance and maintain a multi-modal transportation system that provides expanded travel opportunities for transit, pedestrian, bicycle and ride-sharing while accommodating private automobile use and supporting economic development within the community • Establish and maintain an efficient coordination process for identifying, reviewing and resolving inter-jurisdictional transportation concerns in or affecting Everett’s Planning Area <p>Planning Principals and Commitments:</p> <ul style="list-style-type: none"> • Expand local bus service to meet both inter-area commuter and mid-day demand and act as a feeder to high capacity transit services • Coordinate transportation planning and investment decisions with the County, the State, and neighboring jurisdictions, including the use of interlocal agreements
<p>Community Transit</p> <p><i>Transit Development Plan</i></p> <p>April 2004</p>	<p>Goal and objectives:</p> <ul style="list-style-type: none"> • Increase ridership • Improve market share – Increase the proportion of total travel made on public transit • Improve the quality of current services – Customer say the most important improvements in service quality ... are to make bus services faster, add bus stops closer to the start and end of the trips, make service more frequent, and provide real time “next bus” information at bus stops. • Improve Intersystem Connectivity – improving connections with other public

	<p>transportation systems, enabling travelers to more easily travel farther across service area boundaries.</p>
<p>Snohomish County, Planning and Development Services</p> <p><i>10 Year Update of the Comprehensive Plan</i></p> <p>December 2005</p>	<p>“The transportation element has to be consistent with and supportive of the land use element of the comprehensive plan including</p> <ul style="list-style-type: none"> • Identification of transportation system needs to meet current and future travel demand • Strategies for intergovernmental coordination and transportation system impact assessment” <p>Goals and objects include:</p> <ul style="list-style-type: none"> • Public transportation shall be extended throughout the urban area at a level of service appropriate to the planned form and intensity of development • Public transportation shall be limited, outside the urban area, to a level of service appropriate for low density population • Cooperate with WSDOT, the cities, and transit operating agencies to design facilities and provide for services that enhance the mobility of all citizens regardless of age, disability, or income • Participate with cities, transit agencies, Sound Transit, and WSDOT in cooperative planning process for public transportation and high capacity transit • An ongoing public awareness program for ridesharing and public transportation shall be established in cooperation with Sound Transit, Community Transit, and Everett Transit • Plan, develop, and maintain transportation systems through intergovernmental coordination • Participate with the cities, Sound Transit, Community Transit, Everett Transit, King County Metro, Marine Division of WSDOT, and AMTRAK in establishing compatible schedules and terminal locations • Public transportation modes (bus and rail) shall be planned that are time-coordinated and interconnected to increase level of service and ridership
<p>King County Metro</p> <p><i>Six-Year Transit Development Plan for 2002-2007</i></p> <p>September 2002</p>	<p>Elements of the plan include:</p> <ul style="list-style-type: none"> • More convenient and frequent services, particularly to and between activity centers outside of downtown Seattle • Strengthened linkage between service and facility investment and the actions of others • Improved coordination with regional transit services • Continued emphasis on private and public partnerships <p>Strategies include:</p> <ul style="list-style-type: none"> • Improve community mobility options through increase in service levels on existing routes or through the creation of new service in transit-supportive higher household and /or employment density areas • Develop cost-effective alternatives to supplement federally mandated paratransit service and to provide transportation services to persons who are transportation-disadvantaged due to age, disability, or income. Explore ways to help paratransit-eligible persons and other persons with disabilities and seniors on mobility products and services available to the general public, such as vanpools. • Conduct a community planning process in which transit riders, local jurisdictions, unincorporated area councils, employers, and educational institutions participate in the design and implementation of significant changes in existing service
<p>Seattle-King County Aging and Disability Services</p> <p><i>2004-2007 Area Plan on Aging</i></p> <p>October 2003</p>	<p>“Federal law, the Older American’s Act (OAA), requires that every Area Agency on Aging involve a number of community partners in the formulation of a major planning document every four years:</p> <p>The four priority areas included in the Area Plan 2004-2007 are: 1)Basic needs; 2) Health and well-being; 3) Social and civic engagement; and 4) Independence</p> <p>Basic needs includes “mobility for shopping, social and medical visits”</p> <p>Goals include:</p> <ul style="list-style-type: none"> • Increase the number of older people and adults with disabilities who access rides via neighborhood shuttles by seeking fund and convening key transportation partners to advocate for funds to coordinate transportation systems. • Increase by 50 the number of Native American elders who access services by developing a sustainable transportation system that meets their needs • Increase by 50 the number of rural elders who have access to transportation. <p>Health and well being goals include access to nutrition programs, physical activity, health promotion and disease self-management programs.</p> <p>Civic engagement promotes health and well being. Goals include:</p> <ul style="list-style-type: none"> • Increase by 50 the number of Universal Design public housing buildings, through partnerships and educating the public.

	<ul style="list-style-type: none"> • Increase by 2 the number of neighborhood revitalization projects using elder friendly principles • Increase by 100 the number of seniors actively engaged in community life <p>Independence involves in-home care and access to assistive services</p>
<p>Pierce County Planning and Land Services</p> <p><i>Generalized Comprehensive Plan for Pierce County</i></p> <p>November 1994, amended every 3 years</p>	<p>Goals include:</p> <ul style="list-style-type: none"> • Encourage efficient multimodal transportation systems that are based on regional priorities and coordinated with county and city comprehensive plans • Provide for a GIS that integrates federal, state, city, and county information and allows for information sharing and planning <p>Policies of the Transportation Element include:</p> <ul style="list-style-type: none"> • Active coordination of planning, construction, and operation of transportation facilities and programs with adjacent counties, local jurisdictions, the PSRC, WSDOT, Pierce transit, and other public and private entities • Regional transportation plans and strategies should address the mobility and accessibility of people, freight and goods • Integrate land use and transportation planning with health and human services planning to promote service delivery at affordable costs <p>Objectives include:</p> <ul style="list-style-type: none"> • Encourage Pierce Transit to maintain a process for evaluating boundary and service extensions which includes criteria to determine the feasibility of providing service to new areas: and evaluate alternatives to regular, fixed route transit service (e.g. vans for occasional service, and demand responsive service) • Encourage coordination between Pierce Transit and all social service agencies in the locations of transit and new social service facilities so that social service agency clients can be served effectively by transit
<p>Pierce County Human Services, Aging and Long Term Care</p> <p><i>Four Year Area Plan 2004-2007</i></p> <p>October 2003</p>	<p>Ideals supporting the vision: seniors and adults with disabilities in Pierce County should have:</p> <ul style="list-style-type: none"> • Easy access to information about available services • Meaningful opportunities to participate in community life through social activities, civic involvement, and paid or voluntary employment • Reliable transportation alternatives that promote their mobility <p>Goals and objectives include:</p> <ul style="list-style-type: none"> • Ensure that seniors in rural areas are fully informed about available services • In collaboration with community partners, provide transportation options to rural elders to enhance their mobility. • Continue involvement with the Pierce County Coordinated Transportation Coalition and its work on the demonstration project for Eatonville residents • Work with Interfaith Care Team Ministry, the volunteer Transportation Program, and Senior Companion Program to link volunteer drivers with those who have transportation needs • Coordinate with transportation providers and other community agencies to increase available transportation options for seniors and adults with disabilities, especially in the county's rural areas and urban areas without public or private transit resources • Support legislation advancing a well-designed and adequately funded coordinated transportation system for the state and county • In collaboration with transit providers and local aging network partners, ensure that comprehensive information about transportation options and resources is available countywide • Continue to support efforts for a coordinated transportation system in Pierce County while serving as a member of the Pierce County Coordinated Transportation Coalition • Seek grant and other funding opportunities to support initiating new and/or continued funding of coordinated transportation projects outside of the Public Transportation Benefit Area • Review and implement strategies for increasing participation in volunteer transportation programs by participants and volunteers • Assist community human service providers in obtaining transit services through coordination of small-scale mobility projects • Utilize senior publication and other media outlets, especially in the county's rural areas, to keep the public informed of current transit resources, transit projects, and transportation coordination efforts in Pierce County • Collaborate with community transit providers to develop programs designed to increase usage of public transportation resources by seniors and adults with disabilities • Coordinate with local transit providers to establish a single point of entry for inquiring about and receiving assistance regarding public and private transportation

<p>Pierce Transit</p> <p><i>Transit Development Plan 2005-2010</i></p> <p>May 2005</p>	<p>The State Legislature included funding for expanded paratransit services in the 2003-05 State Transportation Budget. Pierce Transit is utilizing these additional resources to advance three programs:</p> <ol style="list-style-type: none"> 1. The purchase of ten vehicles dedicated to the Bus Plus program 2. Directing \$300,000 to Pierce County to initiate transportation services in neighborhoods that are outside the boundaries of Pierce Transit's Public Transportation Benefit Area; 3. Begin Bus Plus service in the mid-county regions. <p>Pierce Transit will continue sponsoring marketing programs that focus on promoting alternate modes ridership</p> <p>Pierce Transit continues to work with the six other Central Puget Sound transit agencies to develop a regional smart card fare collections system</p>
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Appendix E

Stakeholder and Public Feedback Process

PLAN DEVELOPMENT METHODOLOGY

Research, personal and professional expertise, and feedback processes shaped the development of this plan.

A broad group of stakeholders – people that impact or are impacted by the plan – were integrated into the planning development. Figures E.1 and E.2 depicts the plan development, decision making structure, and feedback processes.

Regional Workgroup and Regional Steering Summits

The actual work of identifying gaps and needs, writing the plan, and engaging feedback was conducted by a regional workgroup of individuals representing the local transportation coalitions from the three counties: the Pierce County Coordinated Transportation Coalition, the Snohomish County Special Needs Transportation Coalition, and King County Key Partners in Transportation.

Three members of each coalition participated on the workgroup. Two times per year the entire local coalitions met together for a Regional Steering Summit to provide feedback on the progress of the workgroup. Members of the workgroup are listed on the following pages.

Public Feedback

When developing public plans to address special transportation needs, a persistent challenge has been to engage the participation of people with special transportation needs. This is due to the nature of the very problem being addressed – they are unable to transport themselves to the meetings.

Consequently, Sound Transit sponsored “Citizen Access” - an innovative public input project to gather feedback from people with special transportation needs on the United We Ride in Puget Sound regional plan.

Using electronic polling and interactive voice response, a town hall meeting was televised in which this regional plan was discussed. Approximately 50 people were provided with transportation to participate in the meeting, and over 100 people participated in the meeting from their home by using their phones. An additional 1,000 people with special transportation needs participated one week after the televised meeting through an on-line and phone survey. The participants identified specific regional transportation needs, identified priorities, and evaluated strategies.

In addition to Citizen Access, three public meetings were held in King, Pierce and Snohomish counties in August 2006.

Regional Executive Summits

Executives representing the three local special needs transportation coalitions met once per year during the plan development to provide guidance and feedback [pending action]. They agreed to support the implementation of the regional plan in the development of their local plans, as well as within their individual agency plans. A listing of executives supporting the plan is listed on the following pages [pending action].

Figure E.1 Planning and Decision Making Structure

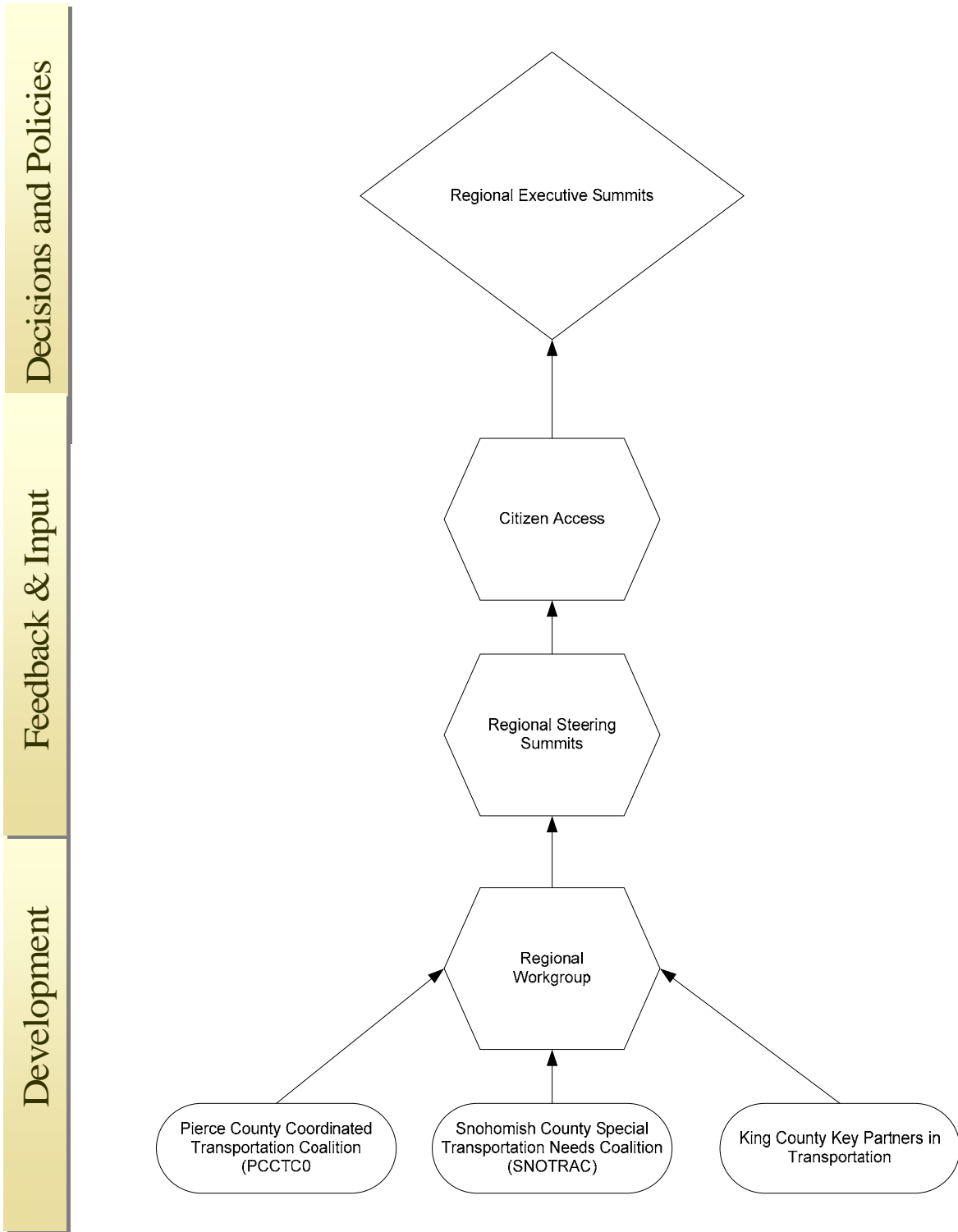
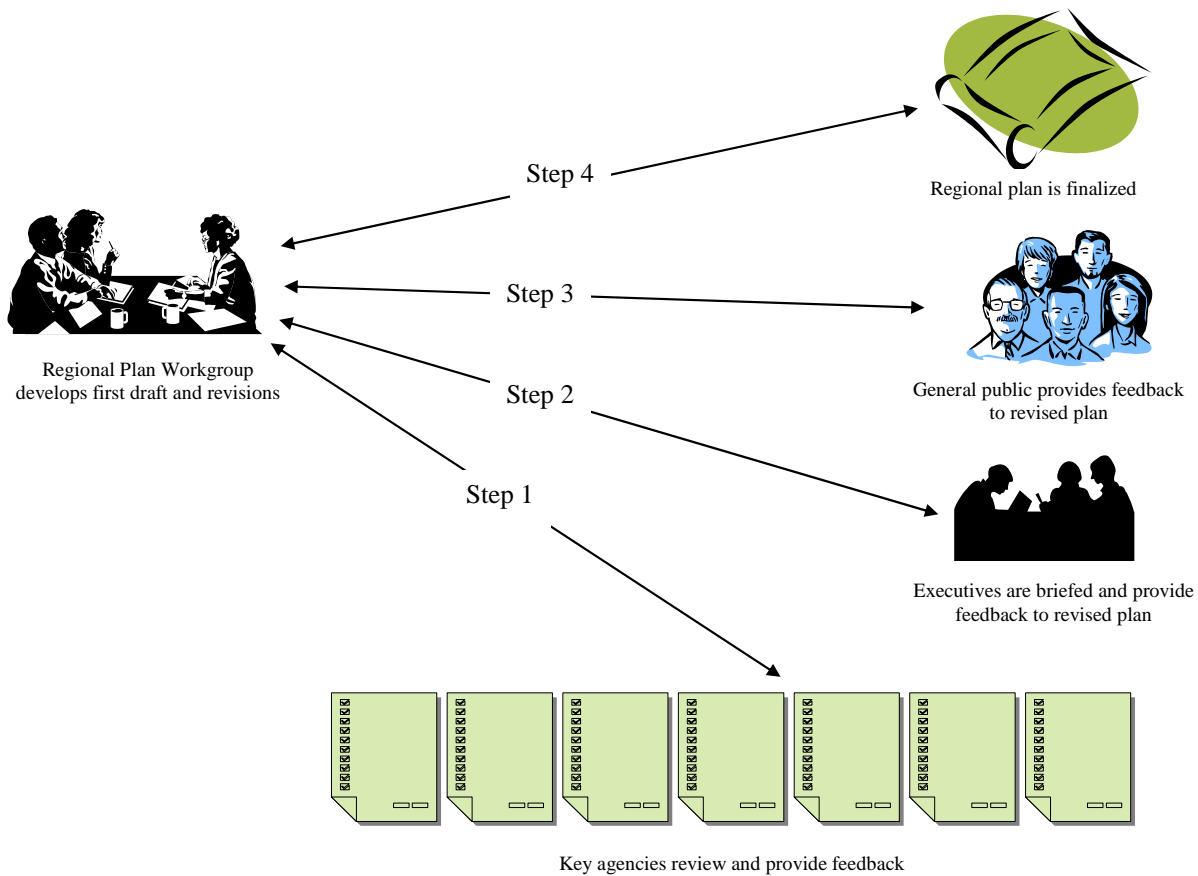


Figure E.2 Public Comment Process



Step 1: The regional workgroup presented and solicited feedback from agencies impacted by the plan in April-May 2006. They were provided the draft mission, principles, and goals and objectives. The information was posted on the Sound Transit website with an on-line feedback survey. The first working draft of the plan was presented to the Regional Steering Summit. In addition, presentations were made to the Transit Integration Group, the King County Job Access Reverse Commute Committee, the Program for Agency Coordinated Transportation (PACT), individual special needs transportation coalitions, transportation manager meetings in all three counties, and superintendents in Pierce and King County.

Step 2: In June-July 2006, the regional workgroup revised the plan and began developing a list of potential projects to address the goals and objectives of the plan. They also began developing the criteria by which projects would be ranked. Workgroup members met with the various executives to brief them on the plan, list of projects, and draft ranking criteria. The second draft of the plan was also posted on the Sound Transit Website for comment.

Step 3: Based on executive feedback, the regional workgroup produced a third draft of the plan. In August 2006, the **Citizen Access** public comment process was initiated (described above). People with special transportation needs provided feedback on the plan as well as specific recommendations on the project ranking criteria.

Step 4: The regional workgroup went back to the table and produced a final draft of the plan for executive support.

Regional Special Needs Transportation Planning Workgroup

Social Services

Margaret Casey, Aging and Disability Services in King County/Seattle

Cindy Gorgas, Pierce County Community Services

Cheryl Jones, Volunteers of America in Western Washington

Ann Kennedy, Paratransit Services (serving Pierce and Snohomish counties)

Jackie Montgomery, Pierce County Community Services

Lynn Moody, Hopelink (Serving King County)

Meg Strong, Snohomish County Human Services

Stuart Torgeson, Snohomish County Human Services

Janis Webb, Hopelink

Cindy Zwart, Senior Services of King County

Transit Agencies

Bob Brown, Community Transit

Bob Flor, King County Metro

Melony Greene, King County Metro

Michael Miller, Sound Transit

Tim Payne, Pierce Transit

Bob Sahn, King County Metro

Gretchen Weber, Community Transit

Park Woodworth, King County Metro

Schools

Anna Esquibel, Snohomish County Educational Service District

Jacque Mann, Puget Sound Educational Service District

Advocates

Sean Barrett, disAbility Resource Center

Leo Finnegan, Retired Citizen

Alexandra O'Reilly, City of Bellevue

Federal, Regional and State Agencies

Don Chartock, Washington State Department of Transportation

Ned Conroy, Puget Sound Regional Council

Paul Meury, Washington State Department of Social and Health Services, Medical Assistance Administration

Marcy Jaffe, Washington State Department of Transportation

Karl Otterstrom, Federal Transit Administration

Robin Phillips, Washington State Department of Transportation

Jennifer Ryan, Puget Sound Regional Council

Executives supporting this plan

NAMES TO BE CONFIRMED

Organization	Executive
County Leadership	Lyle Quasim , Chief of Staff, Pierce County Gary Nelson , Council Member, Snohomish County Ron Sims , King County Bob Drewel , Puget Sound Regional Council
Transits	Kevin Desmond , CEO, King County Metro Lynn Griffith , CEO, Pierce Transit Joyce Olson , CEO, Community Transit Paul Kaftanski , CEO, Everett Transit Joni Earl , CEO, Sound Transit
Social Services	Tom Hilyard , Director, Department of Community Services, Pierce County Janelle Sgrignoli , Director of Human Services, Snohomish County Jackie MacLean , Director, Department of Community & Human Services, King County Patricia McInturff , Director, Seattle Human Service Department (HSD), City of Seattle
Schools	Monte Bridges , Superintendent, Puget Sound Educational Service District ??? , Superintendent, Seattle School District ??? , Superintendent, Snohomish County Educational Service District
Others	Associated Ministries Catholic Community Services Hope Link Paratransit Services Inc. Senior Services United Way Volunteers of America WorkFirst Development Council



Appendix F

Definitions, Clarifications, and Glossary of Terms

Who are transportation disadvantaged people?

Many people mistakenly assume that people with special transportation needs are only people with disabilities or people using wheelchairs. In fact, transportation disadvantaged people covers a much larger spectrum.

Transportation disadvantaged people, otherwise known as people with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to Washington state law, RCW 47.06B, people with special transportation needs are specifically “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”

So, a transportation disadvantaged person may have different types of transportation needs. Needs may include a frail elderly woman trying to get to a specialized health center or an evening concert, a transient student trying to get to their home school, a person with epilepsy trying to get to a Mariner’s game, an unemployed student trying to complete an internship, a single mom without a reliable car who works a graveyard shift at a minimum wage job, or a visually-impaired individual with a guide dog traveling to visit his parents. This is only a short list of possible regional transportation needs.

This plan uses the terms “transportation disadvantaged people” and “persons with special transportation needs” interchangeably.

What is special needs transportation?

It is a given that the most popular mode of transportation for most people in the Puget Sound region is the private vehicle. However, by the very definition of people with special transportation needs, the private vehicle is not always an option for everyone.

The different players providing special needs transportation services largely fit into three categories: Human service transportation, public transit, and student transportation services. These designations, however, do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation, including transportation funded and provided by the Washington State Department of Social and Health Services, the Federal Transit Administration (FTA), and local human service departments for children, aging, and disability populations, public transit, school districts, and the for-profit and non-profit contractors providing transportation.

Consequently, special needs transportation is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops (i.e. fixed route for transit and schools), specialized services such as vans, cabulances and taxis that pickup people at the curb or door (i.e. demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state, and local publicly funded transportation.

What is coordinated special needs transportation?

Coordinated special needs transportation is when multiple organizations work together to their mutual benefit to gain economies of scale, eliminate duplication, expand service, and or improve the quality of service in order to better address the transportation needs of transportation disadvantaged people their agencies serve.

According to the federal government United We Ride initiative, coordination makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

There are many levels of coordination, from simple sharing of training resources all the way to full integration of services. Examples of coordinating transportation include:

- Building on the existing transportation broker infrastructure to expand ride brokering to programs other than Medicaid
- Establishing feeder services to connect to transit fixed routes
- Identifying barriers to coordination in the regulatory environment and advocating for change
- Making greater use of technology to find providers and schedule trips
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies
- Leveraging purchasing power for vehicles, fuel, maintenance or training.
- Utilizing school busses for community transportation.

Regardless of the type of coordination, it can involve the cooperation of:

- **Transportation providers:** transit agencies, school districts, social service agencies, transportation brokers, private providers, non-profit transportation programs
- **Service providers:** doctors scheduling medical appointments based on transportation availability, land use planners including mobility options as part of zoning decisions, developers building “walkable” communities; and
- **People with special transportation needs**

GLOSSARY OF TERMS

Accessibility	The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.
Accessible Vehicle	An accessible vehicle is designed to accommodate people who have difficulty climbing steps, including those using wheelchairs. Access may be provided by a lift or a ramp (usually combined with “kneeling” feature). It may have additional accommodations, such as a microphone system to announce stops.
Americans with Disability Act (ADA)	Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-routes services with complementary paratransit services for those persons unable to use fixed-route service because of their disability.
Agency Council on Coordinated Transportation (ACCT)	Established by the Washington State Legislature in 1998, ACCT is a partnership of state agencies, transportation providers, and consumer advocates. The mission of the Council is to: Provide oversight and direction to the state’s coordination agenda; Promote the coordination of special needs transportation; Provide a forum for discussing issues and initiating change; and Report to the legislature and propose legislative remedies.
Boardings	Number of people getting on a vehicle. Also referred to as “passenger trips.” Boardings for transit is usually “unlinked”, meaning if you use two buses to get to your destination, it counts as two trips.

Brokerage	A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, service provider management, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities, and other organizations. Actual trips are provided in a number of different ways including public transit, paratransit services, mileage reimbursement, volunteers, and gas vouchers.
Cabulance	An accessible vehicle generally operated by a for-profit organization. The term is generally used interchangeably with paratransit services in the Northwest. Cabulance transportation involves a higher level of passenger assistance.
Community Transportation	Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations.
Commuter Trip Reduction (CTR)	The Washington State Legislature passed the Commute Trip Reduction (CTR) Law in 1991, incorporating it into the Washington Clean Air Act. The CTR law affects the state's nine most populated counties: employers must participate in CTR if they have 100 or more full-time employees at a single worksite who begin their scheduled workday 6:00-9:00 a.m. The goals of the program are to reduce traffic congestion, reduce air pollution, and petroleum consumption through employer-based programs that decrease the number of commute trips made by people driving alone. By encouraging people to ride the bus, vanpool, carpool, walk, bike, work from home, or compress their workweek, the CTR Program removes nearly 19,000 vehicles from roadways statewide every morning.
Complementary Paratransit	Paratransit service that is required as part of the Americans with Disabilities Act (ADA) which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria designed to ensure they are indeed complementary.
Coordinated special needs transportation	Enhanced mobility for persons with special transportation needs that is developed through a collaborative community process involving transportation providers; human service programs and agencies; consumers; social, educational, and health service providers; employer and business representatives; employees and employee representatives; and other affected parties.
Coordinating Council on Access and Mobility (CCAM)	The Coordinating Council on Access and Mobility, jointly staffed by U.S. Department of Transportation and the Department of Health and Human Services, was first established in 1986. The Council's goals include increasing the cost-effectiveness of resources used for specialized and human service transportation and increasing access to these services. Membership includes all the federal programs that fund transportation.
Coordination	A cooperative arrangement between transportation providers and organizations needing transportation services. Coordination models can range in scope from shared use of facilities, training, or maintenance to integrated brokerages or consolidated transportation service providers.
Curb-to-Curb Service	A common designation for paratransit services. The vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.
DART - Dial-A-Ride Transit	Dial-A-Ride Transit, or "DART", is also a commonly used name for demand response trips. In Snohomish County, Community Transit's ADA paratransit program is called DART, and is provided by Senior Services of Snohomish County. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program. King County Metro uses the program name DART for its general public deviated fixed route service. The service operates primarily as fixed-route service with the flexibility to deviate off the specific routing within a limited service area. Customers may reserve a route-deviation trip within each route's designated service area during regular service days and hours. Metro subcontracts the operations of this service. Hopelink holds the current contract.
Demand Response	The type of transportation service where individual passengers can request transportation from a specific location to another specific location at a certain time. Vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require advance reservations.

Deviated Fixed Route	This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request.
Disability	Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual.
Door-to-Door Service	A form of paratransit service, which includes passenger assistance between the vehicle and the door of his or her home or destination. A higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service (where the driver actually provides assistance within the origin or destination).
Fixed-Route	Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.
FTA - Federal Transit Administration	The Federal Transit Administration (FTA) is one of the eleven modal administrations within the U.S. Department of Transportation. FTA headquarters, located in Washington, D.C., administers 10 regional offices that assist state and local transit agencies with public transportation, which includes buses, subways, light rail, commuter rail, monorail, passenger ferry boat, trolley, inclined railways, and people movers. FTA provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems.
Hand-to-Hand Service	Service in which the driver will not leave an individual alone. The driver picks up the passenger up from the care of one individual and drops the passenger off in the care of another individual.
Hopelink	Hopelink is a non-profit community action agency based on the eastside of King County that serves as the Medicaid broker for King County.
Job Access and Reverse Commute (JARC) Program	On May 22, 1998, the U.S. Congress passed H.R. 2400, the <i>Transportation Equity Act for the 21st Century (TEA-21)</i> , which includes funding for <i>Access to Jobs</i> projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The law authorizes \$150 million in each year, FY 1999 through FY 2003, for competitive grants to states, local governments and nonprofit organizations to develop innovative approaches to meet the transportation needs of this targeted population.
King County ACCESS Transportation	ACCESS is King County Metro's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
Kitsap County ACCESS Transportation	ACCESS is Kitsap County Metro's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
Lift	A device in a vehicle that can be raised and lowered mechanically in order to move people - including those using wheelchairs, scooters, walkers, or passengers who can't negotiate steps - from the ground to the floor level of the vehicle.
McKinney-Vento Homeless Assistance Act – No Child Left Behind	Passed in 2001, the McKinney-Vento Homeless Assistance Act requires states to ensure that homeless children and youth have equal access to the same free public education, including a public preschool education, as is provided to other children and youth. States must eliminate enrollment barriers faced by homeless children and youth, including transportation. This means providing or arranging for the transportation of homeless children and youth to and from the homeless child's or youth's school of origin.
Medicaid Brokerage Access Program	A federal and state Medicaid program to assure access to medical services for Medicaid clients, including both transportation and interpreter services. Brokers review client requests for eligibility for transportation portion of the program, and arrange the least costly method of transportation appropriate for each client's mobility status and personal capabilities.

Medicare Transportation	People who are eligible for Medicare, primarily seniors, are eligible for a variety of medical services. Ambulance transportation is an eligible service in the Medicare program.
Metropolitan Planning Organization (MPO)	With their principal origins in the urban transportation planning requirements of the Federal-Aid Highway Act of 1962, MPOs came into being on a large scale in the mid-1960s in response to the growing momentum of the highway program and the federal funding of the planning process through the highway program and section 701 of the Housing and Urban Development Act of 1965. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) strengthened the metropolitan transportation process, enhanced the role of local elected officials, required stakeholder involvement, and encouraged movement away from modal parochialism toward integrated, multi-modal strategies for greater system efficiency, mobility, and access. To meet their highway and transit planning requirements, MPOs receive financial assistance under the federal highway and transit programs.
Mobility Management	Mobility management is brokering, facilitating, encouraging, coordinating, and managing traditional and nontraditional services to expand the array of transportation services to diverse customer groups, such as seniors, Medicaid and Temporary Assistance for Need Families (TANF) clients, and the general public. This definition presupposes responsibility from many partners, in addition to public transit, to provide greater mobility.
Paratransit Service	Type of passenger transportation which is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, share-ride taxis, car pooling and vanpooling, jitney, services and so on. Most often refers to wheelchair-accessible, demand-response van service.
Paratransit Services, Inc.	Paratransit Services, Inc. is a non-profit organization based in Bremerton, Washington that serves as a Medicaid broker in several regions of the state, and which also provides paratransit transportation in some areas. This company is the transportation broker for Pierce County, and just recently selected to broker trips in Snohomish County.
Passenger Miles	The cumulative sum of the distance ridden by all passengers (e.g. ten passengers riding in a vehicle for two miles equals 20 passenger miles).
Passenger Trip	A one-way trip provided to an individual between origin and destination of route. For demand response trips, a passenger trip is a completed reservation by an eligible individual.
People with Special Transportation Needs	In Washington State this means "Persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."
Pick up Window	The period of time before and after the scheduled pick up time during which the vehicle is still considered to be "on time". For example, a 30 minute pick up window with a scheduled pick-up at noon means the vehicle should arrive somewhere between 11:45 and 12:15.
Public Transportation	Publicly funded transportation such as transit, social service transportation, and school transportation.
Public Transportation Benefit Area (PTBA)	This is a jurisdiction established to provide transit services. PTBAs are controlled by a board of elected officials from jurisdictions within the PTBA. They have taxing authority to raise funds to provide services.
Revenue Miles	Miles of travel operated while a service is available to carry passengers; excludes mileage associated with "deadhead" travel and other "non-revenue" mileage.
Senior Citizen	"Senior" is defined by many variables and can range from age 50 up to 70, depending on the purposes for which it is being used. A person, aged 60 or older, is considered a "senior citizen" for eligibility for Programs and services funded under the Older Americans Act. Medicare eligibility begins the month one turns age 65. Social Security eligibility is now being determined upon the year one was born and begins after age 65.

Service Animal	A service animal is a dog guide, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with disabilities. Service animals are able to travel with this individual on vehicles.
Service Miles	All miles put on the vehicle, whether a passenger is on the vehicle or not.
SHUTTLE	SHUTTLE is Pierce Transit's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
Subscription ride	A ride schedule, arranged in advance, in which a person is given a ride to and from the same places, at the same time, on a regular, on-going basis.
Transit System	A transit system is a public system to move people from place to place within a specified service area. The majority of transit agencies provide fixed route and demand response service (including complementary paratransit, Americans with Disabilities Act service), vanpool and rideshare services and programs, and park and ride facilities. Transit service can also include commuter and light rail systems. There are 26 transit systems currently operating in Washington State--19 of which are public transportation benefit areas (PTBA). In 2002, approximately 87 percent of the state's population resided within the service boundaries of a transit system.
Universal Design	Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities.
Vanpool	A prearranged ridesharing service in which a number of people travel together on a regular basis. Vanpools may be publicly operated, employer operated, individually owned or leased.
Wheelchair	Wheelchair means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Wheelchair is a device which typically does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. "Oversized" wheelchairs exceed these dimensions.
2-1-1	The Federal Communications Commission (FCC) assigned 2-1-1 on July 21, 2000 to be used for access to community information and referral services. The Washington State Legislature passed and the governor signed comprehensive 2-1-1 enabling legislation that went into effect on July 1, 2003. The legislation creates 2-1-1 as the official state number for people to call for information and referral for health and human services and to get information about accessing services after a natural or non-natural disaster. Communities across the state are developing 211 systems. This is a similar concept to the 9-1-1 and 4-1-1 information numbers.
5-1-1	On March 8, 1999, the U.S. Department of Transportation (USDOT) petitioned the Federal Communications Commission (FCC) to designate a nationwide three-digit telephone number for traveler information. On July 21, 2000, the FCC designated 5-1-1 as the national traveler information number. The FCC ruling leaves nearly all implementation issues and schedules to state and local agencies and telecommunications carriers. Consistent with the national designation of 5-1-1, the FCC expects that the transportation industry will provide the traveling public with a quality service that has a degree of uniformity across the country. 5-1-1 began operations in Washington State in 2003. This is a similar concept to the 9-1-1 and 4-1-1 information numbers.



Appendix G

Transportation Services and Funding

The Central Puget Sound area is served by a variety of distinct transportation programs, each with their own service area, target population, and operating authority. Service levels differ dramatically within and between each transportation program. This section discusses the range of transportation services, resources, and existing transportation coordination efforts.

Nearly \$900 million in federal, state, regional, and local funds support special needs transportation annually. These funds are primarily administered by:

- transit systems
- human service agencies
- school districts

Administrators of the funds try to find the most cost efficient, but appropriate transportation service for each riders' need. This might mean the agency provides the trip, or purchase transportation from a wide range of transportation providers in the community, including volunteer drivers, taxi cabs, cabulances, and non-profit transportation programs. These community transportation providers are critical to closing transportation gaps throughout the region.

Transportation providers offer varying levels of service. Special needs transportation is an extremely dynamic arena in which service areas, providers, and needs are constantly changing. The private and non-profit sector reacts to changes in public program policies in order to receive payment for transporting clients of the various programs.

Each of the counties in the region conducted an inventory of transportation providers, which is updated periodically. Sound Transit developed a regional, searchable database of known transportation providers which can be found at www.findaride.org.

Transportation funded by Transit Systems

Local and regional transit systems receive public funding to provide public transportation through:

- Fixed route bus service
- Demand response service
- Van Pool and Ride Share programs
- Commuter rail and light rail service
- Community based vans
- Taxi scrip programs

Transit systems seek to:

- Reduce congestion on the highways and roads by offering an alternative to the single occupancy vehicle
- Provide mobility and access for people who are unable to drive themselves
- Provide mobility and access for the general public at a reasonable cost per trip

Sound Transit works with the local transit systems to provide regional transportation. Sound Transit operates Tacoma Link light rail, the 1.6 mile light rail line between Tacoma Dome Station at Freighthouse Square and the city's historic Theater District. Sound Transit contracts with Pierce Transit, King County

Metro and Community Transit to provide two urbanized commuter routes, six intercity commuter routes, and 10 suburban intercity routes. In addition, Sound Transit contracts with Burlington Northern Santa Fe Railways to provide Sounder commuter rail between Seattle and Tacoma and Seattle and Everett.

Transit Operating Authority

Washington state law allows local governments to establish special purpose districts with authority to levy taxes in order to provide public transportation. Special purpose districts can only be established with voter approval. Each type of transit district has rules for boundaries, governing bodies, taxing authority, funding, and other governing and operating processes.

Those transit districts can be:

- City: service area is city-wide
- County Transportation Authority: service area is county-wide
- Public Transportation Benefit Area (PTBA): service area does not necessarily follow county or city boundaries – it can focus on specific areas of the county and must be approved by the voters
- Regional Transportation Authority: service area must include major urban boundaries, crosses jurisdictional boundaries, and can include areas already served by other transit systems

Where are they?

In the Central Puget Sound area, there are five special purpose transit districts:

- Everett Transit – City
- Community Transit – PTBA
- Sound Transit – Regional Transportation Authority
- King County Metro – County Transportation Authority
- Pierce Transit – PTBA

Who do they serve?

Sound Transit serves the general public with an emphasis on regional commuter service through Pierce, Snohomish and King Counties.

Everett Transit, Community Transit (Snohomish County), King County Metro, and Pierce Transit serve the general public, and also offers complementary paratransit service to people with disabilities who are determined eligible under the American with Disabilities Act (ADA). However, most people with disabilities are able to ride the fixed route service.

The Americans with Disabilities Act (ADA) requires transit systems to offer complementary paratransit services for people who are unable to ride the fixed route service due to a disability. At a minimum, the service is available for those who will be picked up within $\frac{3}{4}$ mile of a regular fixed route. The transit systems in the Central Puget Sound region offer service which exceeds the ADA minimums, based on what the community thinks is important. Each transit system has an internal process for establishing ADA eligibility. Because it is more efficient to transport people on the fixed routes, the transit systems all have programs to help people learn to use the fixed route system and provide supports that allow them to do so.

The van pool programs offer a service to employers and their employees. The program provides the van and everything else for successful ridesharing, including rider support services, maintenance, insurance, fuel, tires, and training. Another way transits improve mobility in the community is through Community Based Van programs. One example is King County Metro's Community Access Program. Metro's Community Access Program (CAP) expands transportation options for people with disabilities and seniors by developing partnerships with community agencies in the region. Metro has programs that provide retired Access and Vanpool vehicles and operating expenses to assist agencies set up their own

transportation programs. Operating expenses can not be used by agencies to pay for driver's salaries. Agencies benefit because they can customize their transportation programs to meet their clients' needs. Metro and the direct community benefits because these programs are much more cost effective than Metro's ACCESS Transportation.

Transit Revenue Sources

A major source of revenue for transit systems is the local taxes that are collected. The maximum total sales and use tax that can be levied by a transit district is 0.9% and the maximum motor vehicle excise tax that can be levied is 2.172%. To increase the tax rate, the transit board of directors must agree to place the tax increase proposal on the ballot. Voters must approve any increase in the current level of taxing.

Table G.1 Sales Tax Rates for Transit as of 2004

Transit System	Total Sales and Use Tax	Motor Vehicle Excise Tax
Community Transit	0.9%	
Everett Transit	0.6%	
King County Metro	0.8 %	
Pierce Transit	0.6%	
Sound Transit	0.4%	0.3%

Transit districts have taxing authority, but no district can support its system on local taxes alone. Funding comes from a number of other sources:

- Fare box – (fares paid by riders on a per trip or monthly pass basis)
- State formula distribution
- Federal Transit Administration funds
- State and Federal grants

Table G.2 provides revenue data by source in 2004.

Table G.2 2004 Transit District Revenue by Source

Revenue Source	Sound Transit	King County Metro	Pierce Transit	Community Transit and Everett Transit
Sales Tax	\$221,185,856	\$309,630,881	\$61,770,952	\$64,492,651
Motor Vehicle Excise Tax	\$64,714,218	\$0	\$0	\$0
Farebox	\$13,205,535	\$74,541,757	\$7,706,638	\$13,378,701
Vanpooling	\$0	\$4,884,622	\$1,661,814	\$1,236,379
Federal Section 5307 Operating	\$0	\$0	\$0	\$8,288,564
Federal Section 5307 Preventive	\$0	\$28,533,484	\$2,675,000	\$77,360
FTA JARC program	\$0	\$102,436	\$550,000	\$250,000*
Other Federal Operating	\$0	\$2,613,789	\$0	\$0
State Special Needs Grants	\$0	\$2,914,880	\$292,706	\$116,039
Other State Operating Grants	\$0	\$0	\$84,510	\$795,500
Sound Transit Operating	\$0	\$25,800,955	\$13,495,528	\$7,438,925
Other	\$10,296,359	\$92,457,099	\$3,503,392	\$2,484,216
Total Revenue	\$309,401,968	\$541,479,902	\$91,740,540	\$98,558,335

* FTA JARC data is provided directly by Community Transit. Revenue is 2003 funding spilled over into 2004.

Expenditures and Service Activity

Within their service areas, the transit districts in the Central Puget Sound area provide a high level of services with 125,051,105 fixed route passenger trips and 2,515,432 demand response passenger trips. Van pools provide an additional 2,960,966 passenger trips.

Tables G.3 through G.5 provide expenditure and trip data by transit mode in 2004.

Table G.3 2004 Fixed Route Travel Data (Service to general population)

	Sound Transit (Sounder & Tacoma Link)*	King County Metro	Pierce Transit	Community Transit & Everett Transit	3 County Total
Passenger Trips	1,749,880	98,250,237	13,992,713	11,058,176	125,051,105
Revenue Vehicle Miles	530,516	46,381,684	9,957,192	10,704,289	67,573,681
Operating Expenses	\$18,562,790	\$352,095,962	\$59,821,695	\$72,199,656	\$554,745,093
Operating Cost per Passenger Trip	\$10.60	\$3.58	\$4.28	\$6.52	\$4.43
Operating Cost per Revenue Vehicle Mile	\$34.99	\$7.59	\$6.42	\$6.93	\$8.20

*Regional express bus service is reflected in local transportation district columns. Sound Transit contracts with the local transportation districts for this service.

Table G.4 2004 Demand Response Travel Data (Service to ADA Eligible Riders)

	King County Metro	Pierce Transit	Community Transit & Everett Transit	3 County Total
Passenger Trips	1,750,684	476,712	288,036	2,515,432
Operating Expenses	\$44,555,726	\$12,746,753	\$8,472,600	\$65,775,079
Operating Cost per Passenger Trip	\$25.45	\$26.74	\$29.41	\$26.14
Revenue Vehicle Miles	9,454,045	2,436,197	1,781,830	13,672,072
Operating Cost per Revenue Vehicle Mile	\$4.71	\$5.23	\$4.75	\$4.80

Table G.5 2004 Vanpool Travel Data

	King County Metro	Pierce Transit	Community Transit & Everett Transit	3 County Total
Passenger Trips	1,688,996	690,500	581,470	2,960,966
Operating Expenses	\$7,234,031	\$2,919,760	\$2,270,234	\$12,424,025

* Transit data provided by the Washington State Department of Transportation, 2004 Transit Report.

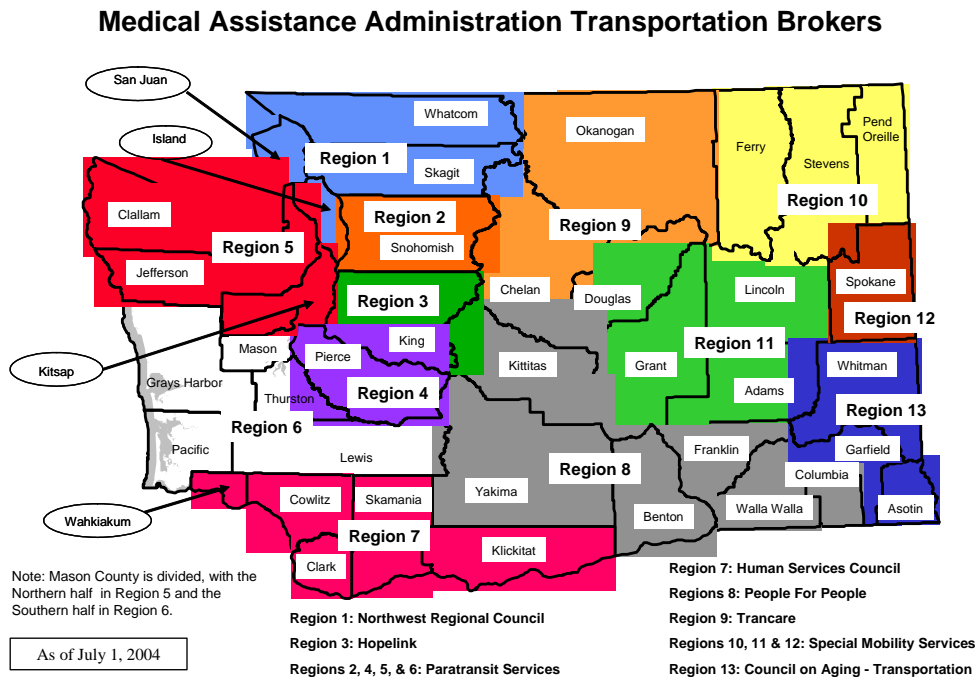
Transportation Funded by Human Service Agencies

A multitude of human service agencies fund transportation for their clients. These include:

- Medical Assistance Administration (Medicaid)
- Senior Services
- Developmental Disabilities
- Vocational Rehabilitation
- Veterans Affairs
- WorkFirst

Of these agencies, transportation for Medicaid clients is the largest. The State Medical Assistance Administration (MAA) uses a transportation broker as its service delivery mechanism. The transportation brokerage system in Washington was created to meet the needs of MAA, however, the brokerage system provides an infrastructure within communities to support the transportation needs of other agencies as well.

Figure G.1 Department of Social and Health Services, Medical Assistance Administration Broker Regions



Human service transportation brokers can and do contract with a variety of agencies to broker rides in addition to those provided to Medicaid client populations. The brokers draw from the pool of qualified providers in the community to arrange rides for clients from multiple funding sources. Examples include:

- McKinney-Vento transportation demonstration project - school districts in Pierce and King Counties contract with transportation brokers to arrange for transportation of homeless students to their school of origin so that their education will not be disrupted because of homelessness.
- Harborview – the hospital contracts with Hopelink to arrange transportation for patients being discharged from the hospital
- Beyond the Borders – Pierce County Community Services contracts with a brokerage to arrange transportation for people living in east Pierce County, outside of the transit service area.

What do they do?

The State's Medical Assistance Administration (MAA) assures access to medical care for its clients, by contracting through a competitive bid process with transportation brokers. The broker is responsible for:

- Maintaining a call center to accept and screen requests for transportation from MAA clients
- Screening MAA clients to ensure that they have no other means of transportation
- Determining the level of transportation that is appropriate to their medical condition
- Arranging rides with appropriate transportation providers or supplying bus tickets or gas vouchers
- Verifying and paying transportation providers for trips taken by medical assistance clients
- Collecting and reporting data on the services provided
- Developing an adequate pool of transportation providers to meet the transportation demands of MAA clients
- Monitoring transportation provider service quality and ensuring that providers meet MAA standard for licensing, driver screening, training, vehicle safety, customer services, and other requirements
- Maintaining relationships with medical facilities and community agencies
- Providing substantiation and billing MAA for administrative and trip expenses

Who do they serve?

The transportation brokers operate under contract with agencies. The population served is the client population of those agencies. The vast majority of the people served by the brokers are people who are eligible for the state's Medical Assistance Program, Medicaid.

Each agency specifies in its contract with the transportation brokers:

- the people who are eligible for transportation
- the parameters for the transportation these people receive
- the quality and safety standards that apply
- the documentation and reporting required
- the amount of money that can be spent
- the rules and regulations that must be followed according to each agency's own operating authority

Operating Authority

The transportation brokers must have legal status to operate in Washington State and can be a non-profit agency, public agency, or a private for profit agency.

Where are they?

The transportation broker that has responsibility for Snohomish and Pierce counties is **Paratransit Services, Inc.**, a non-profit agency with home offices in Bremerton. **Hopelink**, a non-profit human service agency in Bellevue is the transportation broker responsible for King County

The brokers arrange necessary transportation for all eligible residents of the county, including the arrangement of out-of-county trips when appropriate. Brokers coordinate with each other to manage regional, out-of-area trips.

Revenue Sources

Brokers are primarily funded by their contracts with state and local public agencies. However, they also apply for and receive grants that allow them to provide additional services within communities.

Expenditures and Service Activity

The average cost per trip for the brokered demand response trips is \$20.52 for the region. This data, represented in Table G.6, only represents the Medical Assistance trips provided by the brokers. Therefore, the tables don't reflect the full range of service that the brokers provide within the communities.

As illustrated in Table G.7, brokers arrange trips on a wide mix of transportation modes, depending on the physical and mental condition of the rider. The person is matched with the least expensive ride suitable to his or her physical and mental condition.

A little over half of the brokered trips are demand response, door to door trips. Another 30 percent of the trips are purchased through transit bus passes. The remaining trips are either provided through gas vouchers, reimbursements, or other modes such as air, ferry or train.

A significantly higher percentage of rides are provided through bus passes in Pierce County (48%) than in King (26%) and Snohomish (19%) counties.

Table G.6 2005 Medicaid Travel Data* – Demand Response Trips (excludes other modes)

	King	Pierce	Snohomish	3 County Total
Trips	791,077	227,774	187,536	1,206,387
Expenses	\$14,521,915.79	\$5,951,900.86	\$4,284,745.97	\$24,758,562.62
Cost Per Trip	\$18.36	\$26.13	\$22.85	\$20.52

* Data provided by the Washington State Medical Assistance Administration. Data includes capital depreciation and administration costs.

Table G.7 2005 Breakdown of Medicaid Trips by Mode of Travel

Mode	King		Pierce		Snohomish		Statewide Average
	Number	Percent	Number	Percent	Number	Percent	Percent
Public Bus	304,046	25.8%	285,653	47.9%	39,765	19.3%	30%
Ambulatory	555,408	47.1%	153,160	25.7%	123,916	60.3%	39%
Non-Ambulatory	162,314	13.8%	70,596	11.8%	31,739	15.4%	12%
Public Bus ADA	992	.1%	80,319	13.5%	262	.1%	8%
Gas Voucher	152,648	12.9%	4,285	.7%	1,717	.8%	8%
Mileage Reimbursement	2,510	.2%	2,533	.4%	5,586	2.7%	1%
Volunteer - Agency	939	.1%	230	.0%	2,618	1.3%	1%
Volunteer - Broker	0	.0%	0	.0%	0	.0%	1%
Airline	1	.0%	0	.0%	0	.0%	0%
Commercial Bus	19	.0%	0	.0%	9	.0%	0%
Train	2	.0%	0	.0%	0	.0%	0%
Ferry	136	.0%	2	.0%	2	.0%	0%
Foster Parent	0	0%	0	.0%	0	.0%	0%
Ancillary	0	0%	0	.0%	0	.0%	0%
Total	1,179,015	100%	596,778	100%	205,614	100%	-

* Data provided by the Washington State Medical Assistance Program. Public bus is any mode of the public transit system which is primarily bus passes. Ambulatory (able to walk) and non-ambulatory (unable to walk) are demand response trips. Public Bus ADA are ADA eligible riders who are issued a transit bus pass.

Transportation Funded by School Districts

What do they do?

School districts provide transportation services to support their educational mission. This means transporting students:

- From home or day care center to school and back
- To and from required educational, medical or social services which occur in other facilities during the school day for students who have an Individualized Education Plan (IEP).
- To and from school of origin, regardless of where the student resides, if the student is homeless and covered under the McKinney Vento Act or is a child in foster care
- Between school districts if a student needs service from a program that is not offered in the home district
- On an elective basis, home from after-school activities or to and from extracurricular events. Due to costs, these trips are becoming rare.

School districts provide transportation services in a variety of ways, including:

- Operating a complete in-house transportation program
- Owning buses and other vehicles, but contracting for the operation of the transportation program
- Contracting for a complete transportation program with one entity
- Contracting for different program elements with different entities
- Purchasing bus passes for students
- Giving mileage reimbursement to parents for transporting their children to school.

Who do they serve?

Basically school districts provide transportation service to students of their own district who are in grades K-12. However, they may also be involved in transportation for Head Start and Early Childhood Education Assistance Program (ECEAP) children. They may serve out-of-district children who must travel to access required educational programs not available in their home district. In addition, recent legislation requires school district to assure continuity of the educational program by making provisions for foster children and homeless students to continue attending their school of origin.

Operating Authority

State law stipulates that each local school district is responsible for the operation of its own student transportation program. Each district determines which individual students are transported, what routes are used, and how transportation is provided. A school district is authorized to provide for the transportation of students enrolled in the schools of the district both in the case of students who reside within the boundaries of the district and of students who reside outside the boundaries of the district.

Although school districts are not required to provide transportation, all of them have a transportation program. Transportation programs must comply with Washington statutes. Regulations pertinent to the districts ability to coordinate include:

- When children are transported from one school district to another, the districts may enter into a written contract providing for a division of the transportation costs between the districts.
- A district may contract to furnish its school buses to other users who are conducting an educational or recreational program supported wholly or in part by tax funds, or programs for elderly persons, provided it is at a time when those buses are not needed by the district.

- School districts can lease school buses to nonprofit organizations to transport children with disabilities and elderly persons to and from the site of activities.
- If the district leases out its buses it must be fully reimbursed for all costs.
- School district buses can't be leased out unless no other public or private transportation certificated or licensed by the Washington utilities and transportation commission is reasonably available to the user.
- No user is required to accept any charter bus for services which the user believes might place the health or safety of the children or elderly persons in jeopardy. This provision affects what other public or private transportation is "reasonably available".
- If students or others are transported by the school district in its own motor vehicles and by its own employees, the district can provide insurance to protect the district against loss.
- If the transportation of children or elderly persons is arranged for by contract with the district, the district can require the contractor to procure whatever insurance the district deems appropriate.
- The lease of buses is handled by the school districts at the local level. The district establishes criteria for bus use and lease, including, but not limited to, minimum costs, and driver requirements. However, the lease must not conflict with regular school purposes.
- Districts can use school buses and drivers hired by the district to transport the general public to and from interscholastic events and activities along with children and school employees, as long as members of the public reimburse the school district not less than the district's actual costs. Again, this is only when private transportation certified or licensed by the utilities and transportation commission or public transportation is not reasonably available.
- School districts can enter into agreements with any city, town, county, metropolitan municipal corporation, and any federal or other state governmental entity for the purpose of providing for the transportation of students and/or members of the public through the use, in whole or part, of the school district's buses, transportation equipment and facilities, and employees. The district must be reimbursed an amount not less than the district's actual costs. Further, wherever public transportation, or private transportation certified or licensed by the Washington utilities and transportation commission is not reasonably available, school districts may transport members of the public so long as they are reimbursed for the cost the transportation has been approved by any metropolitan municipal corporation performing public transportation in the area to be served by the district.
- If a district contracts for pupil transportation services with a private nongovernmental entity, the district must engage in an open competitive process at least once every five years. This requirement does not prohibit a district from entering into a pupil transportation services contract of less than five years in duration with a district option to renew, extend, or terminate the contract.
- In addition, federal and state laws address school bus construction requirements and school bus driver training and licensing requirements.

Where are they?

There are many school districts in each county. School district boundaries were drawn many decades ago and seldom change. As a result, boundaries generally do not line up with any particular jurisdiction.

Snohomish County School Districts

Arlington	Granite Falls	Marysville	Snohomish
Darrington	Index	Monroe	Stanwood
Edmonds	Lake	Mukilteo	Sultan
Everett	Stevens		
	Lakewood		

King County School Districts

Auburn	Highline	Northshore	Skykomish
Bainbridge	Issaquah	Renton	Snoqualmie
Island	Kent	Riverview	Valley
Bellevue	Lake	Seattle	Tahoma
Enumclaw	Washington	Shoreline	Tukwila
Federal	Mercer		Vashon Island
Way	Island		

Pierce County School Districts

Bethel	Eatonville	Peninsula	Tacoma
Carbonado	Fife	Puyallup	University
Historical	Franklin	Steilacoom	Place
Clover Park	Pierce	Historical	White River
Dieringer	Orting	Sumner	

Revenue Sources

Funding for pupil transportation is based on an allocation formula which is calculated yearly and applied by the Office of the Superintendent of Public Instruction. The distribution formula is for allocation purposes only and does not mandate a specific level of transportation service. The formula is based on the cost of transporting an eligible student to and from school, between schools and learning centers for required instruction, and to and from service agencies and medical facilities if the student is disabled.

The allocation is driven by the count of students attending the public schools that each district conducts each October. Districts receive funds in the form of a standard student mile allocation rate for each student living a mile or more from school. The standard student mile rate can be adjusted to include factors such as distance, restricted passenger load, and circumstances that require the use of special types of transportation vehicles.

For students living within one radius mile from school, the allocation is based on the number of students in grades kindergarten through five living within one radius mile. If hazardous conditions prevent other students who live less than a mile from school from walking to school, adjustments can be made to the allocation formula. The allocation formula does not cover after school activities or extra-curricular activities.

Most school districts cannot fully fund their transportation program using only the funds received through the allocation formula. Most districts must supplement with local funds. Many also apply for grant money to fund McKinney Vento eligible students, foster child, or other transportation to benefit the school and community.

The table below provides information on school bus transportation only. Districts may also use staff vehicles, taxis, and public bus passes to transport students. That data is not included.

Table G.8 2005 Public School District Travel data

	King	Pierce	Snohomish	3 County Total
Student Rider Count	118,019	64,959	55,023	238,001
Passenger Trips	42,709,680	23,383,440	19,808,280	86,113,892
Expenses	\$82,061,705	\$42,450,529	\$33,544,037	\$158,056,272
Revenue	\$ 47,433,546	\$22,903,026	\$21,328,400	\$91,664,972
Cost Per Passenger Trip	\$1.93	\$1.81	\$1.69	\$1.84

* Data provided by the Washington State Office of the Superintendent of Public Instruction

Table G.9 2005 School Transportation by Type of Route

Route type	King	Pierce	Snohomish	Total	Percent
Basic Home to School	34,264,080	19,926,360	16,615,080	70,805,520	82.22%
Shuttles to transport basic ed students between school and learning centers	1,030,806	707,760	802,800	2,541,366	2.95%
Private party receives payment in lieu of transportation and brings student to school	36,000	6,480	3,960	258,806	.30%
Combined home to school routes – some basic ed students ride with special program students	114,480	17,640	10,800	142,920	.17%
Mid-day Kindergarten 2 to 5 days	1,371,600	925,560	478,800	2,775,960	3.21%
Mid-day kindergarten 1 day	3,240	115,200	0	118,440	.21%
Students are transported by a private party	69,840	4,320	3,240	77,400	.08%
Special Programs Home to School (Special Education, bilingual, Gifted programs, homeless)	2,816,280	1,241,640	1,052,640	5,110,560	5.93%
Students ride Transit using passes or tokens	2,170,080	279,360	348,480	2,797,920	3.25%
Shuttle to transport special program students between school and learning centers 1 day per week	425,880	76,680	240,120	742,680	.86%
Shuttle to transport special program students between school and learning centers 2 days per week	90,360	15,840	104,400	210,600	.23%
Shuttle to transport special program students between school and learning centers 3 days per week	31,680	20,880	35,640	88,200	.09%
Shuttle to transport special program students between school and learning centers 5 days per week	285,480	45,720	112,320	443,520	.50%
Total	42,709,680	23,383,440	19,808,280	86,113,892	100%

Other Significant Providers of Special Needs Transportation

Volunteer Driver Programs: Volunteer driver programs play a very significant role in filling transportation gaps. Agencies such as Catholic Community Services manage volunteer driver programs in each county. They recruit and train volunteers. Volunteers are paid a mileage reimbursement for using their personal vehicles to transport people. In some of the more rural areas, volunteer drivers are the only available transportation resource. They can also provide door to door service for people who don't meet ADA or Medical Assistance criteria, yet need a higher level of service. Operating costs are generally lower than paratransit services.

Ferries: In the Puget Sound region, the Washington State Ferry System is a major provider. The ferry system is part of the Washington State Department of Transportation. Washington considers the ferries to be an extension of the highway system, not a transit system. Nine ferry runs connect the Puget Sound region, like roads over water. Schedules and fares change seasonally. The ferries accommodate both vehicles with drivers and passengers, and foot passengers.

According to data provided by the Washington State Ferry system, nearly 27% of the ferry trips are foot passengers. This means that each year 5.65 million people must get off the ferry and connect with another mode of transportation to complete their trip. The ferry docks are generally at the bottom of a hill and experience heavy traffic. This makes timely and smooth transfers difficult, especially for people using mobility devices.

Table G.10 2005 Washington State Ferry Travel Data

Ferry Run	Total Riders	Vehicles And Driver	Total Passengers	Vehicle Passengers	Foot Passengers
Seattle-Bremerton	2,339,083	706,431	1,632,652	482,922	1,149,730
Seattle- Bainbridge Island	6,386,570	2,106,504	4,280,066	1,619,964	2,660,102
Seattle-Vashon Pass Only	175,269		175,269		175,269
Fauntleroy-Vashon	2,051,084	1,160,632	890,452	597,564	292,888
Fauntleroy-Southworth	979,726	559,129	420,597	266,210	154,387
Southworth-Vashon	200,742	121,208	79,534	31,590	47,944
Tahlequah-Pt. Defiance	700,602	404,862	295,740	203,526	92,214
Edmonds-Kingston	4,274,154	2,268,927	2,005,227	1,425,554	579,673
Mukilteo-Clinton	4,057,008	2,214,222	1,842,786	1,337,986	504,800
Total	21,164,238	9,541,915	11,622,323	5,965,316	5,657,007

Figure G.2 Map of the Washington State Ferry Routes



Intercity Providers: Intercity providers play a key role in regional travel. Four intercity providers serve the Greater Puget Sound area:

- Greyhound: Operates at least four daily trips along I-5 between Tacoma, Seattle, and Everett
- Northwestern Trailways: Operates one weekday round trip from Spokane to Tacoma via Everett and Seattle
- Olympic Bus Lines: Operates two daily roundtrips to Seattle/SeaTac Airport from Port Angeles. It also stops at the Greyhound and Amtrak stations in Seattle
- Amtrak – Operates five daily north/south trips and 2 daily east/west trips.

Figure G.3 Amtrak Cascades Route Map



Figure G.4 Amtrak Empire Builder Route Map



Figure G.5 Greyhound Route Map



Figure G.6 Northwestern Trailways Route Map



Other Direct and Indirect Providers

Direct service transportation providers are those with a primary mission to transport people. There are a number of providers of direct transportation service other than the public transportation providers. Most have restricted service areas and do not serve the entire county. The volume of trips is less, but they contribute to overall community mobility. These include:

- Taxi companies
- Accessible taxis
- Private and nonprofit providers that have wheelchair lift vans and can transport people who need a higher level of service
- Airport shuttles
- Charter bus companies
- Ambulances
- Rental cars
- Flex Car and other car-sharing programs
- Privately owned ferries
- Private bus companies such as Laidlaw
- Health and human service programs that offer transportation to their specific client populations

In addition to the direct service providers, there are indirect service providers that offer transportation related service that help people with mobility problems or bring services to a person’s home so a trip is not needed. Some also offer very specialized transportation, transporting certain people under certain

circumstances for specific purposes. These organizations generally focus on a specific client group. They can be effective partners in projects to meet the needs of their client groups. These include:

- Grocery stores that will make home deliveries
- Hot meal delivery services provided by Catholic Community Services and Lutheran Community Services
- Personal Services and Companion Care programs in which a care giver may take clients on shopping trips, errands, or activities. There are over 20 such agencies in Pierce County
- Donated vehicle programs
- In-Home Hair Care Services programs in which someone will come to the home to provide care services for people, including bringing goods and running errands
- Pharmacies that deliver prescriptions and pharmaceutical supplies to the home
- Hospital and medical clinics that will transport their patients to medical appointments
- Residential, long term care facilities and group homes that will take their own residents on outings
- Senior and Community Centers that have vans for transporting their own clients to and from activities
- Churches and faith based organizations that may transport their affiliates to and from services or for other necessary purposes
- Child Care Facilities that will transport children between school and the child care facility or on special outings
- Supported Employment Facilities that transport their clients to training, work, and work related activities
- Recreational agencies such as the Boys and Girls Club, the YMCA that will transport people to and from activities



Appendix H

Regional Transfer Sites, Amenities, and Fares

Persons who use more than one public transportation system to complete their travel, thereby requiring a transfer, frequently request a convenient and “seamless” regional system. These efforts to enhance connectivity are especially important when multiple agencies provide public transportation services within the same geographic region. The following discussion provides an overview of regional transportation connectivity within the Seattle-Puget Sound region, and identifies key transfer points where most transfers occur.

ADA Paratransit Transfers [ADD KITSAP]

An interagency agreement to implement regional paratransit ADA eligibility was developed in 1993, and last updated in 1997. The parties to this agreement included: the City of Everett, Intercity Transit, Island County Public Transportation Benefit Area, Jefferson Transit Authority, King County Metro, Kitsap County, Snohomish County, Skagit County, Pierce County, and the Washington State Ferry System. This agreement allowed for mutual recognition of each others’ paratransit eligibility determinations, and also established a “protocol” for transfers among the entities. Through this agreement, a regional coordination committee was established to discuss issues specific to paratransit operations, and this group continues to meet on a regular basis.

The following chart illustrates the locations of seven paratransit transfer sites for trips between King and Snohomish Counties, King and Pierce Counties, King County and Washington State Ferries, and Snohomish County and the City of Everett. Some transfer activity is specific to dropping passengers off to be transferred to another system, and some activity is specific to picking passengers up who have been traveling on another system. This chart also indicates the dwell time, or time that a vehicle waits for the transferring vehicle, as well as the number of transfers that occurred during the month.

Put into perspective, for the same one month period as reported by King County Metro (May 2006), 100,000 paratransit trips were provided; of these, 2,945, or about 3%, were trips that either transferred to or from Metro paratransit vehicles. By comparison, 11% of Community Transit trips involved transfers with Everett ParaTransit, 10% with Metro Access and 8% involved transfers with the Transportation Assistance Program (TAP).¹

¹ TAP is a program operated by Senior Services of Snohomish County to pick up customers in the rural areas of Snohomish County and connect them with DART service in ADA corridors. These are not technically considered interjurisdictional regional trips, yet without them, many customers would not be able to travel at all, much less regionally. The DART/TAP transfer points are located throughout Snohomish County within the DART service area.

Table H.1 Monthly Paratransit Transfer Site Information

Location	Activity	Dwell time (minutes)*	# transfers ** per month	Agencies
Aurora Park & Ride	Pick up	12	937	Snohomish/King
Aurora Park & Ride	Drop off	14	890	Snohomish/King
Canyon Park Park & Ride	Pick up	8	152	Snohomish/King
Canyon Park Park & Ride	Drop off	13	140	Snohomish/King
Coleman Ferry Dock Pier 52	Pick up	3	34	WA State Ferries/King
Coleman Ferry Dock Pier 52	Drop off	2	30	WA State Ferries/King
Federal Way Park & Ride 348 th	Pick up	11	351	Pierce/King
Federal Way Park & Ride 348 th	Drop off	18	356	Pierce/King
Pierce County Library Buckley	Pick up	6	25	Pierce/King
Pierce County Library Buckley	Drop off	13	30	Pierce/King
Everett Station, Smith Ave.	Pick up	7-10	685	Snohomish/Everett
Everett Station, Smith Ave	Drop off	7-10	685	Snohomish/Everett
Walmart Hwy 99 & Hwy 112	Pick up	7-10	307	Snohomish/Everett
Walmart Hwy 99 & Hwy 112	Drop off	7-10	307	Snohomish/Everett

Source(s): King County Metro, Community Transit²

*Does not include taxi dwell time

**Does include taxi trips

The transfer locations were selected for convenience for the paratransit programs, and also considered factors such as access to highways, adequate parking, etc. Several Park and Ride lots were chosen because the property was already owned by King County. While convenient access to fixed route services was originally not a criteria for transfer site location, new capital projects, such as the Aurora Village Transit Center, are now being designed with paratransit transfers in mind. This facility has been built with dedicated bays that allow Community Transit and Metro vehicles to meet and transfer passengers.

² King County information is provided for May 2006. Snohomish information assumes average number of trips per month based on yearly total, and assumes equal number of trips dropped off as picked up.

Everett and Community Transit have identified two sites, one at the Everett Station, a multi-modal transit facility that accommodates a variety of transit modes, including paratransit, and, more recently, a parking lot on Walmart property. Walmart management was extremely cooperative in allowing access to their property and, in fact, even incorporated a specific bus way for their use.

Transfer Site Amenities

ADA Paratransit: When a paratransit passenger transfers from one system to another, the passenger waits with the originating vehicle until the connecting vehicle arrives. This means that all inter-county customers receive hand-to-hand service, whether or not they need this level of care, which adds to the cost of providing inter-county trips. For this reason, the need for passenger amenities at paratransit transfer sites is not as critical as if they were to wait on their own for the connection. In developing the transfer sites, attention has been paid to the proximity to each of the agencies involved in the transfer, access to freeways, having a safe and convenient place to make the transfer, etc.

Perhaps the issue of most concern for both passengers and operators is that of dwell time. Differing computerized scheduling software programs have caused “glitches” in the system in that the program does not allow for dwell time, resulting in vehicles involved in transfers falling behind in their scheduling. Recent efforts to synchronize and improve the scheduling procedures, however, have paid off. Where previously one van may have waited up to 45 minutes for the connecting vehicle to arrive, this wait time has been decreased significantly over the past few years.

Medicaid Brokered Transportation: Within this study area, two Medicaid brokerages arrange for medically-related transportation services for Medicaid eligible persons. Paratransit Services, Inc. serves as the Medicaid broker for Pierce, Snohomish and Kitsap Counties. HopeLink serves as the broker for King County.

Persons who are not ambulatory or who cannot otherwise use fixed route services are provided with paratransit services, which are contracted out to various vendors through the broker. In this case, passengers do not transfer; rather, they are provided point to point service regardless of service area boundaries. Theoretically, a Medicaid eligible person would be receiving medical services from the closest appropriate provider, but in cases where a person needs a longer trip, it is provided without a transfer.

Regional Fixed Route Transit: Connectivity is equally important for persons using fixed route services, especially if their travel is interjurisdictional in nature and they need to use more than one transit operator. The Regional T is a network of transit hubs that was developed by Sound Transit and adopted by the transit partnership that includes Sound Transit, King County Metro, Pierce Transit, Everett Transit, Community Transit, Amtrak, Washington State Ferries, and the Washington State Department of Transportation. These sites are recognized by the partner agencies as most significant as a regional connection. The criteria used for designating a Regional T Site included the following:

- Regional Emphasis—regional connections to a variety of destinations
- Multiple system transfer opportunities—opportunities to transfer between different providers/modes
- Peak hour and mid-day service options—service to and from locations during the day
- Regional transportation information—offers a variety of regional transportation information, such as timetables
- Center for local service connections

To date, the network consists of 21 such sites, including:

Table H.2 Regional Transfer Sites and Amenities

Regional T Site	Transit Agencies Serving Site	Amenities
Sound Transit (ST) Express Regional Bus Facilities		
<u>Bellevue Transit Center</u>	ST Express Routes, Metro Transit	Passenger Services Building, Passenger Drop-off Center
<u>Federal Way Transit Center</u>	ST Express, Metro Transit, Pierce Transit	Parking, Bike lockers, restrooms, pay phones, Customer information, security office
<u>Issaquah Highlands Park and Ride</u>	ST Express, Metro Transit	Surface & garage Parking, Bike racks, Customer information office
<u>DuPont Station/Wilmington Dr</u>	ST Express	Auto and bike parking
<u>Overlake Transit Center/Park and Ride</u>	ST Express, Metro Transit	Auto and bike parking
<u>South Hill Park and Ride</u>	ST Express, Pierce Transit	Auto parking
<u>Lynnwood Transit Center/Park and Ride</u>	ST Express, Community Transit	Parking, Bike lockers, restrooms, pay phones, Ride Store, Passenger drop-off area
Sounder Commuter Rail Stations		
<u>Everett Station</u>	Sounder Commuter rail, ST express, Community Transit, Everett Transit, AmTrak, Greyhound	Parking, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , restrooms, pay phones, Customer Service Center
<u>Edmonds Station</u>	Sounder Commuter rail, Community Transit	Parking, Ticket Vending Machines
<u>King Street Station</u>	Sounder Commuter rail, AmTrak	Ticket Vending Machines
<u>Tukwila Station</u>	Sounder Commuter rail, Metro Transit	Ticket Vending Machines, parking
<u>Kent Station</u>	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , Customer Information Office Vanshare Information
<u>Auburn Station</u>	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, <u>Bike lockers</u> and <u>Ticket Vending Machines</u> , Customer Information Office Vanshare Information
<u>Sumner Station</u>	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, <u>Ticket Vending Machines</u> , Vanshare Information
<u>Puyallup Station</u>	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , pay phones
<u>Tacoma Dome Station</u>	<u>Sounder Commuter Rail</u> <u>Tacoma Link Light Rail</u> ST Express, <u>Pierce Transit</u> <u>Greyhound</u>	Parking, <u>Ticket Vending Machines</u> , Bus Shops located in both North and South buildings

Tacoma Link Light Rail Stations		
<u>Tacoma Dome Station</u>	<u>Sounder Commuter Rail</u> <u>Tacoma Link Light Rail</u> ST Express, <u>Pierce Transit</u> <u>Greyhound</u>	Parking, <u>Ticket Vending Machines</u> , Bus Shops located in both North and South buildings
<u>S 25th</u>	Tacoma Link	N/A
<u>Union Station/S 19th</u>	Tacoma Link, ST Express, Pierce Transit	N/A
<u>Convention Center/S 15th</u>	Tacoma Link	N/A
<u>Theater District/S 9th</u>	Tacoma Link	N/A

Transit Fares

The following table is a comparison of transit fares for a single trip. It does not include the cost of bus passes and ticket books. It is current as of June 2006.

Table H.3 Transit Fares in the Region

Fare Type	Sound Transit	King County Metro	Kitsap Transit and Foot Ferry	Pierce Transit	Community Transit	Everett Transit
Adult One-Zone	\$2.00	\$1.25	\$1.25 (\$1.50 for ACCESS)	\$1.50	\$1.25	\$0.75
Adult Two-Zone	\$3.00	\$1.25	NA	NA	NA	NA
Adult Three-Zone	\$4.00	NA	NA	NA	NA	NA
Adult One-Zone Peak	NA	\$1.50	NA	NA	NA	NA
Adult Two-Zone Peak	NA	\$2.00	NA	NA	NA	NA
Youth One-Zone	\$1.50 6-18 yr	\$0.50 5-17 yr	\$.60 5-18 yr	\$.75	\$0.75 5-18 yr	\$.035* 5-17 yr
Youth Two-Zone	\$2.25	\$0.50	NA	NA	NA	NA
Youth Three-Zone	\$3.00	NA	NA	NA	NA	NA
Senior/Disabled* * One-Zone	\$1.00	\$0.25 Off-peak \$0.50 Peak	\$.60	\$0.75	\$0.50	\$.035 Ride free 9 AM - 2 PM M-F
Senior/Disabled* * Two-Zone	\$1.50	\$0.25 Off-Peak \$0.50 Peak	NA	NA	NA	NA
Senior/Disabled* * Three-Zone	\$2.00	NA	NA	NA	NA	NA
Senior/Disabled* * Peak (One or Two Zone)	NA	\$0.50	NA	NA	NA	NA

*With proper ID

**With Regional Reduced Fare Permit



Appendix I

Travel Origins and Destinations

Origins

The following maps show the percent of special needs populations by census block groups in King County, Pierce County, and Snohomish County

Maps include potential double counts in target population groups.

The information contained in the following maps was developed for general regional land use and transportation planning purposes. The users of this information must determine its suitability for any other purposes. Some of this data may have been compiled from other sources. The PSRC does not accept responsibility for the quality of the third-party data or data contributed by others. Locations of all facilities are approximate.

Other maps by specific special needs population groups are available upon request.

Figure I.1 King County Special Needs Populations

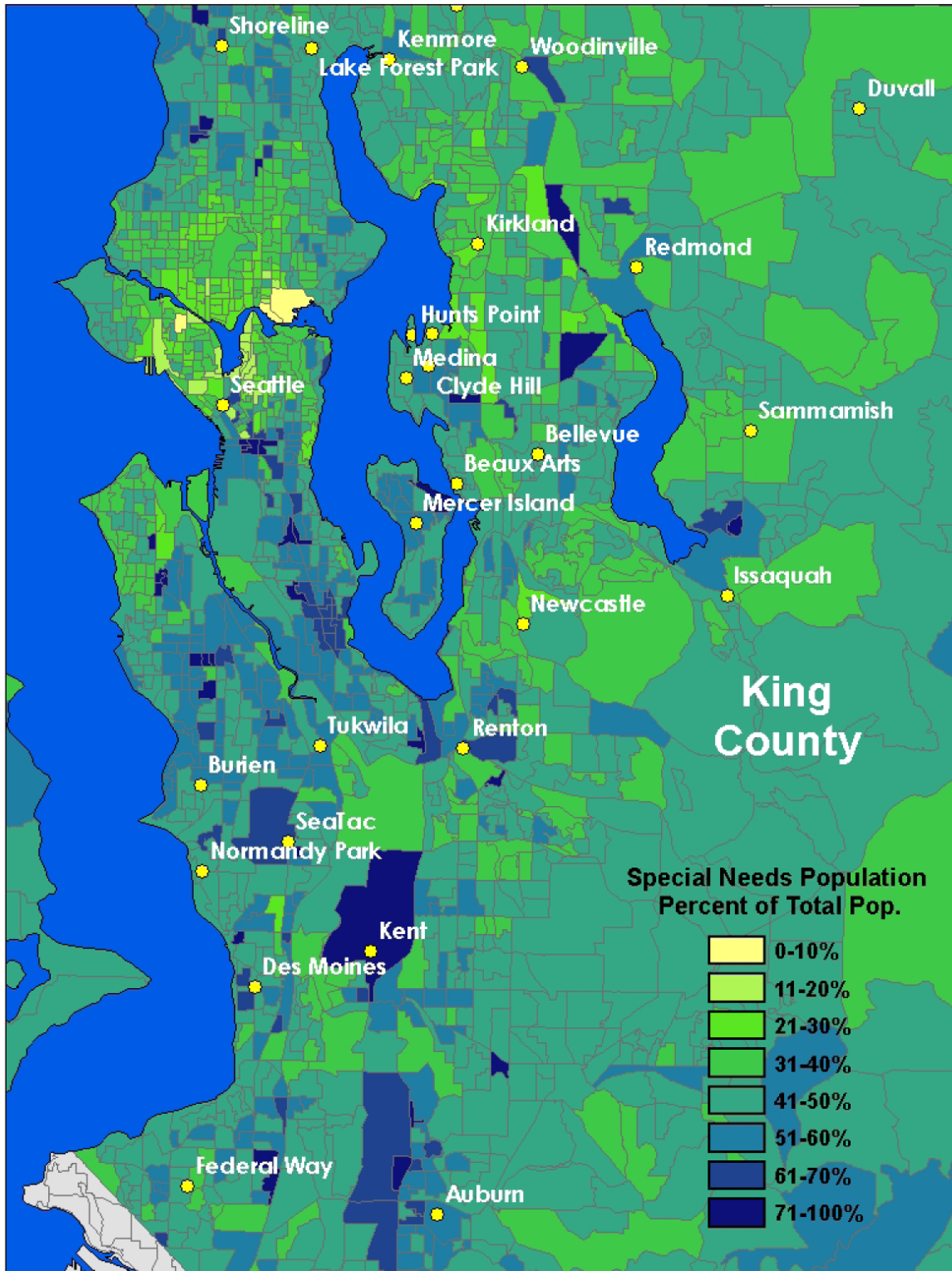


Figure I.2 Pierce County Special Needs Populations

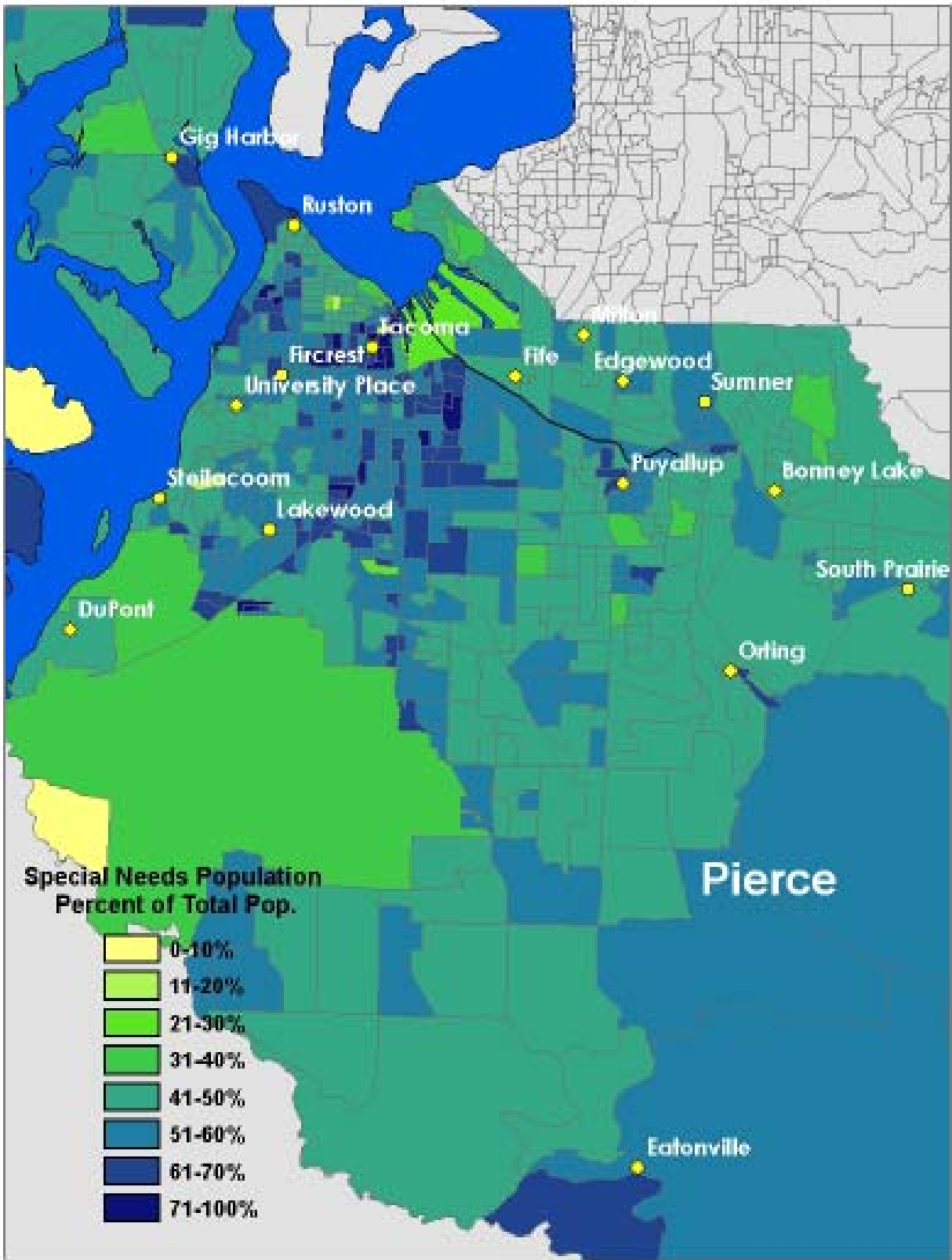
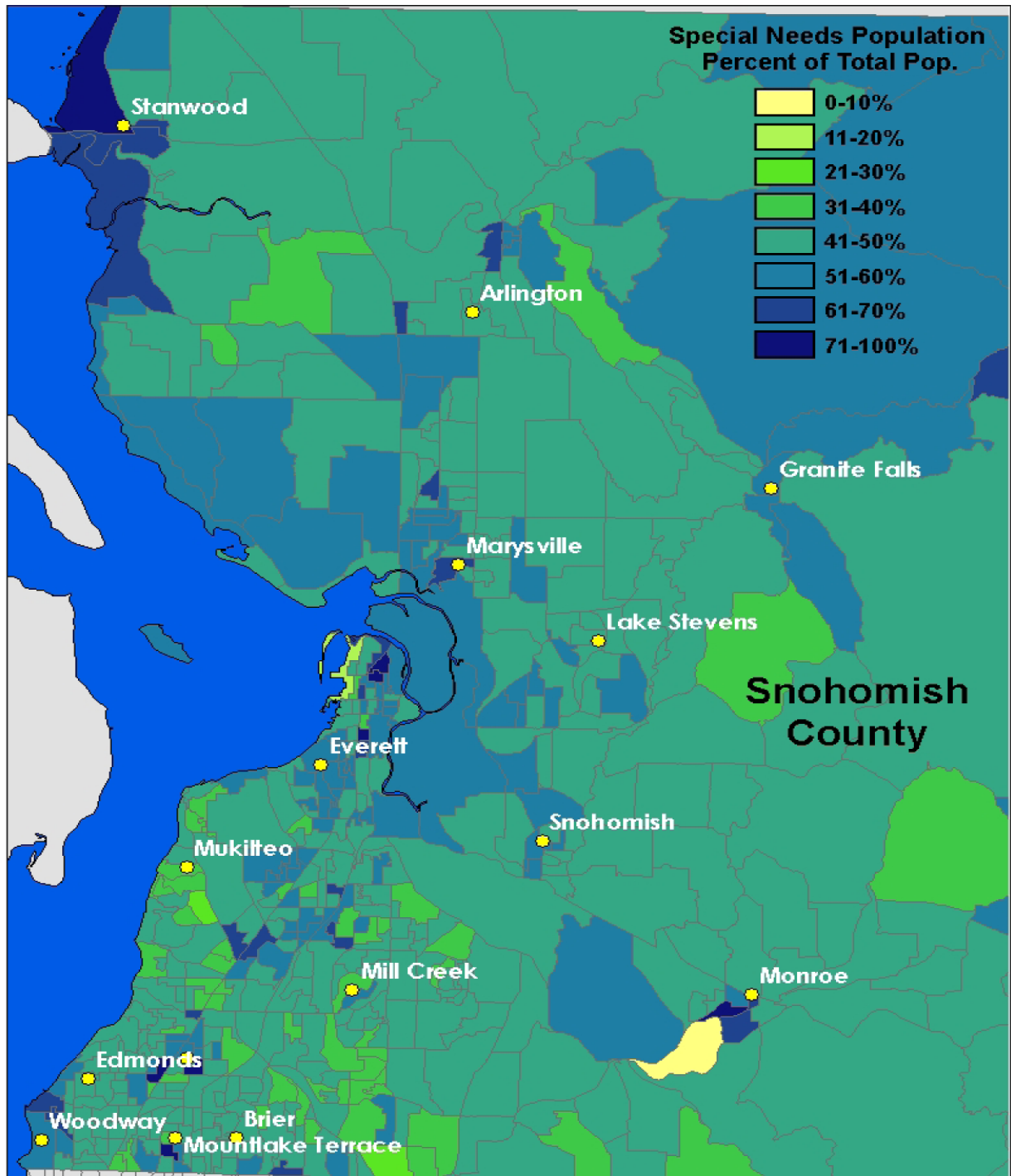


Figure I.3 Snohomish County Special Needs Populations



Destinations

People with special transportation needs live everywhere throughout all three counties – rural and urban areas alike. Regardless of origin, three major regional destinations are of central concern to people with special transportation needs.

- Specialized Medical Facilities
- Employment or Training
- Social, Shopping and Cultural Activities

King County is home to numerous regional and specialty medical services which draw patients from surrounding counties. Figure I.4 shows the location of these facilities.

Large employers draw their workers from surrounding counties as well as within county. Figure I.5 depicts major employment sites, as well as educational facilities.

Major social and cultural activities are also a desired regional destination. This includes shopping, sporting events, theatre, parks. Figure I.6 depicts many of the most popular destinations.

Figure I.4 Regional Medical Facilities

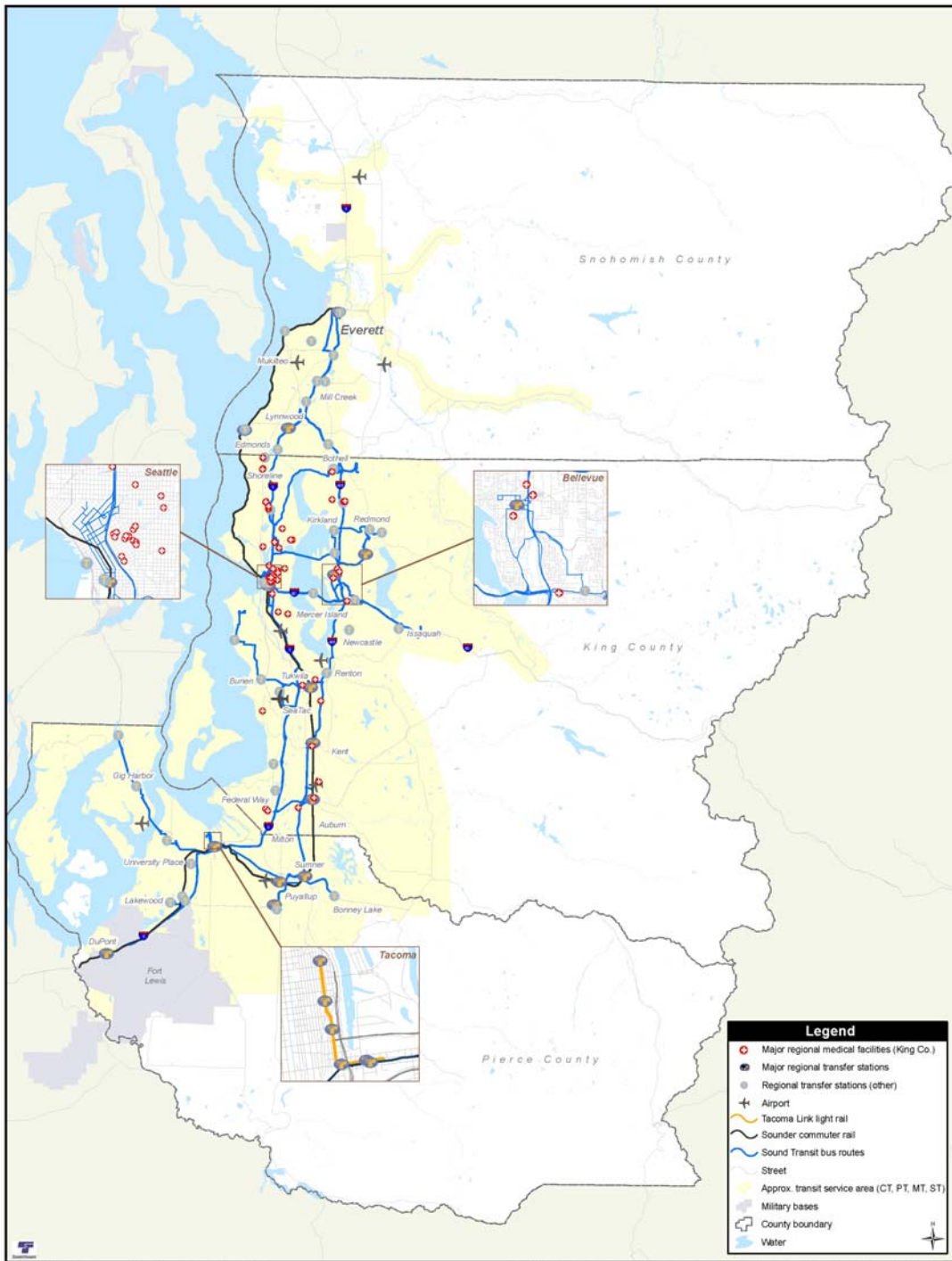


Figure I.5 Major Employment & Education Centers

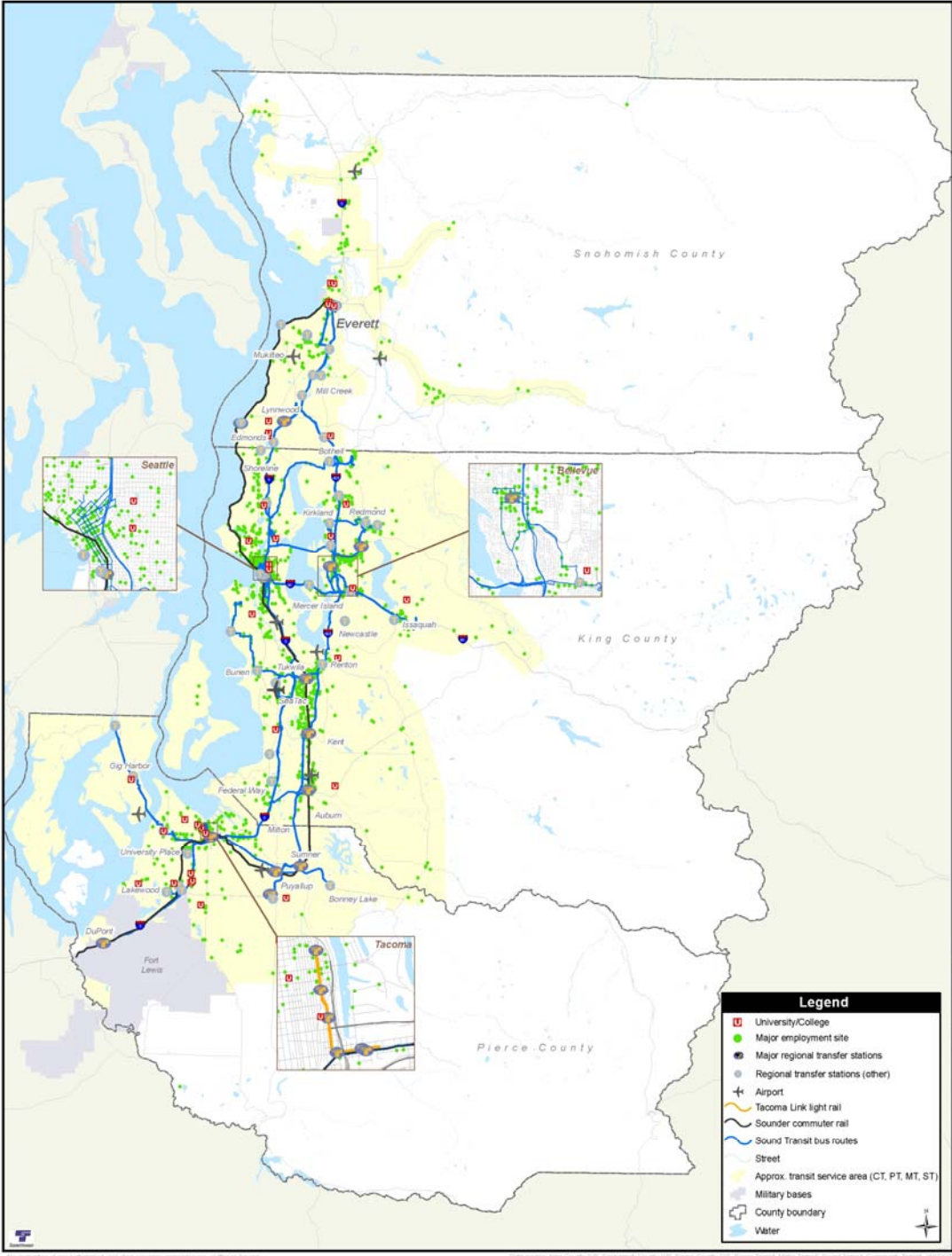


Figure 1.6 Major Regional Social, Shopping and Cultural Centers (MAP TO BE PROVIDED BY PSRC)



Appendix J

Current Transportation Coordination

Many positive steps have already been undertaken taken to coordinate transportation services and increase mobility in the region. In addition, several large regional or bi-state projects are in the works that also contribute towards a more coordinated transportation system that supports increased mobility.

In three of the Puget Sound counties, coalitions have been working towards improving mobility for transportation disadvantaged people: King County Key Partners in Transportation, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Special Needs Transportation Coalition (SNOTRAC). Coordination has been the ticket for these groups to implement mobility strategies. Contacts for these coalitions are:

King County Key Partners in Transportation

Contact: Margaret Casey
City of Seattle Aging and Disability Services
618 Second Avenue, Suite 1020
Seattle, WA 98104
206-684-062
margaret.casey@seattle.gov

Pierce County Coordinated Transportation Coalition (PCCTC)

Contacts: Sherry Martin, Program Manager
Pierce County Department of Community Services
3602 Pacific Avenue
Tacoma, WA 98418
253-798-3838
smarti1@co.pierce.wa.us

Tim Payne, Service Planning Manager
Pierce Transit
3701 96th St. SW
Tacoma, WA 98499-0070
253-581-8127
paynet@piercetransit.org

Snohomish County Transportation Coordination Coalition (SNOTRAC)

Contact: Cheryl Jones, Mobility Coordinator
Volunteers of America Western Washington
Mobility Coordinator
Everett, WA
425 259-3191 ext.2328
cjones@voaww.org

Several of these local, regional, and multi-state coordination projects are summarized in the matrix below and followed by a more detailed description.

Table J.1 Summary of Coordination Activities in the Central Puget Sound Region

	Statewide & Regional	King County	Pierce County	Snohomish County
Coordinated Transportation Coalitions	Agency Council on Coordinated Transportation	Key Partners in Transportation	Pierce County Coordinated Transportation Coalition (PCCTC)	Snohomish County Special Needs Transportation Coalition (SNOTRAC)
Trip Finders & Planners	WA-OR Trip Planner Regional Transit Trip Planner FindARide.Org Regional Accessibility Transit Guide	Travel Options Transportation Resource Index Ride Guide		Transportation Options
Information, Referral & Training	5-1-1 2-1-1	Traveling Training Programs Senior Info & Assistance Line Crisis Clinic Info & Referral Line Transportation Resources Training Residential Transportation Coordinators	Traveling Training Programs Senior Information and Assistance Line	Traveling Training Programs Special Transportation Needs Hotline Transportation Options Directory Mobility Coordinator
Streamlining Payment & Eligibility	Smart Card Paratransit Peer to Peer Network Regional Reduced Fare Permit for Senior and Disabled Persons			Common Intake Form
Grouping Trips & Sharing Resources		Hopelink McKinney-Vento Transportation Harborview Medical Center Dial-A-Ride (DART) Mt. Si Community Shuttle	Paratransit Services McKinney-Vento Transportation Maintenance, training, driver pool Beyond the Borders Common Ground	Paratransit Services Stillaguamish Transportation Transportation Assistance Program (TAP)
Vans and Carpools	RideShare OnLine	VanShare Connector VanWorks Community Partnerships Flexcar	Special Needs Van Pool Program WorkFirst Van Program	VanGo
Volunteer Program		Senior Services Volunteer	Catholic Community	Catholic Community

		Transportation	Services Senior Companion Program - Lutheran Community Services	Services
Other Coordinated Efforts	Reduced Fare Permit	Job Access Transportation Program Working Wheels Transit Oriented Development Human Services Ticket Book Taxi Scrip Night Stop Program Human Services Agency Ticket Program Commuter Bonus Voucher Program Transportation for victims of domestic violence	Driver Training Maintenance	Driver Training Job Access

Coordinated Transportation Agencies & Coalitions

Agency Council on Coordinated Transportation (ACCT)

In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators.

Pierce County Coordinated Transportation Coalition (PCCTC)

The Pierce County Coordinated Transportation Coalition was formally established to develop and implement a plan for a more coordinated transportation system for all Pierce County residents. Members represent transit agencies, social services agencies, private providers, school districts, passengers, and others. The coalition's vision statement is: "Transportation services in Pierce County will provide mobility for the entire community where no one has to depend on a personal auto unless they choose to do so."

Snohomish County Special Needs Transportation Coalition (SNOTRAC)

SNOTRAC is a broad community partnership that believes through better coordination of available transportation resources, transportation programs will realize greater efficiencies and more rides will be available to people with special transportation needs. The coalition includes representatives from transit agencies, government agencies, health care systems, community organizations, school districts, and the Stillaguamish Tribe of Indians.

King County Key Partners in Transportation

To collaboratively work on the issues of providing transportation for people with special transportation needs, the county formed a group called the Key Partners in Transportation. The group meets periodically to address the issues that are in need of a coordinated approach.

Trip Finders and Planners

Bi-State Trip Planner - Washington and Oregon

Current being developed, this bi-state trip planner will be an internet-based, integrated transportation information system. It is designed to reduce barriers to travel and increase access and use of transportation services within and between Washington and Oregon. The bi-state trip planner will increase the availability and amount of travel information, including schedules, routes, and fares.

Regional Transit Trip Planner – King, Pierce, Snohomish

The Puget Sound transit agencies provide on-line trip itineraries for public transit fixed-route in King, Pierce, and Snohomish counties, including Sound Transit's Regional Express bus routes, Sounder commuter rail, Washington State Ferries, and the Seattle Center Monorail. The site does not include demand-response trip planning. Utilizing the concept of the "Mapquest" website, the trip planner creates public transit itineraries from origin to destination throughout the Puget Sound.

FindARide.Org - King, Pierce, Snohomish

Sound Transit developed a searchable web-based, database called FindARide.Org to help people in King, Pierce and Snohomish counties to identify providers that can meet their particular transportation needs. This site will be particularly useful to people that are not able to use the fixed-route services provided by the Regional Transit Trip Planner. Users identify their origin and destination, check off the special transportation needs they have, and FindARide.Org provides a list of public and private transportation providers that can meet that need.

Regional Accessibility Transit Guide - King, Pierce, Snohomish

This guide, produced by Sound Transit, assists the rider in navigating accessible transit trips throughout the region.

Transportation Options – Snohomish County

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

Travel Options, Transportation Resource Index - King County

Created by King County Metro, Travel Options is a transportation resources index at <http://transit.metrokc.gov/tops/travops.html>. On this website, you can find a directory of public and non-profit transportation resources, including transit agencies, rideshare options, options for seniors or low-income individuals, trip planning, or city and neighborhood programs.

Rider Guide - King County

Created through a partnership between Senior Services and King County Metro, people visit Senior Services website at www.seniorservices.org to access the Ride Guide, an on-line transportation database

where people can customize their search for the transportation option that best meets their needs. Although primarily developed for seniors, the website includes most of the major transportation providers in King County. Users identify their trip purpose, any special transportation needs they have, trip day, time, origin and destination to find providers that meet their specific transportation needs. Users are directed to call Senior Services Information and Assistance Program if they need personalized assistance.

Information, Referrals & Training

5-1-1 Travel Information – Washington State

The 511 travel information system offers real time traffic and weather information to users by simply dialing 5-1-1 from most phones. The new system builds upon the highly successful Washington State Highway hotline that now manages 4.6 million calls each year. Updated every few minutes, 511 currently allows callers to obtain a variety of information: Puget Sound traffic conditions, statewide construction impacts, incident information, mountain pass conditions, the state's ferry system information, 800 numbers for passenger rail and airlines, and weather.

2-1-1 Health and Human Service Information and Referral (I&R) - Washington State

2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information about health and human services. Professional I & R specialists work with callers to assess their needs, determine their options and a best course of action, then direct them to appropriate programs/services, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed. Transportation information and referral is an integral service of 2-1-1, since access to services can be a tremendous barrier to people. Washington Information Network 2-1-1 is leading the effort in Washington State.

Travel Training Programs) – Pierce, King, and Snohomish Counties

Pierce Transit, King County Metro and Community Transit manage travel training programs in their areas for people with disabilities. In Snohomish County, people who are non-English speaking also receive travel training. The training takes place on local fixed routes and regional modes of transportation such as Sounder, Sound Transit Express service and the ferries.

Senior Information and Assistance Line – Pierce County

Senior Information and Assistance (I&A) is a service of Pierce County Aging and Long Term Care. I&A is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Provides information, service referral assistance, client advocacy, and screening to determine whether an older person should be referred to the appropriate agency for a comprehensive assessment. Responsible for maintaining a community resource file and for providing outreach, education and program publicity. Part of the information and referral services includes senior transportation.

Special Transportation Needs Hotline – Snohomish County

In 2005, the Volunteers of America (VOA), in collaboration with SNOTRAC partners, have implemented a Special Transportation Needs Hotline in Snohomish County. VOA staff provides callers with information on their transportation choices and link them to the most appropriate provider. VOA is also slated to be the 2-1-1 center for the northern region. When the 2-1-1 line is up and running, VOA plans to incorporate the transportation hotline under this umbrella. By dialing 2-1-1, Snohomish County residents will be able to access transportation and human service information and referrals – hopefully by late 2006.

Transportation Options –Snohomish County

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

SNOTRAC Mobility Coordinator – Snohomish County

With WSDOT funding, Volunteers of America Western Washington hired a full time mobility coordinator to help carry out the major deliverables of SNOTRAC's five year plan and provide for a direct contact for people in the community for mobility issues.

Senior Information and Assistance Information Line – King County

Senior Services is a non-profit agency that offers a variety of services to seniors. Among these services is a comprehensive information and referral line. Senior Information and Assistance Advocates access a computerized database of over 7,000 community services. They can provide information on a number of available services for seniors in King County, including transportation.

Crisis Clinic Information and Referral – King County

The Crisis Clinic operates the Community Information Line to provide information and referral assistance to people seeking help with community resources Monday through Friday, from 8:00 AM-6:00 PM. Transportation is one of the resources included in the Crisis Clinic referral data base.

Transportation Resources Training and Residential Transportation Coordinators Index - King County

King County Metro provides Transportation Resources Training to social service, human service, housing authority and community service support staff and case managers to help their clients or residents understand the resources available to them. The training equips staff with the ability to find and understand transit, ridesharing services throughout the Puget Sound Region. But, it also assists staff in understanding travel options available to seniors, low-income populations and neighborhoods that exist within transit agencies, jurisdictions, non-profits and private companies. King County Metro also provides training and incentives on a limited basis to individuals within communities and neighborhoods who would act as a resource to their neighbors or communities about transportation options. Frequently, the Residential Transportation Coordinators are fluent in languages other than English so that they are able to provide transportation guidance to limit and non-English populations. Metro has coupled the RTCs with the In-Motion Program that creates personalized marketing of transit, ridesharing and other travel options within neighborhoods.

Streamlining Payment & Eligibility

Smart Card – Puget Sound Region

Seven transportation agencies and the Puget Sound Regional Council are collaborating to plan and implement a regional fare collection program, which enables customers to use one fare card on multiple systems throughout the four county Central Puget Sound area. Smart card fare collection technology will be used to allow linked trips between transit, ferries and rail and to significantly expand each agency's strategic fare policy capabilities. The seven participating transportation agencies are Community Transit (Snohomish County); Everett Transit; Kitsap Transit; King County Metro; Pierce Transit; Sound Transit; Washington State Ferries. The full system revenue operations are scheduled to be complete in 2006. In King County, Smart Card has been coordinating with several member agencies of the Jobs Access Transportation Committee including the Department of Social and Health Services, the Employment Security Department, Seattle Jobs Initiatives, King County Jobs Initiatives and the King County Work Training Program on the transition from bus vouchers to Smart Card.

Paratransit Peer to Peer Network – King, Pierce and Snohomish

The four transit agencies in the region – King County Metro, Pierce Transit, Community Transit, and Everett Transit – are developing an automated solution for transfer of trip request and confirmation data, and to electronically share customer information. This "peer to peer network" will facilitate smoother transfers between paratransit systems.

Common Intake Form – Snohomish County

As partners in SNOTRAC, Everett Transit, Community Transit, Senior Services TAP program, the Medicaid transportation program, and Catholic Community Services are developing a common intake form for passengers needing a higher level of transportation service, using a common data base to share information. In this way, each organization can make its own determination about level of service, but the rider would only have to provide information once.

Grouping Trips & Sharing Resources

Hopelink and Paratransit Services: Medicaid Brokers – King, Pierce, and Snohomish

The DSHS Medicaid Transportation Brokerage structure has created the one transportation system the covers the entire state. The broker acts as an administrator and is responsible for all aspects of a ride including: screening for eligibility, reservations and scheduling, billing and record keeping, quality assurance, and subcontractor procurement and management. Hopelink serves as the transportation broker for King County, and Paratransit Services serves as the transportation broker for Pierce and Snohomish Counties. The Medicaid brokerage has served as the foundation on which the brokers have been able to expand brokering opportunities in their communities. Numerous organizations have elected to contract with the brokers rather than duplicate, within their own operations, the administrative and management structure the broker provides.

McKinney-Vento Homeless Student Transportation – Pierce & King County

In collaboration with the PCCTC, Puget Sound Educational Service District (PSESD) is facilitating a voluntary partnership between King and Pierce school districts and the Medicaid transportation brokers – Hopelink and Paratransit Services – to arrange for unique or non-fixed route school-related trips, with specific focus on students experiencing homelessness. The project will demonstrate if transportation capacity can be increased and the cost of out-of-district homeless student transportation can be reduced while maintaining school transportation safety requirements and agreed upon standards. Snohomish County school districts are in the discussion phases of how to be coordinate trips for homeless students and other students with special needs.

Shared Maintenance, Training & Driver Pool – Pierce County

The Puget Sound Educational Service District (PSESD) has recently contracted with Dieringer School District. Dieringer will do all of the maintenance for the PSESD busses and vans. The busses are used to transport Head Start and Early Childhood Education and Assistance Program (ECEAP) children in programs that are not part of a school district and therefore can not access school district transportation services. The vans are used for the Beyond the Borders project (see below) as well as for WorkFirst participants to access. Dieringer School District will send drivers to the PSESD bus driver class that currently trains ECEAP, Head Start, WorkFirst and PSESD drivers. PSESD and Dieringer will then share a list of substitute drivers who attended the CDL class and have applied for a position either with the PSESD or Dieringer. The goal is to increase the substitute driver's pool for both the PSESD and Dieringer transportation programs.

Beyond the Borders – Pierce County

The purpose of the PCCTC Beyond the Borders project is to utilize the current Medicaid transportation brokerage infrastructure to serve the South Pierce County area that is outside of the Pierce Transit Service area. The primary focus of the project is to provide people with special transportation needs access to critical life sustaining services. As resources become available, the focus will expand to include access to employment and job-related activities, access to youth activities, general purpose trips, as well larger community and regional access.

Common Ground – Pierce County

The purpose of this project is to assess and demonstrate potential efficiencies, without substantially reducing service quality, when transit ADA and Medicaid eligible trips are scheduled together on the same vehicle within common service areas. The two common destination areas this project focuses on are the Adult Day Health Center on Yakima Avenue and the St. Josephs Hospital Kidney Dialysis Center. A cost allocation formula has been agreed upon, and operational details are being identified.

Stillaguamish Transportation Program – Snohomish County

In cooperation with SNOTRAC, the Stillaguamish Tribe received a grant to purchase a hybrid van, meeting all criteria for FTA and School Bus transportation. The vehicle would start doing the run from the last transit stop to the Methadone Treatment Center, a 12-mile triangular loop. With more experience, the service will be expanded to provide service to community members. They will also work with Paratransit services to become a Medicaid provider.

Transportation Assistance Program – Snohomish County

Transportation Assistance Program (TAP) originally started with ACCT funding and is operated by Senior Services of Snohomish County. TAP covers most rural areas of Snohomish County and provides limited transportation for seniors and people with disabilities who live outside public transit service areas. It is primarily used to connect people with DART and sometimes the Community Transit fixed-route system. TAP is working with Paratransit Services to provide Medicaid trips.

Harborview Medical Center and Hopelink – King County

Harborview Medical Center (the largest medical facility in King County) and Hopelink implemented a successful coordination project that began with the transport of Medicaid eligible patients and grew to Hopelink brokering non-Medicaid patient transportation, package deliver, and staff transportation. Brokering service is provided 24/7. Monday through Friday two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink's Bellevue facility. Off-hours and week-end service is provided at Hopelink's Brokerage Service Center located in Bellevue.

Dial-A-Ride Transit (DART) – King County

Metro's DART (Dial-A-Ride Transit) is a general public deviated fixed route service. Metro contracts with Hopelink for the operations of this service. DART uses smaller buses to serve 14 routes in areas with smaller streets and fewer riders. Schedules permitting the DART vehicle can deviate within a defined service area to provide closer pickup service.

Dial-A-Ride – Kitsap Transit

Kitsap Transit ACCESS provides limited ADA service in the rural areas of Kitsap County. While providing the ADA service in the rural areas, ACCESS also provides general public Dial-A-Ride service between the hours of 10 am and 3 pm, Monday through Friday.

Mt. Si Community Shuttle – King County

Mount Si Community Shuttle, a program WISDOM helped fund with a Special Needs grant to Mount Si Senior Center, is the result of a long-term effort between Mt Si Senior Center, Hopelink, and United Way of King County, and recent partners; King County Metro, Senior services of Seattle/King County and the City of Snoqualmie. Mount Si operates the shuttle services as a general public dial-a-ride serving the Upper Snoqualmie Valley. This project included funding for a scheduler, located in a dedicated office at Mt. Si Senior Center, to process ride requests, schedule, and dispatch for four programs and vehicles: Mt. Si Community Shuttle, Mt Si Senior Shuttle, Sno-Valley Senior Shuttle, and WISDOM Special Needs Grant funded shuttle. As part of the project King County Metro provided a lift-equipped minibus, vehicle maintenance, the City of Snoqualmie provides a secured lot for parking the vehicle, Hopelink provides on

going technical assistance and staff training, Senior Services provides support for the senior programs, and United Way funded initial research and program development.

Senior Services' Senior Shuttle/Nutrition Transportation Program: Since 1997, Senior Services and King County Metro have been working together to provide transportation to seniors and people with disabilities throughout King County. The Senior Shuttles/Nutrition transportation program transports seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. The service provides seniors in urban, suburban and rural areas of King County with an opportunity to socialize with other seniors and stay active within their communities. In addition to receiving support from King County Metro, the Senior Shuttles receive funding from Aging and Disability Services and WSDOT. Senior Services collaborates/coordinates with many senior centers and agencies to provide the Shuttle service to, including El Centro de la Raza, SeaMar, the Pacific Asian Employment Program (PAEP), the Asian Counseling and Referral Services (ACRS), the King County Housing Authority, and United Indians of All Tribes. The highlight of the coordination efforts is a joint agreement between Senior Services and the Mt. Si Senior Center to dispatch the three Senior Services vans in the community and a Mt Si van through a common call center. In 2005, the program included 17 vans and provided 54,452 rides. The Hyde Shuttle is worth special mention. Lillian Hyde, a long time resident of Beacon Hill, left \$403,839 from her estate to provide transportation services for seniors and disabled people in the southeast area of Seattle. Through a partnership with Senior Services Transportation Program and King County Metro, a van shuttle service was implemented to provide service in the Beacon Hill/southeast Seattle area.

Vans and Carpools

RideShareOnLine – Washington State/King County

"RideShare" matches people who have a similar commuter or special event trip and schedule so people can get together and carpool, vanpool or use a Metro VanShare connector van. King County Metro uses RideshareOnline.com to do this matching and provides a free list of interested people in the requested area. King County Metro has purchased the rights to use this system statewide.

Special Needs Van Pool Program – Pierce County

The Puget Sound Educational Service District WorkFirst Van program is designed to benefit WorkFirst clients who receive transportation funds to get to their job or training site. For rural clients or clients who require transportation outside of public service hours, WorkFirst dollars are insufficient to pay for employment or training transportation for a full month. This program provides continuous and dependable transportation to clients who exceed their maximum transportation allowance, to help them keep their jobs and continue on their path toward self-sufficiency. The program is unique in that it not only provides transportation to WorkFirst participants but also training WorkFirst participants to become drivers.

VanGo – Snohomish County

Community Transit, serving parts of Snohomish County, has donated surplus vans to community agencies for years. This last year however, they worked with SNOTRAC to insert language in the application form that asks applicants how they would plan to coordinate use of the van for community purposes. This is one way SNOTRAC is increasing their pool of available transportation resources to coordinate with throughout the county.

VanShare Connector – King County

Metro VanShare provides the van to groups of three or more commuters connecting them to buses, trains or ferries. A van is parked at a transportation hub or terminal (rail station, Park & Ride lot or ferry dock) and the van is there ready to use to bridge the gap in a commute trip.

VanWorks – King County

The King County Metro Jobs Access Transportation funds mileage-priced vanpools targeting mixed populations of low-income and people with disabilities entering the workforce.

Community Partnership Program

King County Metro's Community Partnership Program (CPP) expands transportation options for people with disabilities and seniors by developing partnerships with community agencies in the region. Metro has programs that provide vehicles and operating expenses to assist agencies set up their own transportation programs. Agencies benefit because they can customize their transportation programs to meet their clients' needs. The direct community benefits because these programs are more cost effective than Metro's ACCESS Transportation. In 2004, the program which includes 22 non-profit community agencies and 46 vehicles, provided over 117,000 rides for seniors and people with disabilities. Following are some of CPP's van programs:

CPP AddVANtage Vans: Metro provides retired ACCESS vans, emergency response service, vehicle maintenance, driver training, and technical assistance to participating agencies that serve seniors or people with disabilities. Agencies agree to provide a minimum number of rides to ACCESS users each month. For those committing to a higher level of rides, Metro provides a

small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision and liability insurance.

CPP Special Use Vanpools: CPP pays the monthly cost of a standard Vanpool agreement on behalf of local agencies that have a number of clients who are ADA eligible and are traveling to worksites. The agency provides the driver and liability insurance.

Flexcar – King County

In close partnership with King County Metro Transit, the Seattle regional office of Flexcar operates a fleet of more than 100 vehicles in more than a dozen neighborhoods in Seattle, Bellevue, Kirkland, Redmond, West Seattle, and Kitsap County. Flexcar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one – without the cost and hassles of ownership. Flexcar members reserve a vehicle as often and for as long as they want (depending on availability). If you use another type of transportation to commute to work, then Flexcar will save you the cost of operating and maintaining a car - including insurance, depreciation, parking, maintenance and fuel costs. King County's Jobs Access Program has contracted with Mobility, Inc. (Flexcar) to provide access to their car sharing program for low-income populations in King County and Seattle Housing Authority sites, as well as, with other social service and employment agencies.

Volunteer Programs

Catholic Community Services - Pierce and Snohomish

Provides limited transportation for older adults, 60 and over, who require transportation to and from a meal site, social and health care services, senior centers, and shopping centers. Services are provided by volunteers.

Senior Companion Program, Lutheran Community Services - Pierce County

The Senior Companion Program matches low income seniors, 60 and older, to work with frail elderly and disabled adults in our community. The companions are providing services such as transportation to doctor appointments, help with necessary shopping, friendly visits, phone calls and respite for care givers. In addition, the volunteers help make the lives of the people they are serving less lonely and isolated. The Senior Companions often serve clients for several years and form the most meaningful friendships in their lives. Senior Companions usually visit two to four clients, providing an average of 20 hours of service a week.

Senior Services Transportation Program- King County

Senior Services Transportation Program coordinates a volunteer driver program. Over 400 volunteers driving their own vehicles provide transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand and moral support. Affiliate programs include Nikkei Concerns, the Senior Companion Program, Group Health Volunteer Transportation and the Mt. Si Senior Center.

Other Programs

Reduced Fare Permit – Puget Sound Region

Sometimes called a senior or disabled bus pass, this permit costs \$3.00 and entitles you to reduced fares on Metro Transit, Washington State Ferries, Community Transit, Everett Transit, Intercity Transit, Jefferson Transit, Kitsap Transit, Pierce Transit and Sound Transit.

Driver Training – King, Pierce and Snohomish

Numerous organizations providing paratransit services, due to size, are not in a financial position to employ a full-time driver trainer. King County Metro ACCESS service provider ATC, Paratransit Services, and Hopelink have extensive driver training programs in place and employ trainers. These three entities have elected to provide the opportunity for other organizations to enroll drivers in their classes.

Job Access Transportation Program – King County

The Jobs Access Transportation Program developed by the King County Department of Transportation is a comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment. The County created the Metro Jobs Access Transportation Program to: Make transit affordable for low-income and welfare recipients, improve access to information about transportation options, especially for non-English speaking clients, provide personalized services to help individuals join or form carpools and vanpools, develop transportation alternatives that better link low-income individuals to job centers, subsidize leased vans or establish vanpools with community agencies, partner with employers, jurisdictions, housing authorities and social service agencies on innovative transportation strategies for low-income individuals.

The Jobs Access Program also has an agreement with Seattle School Districts Interagency Academy to provide funding support for their van that is used to transport young people to a WorkSource training program in Rainier Valley.

Working Wheels – King County

Working Wheels is a non-profit employment-support program that sells affordable used cars to low-income workers and job seekers. Working Wheels serves economically disadvantaged residents of King County who need a car to get to work. Many clients are current or former welfare recipients who are trying to stay employed and improve their lives. Eligible clients purchase a vehicle for an average of \$1500 through a 3-year loan.

Transit Oriented Development – King County

The purpose of transit-oriented development (TOD) is to reduce the use of single-occupant vehicles by increasing the number of times people walk, bicycle, carpool, vanpool, or take a bus, streetcar, or rail. It does this by bringing potential riders closer to transit facilities rather than building homes away from population centers, which makes people more dependent on roads and automobiles. TOD makes transit investments work more efficiently by putting more riders on existing buses. To reduce external trips, TOD projects are located in higher-density, mixed-use, urban pedestrian districts with high-quality transit service. External single-occupancy vehicle (SOV) trips can be reduced as much or more by people walking within a mixed-use urban district as they can by using transit within and between urban centers. Eight projects are being developed under the King County Transit Oriented Development Program and range from the feasibility study stage to near completion.

Ticketbook Program – King County

The Human Services ticketbook program is a city and countywide program subsidized by King County. The King County Council approved the current allocation of \$1,000,000.00 (in 2001) to subsidize bus tickets (at 80% of the total cost) for use by low-income and homeless persons. Human Services ticketbooks are sold only to approved human service agencies, who pay the remaining 20% of the total cost, for a combined value of \$1.25 million dollars worth of tickets. The agencies are identified and approved by the City of Seattle's Department of Housing and Human Services and King County's Department of Community and Human Services. Individual tickets are then issued to clients by the staff at the participating agencies. An estimated 73,000 persons were assisted with this fund in 2004, including: low-income families, victims of domestic violence, disabled adults, unaccompanied youth and homeless veterans. Additionally, there were over 160 city and county agencies that participated in 2004.

Taxi Scrip – King County

The Taxi Scrip Program serves low-income King County residents age 18 to 64 who have a disability or age 65 and over. Once registered, you can buy up to six books of taxi scrip each month from Metro at a 50 percent discount to help meet your transportation needs.

Night Stop Program – King County

Available between the hours of 8:00 PM and 5:00 AM, King County Metro's Night Stop allows the rider to ask the driver to let them off at any point along the bus route, even though it may not be a Metro bus stop.

Commuter Bonus Voucher Program – King County

The utilization of the Commuter Bonus Voucher program for social service agencies allowed King County Metro to facilitate the expenditure of \$325,000 in state and local funds on bus and ferry passes for clients of the Department of Social and Health Services, Employment Securities Department, the King County Jobs Initiative and Seattle Jobs Initiative. The use of vouchers enables agencies to be responsive to the varying transportation needs of their clients. King County Metro administers the program. The Voucher Partnership has resulted in 182,500 transit trips for low-income populations in 2003 and 123,120 transit trips in 2004. KC Metro is currently working with agencies to convert them to Smart Card.

Transportation for Victims of Domestic Violence – King County

Partners with the YWCA of King County, the King County Department of Community Services, the Coalition Against Domestic Violence to provide transportation alternatives for victims of domestic violence. New potential partner will be United Way of King County. The King County Metro Domestic Violence Transportation Program received the 2004 *Take Action Workplace Award* by the KC Coalition Against Domestic Violence.



Appendix K

Reference Materials

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Appendix L

Population Projections

A dramatic increase in population is expected in the Puget Sound region in the next decade. This will generate a corresponding increase in the demand for transportation service. How much will demand increase?

Demographics such as an aging population, growth in population through migration, and changes in settlement patterns affect the demand for transportation. Table L.1 presents current and projected populations for each of King, Kitsap, Pierce and Snohomish Counties.

Of interest is the projected growth in the population of older adults, expected to increase close to 77 percent between 2003 and 2020 while the total population will experience growth of 20 percent.

Table L.1 Population Projections

County	2003	2010	2020
King	1.78m	1.86m	2.02m
Pierce	.73m	.79m	.89m
Snohomish	.64m	.73m	.86m
Population Increase:			
(total)	2003 – 2010		7.2%
	2003 – 2020		19.8%
Population Increase:			
Older Adults (65 yrs. +)	2003 – 2010		10.6%
	2003 – 2020		76.9%

Table L.2 King County Population Projections

King County Population Projection:

	2000	2003	2005	2010	2015	2020	
Age	Total	Total	Total	Total	Total	Total	% ADA Eligible
Total	1,737,034	1,779,300	1,786,803	1,861,042	1,940,385	2,018,824	
0-4	105,321	105,492	111,483	114,158	120,832	126,235	0.10%
5-9	111,162	106,066	103,405	111,297	113,964	120,669	
10-14	109,992	111,925	106,658	99,970	107,701	110,366	
15-19	108,261	110,138	112,949	111,715	105,153	113,459	
	434,736	433,621		437,140		470,729	
20-24	116,597	127,018	129,640	141,631	141,592	133,380	0.20%
25-29	141,795	136,759	126,364	148,118	162,089	160,964	
30-34	152,648	152,769	140,315	127,178	149,221	163,279	
	411,040	416,546		416,927		457,623	
35-39	155,539	143,961	147,375	136,645	123,570	145,397	0.50%
40-44	153,284	153,097	149,731	142,717	132,233	119,610	
45-49	139,186	146,966	147,553	144,434	137,843	127,917	
	448,009	444,024		423,796		392,924	
50-54	119,950	130,428	133,685	141,921	139,006	133,072	1.30%
55-59	83,442	100,235	114,342	127,802	135,784	133,361	
60-64	58,085	67,145	77,213	106,266	118,862	126,686	
	261,477	297,808		375,989		393,119	
65-69	46,229	48,507	51,773	69,206	95,516	107,179	3.90%
70-74	42,655	41,894	39,637	44,623	59,928	83,198	
	88,884	90,401		113,829		190,377	
75-79	40,168	38,811	35,197	32,960	37,338	50,528	11.00%
80-84	28,180	30,547	30,253	26,827	25,330	28,973	
	68,348	69,358		59,787		79,501	
85+	24,540	27,544	29,230	33,574	34,423	34,551	28.40%

Table L.3 Pierce County Population Projections

Pierce County Population Projection:							
	2000	2003	2005	2010	2015	2020	
Age	Total	Total	Total	Total	Total	Total	% ADA Eligible
Total	700,820	733,700	740,838	788,580	840,557	892,454	
0-4	49,861	51,087	51,690	55,275	59,735	62,035	0.10%
5-9	53,862	52,571	50,652	53,279	57,098	61,636	
10-14	55,016	57,267	55,657	53,025	56,048	59,948	
15-19	52,775	54,921	54,018	55,374	52,950	56,002	
	211,514	215,846		216,953		239,621	
20-24	47,645	53,094	54,605	56,092	57,499	55,204	0.20%
25-29	48,113	47,468	50,419	57,799	58,979	60,326	
30-34	53,033	54,286	48,636	51,755	59,590	60,890	
	148,791	154,848		165,646		176,420	
35-39	59,615	56,440	54,213	50,187	53,582	61,635	0.50%
40-44	58,793	60,067	60,285	55,355	51,364	54,725	
45-49	51,096	55,189	59,165	61,150	56,386	52,273	
	169,504	171,696		166,692		168,633	
50-54	43,478	48,360	50,911	59,389	61,568	56,827	1.30%
55-59	32,142	39,498	42,605	50,232	58,737	60,942	
60-64	23,771	28,106	30,900	41,296	48,806	57,137	
	99,391	115,964		150,917		174,906	
65-69	20,266	21,752	22,246	29,175	39,160	46,345	3.90%
70-74	17,888	17,973	18,119	20,053	26,437	35,634	
	38,154	39,725		49,228		81,979	
75-79	15,048	14,872	14,993	15,281	17,036	22,595	11.00%
80-84	10,149	11,251	11,434	11,500	11,808	13,305	
	25,197	26,123		26,781		35,900	
85+	8,269	9,496	10,290	12,363	13,774	14,995	28.40%

Table L.4 Snohomish County Population Projections

Snohomish County Population Projection:								
	2000	2003	2005	2010	2015	2020		
Age	Total	Total	Total	Total	Total	Total	% ADA Eligible	
Total	606,024	637,500	666,735	728,957	793,720	862,599		
0-4	43,461	44,817	44,171	47,897	52,889	56,827	0.10%	
5-9	47,564	46,723	47,372	48,244	52,098	57,501		
10-14	47,768	50,043	51,528	51,280	52,131	56,293		
15-19	43,194	45,240	48,409	52,082	51,604	52,643		
	181,987	186,823		199,503		223,264		
20-24	35,676	40,013	42,185	46,922	50,342	49,990	0.20%	
25-29	40,826	40,538	40,884	48,465	53,297	56,769		
30-34	47,909	49,359	45,790	45,377	53,574	59,168		
	124,411	129,910		140,764		165,927		
35-39	55,918	53,284	52,040	49,366	48,608	57,518	0.50%	
40-44	55,094	56,652	59,131	54,834	51,820	51,001		
45-49	47,761	51,922	57,202	61,166	56,648	53,571		
	158,773	161,858		165,366		162,090		
50-54	38,911	43,559	49,025	58,560	62,505	58,008	1.30%	
55-59	27,392	33,876	39,321	49,469	58,973	63,052		
60-64	19,146	22,785	27,386	39,322	49,376	58,975		
	85,449	100,220		147,351		180,035		
65-69	15,322	16,550	18,766	26,872	38,602	48,571	3.90%	
70-74	13,428	13,580	14,314	17,542	25,177	36,332		
	28,750	30,130		44,414		84,903		
75-79	12,027	11,964	11,579	12,366	15,201	21,963	11.00%	
80-84	7,819	8,725	9,328	9,037	9,713	12,040		
	19,846	20,689		21,403		34,003		
85+	6,808	7,870	8,304	10,156	11,162	12,377	28.40%	



Appendix M

Travel Demand Projections

Research commissioned by the Metropolitan Transportation Commission (MTC) in the San Francisco Bay Area, provides a model for estimating the percentage of each age cohort that is likely to be ADA paratransit eligible. These are reflected in the Table M.1.

These percentages, when applied to Puget Sound population data suggest a 13.6% increase in ADA paratransit registrants in the 3-county area.

Table M.1: Percentage of Age Cohort Likely to be ADA Eligible

Age	% ADA Eligible
0-19	0.10%
20-34	0.20%
35-49	0.50%
50-64	1.30%
65-74	3.90%
75-84	11.00%
85+	28.40%

Table M.2: ADA Registrants and Projected Registrants

Number of ADA Registrants 2003	44,580
Projected ADA registrants 2010	50,640
Percent Increase in Registrants	13.6%

There were approximately 2.5 million ADA paratransit trips provided by Pierce, King, Community and Everett Transit in 2004. Approximately 150,000 involved interagency transfers. Based on current trip generation rates, the total number of ADA paratransit trips is projected to increase by close to 15 percent to 2.89 million, by 2010. During this same period, the total number of interagency ADA paratransit transfers is projected to increase by close to 14 percent to approximately 171,000.

Transportation demand models are not readily available for other special needs transportation providers including Medicaid, social/human service agencies, senior programs, faith based organizations, and schools trips. However, for the purpose of estimating trip demand, this plan assumes the same growth rate as the ADA paratransit trips.

Based on projected trip generation rates and growth of approximately 15%, this translates to approximately 275.8 million publicly funded trips by the year 2010, from the current trip volume of about 239.8 million trips a year.

Table M.3: Projected Trip Volume Increase

Mode of Transportation	2004	Projections for 2010
Fixed Route Transit	125,051,105	143,808,770
Transit ADA Service	2,515,432	2,892,746
Transit Van Pools	2,960,966	3,405,110
Schools	86,113,892	99,030,975
Medicaid	1,206,387	1,387,345
Washington State Ferries	21,164,238	24,338,873
Human Service Agencies	870,000	1,000,500
TOTAL	239,882,020	275,864,319



Appendix N

Vision, Mission, Principles

Given the growing demand for transportation over the next ten years, the opportunities to better coordinate services, and the gaps in transportation services, the regional workgroup decided to frame a blueprint for how to collectively move from mobility today to the desired mobility of the future.

Our Vision....

Mobility, Quality and Efficiency through Regional Coordination

Our Mission....

We are multiple organizations working together for mutual benefit to gain economies of scale, eliminate duplication, expand service, and or improve the quality of service in order to better address the regional transportation needs of transportation disadvantaged people in the Central Puget Sound.

Our Stakeholders....

Riders

People that need transportation, including those with physical and mental disabilities, youth, older adults, and people that simply can't afford to own or maintain a car, or are unable to operate a vehicle.

Transportation Purchasers

Agencies and people that pay for transportation, including taxpayers, social service agencies, transit agencies, school districts, service providers, nursing homes and hospitals.

Transportation Providers

Agencies that arrange and provide the trips, including transit agencies, school districts, transportation brokers, non-profits, private transportation companies, volunteer driver programs, community shuttles, and social service agencies.

Community At-Large

Those who serve people with special transportation needs including hospitals, nursing homes, colleges and universities, pharmacies and medical facilities, retail and grocery stores, community programs, family and friends, government agencies, and employers.

Our Principles & Values....

Transportation stakeholders have different principles and values, depending on their viewpoint. The values from each stakeholder perspective are listed below and stated as “forward-looking” statements – the ideal environment for coordinated special needs transportation to thrive. These four viewpoints will be balanced throughout the planning and building of a coordinated special needs transportation system in the region.

RIDER VALUES

Choice	A range of mobility and cost options gives riders a variety of usable and effective choices to meet the need.
Easy	Riders can easily plan, arrange, and/or pay for trips, regardless of mode.
Reliable and Dependable	Transportation services can be depended upon to arrive and depart within agreed upon timeframes. Drivers are consistently respectful and helpful.
Safe	Services are safe and secure.
Service	Gaps in service areas are filled, and services are sufficient to meet the need.
Privacy	Passenger information is kept confidential and is treated respectfully.
Coordination	Coordination takes place “behind the scenes” – it is handled to the greatest degree possible by the agencies – not the riders.

PURCHASER VALUES

Client-Focus	Agencies continue to represent client interests and get them the most appropriate transportation that meets their specific needs.
Cost	Coordination will be cost neutral or result in cost savings for all participating agencies. Where possible, cost savings realized by the plan will be reinvested into more mobility.
Standards	Driver and vehicle level of standards are agreed upon and enforced. The service quality of publicly-funded special needs transportation services should be at least equal to fixed-route services.
Market-driven	Competition is a good thing.
Trustworthy partners	Costs and responsibilities are not shifted to other purchasers without adequate compensation. (“budgets are not balanced on the backs of others”)
Equitable	No one entity is solely responsible for special needs transportation. Costs of providing grouped trips are shared equitably.
Lowest Cost, Most Appropriate	Publicly-funded rides are provided by the lowest cost, most appropriate service for the passenger.
Funding	Transportation coalitions have the responsibility to seek additional funding to supplement federal, state, and local funds.
Regulations	Federal, state, and local regulations are consistent and support the coordination of transportation services.
Options	A range of transportation options are available, including but not limited to, car pools, transit, taxi cabs, community businesses, non-profits, cabulances, school buses, volunteer drivers, gas vouchers, and non-motorized alternatives.

PROVIDER VALUES

Fair	Competition for providing publicly funded rides remains fair – everyone has an equal chance to compete for a share of the market.
Simple	The administrative burden of collecting fares, reporting data, and complying with regulations are simplified and streamlined.
Public/Private	Publicly-funded rides will continue to be provided by both public and private providers.
Information	It's easy to help people access different transportation programs without having to know the details about each program.
Share Resources	Opportunities to share resources among providers are leveraged, such as vehicles, training, maintenance, and drivers.

COMMUNITY VALUES

Inclusive	Everyone benefits from pedestrian friendly accessible communities with a full range of mobility options.
System Approach	Responsibility of transportation is shared among the community.
Healthy Communities	All federal, state, and local planning processes recognize that mobility is integral to achieving healthy communities.
Accountability	The community is held accountable for working together to meet mobility needs.
Coordination	Mobility choices are usable and presented in effective ways. Coordination of choices is efficient and requires the least amount of work by riders.



Appendix O

Goals and Objectives

Strategic Goal #1: Put Customers First

People should be able to afford transportation, use it safely, and get to where they need to go without an overly burdensome process or trip time.

People with special transportation needs are satisfied with regional transportation service when...

- ✓ they have a range of choices to choose from
- ✓ trip length is reasonable and transfers are efficient
- ✓ it is easy to use
- ✓ waiting and riding is comfortable and safe



Agency: Dreamstime.com"

Goal Statement:

Improve availability, safety, ease of use and affordability of regional special needs transportation services within existing budget constraints

Long-Term Outcome:

More people will know about available transportation options and more riders will be satisfied with their transportation services

Strategic Objectives:

- **Better Connections:** Increase and improve connections to and within the regional transportation systems for everyone
- **Seamless Fares:** Work towards a coordinated fare structure that makes it easy for a rider to pay for regional travel among the different transportation modes, including specialized transportation
- **Better Amenities & Planning Tools:** Improve functionality and use of existing regional transfer stops, trip planning websites, and ride and vehicle share programs

Strategic Goal #2: Move People Efficiently

Transportation budgets are limited. In order to maximize the amount of service provided, transportation systems must operate as efficiently as possible. Networks should be created that are seamless for the customer, but operationally and organizationally sound for providers.

Coordination can create efficiencies that enable more trips within available funds. Coordinating regional trips offers the greatest potential for efficiency, with fewer vehicles on the road and more people on each vehicle. Agencies can also coordinate such things as driver training, purchasing, standards, requirements, eligibility determinations, and technology.

A regional vision of a coordinated transportation infrastructure is outlined under Figure 4.1.

Special needs regional transportation is more efficient when...

- ✓ providers can easily **exchange information** so that schedules can allow for smooth connections at transfer points
- ✓ economies of scale can be applied, such as joint purchasing, filling seats on a vehicle, or grouping trips geographically instead of by program eligibility
- ✓ funders coordinate their reporting requirements
- ✓ duplication and redundancy among and between systems is avoided

Goal Statement:

Maximize the resources available for regional special needs transportation through coordination in planning, service delivery and reporting.

Long-Term Outcome:

The public will support more investments to ensure more persons can engage in their community, regardless of age, income or disability.

Strategic Objectives:

- **Infrastructure Changes:** Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination.
- **Integrated Planning:** Incorporate special needs transportation plans into state, regional and local planning efforts that have an impact on the ability of people to engage in the community.
- **Making Providers Available:** Encourage development of provider networks to all groups.



Photos provided by

Agency: Dreamstime.com"



Appendix P

Ranked Strategy and Project List

UNITED WE RIDE PUGET SOUND 2006 RANKED PROJECT LIST

The Regional Plan Work Group developed and prioritized a list of strategies to address the identified gaps and needs. This list of strategies is currently under public review.

OVERALL RANKING	STRATEGY	GOAL-OBJECTIVE
1	Implement a regional bus buddy program to help people with special transportation needs feel more comfortable with riding the fixed route	3-G
2	Integrate changes due to the Smart Card system to Medicaid and other special needs providers issuing bus passes	1-B
3	Increase the amount of mileage reimbursement to volunteer drivers	2-F
4	Broker regional connections outside of PTBA's with feeder lines to transit routes, expanding upon Pierce County's "Beyond the Borders" service.	1-A
5	Expand and coordinate community vans and volunteer programs	2-F
6	Establish "staffed" regional transfer stations for paratransit trips	1-A
6	Establish on-going dialogue/framework for regional coordinated transportation such as the. PSRC/Sound Transit "workgroup" and county coalitions	2-D
6	Coordinate with regulation and funding bodies to change rules and regulations in ways that encourage resource sharing	2-F
7	Better coordinate and enhance FindARide, Trip Planners, 5-1-1 and 2-1-1 as regional information and referral systems to make regional connections	2-D
8	Establish an I-5 regional medical shuttle connecting the Puget Sound medical centers to its neighbors to the north and south	1-A
8	Coordinate special needs transportation planning with other interregional plans. Advocate for the inclusion of special needs goals and objectives in plans such as: 10 year plan to end homeless, Employment/Work First, Moving people within communities, Livable communities, Disaster Planning, Zoning/Land Use/Transportation	2-E
8	Increase the number of accessible taxi cabs	2-F
8	Increase marketing for travel training programs	3-G
10	Expand Snohomish County's "Travel Ambassador" program region wide	3-G
10	Build centralized computer systems or software that allows sharing ride demand data between agencies and non-profits	2-D
10	Provide group travel training in mini-bus tours	3-G
11	Expand programs to train Community JOBS, TANF and low-income recipients as personal attendants, drivers, or dispatchers	1-C
11	Enhance RideShareOnline.com for private event matching.	1-C
11	Expand interregional fixed routes, trains, and rideshare programs and increase their availability	1-C
11	Develop a coordinated scheduling system for school districts traveling to common regional locations	2-D

Not ranked	Establish more centralized regional transfer points (i.e. Tacoma Dome, malls, etc.) with amenities such as staffed shelters and security and “comfort” facilities	1-A
Not ranked	Schedule paratransit trips to allow conditionally eligible to transfer to fixed routes at designated transfer points	1-A
Not ranked	Coordinate schedules so paratransit passengers who are traveling regionally can transfer from one system to another without experiencing lengthy waits at the transfer points	1-A
Not ranked	Link paratransit trips to regional fixed routes to decrease trip lengths, when appropriate	1-A
Not ranked	Develop interagency agreements between Department of Social and Health Services (DSHS), transit agencies, school districts, and other agencies to coordinate fare and payment structures for a variety of programs	1-B
Not ranked	Establish a system of independent providers, similar to the "Independent Provider" system used by those who use home care services through Department of Human and Health Services (DSHS). This assists persons who are transportation dependent to hire and pay from a roster of approved "independent providers".	1-B
Not ranked	Develop a “one-stop” Transportation Resource Guide	1-C
Not ranked	Develop tiered regional vehicle and driver standards to respond to varying levels of service needs. (e.g. fingerprints, FBI background checks, drug and alcohol testing)	2-D
Not ranked	Implement technology so that each provider (transit, broker, non-profit agencies, taxis) knows where its own and other vehicles are in a given area. As passengers request trips, opportunities to group trips arise. Providers can request nearby providers in the location to pick up additional passengers in the area, to maximize the use of resources and avoid duplication.	2-F
Not ranked	Mentor small providers to help develop viable programs, such as share dispatch, billing systems, etc)	2-F
Not ranked	Revise state depreciation program to help school buses fund replacement vehicles. This would enable school districts to utilize school buses as community transportation without being financially penalized for doing so.	2-F
Not ranked	Work with AARP to target travel options training for active seniors	3-G
Not ranked	Enhance automated rider information systems to also be a service planner (locate childcare, hospitals, colleges, employment based on transit stops). Add a feature that allows people with special transportation needs to be matched with a ride that is suitable to their needs.	3-1