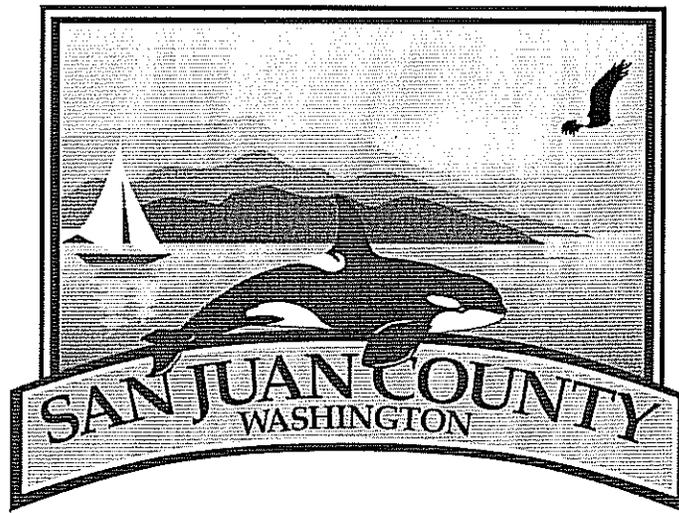

**San Juan County Coordinated Human
Services Transportation Plan**



July 20, 2010

This document is formatted for 2-sided printing

**Developed by
Nonprofits Unlimited / Baumann Consulting
Lizillg@rockisland.com / Baumann@rockisland.com
360-378-6104 / 360-378-6362**

San Juan County Coordinated Human Services Transportation Plan

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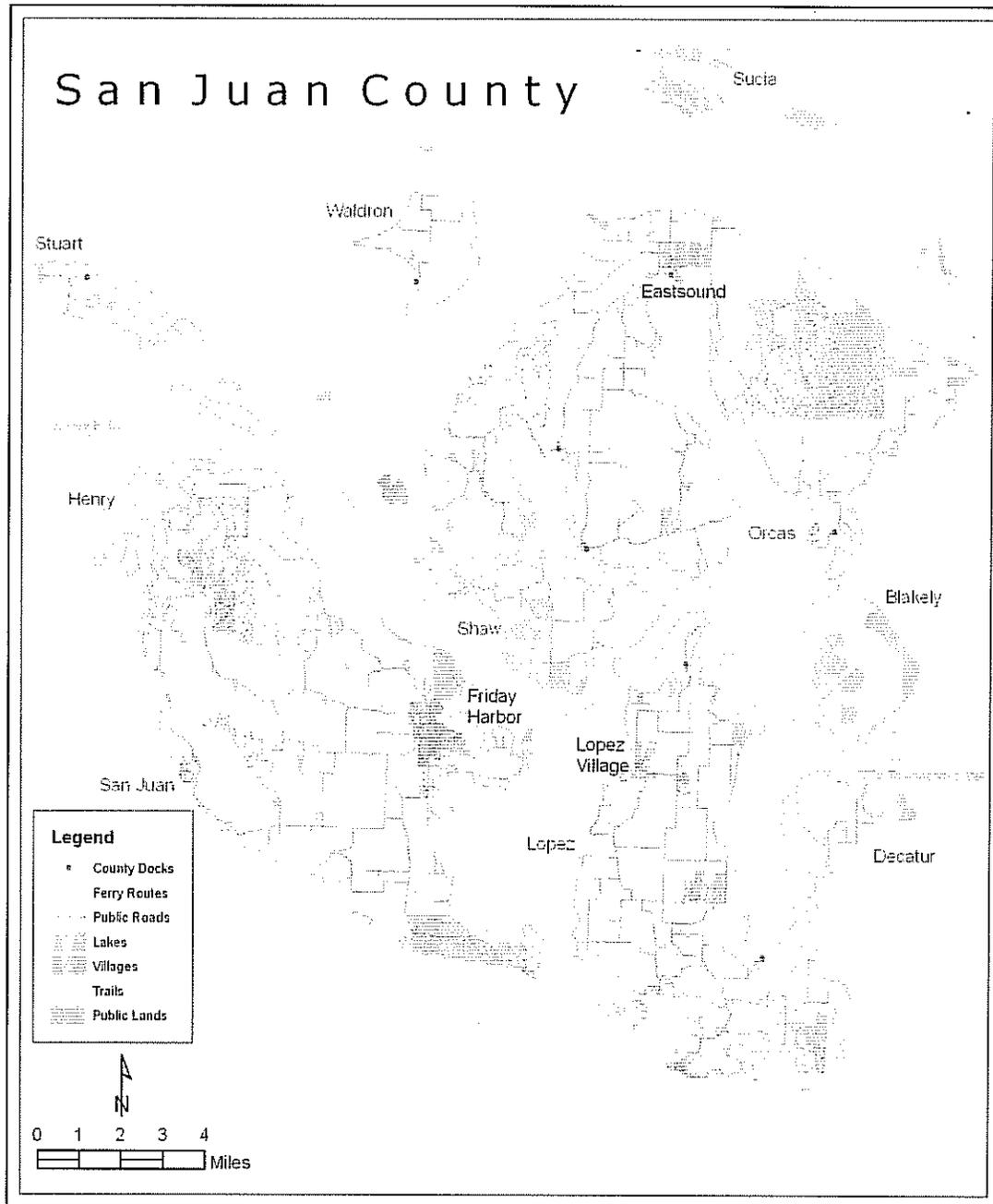
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GLOSSARY OF ACRONYMS

| | |
|------------|---|
| ADA | Americans with Disabilities Act |
| CHSTP | Coordinated Human Services Transportation Plan |
| DSHS | Department of Social and Health Services |
| ECEAP | Early Childhood Education and Assistance Program |
| FNS | Food and Nutrition Service |
| FTA | Federal Transit Administration |
| ICC | Islands Convalescent Center / Life Care Center |
| JARC | Job Access and Reverse Commute |
| NWRC | Northwest Regional Council of Medicaid |
| OFM | Office of Financial Management |
| RCW | Revised Code of Washington |
| RTL | Readiness to Learn |
| RTPO | Regional Transportation Planning Organization |
| SAFETEA-LU | Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users |
| SSC | Senior Services Council of San Juan County |
| TANF | Temporary Assistance for Needy Families |
| WIC | Women with Infants and Children |
| WSDOT | Washington State Dept of Transportation |
| WSF | Washington State Ferries |

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Chapter 1: Introduction/Background

Overview

Transportation gives people the freedom to access employment, healthcare, education, and basic community services as well as to enjoy an active life in the community. Most people in San Juan County use individual automobiles. But what about members of society who, for whatever reason, lack that resource? Many people who recognize that transportation is a critical component in our quality of life have been meeting over the past two years under the auspices of different countywide projects to identify problems and solutions.

The purpose of this plan is to create a locally developed coordinated assessment and plan for San Juan County that will improve transportation services for individuals with lower incomes, seniors, and persons with disabilities. Mobility needs of transportation-disadvantaged persons are varied, and each of our major ferry-served islands has its own unique challenges and strategies in place.

This plan has been the result of a great deal of input from the island's target populations and with people who serve them. The recommendations and prioritized strategies that sprang from this study are the result of a cooperative community effort, both countywide and within each separate island.

As a set of marine islands, the geography of San Juan County imposes formidable transportation constraints upon its residents. San Juan County is constituted of a group of islands, each with their own personality and with very little mixing of island populations. For this reason any plan for the county must consider a range of different options for the differing island needs.

Why the Plan is “Coordinated”

Coordinated human services transportation planning is multiple organizations working together to better serve a portion of the population. In addition to forging a common vision and aligning programs toward shared goals, coordination provides easier access to transportation information, increased economies of scale, elimination of duplication of services, greater visibility of options and improved community input. All of which better address the transportation needs of the population the community seeks to serve.

Regardless of the type of coordination, a plan of this nature involves the input of transportation providers, public school personnel, service providers and

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the people with the special transportation needs. As such, this plan brings together the best thoughts of residents who rely on transportation services, service providers and the community at-large to improve human services transportation in San Juan County. Already the planning process has increased communications between agencies and organizations and increased the probability of further collaborations and opportunities for all passengers.

Federal and State Funding Source Requirements

This document has been developed in response to the Federal Transit Administration (FTA) and Washington State Department of Transportation (WSDOT) requirements that all transit projects funded by FTA programs to serve the transit-dependent, including the elderly, low income and disabled populations, be part of a coordinated transit plan. In Washington State this includes projects that are submitted for state special needs grants as well as federal funding opportunities. This requirement is derived from the 2005 Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly called SAFETEA-LU under subsection 5310, a Program Formula for Elderly Individuals and Individuals with Disabilities. San Juan County acts as the Regional Transportation Planning Organization (RTPO) responsible for this effort.

Current regulations specify that it is desirable for the spending of federal monies to be coordinated and consolidated in a process through which representatives of different agencies, departments and client service providers work together to achieve any or all of the following goals:

- 1) more cost-effective service delivery,
- 2) increased capacity to serve unmet needs,
- 3) improved quality of service; and
- 4) services which are more easily understood and accessed by users.

Since 2007, FTA has also mandated that projects funded through SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317 and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) and General Public Transportation: Non-urbanized areas (Section 5311) are required to be derived from a locally developed, coordinated public transit – human services transportation plan. SAFETEA-LU guidance issued by the FTA indicates that the plan should be a *unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services*. The four federal funding programs focus on the needs of transportation disadvantaged persons, or those with special transportation needs that cannot be met through traditional means.

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WSDOT also distributes state funds at the same time as part of the consolidated grant process. One application for several different sources of funding is submitted rather than individually submitting for each grant source.

Eligible Funding Sources and Types of Projects

Projects funded with the four federal sources of grant funds are required to be selected through a competitive process, and derived from this coordinated planning effort. Many of the suggested strategies and solutions could be structured to take advantage of available program funds. The sources of funds and examples of eligible projects are described below.

Job Access and Reverse Commute (JARC)

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. JARC funds will pay for up to 50% of operating funds to support the project budget, and 80% for a capital project. The remaining funds are required to be provided through local match sources. Examples of eligible JARC projects include:

- Vanpools or shuttle services to improve access to employment or training sites
- Mobility Management
- Car-share or other projects to improve access to autos
- Access to child-care and training

New Freedom Program

The New Freedom Program provides funding to serve persons with disabilities. Overall, the purpose of the program is to go "beyond" the minimal requirements of the Americans with Disabilities Act (ADA). Funds are distributed to states based on the state's population of persons with disabilities. The same match requirements for JARC apply to the New Freedom Program. Examples of eligible New Freedom Program projects include:

- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing and vanpool programs
- Building curb-cuts, providing accessible bus stops
- Travel Training programs
- Mobility Management

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Elderly and Disabled Program (Section 5310)

Funds for this program are allocated by formula to states for capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support non-profit transportation providers. A twenty percent local match is required.

General Public Transportation: Non-urbanized Areas (Section 5311)

Federal Section 5311 funds are intended to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation. Services are available to the general public but funds may also be used to support services for elderly and disabled. The match requirement is consistent with the JARC and New Freedom programs. Examples of eligible projects include:

- Wheelchair accessible passenger vehicles
- Communications equipment
- Purchase and installation of bus shelters or other amenities
- Operating Assistance

State Funds for Transportation

State Rural Mobility Competitive grants are funds that support transportation within and to rural areas.

State Paratransit/Special Needs Competitive grants are funds that support transportation for special needs populations, including persons with disabilities and the elderly.

Chapter 2: The County and its Demographics

San Juan County is unique in Washington State for both the physical challenges that island living provides, and for the demographics of our population. The county is located in the northwest portion of Washington State. It occupies that portion of Puget Sound that lies between Skagit County and the southern end of Vancouver Island, British Columbia.

The county has 375 miles of shoreline, the most of any county in the lower 48 states. At high tide, San Juan County contains no fewer than 428 islands, reefs and rocks, of which about 20 islands have year round residents. Most residents, however, live on the four ferry-served islands – San Juan, Orcas, Lopez and Shaw. Approximately half of the county's population lives on San Juan Island.

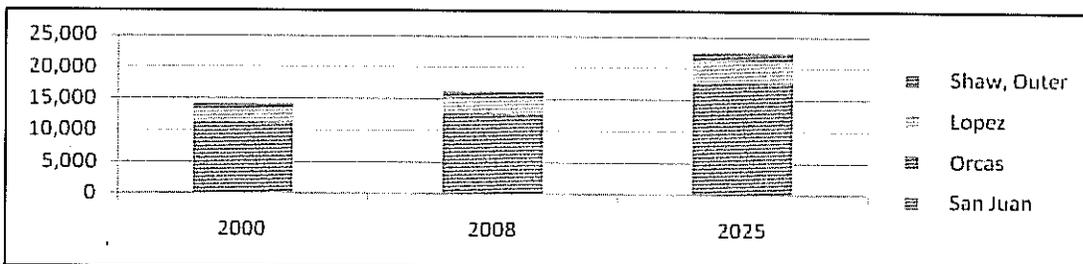
Many of the residents of these islands are independent and live where they do precisely because they do not want to be part of a government-assisted community. Those that do desire amenities tend to live on the three largest islands, where health and community services, not to mention cultural and social resources, are more available.

The land area of San Juan County is relatively small – 175 square miles – making it easy to misjudge the time required to travel between island communities or to the mainland. Residents must rely on the Washington State Ferries (WSF) or water taxis or aircraft, which add time, expense and planning requirements to travel off of one's own island. Because of these factors this plan will include marine access as well as conventional land transportation issues.

Demographic Profile

The total population of San Juan County in 2010 is 17,316, 96% of whom live on the three largest islands – San Juan, Orcas and Lopez Islands. Using the 2000 US Census data and individual island data from the San Juan County 2009 Comprehensive Plan, the 25 year projected growth rate shows the population increasing to 22,513 in 2025.

Figure 2-1 25-Year Projected Growth Rate



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The Town of Friday Harbor on San Juan Island, the only incorporated municipality in the county, is the largest commercial center and serves as the county seat. The population as of April 1, 2009 was assessed at 2,260. The village of Eastsound, on Orcas Island, is the second largest commercial center in the county and Lopez Village, on Lopez Island, is its much smaller third commercial hub.

As a premier tourist destination, the San Juan Islands also sustain a sizeable seasonal influx of people each year who only live in their homes during the summer months. According to the 2005 Appendix 1 to the San Juan County Comprehensive Plan (Population Projections, Buildout Analysis, and Land Use Inventory) the total occupied dwelling units in the summer is approximately 30% higher than those identified in the 2000 census (taken in February and April). The large number of summer visitors that flood the ferries and transient housing from Memorial Day to Labor Day also create significant planning issues. The Sheriff's Department estimates a 100% increase in the population during popular weekends such as the 4th of July. The impact on services of these seasonal residents and visitors cannot be overestimated.

San Juan County Department of Health and Community Services

The County Department of Health and Community Services provides a wide array of direct public health services and referrals to additional social services available in the community. Many of the services provided by the department are targeted towards, or utilized by, the classes of persons identified in this plan. For a complete description of these services and an organization chart, please see Appendix I.

People with Special Needs

Groups of people who are being specifically identified by this plan include those persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation. (RCW 47.06B.012). These categories may overlap and, while we have a larger percentage of older people in the county, we also have a lower percentage of people living with disabilities. Indeed a major reason for older residents to move off the islands is to be closer to health care facilities and family care providers.

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Figure 2-2 County Population Statistics – 2000 Census

| Area | Total Population* | % persons aged 65+ (75+) | % persons w/ disabilities** | % persons in poverty** |
|---------------|-------------------|--------------------------|-----------------------------|------------------------|
| Washington St | 5,894,121 | 11.2% (5.5%) | 18.2% | 10.6% |
| San Juan Co. | 14,077 | 18.96% (8.9%) | 16.4% | 9.2% |

* 2000 Census and WA State OFM data

**Disability data and poverty data from US Census Updates.

Disabilities

The number of persons living with disabilities in this county was 2,306 in 2000, or 16.4% of the population. (2000 Census //factfinder.census.gov/servlet) These individuals had one or more disabilities, including: mental, physical, sensory, the inability to self-care and the inability to leave the house - creating a reported 5,589 total disabilities. Over a third of those with disabilities were over the age of 65.

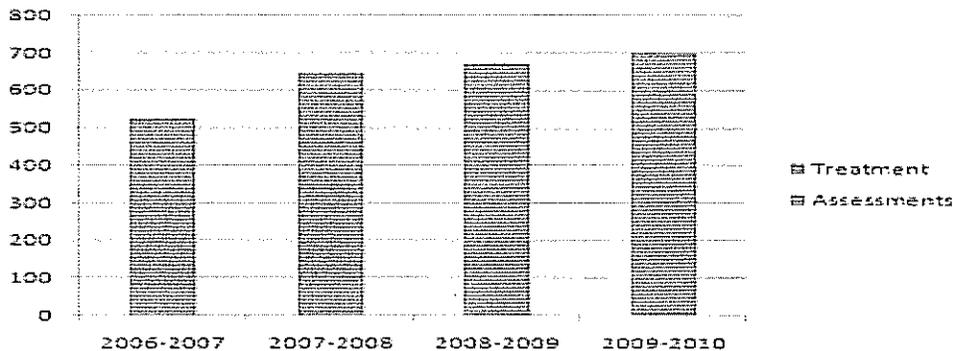
The definition of "disability" varies; for this project, information cited is consistent with definitions reported in the Census 2000. The Census 2000 included questions with which to identify people with disabilities. However it should be noted that this definition differs from that used to determine eligibility for transit services required by the Americans with Disabilities Act (ADA).

San Juan County medical facilities, including physical therapy, are located in the three island villages. Some mental health and chemical dependency services are available in town on both San Juan and Orcas Islands, but many islanders are required to commute to the primary San Juan Island office of Compass Health to receive proper care and monitoring.

People in chemical dependency treatment, many of whom have lost their driver's licenses, have to get to Friday Harbor for intensive outpatient treatment. This means folks are either driving illegally, must rely on friends or family for rides or hitchhike to get to treatment.

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Figure 2-3 Trips to Treatment by Individuals with Chemical Dependencies



Currently the Inter-Island Medical Clinic on San Juan Island is located on a campus adjacent to the Emergency Medical Services and the Islands Convalescent Center (ICC), a 55 bed long-term care facility. Patients from the ICC and an assisted living facility across the street can now roll in their wheelchairs for appointments at the clinic. In 2012 Peace Health is scheduled to complete a new 10-bed critical access hospital a quarter mile away near the airport, which will serve both as hospital for the county and primary medical center for the island. This move out of the town core will create some transportation issues for those coming in from other islands, for those in the convalescent center and assisted living facilities, and those now living in the town core.

Turning to the maps at the end of this chapter you will note the locations of these medical and social services and the special housing where people with disabilities may live. It should be noted however the vast majority live in a widely scattered pattern across the islands. (Note: private homes designated on the maps reflect the total population, not just the target populations for this plan.)

Many residents must commute to the mainland for medical appointments and for access to some government program offices. For some, the expense is daunting due to the cost of round trip ferry tickets (over \$50), gas or the difficulty with off-island connections. Some may need to take an aide or driver with them, some may need a special needs van and a few need transport by an ambulance, given there is no ambulance service available. Because of the high cost of public transportation via Washington State Ferries, unique strategies are employed in the county to make sure islanders get to the medical, government, shopping, and educational services that are only available on the mainland.

Seniors

The senior (65+) population of the county is currently 4,645, which is over $\frac{1}{4}$ of the total county population and nearly $2\frac{1}{2}$ times the proportion for the overall state. This gives a higher than normal median age of over 47 years for the

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county. By 2020 those over 65, 8002 individuals, are projected to comprise over 38% of the total county population.

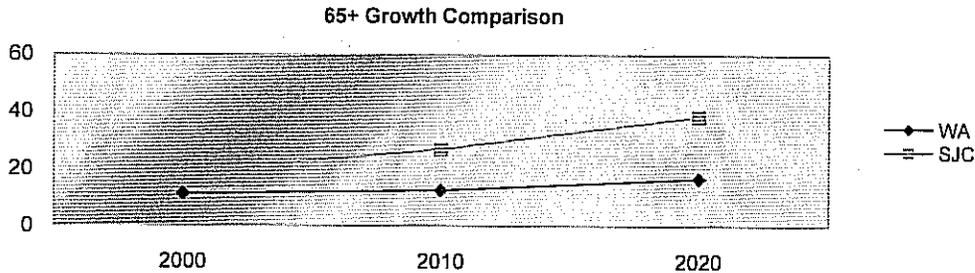
Figure 2-4 65+ Percentage Growth Comparisons

| Year | WA State 65 and older | WA State 75 and older | San Juan County 65 and older | San Juan County 75 and older |
|------|--------------------------|--------------------------|---------------------------------|---------------------------------|
| 2000 | 11.2% | 5.5% | 18.9% | 8.9% |
| 2010 | 12.4% | 5.5% | 26.8% | 11.6% |
| 2020 | 16.5% | 6.4% | 38.33% | 17.37% |

WA State OFM Forecast data for San Juan County growth 2005 forecasts and 2000 Census data.

San Juan County's senior population is a far greater proportion of the total than is true for the state as a whole. By 2020 it is forecast that nearly 4 out of every 10 residents will be a senior, double the number than for the state average.

Figure 2-5 Percentage of Population Aged 65+



There are only a few special housing locations for seniors in this county and they are shown on the maps as affordable housing. They are all located within the core of their island's urban center. In addition, there are two convalescent centers and several adult family homes, which generally provide transportation for their own clients. The majority of seniors live in their own homes scattered around the islands. Primary transportation corridors are the two main collector roads that run into the urban centers on each island.

Island seniors have usually led independent lives and have homes in rural locations that reflect their traditional use of a car as their only transportation into town. For those who have lost the ability to drive, it is an isolating blow. They are now in the position of needing to depend on friends, neighbors and senior vans for all access to doctors, shopping and activities. On only San Juan Island is a taxi currently an option. Senior vans generally run off-island once or twice per

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month and otherwise are employed to gather seniors for twice weekly meals. There are no public buses.

Low Income Population

San Juan County is a bit of an economic contradiction. While San Juan County is home to many wealthy individuals, resulting in a skewed median household income level of over \$52,671¹, over 39% of the population, or 6,754 people, earn less than 80% of the median income and nearly 9%, or 1,542 people, live below the federally-defined poverty level². According to the 2009 San Juan County Comprehensive Plan Housing Assessment the average wage in San Juan County is \$27,563 compared to the state average of \$42,881.

The county unemployment rate is relatively low and, due to retirement, passive and off-island incomes, the average personal income ranks close to the highest in the state. Not having Employment Security Department services available within the county adds an additional burden on the unemployed and many can't get to jobs due to lack of transportation. This may also distort the actual unemployment rate since discouraged job seekers cannot afford to travel to the mainland to engage services.

While the county has the highest median home prices in the state (\$443,500 in 2009), it also has one of the lowest wage averages in the state, about 30% lower than the state average. These disparities have prompted residents to band together into cooperatives and community land and home trusts on each island and develop home ownership possibilities for those who would otherwise be shut out of the market. So, in addition to 198 traditional government subsidized apartments for those with low incomes, we have, as a community, created over 326 affordable homes for our neighbors and over 100 more are currently being planned. Additionally, there are several residential areas for manufactured and mobile homes, which provide lower-than-average housing costs. All of these areas are marked on the maps as affordable housing.

Figure 2-6 2010 Percentage of Population in Poverty

| Area | Total Population | % persons in poverty |
|---------------------|-------------------------|-----------------------------|
| Washington | 6,639,044 | 11.3% |
| San Juan Co. | 17,316 | 8.9% |

WA State OFM and 2000 Census data. Poverty data from US Census Updates and WA St Summary of Community % Brokered Transportation – 2005.

¹ OFM Projections for 2009 www.ofm.wa.gov

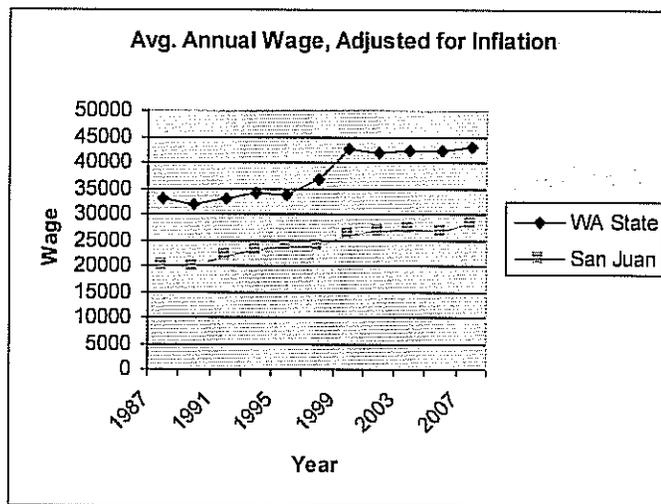
² U.S. Census 2000 detailed tables

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However, once again, this population is widely scattered throughout the islands. The reason is that many of the wealthy homeowners are seasonal occupants of their homes and estates. They therefore frequently have a caretaker or house sifter living in a caretaker's cottage or garage apartment caring for the property. Less wealthy homeowners supplement their incomes by renting out a room, garage or a guesthouse. Still other people own property but cannot afford to build a traditional home and are living in a trailer or in a temporary cabin.

Since there is affordable housing for only approximately 1,524 people (524 units @ average of 2.2 people/unit), arguably 5,000 others are living elsewhere on the islands. The main collector roads are again the main transportation corridors, but a circle of the island's main road systems would find people in all sections who need transportation into the core for services.

Figure 2-7 – Average Annual Wage Comparison



OFM, San Juan County Profile, 2006 and SJC Comp Plan, App.5, 6/2007

Low-Income Families

The Special Supplemental Nutrition Program for Women, Infants and Children (known as WIC) is a Federal assistance program of the Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA) for healthcare and nutrition of low-income pregnant women, breastfeeding women, and infants and children under the age of five. The eligibility requirement is a family income below 185% of the U.S. Poverty Income Guidelines. Just under half (49.4%) of the average 100 infants born in San Juan County every year qualify for this program.

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Readiness to Learn (RTL) program, administered by the Office of Superintendent of Public Instruction provides substantial support to students (predominantly pre-school through grade 8) and their families by rigorously combining school and community-based resources as a means to reduce barriers to learning, bolster student engagement, and ensure that all children are able to attend school, ready to learn. RTL serves around 200 students in San Juan County and seven percent were reported as having transportation as a basic need.

On average countywide thirty-five percent of school children qualify for free or reduced lunch programs (*Human Services Policy Center, University of Washington). The parents of these children struggle with two and three jobs each to meet the needs of their families. For younger children close to half utilize federal or state subsidies under Head Start, ECEAP, TANF or other program to help pay for child care. In Friday Harbor there are no buses available for noontime rides for kindergarten students, although there is a bus for Head Start students that leaves 45 minutes after the kindergarten class gets out taking those children home. On Orcas, there are no bus services for preschool children either to get to preschool or to the public school and back for needed services.

Adult Students

San Juan Center/Skagit Valley College is located on property leased from the Port of Friday Harbor. Approximately 200 students take classes at the Center in any given quarter. Of those, approximately 30 to 50 are taking academic degree courses. The remaining students are lifelong learners taking courses in art, music, politics, foreign language, history, computer skills, business, and other fields of interest.

San Juan Center students face a variety of obstacles to educational access ranging from financial to geographic. Many students do not have personal vehicles and must find alternative ways to commute to and from class. Students from throughout San Juan County commute to the Friday Harbor campus via ferry. Many walk the one mile distance each way to/from the ferry landing, because of lack of vehicle, or lack of financial resource for auto ferry fees or for taxi in Friday Harbor.

The location of the San Juan Center adjacent to the Friday Harbor Airport terminal and the planned integrated medical center/critical access hospital creates an easy opportunity for a highly efficient and useful community transit route.

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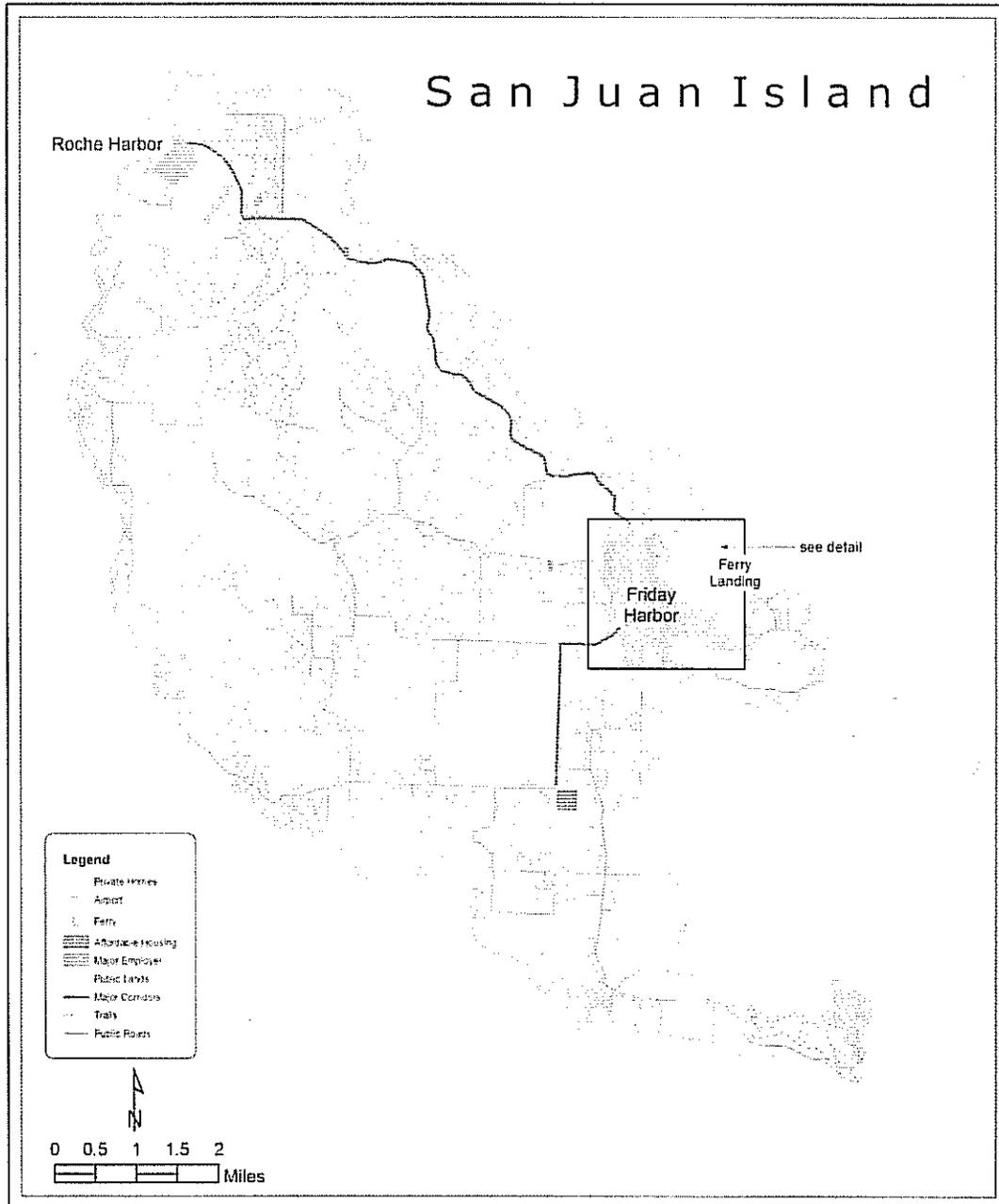
Access to a Vehicle

According to the 2000 Census, 394 households, six percent of those in the county, representing 869 people, reported that they have no access to a private auto for transportation. And a third of those who do not have access to a vehicle are seniors 65 and over.

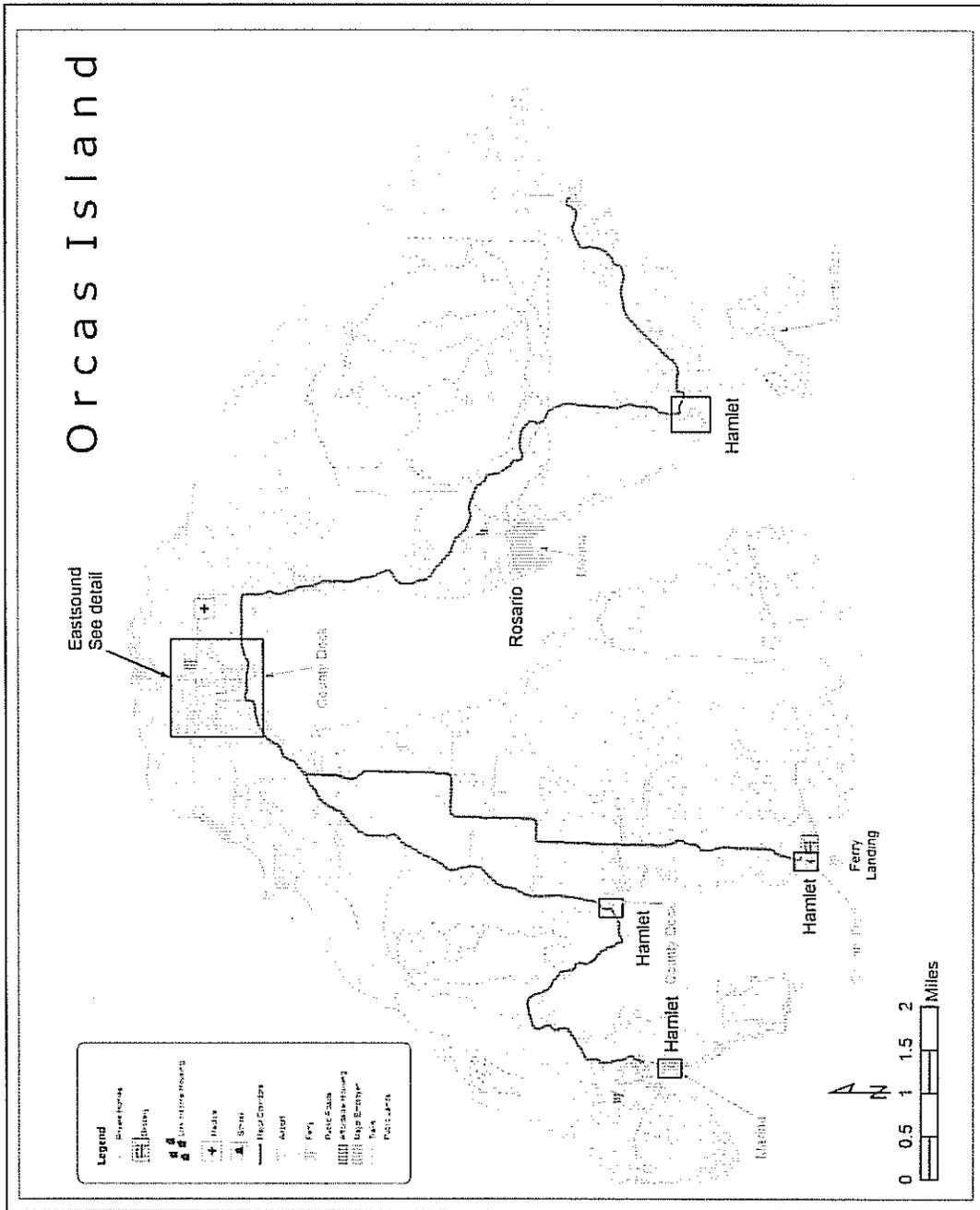
On Orcas and Lopez, 50% of the families with preschool age children in the Early Childhood Education and Assistance Program (ECEAP) report that their cars are unreliable and 11% had no car at all. The result is that children cannot regularly attend preschool, especially in the winter.

Note - The data for this plan has relied on two main sources: 2000 United States Census and Washington State Office of Financial Management (OFM) with its detailed forecasts for current and out years. While some countywide census information has been updated to reflect the population characteristics of 2010, this information is not available for all aspects of this plan and so some data are available only for those dates shown.

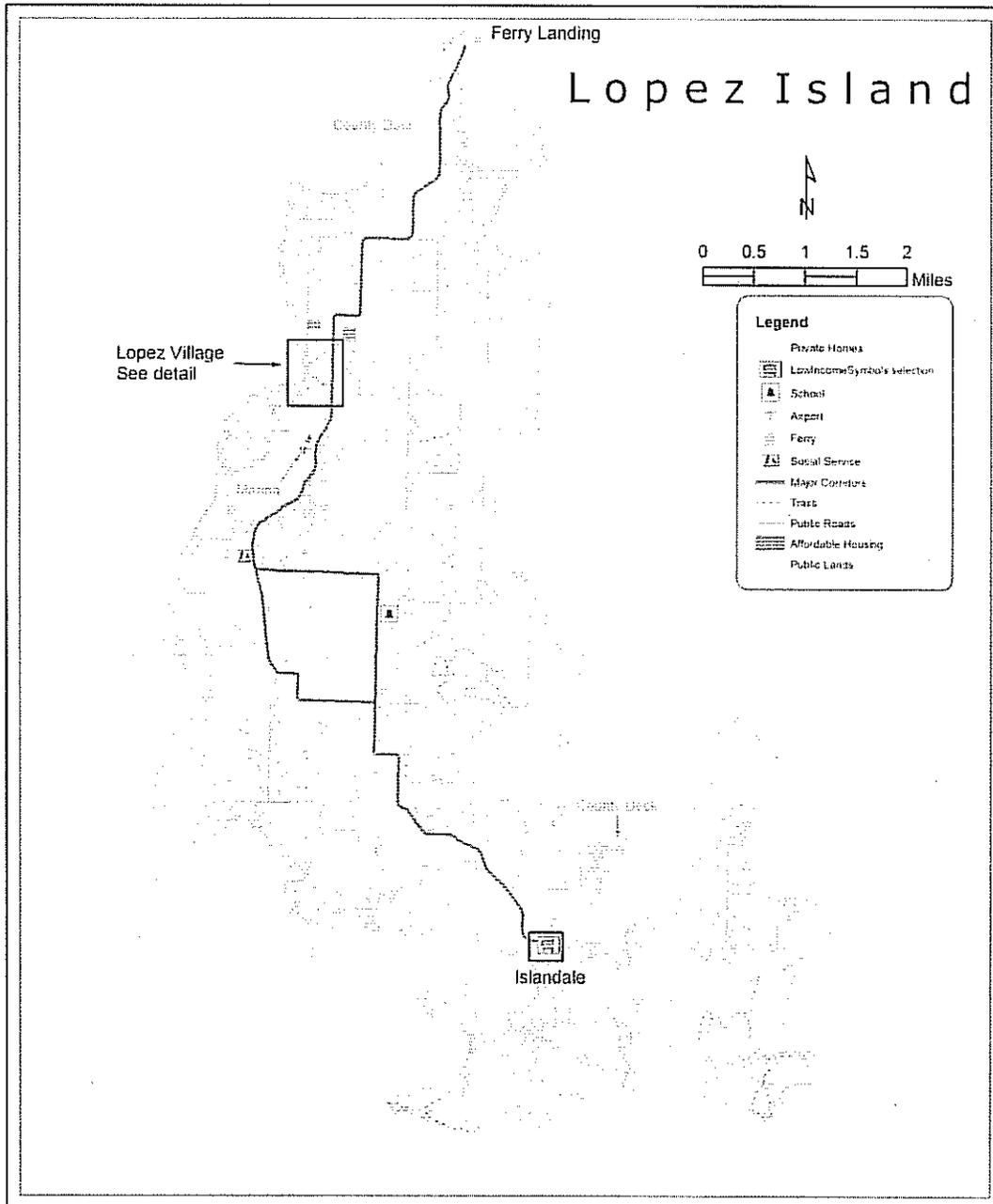
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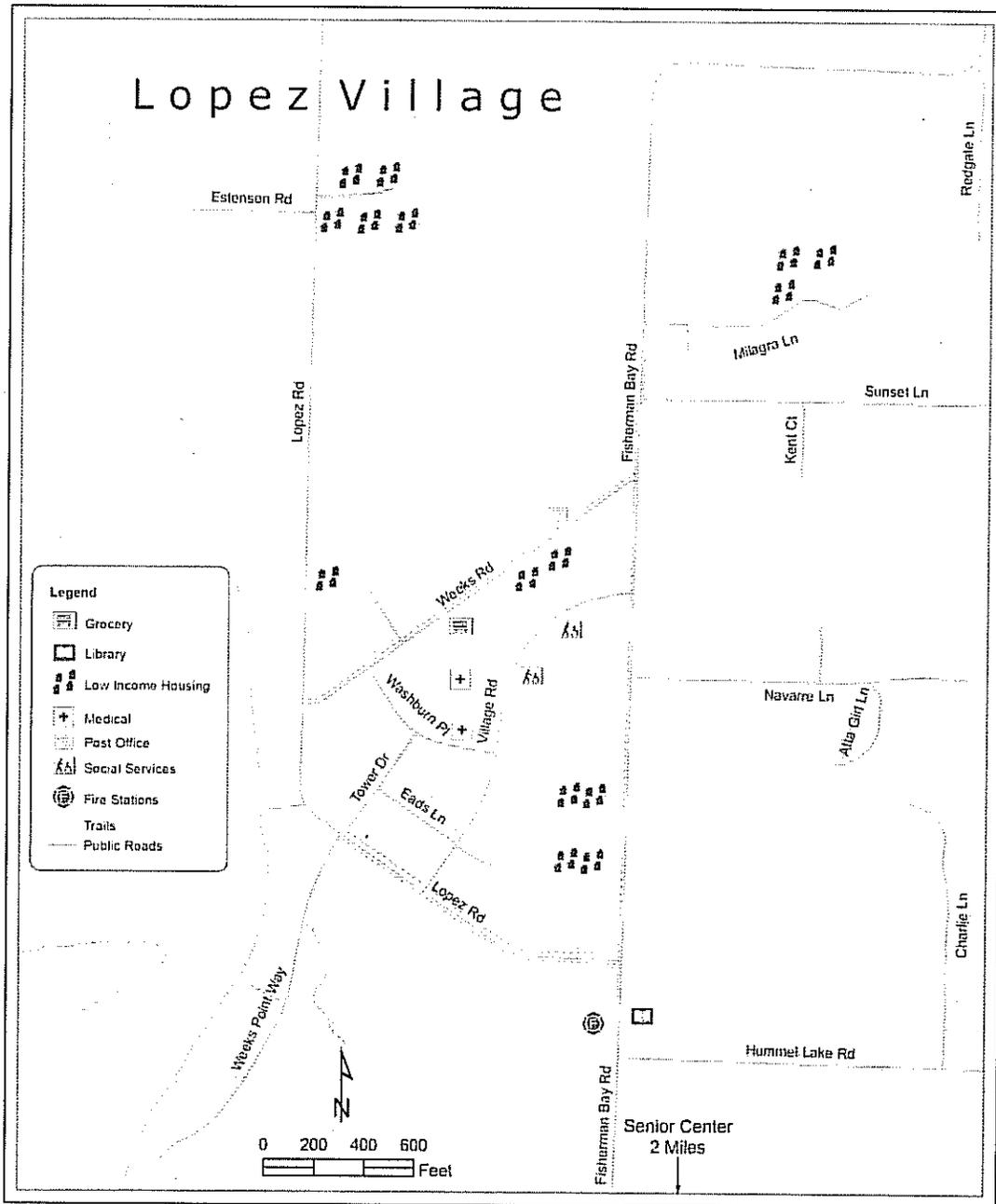
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Chapter 3: Methodology

Many people who recognize that transportation is a critical component in helping people access the services needed to sustain their lives have been meeting over the past two years under the auspices of different countywide projects. Local professionals, with a high degree of stakeholder input and cooperation, have developed this Plan. In addition to several public and stakeholder meetings on each island, there have been 95 interviews, a newspaper article, 190 surveys, organizational group meetings, three public meetings, calls to outer island residents and discussions with members of the target population.

Demographic Profile

A demographic profile of the county was prepared using 2000 Census data, updated U.S. Census data, Office of Financial Management (OFM) data, County planning data and other relevant documents. This step establishes the framework for better understanding the local characteristics of the count, with a focus on the three population groups subject to this Plan: those persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.

Stakeholder Involvement

A core group of stakeholders has helped to advise and review at key steps in the development of this plan. Instead of a steering committee, our county is small enough that all major stakeholders have been able to be directly involved and have influenced the direction and results of this plan. Starting on San Juan Island with an existing Critical Needs Transportation Workgroup, this planning process has moved from island to island, meeting with private providers, social service agencies, schools, and the people needing special transportation services.

Island workshops were conducted in April and May of 2010, with follow-up reviews in June. Participants represented San Juan County Health and Community Services, family resource centers, community foundations, medical center and mental health services, taxi companies, senior centers, County Public Works, Economic Development Council, community transportation work groups, trail committees, families with disabled members, bicycle activists, seniors and more. Leaders from core community and social service organizations, transportation companies, health providers, churches, schools, service organizations and groups of volunteer neighborhood helpers are listed in Appendix B by island.

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Document Existing Transportation Services

This step involved an intense telephone and personal survey effort to identify all transportation and service resources in San Juan County that might have applicability for a future transportation plan. Since there are no scheduled transit services on the island, with the exception of summer tourist-oriented shuttles, this included evaluating school bus and church van availability, taxi and boat availability, Medicaid, Veteran and DSHS assistance programs, and transportation services provided by Senior Centers and by volunteer neighborhood groups.

Needs Assessment and Identification of Strategies

An important step in completing this plan included the identification of service needs that remain unmet in our community. The needs assessment provided the basis for recognizing where and how service for the three population groups can be improved. Chapter 6 describes the unmet needs and priorities identified by participants in workshops, interviews, surveys and meetings.

In addition to these specific needs, participants identified other needs and potential strategies to meet them. These strategies are not yet specific projects in that they may not yet be fully defined and sponsored. From this list future defined project proposals will be developed for the Washington State Coordinated Grant Program.

Prioritization of Service Needs

The prioritization of the needs identified in island workshops and meetings was made explicit in rankings during those meetings and taking note of the number of groups and individuals who expressed the same need. Additionally, surveys solicited "top four" strategies that responded to identified transportation needs. In a final review, the prioritization was ranked by key stakeholders and is the result of their mutual agreement and commitment to the projects. This process is described and presented in Chapter 7 and Appendix H.

Chapter 4: Stakeholder Participation and Public Outreach

Community stakeholders on San Juan Island have been engaged in a community transportation planning process since fall of 2008 when many organizations came together at a Transportation Summit sponsored by the San Juan County Economic Development Council. Since that time, there has been a continued focus on sustainable transportation plans for this county. In 2010 the development of the Coordinated Human Services Transportation Plan has been the vehicle that has taken the conversation countywide; to identify ways to make sure the transportation needs of our most vulnerable residents can be met.

The public outreach for this planning process has been three pronged:

1. Initial public meetings were held on each of the three main islands, to which people interested in transportation issues and the general public was invited. Fifty-six people attended.
2. Interviews were conducted with over 95 organizations or individuals who might either represent those who need or be able to provide transportation for the islands.
3. Summaries of the unmet needs collected in the above two processes were sent out in island-specific surveys to a variety of appropriate public locations on the three islands for review, comment, ranking and additional suggestions. Over 190 completed surveys were returned.

Well over 350 individuals, or over 2% of the total county population, have made direct input into the plan, which might qualify as the highest direct participation rate in the state.

While the different islands have different first priorities, the top group of priorities for the three islands are much alike, as described in Chapter 6.

PUBLIC WORKSHOPS

Participants in these workshops included a variety of individuals who have experience in providing transportation solutions for the target populations of this study. Some had developed/abandoned one or another type of public transit option on their island and were a wealth of information about the realities of transit provision on a set of small islands. Others administer social service programs and strive to create mobility options for their clients on a daily basis.

Also attending were seniors and residents who either need increased access to transit options or who have created personal solutions for themselves

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and their families. Finally there were generic community interests represented by members of the chamber of commerce, community foundations, senior housing, and community land trust officials.

The meetings on Lopez and Orcas were held at the Senior Centers immediately following a senior lunch, with all invited to participate. Invitations to all three were sent to those who had attended any transportation-related meetings or events in the recent past. Additional outreach was through Washington Vocational Services, a Supported Employment provider, and San Juan County Human Services, both of which invited people with disabilities and their family members, including a parent who chairs the San Juan County Health and Human Services Advisory Committee.

Figure 4-1 Public Workshops and Their Locations

| Date and Time | Location | Number of Participants |
|-------------------------|-------------------------------|------------------------|
| April 8 12:00 – 2:00 pm | San Juan Island Key Bank | 19 |
| April 30 1 pm – 3:30 pm | Lopez Island Senior Center | 14 |
| May 4 1 pm – 3:30 pm | Orcas Island Senior Center | 23 |

At the meetings social service providers and transportation providers explained what they do and how they saw the challenges of service delivery in the county. Then the public expressed their view on the transportation gaps and unmet needs on their islands. They also helped make clear what current resources, traditional and unconventional, are available to fill some of these needs. These conversations resulted in the following:

- Identification of many unique island resources
- Identification of unmet needs and lack of service, including a good history of the roots of the problems
- Discussion of possible solutions and strategies

Lists of attendees at these meetings are in Appendix B.

San Juan Island

Participants addressed the lack of public transport on San Juan Island by looking at resources that might be available and how to overcome obstacles that inhibit use of those resources. Residents in the target populations have some central housing, but mainly live scattered over the entire island. Items discussed included the following:

- Renting school vans for occasional off-island needs of disabled and low income.

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- Viability of a bus service.
- Broadening the use of Senior Services vans to allow use by people with disabilities and low-income as well as utilizing them more frequently.
- Using taxis as a subsidized resource to perform on-demand "Dial-a-Ride" functions – perhaps through a voucher or "Travelers Check" system.
- Need for coordinated services after the new hospital is built. The medical center will no longer be in the center of town and will require transport from convalescent centers and the ferry.
- Finding a way to 'bundle' local providers off-island trips for those needing transportation to the mainland.
- Need to raise awareness and use of transportation options (including ferry tickets) among eligible populations.
- Need to identify or create an entity that will be lead agency in locating funding and coordinating services



Workshop participants record their key concerns and possible solutions

Orcas Island

Residents in the Orcas Island meeting were frustrated by the long distances on their island (22 miles from Doe Bay to Deer Harbor and 8 miles from village to ferry) without public transportation or taxis. Shuttle vans have tried to fill the need in the past but they cannot break even and have closed down that part of their business. This leaves people stranded at far ends of the island that must get to the village or ferry for mental health or doctor's appointments, jobs or shopping. During the tourist season the shuttle vans operate between attractions, but only with the contractual support of major hospitality employers and lodging providers.

The residents at this workshop had great interest, and some experience, in trying to create solutions for their island. Some of the issues they discussed were the following:

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- A community coordinator is needed to coordinate volunteers who can drive for those who are in need.
- Work transportation needs are high for people with disabilities.
- Senior Service vans sit idle much of the time and could be used to serve the other populations also in need of transport assistance.
- A sales tax addition was suggested to support community transit.
- Buses run at a loss but it is the highest need of the island.
- Need an inter-island passenger ferry.
- Taxis could make it if someone would start one with several employees.



Orcas group discusses transportation options

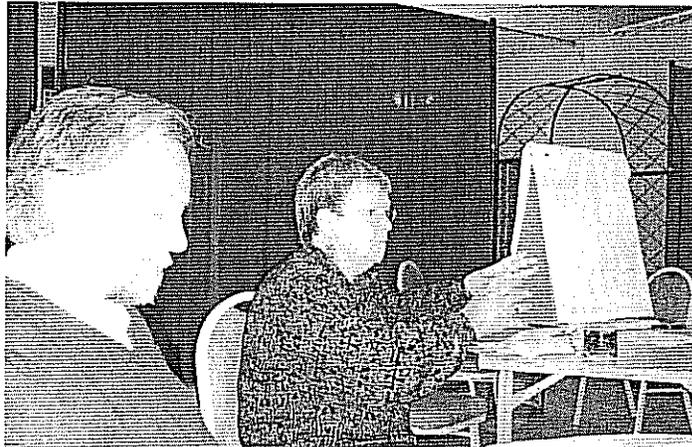
Lopez Island

Lopez residents have even fewer choices than San Juan or Orcas Islanders. There are no taxis or even summer shuttle buses. Participants in the public meeting said that people are reluctant to keep imposing on neighbors for rides to the doctor or to go off-island for medical procedures. Lopez is rural and geographically extended so living alone on one end of it can be very isolating. Some of the topics discussed were the following:

- Developing a flexible route bus that didn't have to conform to scheduled stops only.
- Need for a coordinator who can keep track of available ride options.
- Converting the school buses to metro buses and everyone ride them.
- Need for a shuttle to the ferry on the far north end.
- Change the name of the Senior Services van to Lopez Rides with non-seniors paying to ride.

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- Website or hub where unused ferry tickets could be donated for others to use.
- Need for more inter-island connections thru passenger-only ferries and to Bellingham as the new medical center connections become key.
- An additional comment by someone who could not attend: use solar panels or a photovoltaic array to charge batteries in several neighborhood electric vehicles which could be for shared use.



Senior coordinator explains the difficulty Lopez seniors face getting to doctor's appointments.

Shaw and Outer Islands

While no public workshops were held in these remote islands, residents of these islands were interviewed by phone so that their needs and concerns would also be recorded. Shaw Island is the only one of these islands served by Washington State Ferries but it has no commercial destinations or community services, other than a small school, library and small general store at the ferry landing. Residents must travel to a larger island to shop or receive medical attention or community services. Other outer islands have no ferry service, no social or commercial services and usually no electricity or paved roads.

For the most part, residents contacted did not feel that they needed any special transportation provisions. One woman said, "We know what we're buying into when we move out here – and we like it this way." They currently call a private water taxi if they do not have their own boat or plane, and the county sheriff's boat or a medevac flight can transport in case of an emergency. Except for Shaw, there are few people in the target population living on these remote islands and, when they are present, family and neighbors assume the responsibility of providing transportation.

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Participants consider island transportation challenges

INTERVIEWS

In the course of gathering data for this plan over 95 interviews were conducted with any organization that might either need, represent those who need or provide transportation for the islands. In this effort, the following types of people and organizations were visited or contacted.

| | |
|-------------------------------|--|
| Convalescent centers | Family resource centers |
| Adult family homes | Senior centers |
| Outer-island residents | Mental health clinics |
| Senior advisory councils | Medical clinics |
| Churches (most) | Emergency medical services (EMS) |
| Schools (all) | Low-income housing providers |
| Airlines | Affordable housing providers |
| WSF administration | Taxi and shuttle providers |
| Amtrak | Summer bus services |
| Skagit transit (SKAT) | Charter services |
| Resorts | SJC Sheriff |
| Service organizations | SJC Health and Community Services Department |
| Angel flights | SJC Public Works Department |
| Neighborhood self-help groups | Washington department of Social & Health Services (DSHS) |
| Volunteer drivers | NW Work Force Council |
| Hitchhiking education groups | S. J. Critical Needs Task Force |
| Hospice groups | Town of Friday Harbor |
| Marinas | Individual residents with interest in transportation issues |
| Airports | |
| Trail committees | |

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Interviews were conducted from a standard questionnaire but branched to individual interests and needs. A copy of the interview form is in Appendix E. In order of frequency, the following are the needs most often mentioned as unmet on each island:

San Juan Island

1. Taxi subsidy for vouchers or discounts (2 ½ times more than #2).
2. Dial-a-Ride with lift or on-call general use van.
3. Bus service with voucher program available.
4. A mobility coordinator
5. Gas vouchers for those in need.
6. Shuttle to new hospital and ferry.
7. Shuttle around Friday Harbor linking grocery, services, ferry, hospital, etc
8. Cabulance service.
9. Islands Convalescent Center needs new van.
10. Ferry ticket assistance.
11. Free public shuttle bus.
12. Inter-island passenger ferry.
13. Senior Services needs new van.
14. More off-island transport.
15. Inter-island passenger ferry.
16. Noon pick-up / drop-off for kindergarten.
17. Direct transport (ferry?) to Bellingham.
18. Rideshare website and improvements.
19. Better mainland connections to train, Seattle, etc.
20. Lifts and mobility aids for professionals.
21. Sidewalk ramps need revision to accommodate needs of the sight impaired.
22. Crosswalks are needed near convalescent centers.
23. Improved bike paths needed into town including wider road shoulders.

Orcas Island

1. Taxi service with voucher program.
2. Shuttle bus or regularly scheduled bus service with voucher program.
3. A mobility coordinator.
4. Community general use van.
5. Expand rideshare.
6. More volunteer driver training.
7. Ferry ticket assistance.
8. Sidewalk surface in Eastsound makes use of walkers difficult.

Lopez Island

1. Taxi service with voucher program.
2. Shuttle bus or regularly scheduled bus service with voucher program.
3. Dial-a-Ride van, lift capable.
4. Lopez ferry shuttle.

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5. A mobility coordinator.
6. Expanded ride share.
7. Shuttle in FH to new hospital.
8. Expand gas voucher and ferry ticket programs.
9. Senior Services needs a new lift-capable van.

From the above lists, groups of needs are clear. Interviewees on all islands mentioned needing a taxi service with a voucher program more frequently than any other need. The next most frequently listed need on all islands were a subsidized taxi service, a bus or shuttle service, a mobility coordinator and a Dial-a-Ride or on-call, general-use van that is lift capable.

SURVEYS

After initial public meetings and interviews on all three islands, individualized surveys were developed to test a wider audience's estimation of the suggestions made and sent to each island for review and ranking. They were distributed to senior centers, family resource centers, medical clinics, mental health clinics, a workforce training office, a low cost housing office, and other locations where the target populations might frequent. Each survey form listed over a dozen of the most frequent suggestions from each island and included a place to add more suggestions and comments. A request to the public to participate in these surveys was advertised with an article in the *Journal of the San Juan Islands* (see Appendix C).

The results of these surveys were interesting in two ways: each island rated specific number one priorities differently, but, if the overall unmet needs can be read from the specific, each island demonstrated the same basic transportation needs:

San Juan Island's top five priorities are the following:

1. A year-round water taxi to Bellingham.
2. Dial-a-Ride program for public van or bus (with lift capability).
3. Subsidy to taxis to provide low cost rides to doctor and errands.
4. Create regularly scheduled small island bus service year-round.
5. Change use regulations on Senior Center vans or school buses to allow broader use.

Orcas Island's top five priorities are the following:

1. Change use regulations on Senior Center vans or school buses to allow broader use.
2. Subsidy to taxis to provide low cost rides to doctor and errands.
3. Dial-a-Ride program for public van or bus (with lift capability).
4. Fund a central coordinator to call to arrange for a ride or information about what connections are available through island programs.
5. Create regularly scheduled small island bus service year-round.

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Lopez Island's top five priorities are the following:

1. Run a shuttle service to and from the ferry landing and Lopez Village.
2. Create regularly scheduled small island bus service year-round.
3. Subsidy to taxis to provide low cost rides to doctor and errands.
4. (tie) Increase off-island van trips for folks addressed in this plan, and
4. (tie) Allow broader use of Senior Center vans.

While the number one choices on each island reflect unique needs for that island and are different, all three islands show similar needs in their top five priorities. Each of them ranked a scheduled bus service in the top five priorities. Each wants the restrictions on special service vans and buses reevaluated to allow for broader usage. And, each places the development of a subsidized taxi service within their top three priorities. In fact, if one generalizes the role of the subsidized taxi service to overlap with the role of a Dial-a-Ride and a shuttle to the ferries, this need becomes the overwhelming number one on all three islands. See Appendix D for complete results for each island, including additional comments and suggestions.

Overall Summary

In analyzing the above input results, a small group of common unmet needs emerges:

- Top on the list for all islands and most contacts is the need for a subsidized on-call taxi service or general use van (lift capable preferably) that could participate in a voucher system for those in the population addressed in this plan.
- Next each island has need of shuttles from ferry to town or to the planned new hospital campus.
- Equally ranked, a bus service is seen as needed on each island, especially one that can circle the island several times a day and has flexibility in stops.
- Each island wants to be able to better utilize the service vans (senior, school, other) that are now restricted in their use. Capital equipment that sits idle while its service is needed by similar groups of people is seen as inimical to common sense and good economics.
- A Mobility Coordinator and/or a transportation dispatcher are seen as a necessary part of the task of building coordinated and smoothly growing transportation available by all islands. This task might start as one job but would bifurcate as program development / management and dispatching / ride coordination become two very different tasks.

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- The residents of all three of the islands have need for new Senior Services vans. The old ones are either so old that they are not used often for fear of breakdowns or are not ADA-compliant. (In fact, Lopez Island's only van is not ADA-compliant.)
- All islands have identified the need for inter-island and Bellingham passenger services. Ferry service reductions have made inter-island travel take much of a day. With a Bellingham-based medical organization to operate the planned hospital/medical center, it is expected that many medical referrals will be to that community.
- Several other programs are commonly seen as important to island transportation, including improved rideshare programs, expanded gas voucher and ferry ticket programs, better bike lanes/trails, better mainland connections and sidewalk/crosswalk improvements.

Other Recent Community Transportation Planning Efforts

Since the conversation about the need for public transportation has been ongoing for several years in this county, it seems relevant to document those efforts as part of the community dialogue. Below is a summary of the work of the San Juan Island Critical Needs Task Force on Transportation and in Appendix F an executive summary of the 2008 Transportation Summit can be found

San Juan County Critical Needs Task Force, Transportation Work Group

In early 2009 the San Juan Island Community Foundation convened a group of community leaders to assess the impact of the downturn in the economy on various aspects of community life. These leaders in turn assembled workgroups to come up with projects or areas of concern into which the Community Foundation might throw its considerable financial and social influence.

The Transportation Workgroup was composed of social service managers (including seniors), the new transportation planner for the county, bicycle activists, elected officials, public school and local college officials, citizens, and private transportation providers. At the end of the spring, a list of needs was presented to the Community Foundation and the whole Critical Needs Task Force for their consideration:

- Reduced/subsidized ferry fare/discount for residents in need (health, etc).
- Increased publicity about rideshare options and regional mass transit.

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- Pilot project of local providers creating Friday Harbor loop to show economic viability of transit.
- A mechanism like a Transportation Benefit District to support local transportation.
- Explore high-speed inter-island passenger ferry.
- Mobilize RTPO to update transportation, non-motorized, and transportation improvement plans.
- Secure funds for "Cabulance" or lift-equipped vehicle for local and regional transportation.
- Better connectivity with regional transit through Farmhouse Gang (multi-county, informal transportation interest group).
- Increase numbers of pedestrian and bicycle multi-use trails.
- Increase safety for bicycle riders through education, signage, lower speed limits, routes and amenities.

The Foundation chose to fund two small pilot projects based on the first concern: the need to provide assistance to low-income special needs populations. They provided a small amount of money to the San Juan Island Family Resource Center so they could provide single ferry tickets in the event of medical or other emergencies.

Another project was funded through the San Juan Island Senior Center's Friends and Neighbors program. The purpose was to provide additional autonomy to a select group of clients through subsidized (half price) taxi vouchers. From April through December, 235 trips were provided at a program cost of \$657. Destinations served by these rides included medical destinations 44% (medical center, doctor's office, Compass Health, drugstore, ferry for medical appointments); shopping destinations 36% (Marketplace, King's, thrift store); and miscellaneous destinations 20% (post office, bank, church, courthouse, ferry other than medical). The program was dependent on the generosity of a private provider, who matched the cost of the program at 50%.

The Transportation Workgroup reconvened in January, 2010, and discussed current needs in the community. The concerns that emerged were ranked:

- Those without cars needing ways to get to medical, grocery, and work on-island, including commuters impacted by the economy. (9)
- Funding authority/mechanism for transit does not exist in County. (7)
- People with low income cannot afford leaving and returning to the island. (6)
- Kindergarten to pre-school "shuffle" – there is no mid-day bus. (5)
- School funding decreases from state are anticipated. (4)
- "High need" children not getting to preschool. (3)
- Bicyclists need safe routes. (3)
- Summer season parking in town for tourists, residents, and workers. (2)

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As a result of these concerns, several committees were formed to pursue particular projects. The first is an online rideshare on/off island transit website for commuters. The second is an effort to make eligible populations more aware of the availability of low-fare ferry tickets. The third group is exploring options for forming a transit authority to coordinate and plan transportation comprehensively. The last group is interested in providing rides for physically or mentally disabled people using taxi / shuttle and other available organization resources. An outcome of this workgroup has been a proposal that went to the Community Foundation on June 1, 2010, that would expand the fledging taxi voucher system from three to 20 participants and from one provider to the three year round taxi companies. Evaluation is an important component of this project and will be used to plan future collaborations.

In keeping with the interest of the Community Foundation to take these conversations countywide, the Transportation Workgroup has participated in the Coordinated Human Services Transportation Plan (CHSTP) workshops on all three islands. Several of the current project leaders, the transportation planner, and others interested in countywide issues have gone to Lopez and Orcas to report on the Critical Needs Task Force process and hear about local human services concerns. These stakeholder meetings have contributed to the HSTP needs assessment and are of critical importance to countywide planning around human service transportation needs.

Chapter 5: Transportation Options: Description of Existing Transportation Services

San Juan County, as a small island-based county, does not host the typical "Family of Transportation Services". Existing transportation alternatives to the private automobile include private shuttle vans only during the tourist season, specially arranged vans and buses that serve particular populations (i.e., seniors for lunch and students for school), volunteer drivers that are organized by different social service agencies, taxis, informal ridesharing, ferries, water taxis, and seasonal excursion boats from various mainland ports (Bellingham, Anacortes, Seattle, Port Angeles, etc). A growing percentage of county residents use bicycles, multi-wheeled mobility scooters, and neighborhood electric vehicles for on-island mobility needs.

Publicly Funded Transportation Providers

Washington State Ferries (WSF)

Car ferries move the majority of people accessing and moving between the islands in the county. They are an integral part of the county's transportation network, functioning as an extension of the highway system, as well as a transit system. Schedules and fares change seasonally. The ferries accommodate commercial and private vehicles, drivers and passengers, bicycles, kayaks, and foot passengers. Four islands in San Juan County are served from the terminal at Anacortes. According to data provided by the Washington State Ferry system, nearly 27 percent of the ferry riders are foot passengers. That means last year, approximately half a million people (494,640) took the ferry from Anacortes and connected with another mode of transportation in San Juan County to complete their trip.

Within the county, the inter-island ferry provides free passage for foot passengers, and WSF does not tally or enumerate the numbers of people that ride "the inter-island", as it is called. A significant number of workers and people seeking services in Friday Harbor make this commute. Public high school students from Shaw Island use this ferry to get to school on Orcas, as do students of the private Spring Street International School and the public high school in Friday Harbor. County workers commute from their home islands to Friday Harbor as the County seat and hub of government services. Persons requiring substance abuse counseling, services from the Workforce Development Career Center, mammograms, and convalescent care services all use "the inter-island" to get to Friday Harbor for these services.

The ferry docks are generally at the bottom of a hill and experience heavy traffic, making timely and smooth transfers difficult, especially for people using personal mobility devices. Seniors and passengers with disabilities may qualify for reduced passenger tolls on any route but must pre-arrange for that discount

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by faxing the appropriate identification along with an application. Those who also require attendant care while traveling may obtain an endorsement to allow their attendant to travel free as a passenger. There is no discount available for car/driver tickets.

Frequent use tickets can be bought at a discounted rate over the internet or at kiosks at all ferry terminals. They are limited to 90 days (expire in three months from date of issue). Online frequent use tickets are not available for disabled people, seniors, or children due to the difficulty of ascertaining their appropriate identification.

At all the ferry terminals medical preferential loadings are given to passengers who find it detrimental to their health to wait in a ferry line. For the trip to the islands from Anacortes a doctor must fax a "medical preferential form" to the terminal stating the reason for the priority loading. Similarly island doctors or emergency medical responders can call to request priority loading for patients, or for family members in the case of an emergency evacuation. If someone needs to be situated close to an elevator they can request the courtesy from any loading agent.

Senior Services Council of San Juan County (SSC)

The Senior Services Council is a 501(c)3 non-profit corporation with a mission to assist seniors in remaining independent and in their own homes as long as possible. They operate an aging fleet of vans for the primary purpose of transporting seniors and people living with disabilities to the twice a week group meals held at the senior centers on the three major islands. San Juan and Orcas programs also offer monthly medical trips to the mainland, and periodic social and mainland shopping outings. All these services are on demand and include detours to grocery stores, the post office, medical appointments, and other errands after lunch. The Lopez van cannot accommodate wheelchairs.

The six vans operated by SSC are actually owned by San Juan County and are part of the County's risk management pool. Maintenance, insurance, and operations costs are borne through donations and memberships paid to advisory committees of each respective senior center. Representatives from these advisory committees make up the board of directors of Senior Services Council of San Juan County, which is staffed by the Community Services Director for San Juan County, under the auspices of the Health and Community Services Department.

Senior services coordinators paid by the County work with advisory committee members and volunteers to offer services to seniors and disabled adults. The following are transportation-related statistics for the past few years.

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Figure 5-1 Senior Services Transportation Statistics

| San Juan County Senior Services 2006 - 2009 Service Statistics | | | | |
|---|-------------|-------------|-------------|-------------|
| | <u>2006</u> | <u>2007</u> | <u>2008</u> | <u>2009</u> |
| Informational Phone Calls | 8838 | 8816 | 8990 | 5693 |
| Individuals Assisted | 1438 | 1506 | 1501 | 1240 |
| Individuals Transported | 416 | 412 | 473 | 225 |
| Of Those - 75 and over | 252 | 256 | 273 | 191 |
| Of Those - under 40% SMI | 132 | 139 | 151 | 88 |
| Vehicle Miles | 30148 | 30269 | 31562 | 26592 |
| One-Way Trips | 4386 | 4255 | 4598 | 3715 |
| Non-Ambulatory Trips | 278 | 313 | 274 | 156 |
| Rider Donations | \$11,450 | \$9,990 | \$10,375 | \$7,762 |
| Volunteer Driver Hours | 7986 | 8243 | 8037 | 7152 |

The budgetary cut-backs of 2009 are reflected in these numbers and show how one day per week closure of the senior centers for six months significantly impacted levels of service. It should be noted that the voters of San Juan County approved a levy lid lift in November 2009 and restored some of the lost hours.

An important taxi voucher pilot project is underway at the San Juan Island Senior Center under the auspices of the Friends and Neighbors program and funded by the San Juan Island Community Foundation. The purpose of this project is to increase the independence for isolated low-income seniors and disabled adults by subsidizing transportation services provided by private taxis. From April through December, 2009, 235 additional trips were provided through this program. Destinations served by these rides included medical destinations 44% (medical center, doctor's office, Compass Health, drugstore, ferry for medical appointments); shopping destinations 36% (Marketplace, King's, thrift store); and miscellaneous destinations 20% (post office, bank, church, courthouse, ferry other than medical). Friends and Neighbors just submitted a proposal to the Foundation for an expansion of this program.

Transportation Provided by School Districts

There are four separate public school districts in San Juan County. Each district determines which students are transported, what routes are used, and how transportation is provided. School districts provide bus services from home to school and back. Students who have an Individualized Education Plan (IEP) are transported via accessible van to and from required educational, medical or social services, which occur in other facilities during the school day. On an elective basis, transportation to and from extracurricular events is provided, supplemented by student fees raised by individual families or fan club events.

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There are many rules and regulations governing school district transportation programs. In some cases these requirements may inhibit a school district's ability to coordinate transportation or may outright prohibit it. These regulations are located in the Revised Code of Washington (RCW), Chapter 28A.160, and generally pertain to a district's constraints in renting their buses to outside users. Local union collective bargaining agreements also constrain their use.

Skagit Transit (SKAT)

SKAT provides mainland-connecting service from the ferries through Route 410 that stops at the Anacortes ferry terminal. Accessible SKAT buses take San Juan County residents to March Point where they can transfer to the Tri-County Connector service going to the Skagit Transit Center (which hosts Greyhound Bus, Amtrak, or buses northbound to Bellingham) or south via Island Transit to Whidbey Island. Students attending one of the campuses of Skagit Valley College use SKAT, as do people who work in the Mt Vernon or Burlington areas.

Connections from the ferry terminal with SKAT service were enhanced in 2009 when Skagit County voters increased the sales tax allocation to the service. Unfortunately the unpredictability of ferry arrival times and the practice of changing the ferry schedule seasonally reduces the reliability of this mode of transportation for islanders. If the ferry is as much as ten minutes late the fixed route bus must continue on and passengers are left to wait until the next scheduled bus an hour later.

Airports in San Juan County

In addition to providing direct transportation access, the airports in the county play an important role in emergency medical evacuation. Most of the inhabited islands have at least basic airstrips, which are owned and maintained by private entities or local port authorities. Friday Harbor Airport operated by the Port of Friday Harbor accommodates over 16,000 passengers per year with scheduled flights to Seattle, Bellingham, and Anacortes (Kenmore Air, Island Air, Sky Ferry) and charter service to the other islands. The service, however, is not inexpensive (an average of \$200 per round trip to Seattle) and is not, therefore a choice for the majority of islanders needing low-cost transportation.

Friday Harbor airport is a US Customs point of entry and serves the commercial, general aviation and medical air transportation needs of all the islands. Air ambulance service is via AirLift Northwest (helicopter). In the event of bad weather, or if the helicopter is unavailable, Island Air provides a specially configured Cessna 206 equipped to accommodate stretcher-bound patients and the Emergency Medical Services (EMS) personnel who accompany them.

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Patients are generally flown to the airport nearest the hospital or medical facility at which they are to receive care, and are met by an ambulance to complete the transport.

The Orcas and Lopez airports are also operated by individual port authorities and serve local pilots, visitors, commercial freight carriers, medical evacuation aircraft, and are used by commuter airlines which provide links to surrounding island communities and mainland cities like Seattle and Bellingham. Many local pilots provide volunteer rides for friends and neighbors in need. An "angel" group on each of the three major islands provides mercy flights to islanders undergoing mainland cancer treatment.

Marinas in the County

The presence of marinas in a water-based county allows essential water-taxi services to the outer, non-ferry served islands. Private passenger and freight services keep outer island residents connected with other San Juan Islands and the mainland. Passenger ferries from Bellingham, Port Townsend, Seattle and Anacortes land at the Port of Friday Harbor and Orcas Landing during the summer tourist season. Several private barge companies serve the islands with mostly freight needs. Humpback Hauling is a United States Coast Guard certified barge that can carry up to 49 passengers and regularly moves vehicles and freight throughout the islands. In the case of an emergency Humpback is contracted with the County to provide emergency evacuation services from marine access locations. Other private barging businesses provide similar services to other outer islands.

The Sheriff's boat, *P/V Guardian* is moored at the Friday Harbor Port Marina and responds to medical emergencies on all the islands and surrounding waters. Equipped and certified as a marine ambulance the *Guardian* responds to around thirty emergency medical evacuations per year, mostly during the stormiest winter months when the weather precludes access from helicopter or planes.

Private Transportation Services

Airporter Shuttle Service

Shuttle bus service to SeaTac Airport is provided by one San Juan Island-based provider named Island Airporter. They provide scheduled ground service six days a week, offering both passenger and package service. Fees are about \$50 one way. San Juan County is also served by a private airporter shuttle service located on the mainland. Bellair Airporter Shuttle meets the ferry at the Anacortes terminal and connects to Mt. Vernon, Bellingham, and Seattle.

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Summer Shuttle Services

Two companies operate buses on a seasonal basis to transport tourists from the ferry terminals to service hubs and visitor attractions on San Juan and Orcas Islands. San Juan Transit and Orcas Island Shuttle offer fixed route service, stopping at locations that are of interest to visitors. They both offer a limited number of local discount cards for commuters going to work through a punch card system. Several of the larger employers (Rosario Resort, Roche Harbor Resort) contract with these providers for their summer employees or guests. The buses generally operate between Memorial Day and Labor Day. San Juan Transit has just added a lift-equipped van to their fleet.

Taxi Services

San Juan Island is the only island that has stable taxi services at present. Three out of the five licensed providers operate year round and are generally very accommodating in providing personalized services for clients that may need extra time and attention. Discounted punch cards, a credit system based on the arrival of monthly checks, or vouchers from participating social service programs, are ways they maintain services to low-income clients. On other occasions they simply donate their time and services.

On Orcas and Lopez taxi services have been tried sporadically but have not yet demonstrated the ability to survive long-term. Usually no taxi or van service is available at all on these islands.

Volunteer Driver Programs

Neighbors and acquaintances play a significant role in filling transportation gaps in this county. Aside from these informal arrangements each senior center has a coordinator (sometimes a volunteer) that manages a volunteer driver program on each major island. Volunteers who request it are paid a mileage reimbursement for using their personal vehicles to transport people. Typically they are paired with people living close to them and are asked to maintain their own schedule of rides.

Outside of the senior centers, neighbors, service clubs, "Circles of Friends" groups, churches and affinity groups share rides and provide rides for those in need. A significant amount of personal time and money is spent providing this community service in the islands.

Group Bus or Vans

Many organizations around the islands have their own vans and buses, which they use for their own specialized clientele. Rides are provided by the Islands Convalescent Center, Spring Street International School (2 vans), Island Rec (1 van), YMCA Camp Orkila (2 vans and 2 buses), Skagit Valley College on

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San Juan Island (1 van), and Orcas Christian School on Orcas for their own participants. The Lopez Community Church has a van they make available to community events. Some hotels, like Best Western in Friday Harbor, offer shuttles for their clientele. Some places of worship offer rides to assist members to attend weekly services and events.

If there is a requirement to hold a Commercial Drivers License it must be obtained on the mainland. There are 35 persons with a school bus endorsement in San Juan County who have an active license. All of them also have the passenger endorsement. There are 105 persons with a passenger endorsement only. (Brad Benfield, DOL, Personal Interview).

Gas-Voucher and Ferry Ticket Programs

Several agencies, churches, civic groups and organizations offer gas vouchers and/or ferry tickets to eligible residents in need. For some programs such as Medicaid there is a complicated application process that often requires case manager assistance. For other programs such as the Soroptimist Cancer Ferry ticket program only a phone call is required, with no questions asked.

Ridesharing

Islanders without cars often walk onto ferries hoping to find someone they know or a "friend of a friend" to get them to their off-island destinations. Electronic ridesharing is available to a limited extent through island-specific websites like lopezrocks.org and an Orcas-oriented Facebook site. Along county roadways there are a series of signs that designate ridesharing opportunities.

"sjRIDESHARE" is the state's only sanctioned hitchhiking system and provides designated safe, accessible sites for potential riders to stand and wait for a ride. It also provides guidelines for both riders and drivers, and is in the process of developing a web-based bulletin board to connect those needing rides with those who are available to provide them.



A mother and daughter try a sjRIDESHARE Site

Vehicle Inventory

From the information collected in the interviews and visits discussed in this section, a preliminary chart of transit-capable vehicles found in our county

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has been made. The list does not imply *availability* of the vehicles, only their *existence* and possible future utility. See Appendix G for this chart.

Human Service Transportation Brokers

Of the programs which offer transportation services focusing on the special needs of low income, senior and disabled populations, none are solely transportation providers. They offer instead transportation in conjunction with other services and generally provide transportation through other providers or volunteer programs. The senior centers directly provide transportation while others sponsor transportation by contracting with, or buying vouchers or tickets from, other providers. For the most part it is difficult for eligible riders to gain access to transportation services unless they are already clients of one social service or another. Word of mouth is the general mode of communication for any services and isolated adults may not be adequately informed.

Human service transportation providers depend on a variety of funding sources including those dedicated for seniors, individuals with disabilities or family support programs. Some funding programs are narrow in scope and limit the population to which they can offer rides and/or the number of trip purposes they can fulfill. The following provides a summary of some of the human service transportation providers in San Juan County, organized by the clientele they serve.

Emergency Medical Services

Medical emergencies in San Juan County are coordinated with all other emergencies through a common 911-dispatch center at the Sheriff's Department. Local EMS personnel respond immediately and assess the situation. If there is a serious medical condition that cannot be managed locally they will call for the AirLift Northwest helicopter to come from Bellingham to transport the patient to the appropriate treatment hospital. If the helicopter is not available a specially equipped plane (privately owned, publically equipped) is dispatched from Friday Harbor Airport. In bad weather, the Sheriff's boat which is licensed as an ambulance may be utilized, or Navy Whidbey and the Coast Guard helicopters may be options. In some outer-island cases, water taxis or private air or water craft must be used.

San Juan Island EMS is a county tax supported emergency medical service providing emergency 911 advanced life support rescue and transport to the residents and visitors of San Juan Island, the Town of Friday Harbor, and the outer islands of Brown, Henry, Pearl, Speiden, Johns, and Stuart. Firefighters on the Orcas Island are the emergency medical services first responders. On Lopez Island two paramedics and a team of volunteer emergency medical technicians (some of whom are also firefighters) respond.

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The 911 number is often the number of choice for non-emergency care simply because there is no other alternative. All islands' clinics are generally only open during usual working hours and so any after-hour care must be summoned using this system. Even when the clinics are open, patients are known to call 911 because they have no other way to get to their appointments.

Medicaid

Transportation for Medicaid clients (medical-related assistance for low-income parents, children, seniors, and people with disabilities) is provided under the auspices of Northwest Regional Council and several local agencies act as sub-brokers for ferry tickets in San Juan County.

Medicaid transportation is non-ambulance transportation provided to all people eligible for Medicaid who have no other means of transportation to covered medical services. Transportation assistance options include gas vouchers for use of personal vehicles, ferry tickets, and, especially in San Juan County, air and water taxi service. Examples of situations in which transportation is arranged by the NWRC broker include multiple trips each week for kidney dialysis treatment, regular trips for pre-natal visits, trips for nursing home residents to a hospital for surgery or treatment, trips from the county to the mainland for specialized treatment of children with significant health problems, and doctor's appointments for a variety of illnesses or chronic conditions.

Figure 5-2 Medicaid Trips

| Medicaid Consumers San Juan County | Year | | | | | | |
|---------------------------------------|--------------|--------------|------------|------------|------------|------------|------------|
| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | Avg. |
| Categorically Needy | 874 | 668 | 509 | 224 | 402 | 496 | 529 |
| Disabled | 141 | 131 | 118 | 77 | 104 | 104 | 113 |
| Expansion Kids/State Children | 326 | 282 | 266 | 174 | 340 | 382 | 395 |
| Grand Total | 1,341 | 1,081 | 893 | 475 | 846 | 982 | 936 |

*Source: North Sound Mental Health Administration

| Medicaid Transportation Trip Totals | 2002 | 2005 | 2008 | 2009 |
|---|------|------|------|------|
| Ferry Tickets | 74 | 829 | 1362 | 1663 |
| Gas Vouchers | 155 | 121 | 120 | 72 |
| Mileage Reimbursement | 0 | 18 | 23 | 12 |
| Taxi (includes Passenger Ticket) | 56 | 56 | 45 | 92 |

*Source: Northwest Regional Council

People who are Medicaid eligible must first register in person at the DSHS office either in Friday Harbor or in Mt Vernon in order to get signed up for

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services. When referrals for medical services require transportation they must call a toll-free number to confirm the eligibility of a particular appointment. Upon confirmation they will be notified to pick up the requisite tickets at their local sub-broker. The family resource centers on Lopez Island and San Juan Island provide case management services for this program and Orcas Family Connections will soon provide the service on Orcas Island. Assistance can include faxing in to NWRC proof of insurance, a valid driver's license, and automobile registration in order to receive tickets for car/driver tickets. Volunteer drivers must also submit this paperwork.

There are no programs to assist Medicare patients with transportation needs specifically, and patients must ask charities, churches and friends for help.

Nonprofit Organization Ferry Accounts

Two organizations in San Juan County qualify to issue single discounted ferry tickets to low-income recipients through "In-need Organization Accounts" offered by Washington State Ferries. Certified by the County Council, the San Juan Island Family Resource Center and the Lopez Island Family Resource Center maintain commercial accounts with WSF and are charged at a discounted rate. The criterion for certification includes being a not-for profit and being in the primary business to:

- Help clients with medical issues; and/or
- Provide clients with low-income social services; and/or
- Help clients suffering from domestic violence; and/or
- Provide clients with employment-seeking services; and/or
- Help clients with social security

These tickets are funded through various donations, including a recent grant from the San Juan Island Community Foundation. They are sometimes used for medical emergencies for people who qualify for Medicaid but are unaware of their eligibility. In those instances the case manager helps prepare the necessary paperwork and gets them enrolled in the Medicaid Transportation Program.

Anacortes Medical Taxi Connections

Started in winter, 2010, rides are now offered through Island Hospital in Anacortes that provide San Juan Island residents with free round-trip taxi service from the ferry to Island Hospital and affiliated medical providers. It requires one day advance notice through Mert's Taxi and the number is available on the internet or by calling Island Hospital.

Cancer Related Services

A service group and several private pilots on each major island offer free ferry tickets or airplane rides to people receiving cancer treatment on the

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mainland. Soroptimist International of Friday Harbor Cancer Ferry Ticket Program offers free ferry tickets for San Juan Islanders undergoing cancer treatment without regards to need. Over \$18,000 was spent on this project in 2009, most of it was raised through an annual fundraiser, but it also included generous donations received throughout the year. San Juan County Health and Community Services Department receives a small grant annually from the American Cancer Society to offer this service to the other islands.

The San Juan Eagles are a group of private pilots based on San Juan Island who volunteer their time and resources by providing flights for medical patients. They provide about 200 flights a year depending on the need of each patient. Patients flying to the Skagit and Bellingham Airports can use courtesy cars maintained by the pilots at these airports for transportation to nearby treatment centers. Orcas Mercy Flights coordinates Orcas pilots to fly patients for cancer treatments scheduled every weekday over several weeks. Other non-critical patient flights may be arranged on a case-by-case basis as pilot availability dictates. These flights, like the San Juan Eagle flights, are limited to daytime in good weather. Lopez Mercy Flights, using volunteer pilots, are coordinated through the medical clinic, Lopez Island Hospice Home Support (LIHHS) or the senior center. LIHHS also makes available a list of local resources and a \$100 bill for anyone who is airlifted off the island without accompanying friends or family. The pocket change is intended to pay for clothing and transportation home.

Unemployed Seeking Work

Participants in Temporary Assistance for Needy Families (TANF), WorkFirst, or Work Source programs who are seeking work are served by the Career Center in Friday Harbor, operated by the Northwest Workforce Development Council and funded by the Workforce Investment Act. Participants from other islands must take the interisland ferry and walk seven blocks up to this office in Friday Harbor.

To apply for services the online application process may be a barrier to potential applicants. To find in-person services applicants must take the ferry and bus to Burlington. Once they qualify for the program transportation assistance is provided for individuals going to the mainland or coming to Friday Harbor for classes or training. Services may include gas vouchers, ferry tickers, and even car repair.

Church Funds

A number of local area churches have "deacon funds" or similar small pots of money that they use from time to time to help parishioners in need. Members also provide rides to those unable to drive. One of the larger churches on San Juan Island typically helps 10-20 families a year with gas vouchers, ferry tickets or taxi fares.

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Veterans Assistance

The Veterans Advisory Fund was established by San Juan County in 2007 and provides emergency services to indigent veterans, their dependents, widows, widowers, and/or orphans. It is estimated that San Juan County has approximately 2,500 veterans. Requests for transportation (or other) assistance can be made at the American Legion post or at the County Council offices. A county appointed advisory committee authorizes the expenses. The mainland Veteran's Administration (VA) provides transportation to various VA medical centers for veterans who can take the ferry to Anacortes and a bus to their pick-up point.

Chapter 6: Key Findings – Service Gaps and Unmet Transportation Needs

It is estimated that between one-third to one-half of the population of the county is either senior, disabled or of low-income, for whom transportation can be problematic. Yet San Juan County is the only county in Washington State that has no public transit system other than the ferry. No island has a bus service, except those in the summer that take tourists to popular sightseeing destinations. Additionally, only one of the islands has any taxi service. Aside from a few Senior Services vans and some church or social service related volunteer-driver programs, this population has few options for mobility around the county or for off-island medical, employment or shopping needs.

There are no public transportation services in this county that are currently funded by state transportation grants. Medicaid funded gas vouchers and ferry tickets, administered through the Northwest Resource Council and small allowances through Workforce Development are our only publicly funded sources of assistance for transportation. Gaps in this funding are currently being plugged by volunteer community drivers, fees for senior center memberships, funding through the San Juan Island Community Foundation and private donations. Even if these programs were enhanced, they do not adequately serve the needs of all in need of transportation. Mobility has become a serious problem for many in our community.

Identified Needs

Some of the ideas identified in the interviews and workshops were unique to each island, but many themes and suggestions were common on each. On all islands in San Juan County, those who live or work outside the core village on their island cannot easily access transportation other than a car. For those who cannot drive, this leaves them dependent upon friends, neighbors and the twice a week senior van (providing they are the right age and wish to include a congregate meal in their errands).

Even for those who live in a village there is the need to reach the mainland for medical appointments, social services, shopping, and other key needs. There are occasional off-island trips by senior center vans and some school vans, as well as an airport bus that will take people to Seattle's SeaTac Airport. But for all other needs, the rider without a car must be able to make bus connections at the ferry and in Anacortes.

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Common Access Point and Coordinated Referrals

Each island has a patchwork approach to providing rides for seniors and others who need them. The average person in need of a ride, likely does not know what is available in their community – whether a social service option, senior vans, medical special services (cancer flights), neighborhood driver volunteers, taxi voucher programs or empty seats on private vans.

A critical community need on each island is for some entity to become a “one stop transportation shop”, to keep track of all available services, help match needs and options and be a one-call transportation contact point for the community. Conceivably this role could be allocated across the three main islands, and in fact might better serve each population center if someone on each island did it.

On-Demand Services

Each island has a volunteer driver program to give rides for seniors, usually matched by neighborhood proximity and availability. Some recipients of this service express reluctance to utilize this opportunity for reasons of privacy or for fear they will be perceived as exploitive of the system. A more formal approach has been successful using taxi vouchers in Friday Harbor and could be duplicated on the other islands as a potential enterprise. The need exists for some sort of prepayment of services under a contract in order to fully support the service.

People who are not on Medicaid have a hard time with transportation to medical services. The Inter-Island Medical Clinic reports patients calling 911 because they lack the cab fare to get to the clinic. All medical patients, including those on Medicaid, lack good transportation options to medical services off-island without a car. Funding to coordinate and allow for more frequent vans (seniors, veterans, cancer treatment patients, job-seekers or social services) to off-island medical centers should be considered.

Mobility Management and Planning

The fact that this plan is now being developed, over a decade after other counties first started coordinated planning, points out the need for designated mobility management. No entity currently supports short-term management activities to plan and implement new coordinated services. Individuals with disabilities and low-income workers need an institutionalized/coordinated effort to provide transportation options to and from jobs and employment support services. There is no lead entity to write grant proposals and coordinate contracts for transportation needs or to work with local and regional transportation service providers to insure optimum transportation opportunities for customers in light of mandates, regulations and expectations. In the absence of a transportation authority or even a representative RTPO there is no entity that assists in

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developing printed material and forms to make information clearly obtainable for those using the programs and services.

Accessible Services

At present, wheelchair accessible services are limited to times associated with the twice-weekly senior lunch programs on two of the islands. In Friday Harbor a shared ride system might even reach a small shuttle capacity if enough overlapping service populations and funding could be coordinated. This will especially be true when the new hospital comes on-line or possibly in the summer. The only accessible vehicle on Lopez (aside from the ambulance) is a privately owned van. Privately owned San Juan Transit in Friday Harbor has just acquired a van with a lift and is looking for ways to coordinate services with local agencies.

Alternative Interisland Connections

All three islands have difficulty conforming to the WSF schedules for all sorts of activities and the groups on each island expressed the need to get quickly from one island to another. In the past an inter-island ferry has been found to be a service that does not break even for a private provider and would be a project that would need public assistance. Need for passenger ferry service to Bellingham to meet employee and medical services needs of the new hospital in 2012 is anticipated as well.

Reducing Vehicular Impact through Shared Use

Lopez Island in particular is interested in developing options for shared vehicles that are powered by solar technology. The Lopez Community Land Trust has made significant investment in solar voltaic electrical infrastructure for an affordable housing development called Common Ground and would like to explore the use of neighborhood electric vehicles as the basis of a cooperatively owned shared vehicle program.

Service Population Limitations

Regulations for school buses limit flexibility to create transportation solutions using available buses. For example Head Start vans and public school buses cannot be used interchangeably. Nor can they be used for shopping or medical appointments for adults with no transportation. Eligibility for rides on different service vans should be made possible. It makes no sense for a community to have senior vans sitting idle most days, when people with disabilities or low incomes have no transportation options. A system to allow cross-utilization of available service vans should be developed with access authorization for a broader group of riders.

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Below is a summary of options identified by local members of our target populations and their representatives as primary needs of ferry-served islands.

Figure 6-1 – Chart of Primary Unmet Needs

| Need | Entire County | San Juan Island | Orcas Island | Lopez Island |
|---|---------------|-----------------|--------------|--------------|
| Mobility Coordinator | | √ | √ | √ |
| Mobility Manager | √ | | | |
| Transportation Planning Entity | √ | | | |
| Taxi Subsidy & Voucher Program | | √ | √ | √ |
| On-Demand Ride Prog with Lift Van | | √ | √ | √ |
| Scheduled Bus Service Round Island | | √ | √ | √ |
| Cabulance / Non-Emergency Medical | | √ | | |
| Ease Sr Van/School Bus Constraints | | √ | √ | √ |
| Inter-Island Passenger Only Ferry | √ | | | |
| Volunteer Driver Reimbursement Prog. | | √ | √ | √ |
| Volunteer Driver Training & Cert. | | | | √ |
| Shuttle From Town to Ferry | | | √ | √ |
| Round Town Shuttle incl to Hospital/Dr. | | √ | | |
| More Off-Island Van Trips - Accessible | | √ | √ | √ |
| Water Taxi to Bellingham for Medical | | √ | √ | |
| New Senior Van with Lift | | √ | | √ |
| On-Line Ride Share Programs | | √ | √ | |
| Accessible Curbs and Sidewalks | | √ | √ | |
| Ferry Ticket Assistance | √ | | | |

Further Assessment and Planning

Employment Related Transportation

While this plan hopefully addresses daily transit needs for employment related purposes for the three populations addressed in this plan, general employment needs should be more fully assessed. Statistics indicate that 6% of the year-round population has no car and many more are constrained physically or mentally from being able to drive and as a result walking and hitchhiking become their only modes of travel. Hospitality related jobs are not always the best paid so workers juggle several jobs and must get to each in turn. Private shuttles on San Juan and Orcas are dependent upon major resorts contracting to bring employees and guests. The extent to which these services are needed requires its own survey and plan.

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Youth Initiated Assessment

Similarly, the needs of youth who cannot drive or do not have cars have not been adequately addressed in this assessment. Youth fit the Washington State definition of Special Needs, but do not meet the federal definition. Accessing work or community service jobs, getting home after extra-curricular activities or even mid-day transportation to the college to take Running Start classes are all needs of this age group. A more thorough analysis, preferably undertaken by youth themselves might reveal transportation alternatives that they would be willing to promote and support.

Technology

Since we have no transit and only basic transportation options in San Juan County, it is difficult to contemplate how to improve services using technology. Additionally, it should be noted that there is limited cell phone coverage in the county and even 911 calls are compromised because of the spotty coverage. However, in looking at a consolidated system of public transportation in the future it is conceivable that some sort of technology would be appropriate.

One possible current candidate for technology enhancement might be the 'rideshare' web-based bulletin boards. A logical extension of the web-site accessibility might well be an iPhone-type application (app) and/or the ability to access the website from a standard cell phone. Eventually such an access option might be linked to the broader 'available transportation' listings of a mobility coordinator.

For now the local requirement is for:

- more assessment of future needs and
- an analysis of the technology that has been applied elsewhere.

Chapter 7: Prioritization of Projects for State's Consolidated Grant Program

A workshop to prioritize needs was held on July 16, 2010 at the Mullis Center in Friday Harbor. (See Appendix H for notes). Attendees included service providers and consumers from the three major islands and all affected groups. Evan Olsen from WSDOT described the different federal and state funding sources and the consolidated grant process of the state. This CHSTP will be used to compete for 2011-2013 funding for which an application would need to be submitted in the fall. For approved projects, funding will be available in July, 2011 and San Juan County does not need to be part of a larger RTPO to compete for funds. Also, service-related projects do not need to be in the County's Transportation Improvement Plan (TIP), although any construction such as bus shelters or curb adjustments would need to be in the TIP.

After a review of the results from the planning process, overall goals for services were identified, including: reducing the isolation of target populations, increasing accessibility (both in terms of awareness of services and physical accessibility) and creating organizational capacity to sustain the planning, implementation and management of human services transportation. Identified criteria for prioritizing projects included highest ranked "immediate and evident results", followed by the need to build synergistically and collaboratively on existing services, affordability to the consumer, and responsiveness to expressed consumer need. Island-specific groups discussed local needs (see Appendix H for detailed results) and the reconvened larger group identified a final island-wide list of priorities for the purpose of this plan.

It should be mentioned that when other RTPO's plans refer to improving, expanding or upgrading "existing services", they frequently mean public transit options. In this county, where there are no public transit options (other than the ferry), we mean social service and community developed solutions – frequently volunteer run, staffed and funded. These efforts run on a shoestring and are not able to serve but a small number of the residents who need service. In essence, public funding of "existing" services would be to add new public service programs in the county. Therefore, all requests would be for "new" services.

Developing a Ranking Strategy

To rank these projects San Juan County developed a ranking strategy similar to those used by other counties. In a future grant funding request cycle to WSDOT, the county will request projects from Levels A, B and C. All other criteria would fall into Level D. Level A would be the criteria for projects that have the absolute highest priority for our county and D the lowest. While only a few projects may be eligible for funding from each of the first three levels, for now, all potential projects are listed here.

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Knowing that some Level D projects may or may not fit into available grant funds and state priorities at the time funding awards are made, it is felt that their presence on the list makes the need explicit and keeps the need/project on the list for future reclassification.

Listed below are the criteria, in descending order of importance, which our county has used to prioritize projects:

- Level A priority: Develop basic transit options to reduce the isolation of subject populations on each major island.

- Level B priority: Develop organizational capacity to coordinate, plan for and manage existing and needed transportation services.

- Level C priority: Connect existing transit (WSF) to critical intra-island destinations with accessible fixed-route services.

- Level D priority: Expand regional connectivity.

Prioritization

Projects that fall into the above criteria levels, and those which meet the most consistently expressed needs in Chapter 6, have been ranked on a table from the highest priority project to the least. See Table 7-1 for San Juan County's final list of prioritized project requests for the fiscal 2010 – 2011 funding cycle. The projects are shown in groups of A through D. While the A projects would be the highest priority and D the least, the listing within the groups is also ranked according to need and does indicate desired ranking.

The submittal of projects from this table will initiate San Juan County's first public transit requests and, therefore, all projects proposed are new. Projects should be considered as parts of a phased whole and assume that projects will start small, then expand through the main islands as need, effectiveness and utility are demonstrated.

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Figure 7-1 Proposed Project List for FY 2011 – 2012

| Ranking | Project | Provider | Type | Description | Cost |
|----------|---|--------------------------|-----------|--|------|
| A | Develop basic transportation options to reduce the isolation of subject populations on each major island. | | | | |
| 1 | On-demand/assessable taxi services with voucher program for target population | TBD | Operating | Subsidized taxi services on 3 islands with special voucher program for eligible individuals. | |
| 2 | Capital assistance to purchase 3 assessable vans for use by seniors and other affected groups and possible operating funds to staff dispatch. | Senior Services | Capital | Replace a 1993 van with mechanical problems on San Juan Island, a 1991 van on Orcas Island and a 1992 non-ADA compliant van on Lopez Island. | |
| 3 | Volunteer Driver Reimbursement program on all 3 islands | Senior Services | Operating | Reimburse drivers to assist in on-call transport of seniors and others in need. | |
| 4 | Accessible Curbs and Sidewalks | Town of F.H. and S.J Co. | Capital | Revise curb ramps to assist sight-impaired cross streets safely and revise sidewalks that inhibit use by walkers. | |
| B | Develop organizational capacity to coordinate, plan for and manage existing and needed transportation services. | | | | |
| 1 | Mobility Coordination and Management for Countywide program | TBD | Operating | Fund Mobility Manager and coordination services for more efficient use of available public and private resources dedicated to transportation for residents with special needs. | |
| 2 | Transportation Planning Entity | TBD | Operating | Fund planning efforts to research and create a state-recognized transportation planning entity to continue the planning and administration of CHSTP efforts. | |
| 3 | Ease Use Constraints on Various Public vans and buses | TBD | Operating | Research and engage public entities into relaxing constraints on use of senior vans, school buses or other relevant vehicles. | |

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| | | | | |
|----------|--|-----------------|-----------|--|
| 4 | On-Line Rideshare Programs | Various | Operating | Develop electronic access to ride sharing opportunities and resources on 3 major islands. |
| 5 | Volunteer Driver Training | Senior Services | Operating | Develop and operate training programs for volunteer drivers providing transportation to affected populations in various public and private programs. |
| C | Connect existing transit (WSF) to critical intra-island destinations with accessible fixed-route service. | | | |
| 1 | Island Shuttle Service | TBD | Operating | Operating subsidy to provide scheduled shuttle services from the ferry to village destinations on 3 major islands. |
| 2 | Round-Island Bus Service | TBD | Operating | Operating subsidy to provide scheduled round-island bus service on 3 major islands. |
| 3 | Ferry Mobility Assistance | WSF | Operating | Providing cart assistance to transport 'walk-on' mobility impaired passengers from ferry deck to terminal. |
| D | Expand Regional Connectivity | | | |
| 1 | Additional Off-Island Van Trips | Senior Services | Operating | Enable current van operators to expand trip service for off-island needs. |
| 2 | Inter-Island Passenger-Only Ferry | Private | Operating | Subsidize operating cost of a regularly scheduled inter-island passenger-only ferry service. |
| 3 | Water Taxi to Bellingham | Private | Operating | Subsidize operating cost of a regularly scheduled water taxi from 3 major islands to Bellingham and its medical services. |

Chapter 8: Future Steps

The development of this Coordinated Human Services Transportation Plan (CHSTP) has been an important first step in initiating public transit options in San Juan County. This plan has helped us to focus, not just on general transportation needs, but on the specific needs of seniors, people with disabilities and those with low incomes. We are now fairly clear about what our available resources are, what needs we have been able to meet for ourselves and what are the needs yet unmet.

What remains to be done is the iterative phasing of projects to both meet the current need and progressively meet the demands of improved service delivery.

If we choose to participate in Washington State Consolidated Grant programs, the development of project requests and preparation of grant applications will need to conform to the following timeframe:

Figure 8-1 – WSDOT Consolidated Grant Program Timeframe

| Activity | Timeframe |
|--|---------------------------|
| Completion of SJC CHSTP Plan | August 1, 2010 |
| SJC Council review and adoption | September 1, 2010 |
| WSDOT Call for Projects for Consolidated Grant Program | October 2010 |
| County develops applications | October and November 2010 |
| Applications & prioritized local rankings due to WSDOT | December 1, 2010 |
| WSDOT selects projects and assigns appropriate fund source | Spring 2011 |

The Public Transportation Division of the WSDOT has a consolidated grant process to distribute the variety of state and federal funds available. They accept applications that describe operating and/or capital needs that have been identified through the regional planning process and prioritized. These needs are developed into projects that stem directly from the Human Services Transportation Plan.

The projects are ranked against each other in a statewide competitive process where the best projects are awarded funding. At the end, projects are matched with eligible federal or state grant funds to best leverage available funds.

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Specifics for Washington State in the 2009-2011 Biennium

Nearly \$37 million was distributed in the 2009-2011 biennium. Funds for 2011-2013 will be slightly different but at this time seem likely to be close to the following:

Figure 8-2 – Possible 2011 - 2013 Biennium Funding*

| Fund Sources | Possible Funding Available |
|----------------------------------|-----------------------------------|
| FTA 5310 – Elderly/Disabled | \$ 5.8 Million |
| FTA 5311 – Non-Urbanized | \$13.5 Million |
| FTA 5316 –Rural (JARC) | Approximately \$ 650,000 |
| FTA 5317 –Rural (New Freedom) | Approximately \$600,000 |
| State Rural Mobility Competitive | \$8.5 Million |
| State Special Needs Competitive | \$5.4 Million |

* These figures are not significantly changed from the 2007-2009 biennium.

WSDOT distributes state funds at the same time as part of the consolidated grant process. WSDOT requires that organizations applying for state grants also be part of a regional plan. This streamlines applications for federal funds, and reduces duplication of services within regions. The two funds that are allocated include State Rural Mobility Competitive (support transportation within and to rural areas) and State Paratransit/Special Needs Competitive (support transportation for special needs populations, including: persons with disabilities and the elderly).

Next Organizational Steps

As San Juan County and its social service community move forward in more comprehensively providing for the transportation needs of its citizenry, it is imperative that progress be made on development of an ongoing planning entity that can address comprehensive county transportation needs. This group could be better positioned to initiate future funding requests and could respond more appropriately to the over-all county needs for transportation planning and development.

APPENDICES

- Appendix A: List of Advisory Group Members
- Appendix B: List of Stakeholders and Workshop Attendees by Island
- Appendix C: Newspaper Article
- Appendix D: Survey Form Tallies and Comments by Island
- Appendix E: Interview Form
- Appendix F: Executive Summary of 2008 Transportation Summit
- Appendix G: Vehicle Inventory
- Appendix H: Prioritization Workshop
- Appendix I: Description of the San Juan County Health Department and Organization Chart

San Juan County Coordinated Human Services Transportation Plan

Appendix A: List of Advisory Group Members

San Juan County Community Services

Joyce Rupp, Community Services Manager
Barbara LaBrash, Human Services Manager
John Manning, Health & Community Services Director

Senior Services

Curt van Hying, San Juan Coordinator
Linda Tretheway, Orcas Coordinator
Mary O'Bryant, Lopez Coordinator

Family Resource Centers

Joyce Sobel, San Juan Island Family Resource Center
Ethna Flanagan, Orcas Family Connections Board Chair
Celia Marquis, Lopez Island Family Resource Center

County Transportation Planning

Shannon Wilbur, Public Works Dept, Transportation Planning Engineer

Transit Services

Bob Reilly, Friday Harbor Taxi
Dan Ward, San Juan Transit
Amy and Ed Masters, Orcas Island Shuttle

Community Leaders

Charles Anderson, San Juan Island Community Foundations Chair
C.B. Hall, Independent Transportation Policy Analyst
Pam Fry, Coordinator, San Juan Island Friends and Neighbors Program
Rhea Miller, Lopez Community Land Trust
Laura Jo Severson, Red Cross
Jim Cole, San Juan Island Emergency Medical Services
Patty Miller, San Juan County Economic Development Council Chair
Georgia Baci, San Juan Senior Services Council
Carolyn deRoos, Mullis Community Center Advisory Committee
Joan Pedrick, Compass Health
Judy Shantz, Medicaid Transportation Planner, NWRC
Barbara Kline, Orcas Island School District

San Juan County Coordinated Human Services Transportation Plan

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Appendix B: Stakeholders by Island

Orcas Island Public Meeting Attendees

| | | |
|-----------|-----------|---|
| Linda | Tretheway | Orcas Senior Services Coordinator |
| Janet | Alderton | Resident w/ Transportation Interests |
| Charlie | Anderson | San Juan Island Community Foundation |
| Cindi | Asper | Resident Living W/O Car |
| Angie | Atwell | Exploritas (Elderhostel), Skagit Valley College |
| Phillip | Bose | Resident w/ Transportation Interests |
| Ken | Brown | Resident w/ Disability Interests |
| Lisa | Byers | OPAL Community Land Trust |
| Hilary | Canty | Orcas Island Community Foundation |
| Mikial | Denker | Travel Light Cycles |
| Catherine | Ellis | Health & Community Services Advisory Comm. |
| Lance | Evans | Orcas Chamber of Commerce |
| Pamela | Gross | San Juan Island Community Foundation |
| Jon | Kobayashi | Visitors Bureau, EDC Boards |
| Barbara | LaBrash | County Disabilities Director |
| Ed & Amy | Masters | Orcas Island Shuttle |
| Morgan | Meadows | Resident Living W/o Car |
| Judith | Schliebus | Resident w/ Disability Interests |
| Laura Jo | Severson | Washington Vocational Services |
| Anne | Sheridan | SJ Rideshare |
| Marlia | Starwater | Resident w/ Transportation Interests |
| Dan | Ward | San Juan Transit |

Other Orcas Island Based Stakeholders and Interviewees

| | | |
|----------|-------------|--|
| Carl | Colburn | Wildlife Cycles |
| Bettye | Hendrickson | Resident w/ Disability Interests |
| Alan | Lichter | Veterans Advisory Committee |
| Sage | McLeod | Early Childhood Education and Assistance Program |
| Patty | Miller | SJC Economic Development Council |
| Gulliver | Rankin | Eastsound Planning and Review Committee |
| Joyce | Rupp | SJC Health & Community Services |
| Bea | Von Tobel | Airport Manager - Port of Orcas |
| Audrey | Wells | Orcas Mercy Flights |
| Barbara | Kline | Orcas Island School District |

San Juan County Coordinated Human Services Transportation Plan

Lopez Island Public Meeting Attendees

| | | |
|---------|-----------|---|
| Raiti | Waerness | Senior Hamlet |
| Ali | Smaalders | Lopez Island Hospice and Home Support |
| Oscar | Smaalders | Lopez Community Land Trust |
| Kirman | Taylor | Lopez Trails |
| Barbara | Fleming | San Juan County Board of Health |
| CB | Hall | Independent Transportation Policy Analyst |
| Becky | Hellman | Resident w/ Transportation Interests |
| Bob | Myher | San Juan County Councilmember |
| Mary | O'Bryant | Lopez Senior Center |
| Chris | Coiley | Resident w/ Transportation Interests |
| Shannon | Wilbur | SJC Transportation Planner (Public Works) |
| Charlie | Anderson | San Juan Island Community Foundation |
| Anne | Sheridan | SJ Rideshare |

Other Lopez Stakeholders and Interviewees

| | | |
|-------|----------|-------------------------------------|
| David | Perera | SJC Board of Health |
| Becky | Smith | Lopez Chamber of Commerce |
| Carol | Steckler | Resident w/ Disability Interests |
| Jamie | Stephens | Port of Lopez |
| John | Whetten | Ferry Advisory Committee |
| Sandy | Bishop | Lopez Community Land Trust |
| Jill | Blair | Lopez Island Medical Clinic |
| Joy | Goldberg | United Way |
| Patsy | Haber | Lopez Island Family Resource Center |
| Brian | Kvistad | Blossom Grocery |
| Celia | Marquis | Lopez Island Family Resource Center |
| Rhea | Miller | Lopez Community Land Trust |

Other Island Interviewees

| | | |
|----------|---------|-------------------------|
| Lola | Dean | Shaw Island Resident |
| Kathy | Dunlap | Decatur Island Resident |
| Margaret | Thorson | Waldron Island Resident |

San Juan County Coordinated Human Services Transportation Plan

San Juan Island Attendees

| | |
|-------------------|--|
| Pam Fry | Friends & Neighbors, Senior Center |
| Anne Sheridan | San Juan RideShare |
| Dan Ward | San Juan Transit |
| Susan Juul | San Juan Taxi & Tour |
| Bob Reilly | Friday Harbor Taxi |
| Zed Park | Bob's Taxi |
| Curt Van Hyning | SJI Senior Services |
| Randy Martin | Exploritas (ElderHostel)/Skagit Valley College |
| Victoria Compton | SJC-Economic Development Council |
| Charles Anderson | San Juan Island Community Foundation |
| Cathy Cavanagh | San Juan Island Community Foundation |
| Pamela Gross | San Juan Island Community Foundation |
| Mike Close | SJI Chamber of Commerce |
| Laura Jo Severson | Red Cross Volunteer |
| Jim Hooper | SJC-Economic Development Council |
| Shannon Wilbur | SJC Public Works Transportation Planner |
| Terresa Sundstrom | SJI School District Transportation Specialist |
| Walt Wegener | SJI School District Superintendent |
| Angie Atwell | Exploritas (ElderHostel)/Skagit Valley College |
| Joyce Sobel | SJI Family Resource Center |
| Liz Illg | Soroptimists Cancer Mission |

Other San Juan Island Stakeholders & Interviewees

| | |
|------------------|---|
| Kyle Loring | Bike Paths/Trails Committee |
| Jim Cole | SJI Emergency Medical Services |
| Bill Cumming | SJC Sheriff |
| Beth Geiger | Interisland Medical Center |
| Patti Bjarnason | Island Convalescent Center |
| Senene Kennedy | Village @ the Harbor |
| Jerry Riley | Spring Street School |
| Marilyn O'Connor | Port of Friday Harbor |
| David Bentley | St Davids Episcopal Church |
| Joan Pedrick | Compass Health |
| Torrey Prescott | SJI Presbyterian Church |
| Jan Steckler | St. Francis Catholic Church |
| Walt Wegener | San Juan Island Superintendent of Schools |
| Carrie Lacher | Mayor, Friday Harbor |

San Juan County Coordinated Human Services Transportation Plan

Appendix C:

Wednesday, June 02, 2010, Journal of the San Juans. PAGE 18 -

plan strives to address the unmet transportation needs of seniors, people with disabilities and people with very low incomes.

Meetings have been held on each island and information collected about the key transportation problems these residents face and the types of solutions that would be most desirable.

Input from residents will become part of the plan and the plan, in turn, will become the basis for funding proposals to the State of Washington to create public transit solutions.

Your input is important and is requested in this process. Survey forms have been tailored for each island from the input of residents of that island and been placed at several public locations for your participation. We hope you will take the time to share with us your perspective and suggestions through Friday.

Surveys can be found at:

■ On San Juan Island, Mallis Community Senior Center, Compass Health and Inter Island Medical Center.

■ On Orcas Island, the

Senior/Community Health Center and the OPAL office.

■ On Lopez Island, the Family Resource Center, the Senior Center at Woodmen Hall and the Lopez Island Medical Clinic.

If, instead, you would like a form electronically, e-mail baumann@rockisland.com.

Joanruth Baumann and Liz Ilig
Plan developers for San Juan County

**Your input
needed for plan**

San Juan County Health and Community Services is developing a Coordinated Human Services Transportation Plan for this county. The

Appendix D: Survey Form Tallies and Comments

The following survey request, along with an island-specific survey, was placed at multiple locations on the three main islands.

**Coordinated Human Services Transportation Plan
Public Review of Key Island Issues
May 2010**

What is this Transportation Plan and why should I be interested?

The Human Services Transportation Plan looks at the transportation needs of three groups: seniors over 65, those with low incomes and those with disabilities. We are trying to determine, besides the transportation options that these three groups DO have available here on our island, what are the transportation or mobility needs that are NOT met? What do we still need to make our island one that is easier to for everyone to get around?

There are two main benefits to doing this planning process:

- 1) With this in place, we will be eligible to apply for funding from the State of Washington to create solutions for our lack of public transport.
- 2) Our county and island will have a clear idea of what we have and what we still need as we organize to solve these deficits in transportation.

What you can do to help us, please.

Look over these suggestions, made in public meetings and interviews on our island, of ways to make getting around easier for our islanders. Add a check by the four that you think would be especially important or effective here and, if you have suggestions of your own, please add them below. There are no bad ideas. We want to hear from as many people as possible. We should have the draft plan ready by September. Thanks!!!

San Juan County Coordinated Human Services Transportation Plan

The following are the resulting tallies and comments from over 200 returned questionnaires, individualized for each island.

Survey Form Tallies and Comments

Suggested key and unmet needs to improve mobility and transportation on this island: Check your top 4 picks.

San Juan Island (91 responses)

- 45 A year-round water taxi to Bellingham (23) or inter-island (4), both (18).
- 40 Dial-a-Ride program for public van or bus (lift capable).
- 39 Subsidy to taxis to provide low \$ rides to doctor or errands.
- 35 Create regularly scheduled small island bus service year-round.
- 32 Change use regulations on Sr Center vans or school buses to allow broader use.
- 27 Central coordinator to call to arrange for a ride or information
- 24 Create a good 'Rideshare' website to find a ride off-island.
- 23 When hospital is built, need shuttle service from ferry to there.
- 21 Provide more frequent off-island van trips.
- 19 Provide free/cheap bus vouchers on summer transit bus.
- 15 Better notification of the van trips and rides now available.
- 13 Noon bus pick-up and drop-off at kindergarten.
- 13 Get a 'Cabulance' or lift-van to help with disabled transports.
- 8 Train more volunteer drivers; expand neighbor volunteers.
- 8 I.C.C. needs one more van for doctor and off-island transport.

My suggestions are:

1. Make it easier to receive ferry tickets.
2. Provide free/low cost ferry rides via phone arrangement w/o internet access.
3. Need money to replace old vans and money for planning.
4. More bike trails.
5. RideShare to doctor appointments in Seattle.
6. Island residents should get priority over tourists on ferry.
7. Do not offer too many off-island transport subsidies. If people want city services, they should live in the city.
8. Include work as a use for the question #3, (subsidy to taxis to provide low \$ rides to doctor or errands).
9. SJI Senior Services needs a new mini-van.
10. We need larger buses with a wheel chair lift and bathroom.
11. No gov't funded stuff, no grants, no free money programs, etc. Keep gov't money OUT. Let private sector provide and get gov't out of the way so things will be cost effective and useable. Thanks.
12. Currently, there is a free taxi service in Anacortes, from Anacortes ferry to most doctor offices and return to ferry.
13. Go to all service clubs to ask for volunteer drivers.

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14. Training more volunteers could expand the schedule already in place.
15. On a small geographical island like ours point-to-point Dial-a-Ride transportation is a logical choice.

Orcas Island (47 responses)

- 31 Change use regulations on Senior Center vans to allow broader usage.
- 28 Subsidize taxis to provide low cost rides to doctor or errands.
- 24 Dial-a-Ride program for public van or bus (lift capable).
- 23 Fund a central coordinator to call to arrange for a ride or information about what connections are available through island programs.
- 23 Create regularly scheduled island bus service year-round, inc. Doe Bay and Deer Harbor.
- 19 Subsidize critical shuttle service to and from the ferry landing to Eastsound.
- 12 Train more volunteer drivers and certify them.
- 9 Expand 'Hearts & Hands' neighbor volunteer program.

Suggested on other islands:

- 8 When SJI hospital is built in 2012, will need shuttle service from F.H. ferry to hospital.
- 10 Create a good 'Rideshare' website to find a ride off-island.
- 7 A year-round water taxi to Bellingham (3) or inter-island (1).
- 2 Get a 'Cabulance' or lift-van to help with disabled transports.

My suggestions are:

1. My main concern about transportation center around having some way for those who are unable to drive or who have no vehicle to get to a job or into Eastsound just to do shopping or errands. It should not be mandatory to have a driver's license or a vehicle to live on the island. Many seniors and people with disabilities and have neither, and thus lose opportunities to live independently and have social contacts.
2. Include work in the subsidized taxi program.
3. Asterisk on #7 saying in the comment section, "three times a day, in and out, to the ends of the island (morning, noon and evening) so people can get to and from part-time or full-time jobs each day." My second request was for safe walking paths around the island, especially around Eastsound and possibly from town to the ferry landing.
4. Support infrastructure changes that encourage safe walking and biking areas. Become a bicycle friendly island
5. Allow for service to be available on an independent basis to meet specific needs.

San Juan County Coordinated Human Services Transportation Plan

6. Just to give you a little heads-up...I was speaking with Dan Gray, the current owners of the Orcas taxi company, who informed me that there is currently no taxi service available on the island. He has his business up for sale. He had an interested party, but that deal has fallen through. The lack of any taxi service will be very hard for many low-income folks on Orcas.
7. Pick up at my house.
8. Go to people's homes to pick up from their door.
9. With #2 (central coordinator) include an exchange of info of those taking the ferry with those who need rides or cannot take their car, freeing up ferry space. (rideshare)
10. I know it's hard but something needs to be on schedule for months before people get used to it. Before we at Obstruction Pass were asked to pay \$8 to \$10 per person each way – so it's not worth it for 2 people.
11. Integrate existing "Share the Ride" programs: Facebook, SOI and Whole Islands Catalog. (rideshare)
12. Widen and expand on ALL islands the bike paths (for safety) and the allow golf carts on bike paths. (See Green Valley, AZ)
13. If Central Coordinator, use volunteers or part-time staff to save money.
14. For scheduled bus, don't need much but something! Even 3x week...
15. Have RideShare info place for non-techies.
16. We must develop a strong 'rideshare program. People who are involved as drivers will have a sticker on their car. People getting rides will be at designated rideshare sites, which we have on Orcas. We can have a successful RideShare program so individuals don't have to drive along into town from Deer Harbor, Doe Bay, Orcas Village, etc. Envision it being common for people to pull over and pick up riders at designated stops and bringing from town to outlying places on the island. A website would help as well as public education about this program that helps us use less gas, pollute less, and save money while building community. Why not? A RideShare program throughout the island for everyone is a great idea!
17. Coordinate with existing programs; no need to start up a whole separate one.
18. Additional funding to expand Senior Center van program, including some funding for additional paid drivers and the maintenance costs that would result from broader usage.

Lopez Island (52 responses)

- 27 Run a shuttle service to and from the ferry landing & Lopez Village.
- 22 Create regularly scheduled small island bus service year-round.
- 21 Subsidize a taxi to provide low cost rides to doctor, errands, ferry
- 20 Increase off-island van trips for folks addressed in this plan.
- 20 Change use on Senior Center vans to allow broader usage.

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- 17 Fund a central coordinator to call to provide rides or information about what connections are available through island programs.
- 13 Expand 'Hospice & Home Support' neighbor volunteer program.
- 10 Volunteer driver training for vans and buses with certification.
- 9 A year-round scheduled inter-island water taxi.
- 5 Sell school buses, buy back two for scheduled bus and transport kids too. Ease regulations to allow more flex & less \$.

Suggested on other islands:

- 10 When SJI hospital is built in 2012, will need shuttle service from F.H. ferry to hospital.
- 8 Get a 'Cabulance' or lift-van to help with disabled transports.

My suggestions are:

- 1. Just curious, how can a position be established and funded to coordinate and refer people to a transportation system that doesn't exist or is so limited? I would think the money that would go into a salary would be much better utilized to enhance real transportation options.
- 2. Buy some new 12 to 15-passenger vans to provide off-island activities for seniors.

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Appendix E: Interview Form

Interview Sheet

Interview of _____ Date _____

Representing _____

Contact info _____

- 1) What type of transportation issues do you face with your clients?

- 2) What resources do you currently have to provide transportation for them? Is it adequate? Is it used by others?

- 3) Do you have statistics on how many people you serve (in what categories), where they go, how often, etc?

- 4) What are you lacking or do you see what is lacking in the community and why?

- 5) Can you prioritize that need?

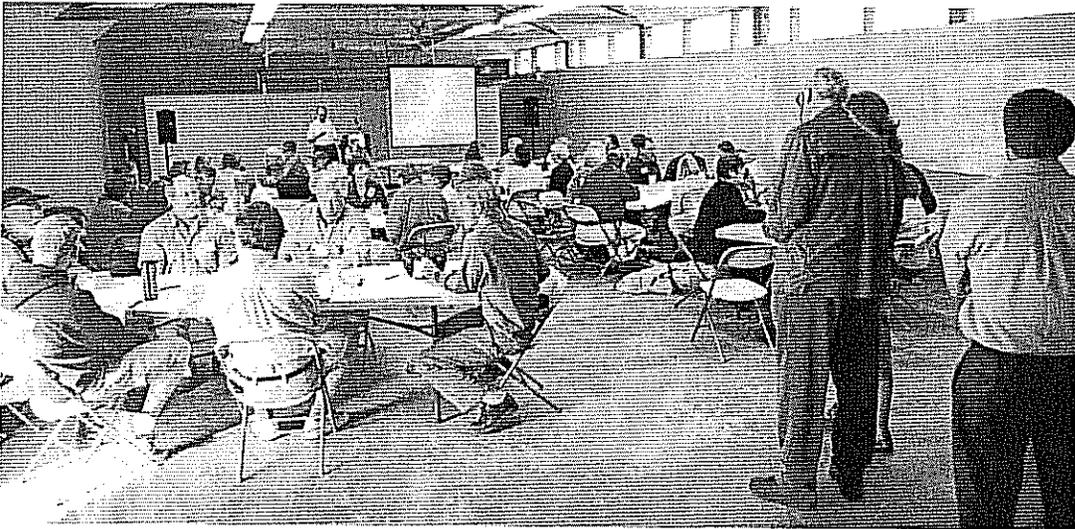
- 6) What do you think would be solutions to that problem? Any from resources we already have? What would need grant funding?

San Juan County Coordinated Human Services Transportation Plan

Appendix F: 2008 Transportation Summit Executive Summary

On September 17, 2008 the Transportation Summit, held at the San Juan County Fairgrounds, marked the first time citizens, policy makers and transportation providers have gathered to explore economically and environmentally sustainable multimodal transportation solutions for San Juan County. The recent designation of the San Juan Islands as a Washington State Scenic Byway spurred the need to assess regional opportunities and accelerated local interest in furthering transportation options for residents and visitors. Thus two principles guided the creation of the conference:

1. Transportation is the number one issue impacting the economic sustainability of San Juan County's communities and business as well as the everyday quality of life for San Juan County citizens.
2. The role of intermodal transportation in reducing pollution and congestion will be largely determined by public policy at several levels of government and by partnerships among various public agencies, private providers, and citizens.



Residents discuss transportation options at 2008 Transportation Summit

Participants included interested citizens from ferry-served islands and neighboring Counties, local transportation providers, the San Juan County Ferry Advisory Committee, the Governor's aide for transportation, Washington State Ferries staff, the San Juan County Council, various San Juan County port commissioners, members of the Friday Harbor Town Council, and members of the Washington State Transportation Commission. Organizations that advocate

San Juan County Coordinated Human Services Transportation Plan

for some aspect of transportation services and businesses that demonstrate unique transportation solutions and/or technologies were also in attendance.

Led by the San Juan County Economic Development Council, financial sponsors included the Port of Friday Harbor, the San Juan Islands Scenic Byways Partnership and the Seattle-based Cascadia Center for Regional Development. Over 50 volunteers acted as hosts, facilitated sessions, wrote session summaries, videotaped, and performed set-up and clean-up. Twenty-two speakers provided overview information that fed small group discussions. The topics they addressed included transit, car-free travel, bicycling and hiking, passenger ferries, freight mobility and tourist-related transportation planning.

The Transportation Summit was convened with the expectation that attendees would leave the event better equipped to make the personal decisions that could ultimately contribute to improving the quality of life and the economic vitality of the San Juan Islands. To this end, the day was designed around a "World Café" model, a meeting approach in which conversations among participants is the primary vehicle to accomplishing the goals. Two local artists produced a graphic Wall of Action conveying the group's perceived challenges and possible solutions.

Five themes emerged from these conversations:

- **To gain a better understanding of the transportation needs of San Juan County.** Understanding the needs of the served community will lead to plans for logistics that are based on reality. There was interest in implementing several small pilot projects at once so the interlocking parts of the transportation system could be stimulated concurrently. This might include passenger-only ferries, walking school buses, or coordinating car-free travel on and off island. There was concern for the accommodation of special needs and the identification of accessibility issues for families, children, pets and the baggage that car-free travel entails.
- **To create a new vision of island travel.** In keeping with the principles of the Summit participants seemed committed to personally continue the conversation by promoting a new vision of island travel, norms and expectations. They spoke to the need to create a new mindset: that car-free travel is not inconvenient and indeed, can be designed to address issues of "stress, schedule, safety, and stuff."
- **To raise public awareness of the transportation issue.** Participants sought ways to communicate, promote and market an increasing awareness of existing options and connections. They recommended various strategies to get the word out: for example, developing electronic bulletin board information hubs for both local and regional travel. The need to consolidate freight, and business and personal travel needs was a

San Juan County Coordinated Human Services Transportation Plan

reoccurring idea. Maximizing the use of existing resources such as shuttles and school buses was affirmed, as well as exploring multi-modal alternatives and reducing the use of standard automobiles.

- **To explore private and public funding for new solutions** Funding was raised as an important goal and participants were willing to talk about how to charge or tax ourselves for either infrastructure improvements or alternative services. Pursuing public funding for car-free travel options might also lead to the need to implement financial incentives for desired transportation improvements.

- **To further local and regional long-range planning.** Creating a local planning organization that interfaces regionally would improve government agency coordination. Summit attendees welcomed efforts both formally and informally to join regional planning groups to ensure connectivity. Action steps called for both inclusion in a larger regional transportation organization, and the inception of a local "Farmhouse Gang" to create a county transportation collaboration forum. Specific tactics for such a group included:
 - a) The design, implementation and maintenance of a local transportation connectivity map
 - b) Coordinating and connecting individual groups, agencies, and businesses to use, improve and develop systems and resources
 - c) Reviewing successful models in other small or island communities
 - d) Supporting low impact infrastructure development
 - e) Identifying which local transportation issues have solutions that are not merely local

As a means of follow-up after the Summit several efforts are in place.

- San Juan County will soon announce the appointment of the first designated Transportation Planner for the county. One of their immediate responsibilities will be to complete the application to form a local Transportation Planning Organization which would then petition to become part of a larger Regional Transportation Planning Organization. Notes from the Summit regarding challenges and solutions will be presented to this person for future use.

San Juan County Coordinated Human Services Transportation Plan

- Another pending development is anticipated funding to create a Corridor Management Plan for the new San Juan Islands Scenic Byway, a document which could guide transportation-related improvement along the ferry route and on the two islands which have chosen to participate in the Scenic Byway.

- This summary and the content of each session is posted to the SJC-EDC website at www.islandway.org/transummit and in hard copy at each of the public libraries in the County, along with a DVD recording of each session by the end of October.

The Planning Committee dissolved with the confidence that the objectives for the Summit were met. Attendees were exposed to present and future transportation needs and challenges. The generated actionable ideas for improved transportation in the islands are available via the internet and local libraries for further research. The collaboration that will be required to implement transportation solutions was indeed begun.

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Appendix G: Vehicle Inventory

| San Juan Island | | | | | |
|-------------------------------------|----------------------------|------------------------------|----------|---|---|
| Bob's Taxi | Private taxi service | Zed Park | 317-5717 | Three 7-Passenger Vans | Sometimes subsidizes some older or special needs folks. |
| Classic Cab | Private taxi | Dana Rice | 378-7519 | 2 Cabs One Van | Older Cabs more accessible |
| Friday Harbor Taxi | Private taxi | Bob Reilly | 298-4434 | Honda Odessey | Accepts Taxi Vouchers |
| Islander Airporter Shuttle | Airport shuttle | John | 378-7438 | 14 Passenger van | www.islandairporter.com |
| Paideia Classical School | Private School | | 378-8322 | One Van | Used for Students |
| San Juan County Sheriff | Law enforcement agency | Bill Cumming | 378-415 | P/V Guardian (boat) | 31 emergency medical trips in 2009 to Mainland. |
| San Juan Island EMS | Emergency Medical Services | Jim Cole | 378-5152 | 2 ambulances, 3 medics | Must be infirm and on a stretcher to use the EMS transportation service. |
| San Juan Island Senior Services | Senior Services | Curt van Hying | 378-2677 | Small van with lift, 14-p van | Large van 1x/ month to Mt. Vernon & 1x/m to Bellingham. |
| San Juan Islands School District | School Bussing Program | Walt Wegener, Maude Cummings | 378-4133 | 10 school buses, 2 special needs buses. | Buses can be used in a public emergency and school is a FEMA resource. No Mid-day service |
| San Juan Taxi & Tour | Private taxi service | Suzy Juul | 378-3550 | 2 Cabs | Both carry bicycle and kayaks |
| San Juan Transit | Private summer bus sevice | Dan Ward | 378-8887 | Three Vans one with Lift | Operates May 22 to Sept. 15 to key tourist stops. |
| Skagit Valley College | Exploritas Senior Program | Angela Atwell | 378-3265 | Van | State owned; only affiliated programs can use them |
| Spring Street International School | Private School | Jerry Riley | 378-6393 | 1 15-person van, 1 24-person bus | Vans take students off-island; not usually full. |
| U of W, Friday Harbor Labs | State University | | 378-2165 | 3 Vans | State owned thru UW so restricted to use by the labs and UW |
| Orcas Island | | | | | |
| Camp Orkila | Private Nonprofit | | 376-2678 | 2 School Buses and 2 Vans | |
| Orcas Island School District | School Bussing Program | Sharon or Kathy | 376-2284 | | 30.7% of students on low cost lunch programs out of 531. |
| Orcas Senior Services | Senior Services | Linda Tretheway | 376-6242 | 3 Vans One Van has Lift | |
| Seventh Day Adventist Church | Church | Carmen | 376-6683 | Van | 3 students to be picked up at ferry daily. No senior rides. |
| Orcas Island Shuttle and Rental Car | Island Shuttle Service | Ed & Amy Masters | 376-7433 | | Seasonal Bus; rentals all year |
| Lopez Island | | | | | |
| Lopez Community Church | Church | | 468-3877 | One Van | Liberally loaned to Community |
| Lopez Island School District | School Bussing Program | Terry Linnaman | 468-2202 | 6 school buses | Buses have a capacity of 365 students/day. There is a small one at noon for kindergarten. |
| Lopez Senior Center | Senior Services, | Mary O'Bryant | 468-2421 | 8-person van | Picks up people for the senior lunches and errands |

San Juan County Coordinated Human Services Transportation Plan

Appendix H: Prioritization Workshop

**Advisory Group and Key Stakeholder Meeting July 16, 2010
Mullis Center, Friday Harbor**

Introductions (Shannon Wilbur, Transportation Planner, San Juan County Public Works)

| | |
|-------------------|---------------------------------------|
| Bob Reilly | Friday Harbor Taxi |
| Curt Van Hyning | SJI Senior Services |
| Joyce Rupp | SJC Community Services |
| Shannon Wilbur | SJC Public Works |
| Joyce Sobel | SJI Family Resource Center |
| Linda Tretheway | Orcas Senior Services |
| Mary O'Bryant | Lopez Senior Services |
| Evan Olsen | WSDOT Federal Programs |
| Charlie Anderson | San Juan Island Community Foundation |
| Pamela Gross | San Juan Island Community Foundation |
| Catherine Ellis | Community Services Advisory Board |
| Laura Jo Severson | Red Cross/WA Vocational Services |
| Pam Fry | Friends & Neighbors |
| Lovel Pratt | San Juan County Council |
| CB Hall | Transportation Analyst, Lopez Island |
| Judy Shantz | Medicaid Transportation Planner, NWRC |
| Steve Hushebeck | Friday Harbor Town Council |
| Gordan Jonasson | Lopez Senior Services Volunteer |
| Joanruth Baumann | Baumann Consulting and resident |
| Dick Coffey | Baumann Consulting and resident |
| Liz Illg | Nonprofits Unlimited and resident |

Plan Requirements and Opportunities (Evan Olsen, Federal Projects Planner, WSDOT)

Federal funds available:

- 5310 Elderly and Disabled, Capital funds only. Available to nonprofits, transportation brokers (nonprofit, for Medicaid access), governments
- 5311 Fed analogue to state rural mobility grants (rural or small urban).
- 5316 JARC (Job Access Reverse Commute) low-income get to work or home from work. Most are matching, and match can be before or after. Sometimes is state funds.
- 5317 New Freedom Funds. Access for persons of disability to go beyond ADA requirements. Needs a baseline of ADA compliance. State funds used.

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- Paratransit special needs grants (elderly, youth, disabled) enable better access to essential services
- Rural Mobility Grants, capital and operating, can provide demonstration (pilot-project) money. On biennial basis, next biennium: 2011-2013.

WSDOT uses a consolidated grant process so entities wanting funding fill out one application. WSDOT ranks all candidate projects, then finds appropriate funding sources for as many as they can. Matching funds (usually 20% for federal funds) can be local, state or in-kind. The goal is to serve more people in the state however, the more pots of money being used, the more strings attached. Plans are due September 2010, grant applications due December 2010, projects can begin July 2011. Grant applications electronic only, and training will be made available.

In most areas RTPOs prepare (or contract) to prepare these plans. See <http://www.wsdot.wa.gov/acct> for more information.

What's Been Done and What We Need To Do Today (Joanruth Baumann)

Presented HSTP draft plan that was built upon information provided in focus groups (56 people), interviews with providers or agencies (95 interviewed) and 190 surveys that were returned from senior centers, clinics, senior centers and family resource centers.

Unmet needs and List of potential projects (See Figure 6-1))

What's next?

Create prioritized objectives

Create evaluation criteria

Create County Criteria and Recommend Priorities (Liz Illg)

Highlight groups to be served: low-income, seniors, people with disabilities, rural populations.

Goals Identified in Brainstorming:

- Central resource for transit info—provide information on transportation alternatives—increase access to information. (800 number? web site?)
- Reduce isolation of target populations.
- Transportation alternatives totally accessible.
- County establish nonpartisan group to shepherd general transportation planning process, to include representatives of the target populations. (like SNOTRAC in Snohomish County). Some group needs to be accountable. Get grant writer.
- Consider needs of all residents, including the target populations, and including holistic, environmental effects.

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Ranked Criteria for Selecting Projects:

- 10 Immediate and evident results
- 8 Synergistic with other programs—communication, building on existing services, cooperation, collaboration
- 7 Affordability for consumer
- 7 Availability (go where I need to go when I need to go?), responsiveness to customer needs, timeliness.
- 6 Financially feasible
- 3 Feasibility for implementation
- 3 Island-specific [Countywide? Or for particular island(s)?]
- 3 Basic set of countywide services—
- 3 Affects most targeted people
- 3 Most frequently requested
- 1 Accessibility to specific populations

Create County Project List from Surveys, Interviews and Workshops: (Joanruth Baumann)

Ranking results from the interviews, surveys and focus groups (based on number of times mentioned).

1. Taxi subsidy and voucher program—small-scale dial-a-ride. SJI has grant request to SJICF for this now. #1 on all 3 islands and all meetings.
2. Scheduled bus services.
3. On-demand ride program with lift van.
4. Mobility coordination—someone to call for information or reservation and Mobility manager—someone to take this plan forward, get grants.
5. Ease constraints on use of senior vans and school buses.
5. Ferry shuttles to service destinations
5. Two or three new senior vans.
5. More off-island vans trips.
 - Frequently requested:
 - Transportation planning entity
 - Cabulance or non-emergency medical van
 - Inter-island passenger-only ferry
 - Volunteer driver reimbursement
 - Volunteer driver training
 - Water taxi to Bellingham
 - Online ride sharing program (sjRideshare, Lopezrocks.com)
 - Accessible curbs and sidewalks
 - Ferry ticket assistance. Certain nonprofits now can use multiple-ride ticket rates for single rides. Can WSDOT do anything with this? Evan needs to check.

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Island group breakouts developed options for each island:

San Juan

1. Create management structure to apply for grant/administer programs and hire coordinator
2. Taxi subsidy or voucher program to create on-demand service with lift van
3. Shuttle around town and hospital

Orcas

1. On-demand van w/lift, or taxi service with lift or wheelchair bracket
2. Coordinator or mobility manager and grant writer
3. Taxi subsidy

Lopez

1. Subsidized taxi or voucher program with ADA lift
2. Expanded use of senior vans
3. Scheduled bus service
4. Inter-island passenger-only ferry
5. Centralized mobility coordinator
6. Other considerations: veterans medical care, water taxi for medical care in Bellingham

RANKED COUNTY-WIDE PRIORITIES (Individual votes---5-dot multi-voting)

1. Taxi voucher system/subsidy
2. Mobility management and coordination
3. Transportation agency for planning and grantwriting
4. Shuttles from ferries to service destinations
5. Inter-island passenger ferry
6. Three new vans with lifts
7. Round Island Bus
8. Ease constraints on Senior van/school bus policy/use

Medicaid Transportation Broker for Four-County Region (Judy Shantz)

- Strict guidelines for use, but want to make sure that Medicaid recipients know about and use the service. Wants help in finding clients.
- Little paperwork for common uses, such as car-and-driver ferry tickets.
- How fast is response? 48 hours for non-urgent care. If physician says need is urgent, response can be quick.
- Mert's Taxi in Anacortes is available to transport patients to Island Medical Center

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Next Steps and Wrap Up

- WSDOT's comments: Projects are of the type he has seen before. San Juan County being new as an applicant will help because the State values geographic diversity. Easing constraints on vehicle use is an exciting idea. All need to help. A one-day training for filling out the WSDOT application will be held in western Washington in mid August (19th?). Federal process training will be in September.
- Future meetings might rotate among islands.
- Need to develop these recommended projects so that their content, structure and costs are defined well enough for the grant application process.
- Need to develop a coalition of people like those in this workshop to be willing to work with on-going transportation planning.
- Need to develop an on-going planning entity (RTPO, TBD, etc) to provide a home for some of these projects and future planning for other transportation issues.

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**APPENDIX I: Description of the San Juan County Dept of
Health & Community Services**

The San Juan County Department of Health and Community Services provides a wide array of direct public health services and referral to additional social services available in the community. Many of the services provided by the Department are targeted towards, or utilized by, the classes of persons identified in this plan - seniors, low income individuals and families, and citizens with disabilities. Such Community Services programs include Senior Services (seniors); the Early Childhood Education and Assistance Program (low-income); and Human Services, which includes Mental Health, Developmental Disabilities, and Chemical Dependency Treatment Programs (disability).

Personal Health Services programs serve many individuals with low income and others with transportation needs. These programs include WIC supplemental nutrition program for Women, Infants, and Children; First Steps Maternity Support Services and Infant Case Management, as well as the Access to Baby and Child Dentistry programs for Medicaid-eligible individuals and families; Infants and Toddlers Early Intervention Program; Children with Special Health Care Needs; School Health; Child Care Health Consultation and Head Start Health Consultation; Communicable Disease Prevention and Control including efforts to assist individuals with tuberculosis, chronic hepatitis C and HIV/AIDS to get the care they need; and social worker assistance to adults and families to apply for health insurance, to locate low-income housing, to obtain emergency financial assistance through local resources; to identify off-island health care providers; to secure transportation assistance through the American Cancer Society and to make referrals to other transportation systems.

While the services provided by the Department of Health and Community Services are countywide, citizens may still have to travel to county or subcontracted provider offices on their home island, or to Friday Harbor. An example of the latter is intensive outpatient chemical dependency treatment, which is only offered at the Friday Harbor office of Compass Health. This creates major transportation issues for folks who are coming from other islands, or even from San Juan Island if they do not live in town or cannot drive, or can't afford a car. The vast majority of residents on Orcas and Lopez do not live at the ferry landing on their home island, and must find a way to get there. Once in Friday Harbor citizens must climb a steep hill (which may not be accessible for folks with mobility issues) to reach many service providers and county offices.

Please see the attached organizational chart with staff listings.

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Department of Health and Community Services

