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Michael Harbour  
*Representing the Washington  
State Transit Association*

Reg Clarke  
*Representing the Washington  
Association of Pupil  
Transportation*

Liz Dunbar  
*DSHS Deputy Secretary*

Glen Hallman  
*Consumer Representative*

Paula J. Hammond  
*WSDOT Chief of Staff*

Andrew Johnsen  
*Governor's Transportation  
Policy Advisor*

Marilyn Mason-Plunkett  
*CTA-NW*

Marcia Riggers  
*Office of Superintendent of  
Public Instruction*

Bernice Robinson  
*Consumer Representative*

**Legislative Members:**

Senator Margarita Prentice  
Senator Jim Horn  
Senator Mark Doumit  
Senator Larry Sheahan

Representative Fred Jarrett  
Representative Mark Miloscia  
Representative Alex Wood

## Agency Council on Coordinated Transportation (ACCT)

Friday, April 2, 2004  
9:30 a.m. to 12:00 p.m.  
WSDOT Large Commission Board Room (1D2)  
Olympia, WA

### Meeting Summary

#### Attendance

##### Council Members

Allan Jones, OSPI  
Glen Hallman, Citizen Representative  
Bernice Robinson, Citizen Representative  
Paula Hammond, WSDOT  
Marilyn Mason-Plunkett, CTAA-NW  
Doug Porter, DSHS  
Senator Mark Doumit  
Representative Mark Miloscia  
Reg Clark, OSPI

##### WSDOT Staff

Robin Philips, ACCT Administrator  
Judy Giniger  
Shelley Pedro  
Don Chartock  
Cathy Silins  
Seija Blaylock

#### Welcome and Introductions – Paula Hammond

Paula Hammond, WSDOT Chief of Staff and ACCT Chair, introduced herself and the council.

Paula reviewed the agenda and pointed out that meetings are organized around ACCT's three focus areas: Identify and Address issues, Focus on Results and Increase Advocacy.

### *Approval of the Meeting Notes – Paula Hammond*

Members motioned to approve February 2004 meeting notes. Motions seconded and meeting notes were approved.

### *Budget and Staff Announcements – Cathy Silins*

#### Budget

Cathy directed members to the budget that was adopted by the council in summer of 2003. It shows the various sources of funding to support a coordinated special needs transportation program. Funds come from three sources: DOT, Federal and other. The total dollar amount since last summer to work with was \$1, 458,870.00. The \$377,000 under the bolded V-3 column is what legislature appropriated for the ACCT council and is lower than in previous biennium. The \$150,000 under the V-4 column is money from Rural Mobility Grant program state funds that we are going to be matching with JARC funding (Job Access Reverse Commute federal dollars). It requires a 50-50 match so DOT has pledged 150,000 out of state funds to assure that the trip planner program can continue to move forward.

In the original budget DOT had put in another \$100,000 that DSHS had contributed in the past which would have leveraged matching JARC money. But now the budget has been reduced by that amount and we have not received any pledge of funding from any other state agency. If we are able to leverage other matching funds we could double them with the dollars available at the federal level.

The ACCT council has signed a contract with CTAA (Community Transportation Association of America). CTAA is an organization in Washington DC that went to Congress and asked for \$150,000 to provide technical assistance in the Pacific Northwest. Then they came to the ACCT program last year and asked if we could match 1.00 for 1.00 This is a wonderful opportunity for this state to use resources given and double our effort in providing technical assistance through out the state.

It was suggested that an update on the finalized agreement and the services we will be receiving be presented in the next ACCT meeting.

#### Staff Announcements ~ Cathy Silins and Robin Phillips

Cathy welcomed Shelley Pedro. Shelley will be taking notes for the Task Force and ACCT council.

Robin Phillips introduced her new staff member, Seija Blaylock. Seija is a graduate from University of Washington with masters in Public Administration. She will be working directly with our transportation partners. She has experience with HHS, and was a fiscal note analyst for last legislative session. Welcome Seija.

## **Identify and Address Barriers**

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### **Medicaid RFP update – Tom Gray, DSHS**

At the time of the ACCT meeting, DSHS was in the process of completing the solicitation on the Medicaid Broker procurement which represents \$60 million per year. \$45 million is for non emergency medical transportation, the other \$15 million is for interpreter services. \$10 of the \$15 million will serve medical assisted clients and the other \$5 million goes to serve all department of social and health services to assure that limited English proficient clients are able to participate in all programs of the department.

This solicitation was done in 13 regions across the state. This procurement process was a lot more competitive than in the past. This time they received a minimum of 3-5 proposals in every region.

DSHS allowed bidders to submit for any of the 13 regions, or all. All of the current brokers bid. DSHS has 9 brokers serving the 13 contracted areas, 2 national bidders and 2 other instate parties also came forward for total of 13 bids. The process to evaluate is very large and very complex. There are 8 evaluators and DSHS believes they'll have scores from them today (4/2/04).

Some of the proposals are for multi regions so this will be more complex. Hopefully in the very near future announcements for the apparent successful bidder will be made and then negotiations to start.

Council members brought up discussion on how a successful bidder is selected, is it price or is there some other criteria? Also a concern was expressed about outsourcing.

Tom explained that the vast majority is based on coordination and ensuring that service will meet the needs of the client. About 30% is based on price but the majority is to ensure high accountability that clients are served based on individual needs. DSHS does want a good price but does not want it at the expense of appropriate service.

As for outsourcing, Tom believes there is not a position on part of state to prohibit the outsourcing. However, DSHS has no intention of decreasing the ability of brokers to serve their local regions and DSHS has no intentions of setting up a single brokerage structure that would decrease our ability to respond on an urgent bases if we would have problems with a given contractor. They have quite an investment on ensuring a competitive market place and so there is a point they would have concerns if we award a contract on too much of the market. They do not anticipate any support for a single broker in the state in the foreseeable future.

Glen asked how in DSHS's process do you evaluate the applicants concerns about serving the benefits of the client.

Tom responded that it is based on ensuring that clients are served appropriately. The brokers are responsible to ensure health and safety of the clients and that is the major issue. The brokers are a neutral 3<sup>rd</sup> party.

Tom explained that the DSHS contract is with the broker. The clients request transportation directly from the broker and therefore the transportation providers only need limited information, and they do not have direct access to private health information.

At any time DSHS has the authority to stop a solicitation process and enter into negotiation of other parties regardless if there is a contract in place or not, a contract can always be terminated.

The goal is to have chosen successful bidders in the next couple weeks so negotiations may begin and new contracts will be in place July 1, 2004.

### ***Mason County Pilot Project – Don Chartock***

Don Chartock explained the original idea was a pilot program to coordinate transportation with Medicaid and transit with a risk based contract. As we looked at the data available it became apparent because of costs going up and down for the different rides in Medicaid and transit that there was too much cost fluctuation involved to be able to do a project where all the rides be dispatched out of one agency based on the previous years cost. So other models were looked at.

Don referred members to the insert titled “MAA Broker/Mason Transit recommended Mason County Coordination of Transportation Service Deliver Models”. The status quo is for the MAA Broker and Mason Transit to both dispatch trips to different providers individually. The first phase under this proposal is to add Mason transit as a provider under the existing brokerage. Then in phase 2 Mason Transit and the broker would communicate and share ideas before the trips are dispatched. Nothing has been finalized

Reg Clark pointed out that it’s easy to figure out who can do the trip cheapest, but who decides who gets the expensive ones? Is there a plan to make sure not one of these people gets all the expensive trips?

Don responds that it is important not to confuse what they will do out of dispatching and brokering with what the providers are going to get. Medicaid has a policy that disallows disproportionate trips assigned to any single transportation provider. Most transit systems provide the trips themselves. Mason Transit has a mobility coordinator that looks around the community to see who can provide a trip or ride when they are not able to so this is an advantage in starting to work with the brokerages as each has a knowledge base to work from.

Most coalitions want to move toward a “true brokerage.” Where the brokerage arranges rides for anyone that needs one in the community. The next step is to see who the broker will be and then hopefully move forward to implement on July 1, 2004.

## **Focus on Results**

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### ***Coordination Performance Measures Progress and Process – Robin Phillips***

The Performance Measures Summit was held on March 24, 2004. The members in attendance included Liz Dunbar, Marilyn Mason-Plunkett, Mike Harbour, David Kinnunen, Judy Giniger, Rep Mark Miloscia and Rep Fred Jarrett.

There were three main issues out of the meeting:

1. What are we measuring and why
2. What are the goals
3. What are the work elements

Robin asked for comments on the strategic framework and pointed out that it will be a discussion item at the next ACCT meeting.

The strategic framework focuses on three areas:

- Increase Advocacy
- Focus on Results
- Identify and Address Barriers

The ultimate goal is greater number of persons with special needs getting rides. One of the pieces for performance measures is getting common language between providers, purchasers and customers. One performance measure is to actually look at cost per trip. The Purchaser, Provider and Customer see this as a way of indicating a coordinating benefit. There will be other areas to look at in the future, but initially we would like to gather data at cost per trip in two counties.

Another performance indicator is the Job Access Grant. Job Access Grant is a Federal program for developing work transportation for low income people. It requires regional planning and it allows you to match federal to federal funds when you are using non DOT federal funds. So you are able to work with HHS, DOL and other federal funding agencies. The existence of a job access grant indicates that there has been regional planning and there has been coordination between a series of agencies.

We will be working with PACT and our Legislative members to get a very specific proposal on how data will be gathered and what we will do with it. This will be presented at the next ACCT meeting on June 4. At that point we see this baseline data as the focus of the annual report for next year which is due in October.

Senator Doumit commented that he appreciated Robins report. He had four thoughts of what he is looking for in an effective coordinated system.

- Statewide Pass
- Simplify, single access point
- Younger Clientele
- Unified System

Rep Miloscia pointed out that the single access point is the second goal in the ACCT RCW. He agreed that we need to make the system user friendly and it is a very good point to engage youth in this process.

Glen explained the different programs provided for students in Whatcom County. These include a special fare in summer, a free month ride in September for students, special programs for classrooms, teachers, and free passes. This also applies to Seniors.

Reg Clarke pointed out that there are High Schools in the Puget Sound area that put students on transit buses. In cases where they are served by two different transit agencies, the common fare idea is a big issue.

Robin pointed out that one goal of trip planner is to have shared fare, buy your trip on line all in one place.

A question is raised from the audience as to what is a “Special Needs Person”. A Special Needs Person is a person who because of age (youth and older adults), disability or income that can’t provide transportation for themselves.

An audience member pointed out that employment security is involved with smart cards with WorkFirst.

Robin announced the PACT is meeting on the April 20, 2004. PACT is a state agency program of people that work with transportation within their organization. After the PACT meeting the plan is to get information and feedback from agencies, local coalitions, PACT and ACCT. When we return on June 4, 2004 we will present of the data being collected.

### ***Trip Planner Update – Robin Phillips***

Robin Phillips gave an update on the Trip Planner project. Staff will be gathering information from services such as Amtrak, Greyhound, transits, nonprofits, taxis, and shuttles. One function will be to provide caseworkers in every community access to the transportation resources in that community. When they work with clients they will have a complete inventory of rides available. The other function will be easy access for the public to get transportation. Anyone with a computer or phone will have the ability to access transportation information. Robin explained we are still in the process of negotiating an agreement between ODOT and WSDOT. Oregon has been leading the development and is providing the project manager for working directly with consultant.

In May we plan to have a basic flow diagram on the website and then the development process will start. In the fall we should have a prototype website for consumer testing. We will be developing agreements with our transportation providers. The structure of trip planner is a Web Services Model. This means that the organizations owning the information will be managing the information. The plan is to have a database for Washington and a database for Oregon and they will talk to each other and eventually Idaho, California or even New York can be included.

Seija is the program analyst and will be working with Don and Robin to develop the agreements and make connections. By January 2005 we will have the agreements in place so implementation can be initiated. There will be ongoing updates on this project and the opportunity for the council to provide input.

We requested earmark funds for project implementation in the amount of \$500,000 and another 500,000 for interface between DSHS and public transit providers and also 511 connection for transit.

## **Increase Advocacy**

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### ***United We Ride – Don Chartock***

Don Chartock showed a short video on the presentation of the United We Ride award for Washington State. The award ceremony was held in Washington DC on 2/23/04. Gov. Gary Locke accepted the award. Judy Giniger, Don Chartock, Allan Jones, and Stephen Wish were also in attendance.

Governor Locke gave a speech and thanked the people involved. Gov. Locke pointed out the goal is mobility. Freedom of mobility, mobility for low income, disable, elderly; people that don't have access to automobiles. Through mobility we give them everything that America offers by way of hope, fulfillment and the opportunity for good paying jobs and to have a good quality of life.

The award will be shared amongst the participants. Doug Porter will be taking the award first.

Marilyn Mason-Plunkett gave tribute to the DOT staff and ACCT staff on this award.

Allan Jones commented that this award really brought awareness that Washington State is among the leaders in coordinated transportation. He was invited to speak at a town meeting forum on how to get pupil transportation people interested in participating in coordinated transportation.

Judy Giniger commented that it was confirmed that coordination is very difficult. One of the advantages that Washington State has is the ACCT council. She pointed out that you just have to measure your performance and do pilot programs.

### ***Cascadia Leadership Forum – Robin Phillips***

ACCT members are invited to a leadership forum on coordinated special needs transportation Sponsored by The Cascadia Center of Discover Institute and the Community Transportation Association of America

When: June 14, 2004

Where: Washington State Convention Center, Seattle WA

Time: 10:00am to 2:00pm

### ***Reports and comments from the Council and Audience***

#### Council Members

Glenn Hallman – Pointed out that several of the council member's terms will be ending June 30 but would it be possible to extend them through the Jan meeting? Paula will get together with Andrew Johnson on this issue.

Rep Miloscia – Commented on the parking situation during these meetings. A parking pass will be sent to him.

Reg Clarke – Commented on the United Ride Program. Should the WPT board of directors be invited along with state association for transit agencies.

Allan Jones – Shares that he was contacted by school district in Snohomish County that was dealing with potential budget cuts. These cuts would likely reduce kindergarten bus routes going from half day to whole day. Result is these costs would come out of school bus driver salaries so this person was interested in supplementing these driver salaries by doing some kind of coordinated transportation during the day. Reg Clarke is aware of this and is in contact with them.

### Audience Comments

Christie Sheffer with Paratransit services – Expressed the value they are learning from the involvement with this council. They have nine operations in Alaska, WA, OR and CA. Thanks to the council for all their work.

Don Chartock – announced that he would be going to meet with a group working with a coordinated transportation education program. The focus is in the Southwest portion of state. It is a WorkSource project to educate people on how to use public transportation.

Tonia Buell – showed the Washington State Public Transportation Directory and explained it is the list of key transportation providers, Medicaid brokers, the Washington state transit associations, CTAA and other transit associations. She also showed Grassroots which is a publication that DOT distributes. She is the editor and is always welcoming ideas. Both publications are in the back for everyone to have.

*Meeting adjourned 11:20am*

### *Next Meeting*

The next Council meeting will be Friday, June 4, 2004 at the Washington State Department of Transportation building at 310 Maple Park, Olympia, WA.