

**Meeting Notes —DRAFT2**  
**Agency Council on Coordinated Transportation**  
**Washington State Department of Transportation**  
**Large Commission Board Room**  
**Friday June 13, 2008**  
**11:30 AM – 2:00 PM**  
**Olympia, WA**

***Council Business***

**Safety Review -- Chair**

Margaret Casey requested a copy of the safety briefing conducted by the ACCT Chair before each ACCT meeting be made available for use by others. Staff will compile and add to ACCT Web site, so others can access it.

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**In Attendance:**

Katy Taylor (Chair), Allan Jones, Marilyn Mason-Plunkett, Richard De Rock, Vickie Foster, Bernice Robinson, Tom Gray (for Doug Porter), Page Scott, Rep. Mark Miloscia, Jennifer Ziegler, Margaret Casey.

Katy presented certificates of recognition to exiting ACCT members Margaret Casey, Bernice Robinson, and Rep. Alex Wood. Katy also recognized previously exited ACCT member Reg Clarke.

**Meeting Notes -- Chair**

The Council approved the meeting notes from the April 2008 ACCT meeting.

**Membership Update -- Ryan Warner**

Staff is looking for replacements to fill two open positions on the ACCT: one member who would represent riders at large, and one who would represent the Governor's Committee on Disability and Employment Issues. If anyone knows of potential applicants who may be interested, have them fill out an application by going to the ACCT website, which has a link to the application on Governors office of Boards and Commissions Web site.

**Budget Don Chartock**

Don directed ACCT members to the budget handout and pointed out that we are in-line with projections for the biennium.

In addition to integrating with 511 with transit, there are two RFP's going out this summer for the following projects:

1. A statewide version of the Human Service Transportation Plans; and
2. A cost benefit analysis to streamline background check processes for transportation providers.

## ***Identify and Address Barriers*** **JTC report -- Connie Soper, Consultant**

Connie reported on the ongoing Joint Transportation Committee study process, and presented results of the study thus far. She also distributed a survey to ACCT members to complete.

Some of the barriers to coordinated transportation found to date:

- Confusion around eligibility for programs;
- Not knowing what options are;
- Inter-jurisdictional travel difficulties; and
- Services are not coordinated.

There are strengths to build on:

- There are many strong local planning coalitions;
- There is an appreciation of WSDOT's consolidated grants process;
- There is an acknowledgement of the success of the Washington State Medicaid brokerage system;

Connie was asked to break down the charts to reflect what is happening in various regions. Connie said she would do so in the future.

## **Human Services Planning Update -- Don Chartock**

Don briefly explained the history of the Human Service Plans. During the last biennium, the Federal Government required locally developed (i.e., regionally developed) human service development plans as the basis for grant funding. As part of the planning and funding cycle, each Regional Transportation Planning Organization also had a say on what projects were selected.

Previously each region received 12 ranking spots for without regard to size of region or its population.

WSDOT has proposed a change in that process. Don reported that WSDOT has based the revised grant distribution process on 2000 census data, which looks at the following populations within each region: rural, seniors, youth, people with disabilities, and low-income populations.

## **WSDOT 5310 Grant Policy Discussion -- Cathy Silins**

Cathy provided a brief description of the federal 5310 program, under which grant program WSDOT normally funds purchase of vehicles for non-profit programs that provide special needs transportation. Cathy reported that there are some times when not all of the funding that comes to the state is utilized. Therefore, Cathy asked the

Council if it would like to use the funding in a more flexible manner. The Council agreed, but cautioned that ACCT Council members preferred that WSDOT not create a new process, i.e., that the funding be kept within the currently existing grant process.

### ***Focus on Results***

#### **Comment Process Survey Results -- Ryan Warner**

Ryan reviewed the transportation provider survey. The survey sets benchmarks for evaluation of the comment process guidelines, as a means of creating measurable results. He sent out to 36 surveys to transits and non-profits. Twenty-four surveys of the thirty-six surveys distributed to agencies throughout the State have been completed and returned to WSDOT.

Katy asked staff to make it a priority to work with the 12 missing providers who have not yet responded to the survey so that they respond.

The survey directions informed the providers that the term "comment" means any communication to a transportation provider, such as a suggestion, a complaint, a compliment, a criticism, a remark, or an observation.

Currently 3 agencies in Washington State do not have comment processes; Tom Hanson and Ryan have had the opportunity to work with these agencies to provide them technical assistance. This work is ongoing.

WSDOT staff will help any agency that would like help in forming a policy.

Audience member Emily Rogers asked that WSDOT staff specifically state the benchmark goals.

#### **Rider Survey**

Ryan informed that Council that staff is also preparing a rider survey. He shared the current draft and asked if staff were posing the right questions and also asked for input on how it should be distributed. Most of the discussion focused on how to distribute the survey. Transits are concerned about the privacy issues surrounding use of their rider lists. At one point the Council discussed the potential of using DSHS to distribute the surveys. Don, Ryan and Patty McDonald agreed to work on the issue and report back at the next ACCT meeting.

#### **Travel Options -- Katy Taylor**

Katy reported that Travel Options is moving forward and WSDOT staff will have a demonstration to show the Council at the August ACCT Meeting.

Richard DeRock asked about the progress of Travel Options and its relationship to Google Transit. Don and Katy replied that Travel Options is still in development and is designed to compliment Google Transit. The Google Transit site information is generally

good but does not provide ADA accessibility information or plan trips across transit jurisdictions.

#### **Veteran's Conference -- Marilyn Mason-Plunkett**

In conjunction with the VA, CTAA is hosting a meeting on Veteran's Transportation in October at American Lake. This meeting is being held in anticipation of the increasing numbers of Iraq and Afghanistan veterans who will be returning home in the future, with increasing transportation needs for veterans. Senator Patty Murray and others from the Washington State Congressional delegation plan to attend.

#### ***Increase Advocacy***

##### **Federal Transit Agency -- Don Chartock**

The FTA has come up with a proposed policy that would restrict the use of transit vehicles when transporting schoolchildren. In response to a recent court case in Rochester NY, the FTA has created a standard that prohibits grantees from providing "any service that a reasonable person would conclude primarily was designed to accommodate students and school personnel, and only incidentally to serve the nonstudent general public." Many of our programs around the state would be affected by this. The consensus of the Council was that this was anti-coordination and voted to respond.

There isn't a great deal of time for the subgroup to get comments into FTA. The Council agreed to form a subgroup of Richard, Allan, Jenny and Don to prepare a response on behalf of the Council.

#### ***Additional Comments***

##### **NEW ADA Rules -- Richard DeRock**

Richard DeRock expressed concerns about a new ADA notice of proposed rulemaking, citing proposed guidelines that he believes would create significant changes to ADA requirements that would create challenges for public transit agencies. Some of the changes include broadening of the definition of a wheelchair, which he believes would negatively affect transits. He asked whether the ACCT Council could provide a response.

Don asked for input from those present who represent people with disabilities. Toby Olson (Governor's Committee on Disability and Employment Issues) responded that the notice does not define these other devices. Under some circumstances, they can be personal mobility devices. It gives covered entities the right to engage in inquires to see if the person is using the device because of a disability, and requires covered entities to make reasonable accommodations. Bicycles are not discussed at all; Segway personal transporter devices are mentioned.

Emily Rogers (ARC of Washington) said that if other devices are ok to use, it will become even more difficult for her to ride without interruption as these other devices are permitted.

The Council decided not to comment, but to put the topic on the next agenda.

### **Comment/Complaint Process -- Toby Olson**

The legislation that reauthorized ACCT provides guidelines for uniformity in complaint processes. Transit providers are required to have complaint processes under the ADA. By changing the focus from complaint to comment, in its recent work on the uniform comment process, ACCT may not be fulfilling the intention of the legislation. There argument is that there is a significant difference between a "comment process" and a "complaint process."

Richard DeRock noted that some agencies do not have a process, even if the ADA requires it.

Don pointed out that transits were informed that the definition of comment included complaint so there should be no confusion. He also talked about the process that the Council and staff went through to develop the guidelines over a 9 month period. During that lengthy development process, no one attending any of the meetings mentioned a problem with calling it a "comment process" until after the Council adopted the guidelines.

Cheryl Jones (Volunteers of America, SNOTRAC) suggested that if people don't know who to complain to, that they be directed to the FTA or to ACCT board members who are elected officials.

### **Disability Issues/Meeting Notes -- David Lord**

David Lord (Disability Rights Washington) asked that the Council spend more time focusing on disability issues during its meetings. He also asked that the meeting notes be posted to the web in a timely manner.

Don invited anyone who had topic ideas for future agendas to send them to him and committed to getting the meeting notes completed on a timelier basis.