

**Agency Council on Coordinated Transportation
Meeting Notes
Department of Transportation
Large Commission Board Room
Friday, December 14, 2007
11:30 a.m. to 2:00 p.m.**

In Attendance

Katy Taylor, *WSDOT*, Chair
Richard DeRock, *Transit Association*
Theresa Hekel and Jenny Bullard, *Association of Pupil Transportation*
Vickie Foster, *Developmental Disabilities Council*
Marilyn Mason-Plunkett, *Community Transportation Association NW*
Doug Porter, *Department of Social and Health Services*
Allan Jones, *Office of Superintendent of Public Instruction*
Bernice Robinson, *Consumer Representative*
Karen Parkhurst, *Regional and Metropolitan Planning Organizations*
Representative Mark Miloscia, *Washington State House of Representatives*

Administration

Don reported that some ACCT members need to get applications and terms up-to-date.

Katy presented Paula Hammond and Representative Jarrett with appreciation certificates for their service on the ACCT Council.

Katy announced staff changes, with Ronda Fullerton leaving and Becky Wilson joining WSDOT staff; Don announced Stephen Abernathy joining as the Intercity Planner to the Division.

Meeting Summary from October Meeting was approved by Council.

Theresa Hekel introduced Jenny Bullard as her replacement to the Council.

Set Schedule for ACCT Meetings – Don Chartock and Council
Schedule changed from 1st Friday to 2nd Friday of every other month (odd months).
Time change from 9:30 to 11:30 as well. Location will be Commission Board Room for all meetings in 2008. Change approved by the Council.

Budget Update

Don explained budget. No questions were raised.

Off the agenda – Katy Updates:

Travel Washington Grapeline Service Update – earlier this week (Monday) WSDOT staff performed the ribbon cutting for the Grapeline in Walla Walla. Katy shared her experience taking the Grapeline from the airport to her hotel and to the ceremony. The access this service will provide to the area and the VA hospital will service a lot of their patients and other people with special needs.

Richard DeRock asked about the big snowfall we just had recently, *we lost a large amount of pedestrian access* due to WSDOT snow plowing. The Department has been burying access points when doing their plowing. Katy said that she will communicate with Regional WSDOT staff about the issue.

Travel Options Update –

Katy indicated that the Travel Options project is the web service to provide travel options to the state for accessible service. This is just an update; the project is not being put on hold, but she asks for the Council's support and input as WSDOT look at how the process might be integrated with other ongoing projects. Within the Public Transportation Division and WSDOT, there are 3 very similar activities going on: Traveler Information, Travel Options and Rideshare Online. Thus, there are significant dollars being spent on similar projects. We want the Travel Options project to be very integrated.

Rep. Miloscia asked for more information. Katy explained that *Traveler Information* is the new umbrella designation for people wanting to know information about all the travel information that WSDOT provides; the Travel Options piece is looking at the different transit information from the various systems. The desired result will be to synchronize the arrival and departure times, match carpoolers and vanpoolers, and also help connect between and among the transit systems so that travelers can easily travel to multiple locations. More information will be provided in future meetings.

Identify and Address Barriers

Joint Transportation Committee (JTC) Report Status – Don Chartock reported that WSDOT is very close to signing a contract with a consultant; the selection process was very competitive. There were time constraints because this issue was being dealt with around the same time the ferry crisis was brought forward. The current timeline is available on the JTC site and the selection will be made by 1/1/08. See www.leg.wa.gov/JTC

Focus on Results

Complaint Process Guidelines Status – Tom Hanson and Council

Tom Hanson provided a presentation regarding the development of the materials surrounding the complaint process guidelines requirements. He also acknowledged Emily Rogers, Vickie Foster, and Bernice Robinson for their assistance in the process. These guidelines would be used in the grants application process for anyone applying after 2008. The Best Practices noted at the bottom of the Guidelines document provides the positive ways transportation agencies can move forward with utilizing the complaint process.

A vigorous discussion of the Guidelines took place. Don integrated some of the suggested changes into the Guidelines as the discussion took place.

Issues Addressed

- When are requirements not enough?
- We need to show how a provider can move a comment forward through the process if necessary.
- How does a provider respond when there is retribution against a rider?
- We should have a public hearing after implementation of the process to make sure the public feels it is working.
- Many people do not know where to complain, how to complain, or what the process is.
- There are vast discrepancies between the size and operation of transit agencies throughout Washington State. Ultimately it comes down a local issue. It is the governing board and citizens working with that board who will resolve issues.
- Measurements of the outcomes must be included in this process.
- Systems can survey their customers to measure satisfaction.
- The ACCT Report is being issued soon and we could include some measurement criteria in that report as well.
- Some from the audience felt disappointed that the Best Practices were not part of the Requirements, but rather seemed to be optional.
- We want to be sure that this process is revisited because it is important to track the actual effects of implementation and revisit the guidelines as the Guidelines are implemented throughout the State.
- The Council added an “Intent Statement” to the beginning of the document.
- Who is going to enforce this?
 - PTD staff would be enforcing this policy.
- The Council promised to revisit this at the June Meeting.

Increase Advocacy

Membership Legislative Priorities – Council Members

Council voted to support:

- MPO's and RTPO's becoming full members of the ACCT
- Legislation and Rule Making that supports providing more transportation options for people who have to travel in a lying down position but who don't need medical assistance during the trip (i.e., non-emergent).
- Legislation creating a statewide regulatory structure for providers of special needs transportation

There was a discussion on the issue of larger wheel chairs. Richard DeRock said resolution of a growing problem is not contained in any legislation yet but that this is an issue to watch and monitor. Senior care living residents who have wheel chairs that are too big to for current bus lifts are becoming more frequent. He reported that his understanding is that facilities and programs are buying these chairs even if consumers don't want them. Patty McDonald spoke from the audience, rebutting that assertion; she stated that staff she works with purchases them only when it is a medical necessity. She is not aware of the purchase of larger wheel chairs as a convenience issue. Katy indicated that this issue is not just one that concerns Medicaid recipients, but also all those who depend on wheelchairs. This issue is not an action item for the ACCT at this point. Doug Porter said he would come to the next meeting with a fact sheet concerning this issue from a DSHS perspective.

Cathy Silins reported that recently there was a recent publication from United We Ride stating many FTA funds are not being applied for or distributed. Washington State has met the planning and coordination requirements and is spending the money on transportation.

Barbara Singleton, CTAA, reported that she has asked to talk to FTA about these funds, to see if other states aren't using them and if Washington can apply for them.

Richard DeRock mentioned a pilot program for paratransit riders that LINK Transit is working on, which is intended to decrease the number of no-shows for scheduled paratransit rides. The pilot project includes providing cell phones to some paratransit riders. The phone provider is charging LINK \$6 per month for these phones; LINK estimates it will save more than that amount with each aborted no-show.

Additional Comments – Council and Audience

Madelyn Carlson, People For People, reported on a new passenger service that People For People initiated on the Yakama Reservation in September 2007; it has been very successful, and last month's ridership reached 1,200 passengers.

Meeting adjourned 1:59 p.m.