

# DRAFT Meeting Notes

Agency Council on Coordinated Transportation Agenda  
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 before each ACCT meeting. Staff will compile and add to ACCT Web site.

### In Attendance

Katy Taylor, 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 members Margaret Casey, Bernice Robinson, and Rep. Alex Wood. Katy also recognized Reg Clarke.

### Meeting Notes

Chair

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

### Membership Update

Ryan Warner

Staff is looking for replacements to fill two open positions on the ACCT representing riders at-large, and the Governors Committee on Disability and Employment Issues.

- The ACCT website has a link to the application on Governors office of Boards and Commissions Web site.

### Budget

Don Chartock

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

- In addition to integrating with 511 with transit, we have two RFP's going out this summer:
  1. A state wide version of the Human Service Transportation Plans
  2. A cost benefit analysis of streamlining background check processes for transportation providers

## Identify and Address Barriers

### JTC report

Connie Soper

Connie presented results of study thus far and handed out a survey to ACCT members to complete.

- Some of the barriers to coordinated transportation found:
  - Confusing and eligibility for programs
  - Not knowing what options are
  - Inter jurisdictional travel
  - Services are not coordinated
- There are strengths to build on:

- There are many strong local coalitions for planning purposes
- An appreciation of WSDOT's consolidated grants process
- An acknowledgement of the success of the brokerage system

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

### **Human Services Planning Update**

**Don Chartock**

Don briefly explained the history of the Human Service Plans. During the last biennium, the Fed has required locally developed human service development plans. As part of the plans, each Regional Transportation Planning Organization also had a say on what projects were selected.

- Previously each region received 12 ranking spots for each region with no respect to size or population.
- He based the new distribution on 2000 census data and looks at the populations of rural, seniors, youth, people with disabilities, and low-income populations in each region.

### **WSDOT 5310 Grant Policy Discussion**

**Cathy Silins**

Cathy provided a brief description of the federal 5310 program, which our grant program normally uses to buy vehicles for non-profit programs that provide special needs transportation. There are some times when we don't use up all of the funding that comes to the state. Cathy asked the Council if they would like to use the funding in a more flexible manner. The Council agreed but cautioned that they preferred that we not create more process and keep the funding within the currently existing grant process.

## **Focus on Results**

### **Comment Process Survey Results**

**Ryan Warner**

Ryan went over the transportation provider survey. The survey sets benchmarks for evaluation of the comment process guidelines, a way of creating measurable results. He sent out to 36 surveys to transits and non-profits. Twenty-four of the thirty-six (24/36) surveys have been completed.

- The survey directions let the providers know that the term "comment" means any communication to the transportation provider such as a suggestion, a complaint, a compliment, a criticism, a remark, or observation.
- 3 agencies do not have comment processes and Tom Hanson and Ryan have had the opportunity to work with these agencies to provide them technical assistance. This work is continuing.
- Katy asked staff to make it a priority that the 12 missing providers respond.
- WSDOT will help any agency that would like help in forming a policy.
- Emily Rogers asked that we specifically state what the benchmark goals are.

### **Rider Survey**

Ryan let the Council know that we are also preparing a rider survey. He shared the current draft and asked if we were using the right questions and how should distribute it?

Most of the discussion focused on how to distribute the survey. Transits are concerned about the privacy issues surrounding using their lists. At one point we discussed the potential of using DSHS to distribute the surveys. Don, Ryan and Patty McDonald agreed to work on the issue for the next meeting.

## **Travel Options**

**Katy Taylor**

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

- Richard DeRock asked about the progress of Travel Options and the Google Travel information is good but does not provide ADA information and ADA accessibility. The Traveler system information should work for ADA. There are limits to Google and does not translate between systems.

## **Veteran's Conference**

**Marilyn Mason-Plunkett**

CTAA is putting on a meeting in October at American Lake on Veteran's Transportation. We will be having more veterans returning home with more transportation needs. Different members of Washington's Congressional delegation have committed 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 when transporting schoolchildren. In response to a recent court case in Rochester NY, the FTA has created a standard that says "you can't provide any transportation that a reasonable person would believe is primarily used for transporting children". 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 given.

## **Additional Comments**

### **NEW ADA Rules**

**Richard DeRock**

Richard DeRock expressed concerns about new ADA notice of proposed rulemaking. Guidelines provide significant changes to ADA and very challenging pieces regarding transit. Some of the changes include broadening of the definition of a wheelchair, will greatly affect transits. Can ACCT provide a response?

Don asked for a response from anyone representing 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, Segways are.

Emily Rogers (ARC of Washington) said that if other devices are ok to use. It will be even more difficult for her to ride without interruption.

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 your focus from complaint to comment you may not be fulfilling the intention of the ACCT Comment Process legislation. There is a big difference between a comment and a complaint process.

Richard 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 was no excuse for confusion. He also talked about the process. Council members and staff worked on developing the guidelines for about 9 months, with the “comment” name arising early in the process. No one mentioned a problem with the name until after the Council adopted the guidelines.

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

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

David Lord (Disability Rights Washington) asked that the Council spend more time spent disability issues during meeting. 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 sooner.