

Agency Council for Coordinated Transportation

Summary of 2005 Stakeholder Survey : Past Work, Future Direction



October 2005

Executive Summary

The Agency Council on Coordinated Transportation surveyed its stakeholders and members and found that of the 124 responses received:

- 81% thought ACCT had made progress in removing the barriers for student transportation.
- 93% thought ACCT had made progress in removing the barriers for low income employment transportation.
- 92% thought that technical assistance had helped remove transportation as a barrier to full participation in the community.
- 78% of those surveyed thought that ACCT had become more accountable. ACCT convened a summit to agree on a cross cutting performance measurement and members agreed to provide cost per trip information.

When looking at who responded to the survey it was clear that we are connecting with the disabilities community but need to work on engaging youth, seniors, and low income advocates. About half of the respondents were transportation oriented; brokers or providers and about half were government or agency representatives. This seems to reflect the core stakeholders anticipated in the ACCT enabling legislation.

The survey supports work with legislative advocacy and the effectiveness of ACCT as a forum for working through issues of policy and rule. In the past two years work on the Non profit insurance pool, the “stretcher” bill, stopping the imposition of co-pays on Medicaid rides, creating temporary authority for intercity transportation providers, and including “Special Needs Transportation” in the Washington State Transportation Plan were all seen as essential. Though we need to work harder at getting the word out about what we are doing, a significant minority did not know about these projects.

Finally, in looking to the future the survey prioritized ACCT program areas :

- remove barriers in policy and regulation,
- provide project development assistance,
- provide technical assistance,
- implement the trip planner and
- work on performance measurement.

The information that came from the open ended questions contained suggestions for new projects with our stakeholders, opportunities to increase the council’s effectiveness and identification of more barriers to break.

Introduction

The Agency Council on Coordinated Transportation (ACCT) is a forum to coordinate the state investment in transportation and is made up of state agencies, transportation stakeholders and advocates for persons with special needs. ACCT is funded through a biennial legislative appropriation. We are at the start of the 2005-2007 biennium and ACCT is in the process of developing a work plan to reflect the priorities of the Council for staff and resources. ACCT staff surveyed the Council and the ACCT stakeholders to get a better understanding of what stakeholders see as effective and what ACCT should continue doing.

The survey went to the council members and to the ACCT mailing list which includes local coalitions, transit agencies, human service and other agencies with an interest in transportation, as well as advocates for persons with special needs. The purpose of the survey was to get feedback about the work that ACCT is doing. Are we spending our limited time and resources in ways that our stakeholders and the council see as productive and essential to achieving our vision? The survey information gives ACCT the chance to step back and focus time and resources where we think we can be the most effective in removing transportation as a barrier to full participation in the community.

Who Answered the Survey

This survey was sent out to the Agency Council on Coordinated Transportation (ACCT) mailing list with approximately 300 email addresses and nine council members as well as made available on the ACCT web site www.wsdot.wa.gov/acct. From this distribution we had 124 responses to the survey.

Table 1

Respondent Type			
		N=124	
Transportation providers	33	Transit Dist.	21
		Priv. Non-Profit	9
		Priv. for Profit	2
		School or Student	1
Transportation Broker	9		
Government	45	Transportation	15
		Human Services	12
		Ed. Emp. Planning	7
		other	8
Rider/ Advocate	22	Youth	1
		Seniors	4
		Low income	1
		Persons with disabilities	15
Other	15		
Total Responses		124	

The “other“respondents fell into several groups: tribal, non-profit, planning, interested bystander, and multiple roles, government and provider, advocate and government. The fact that most of the respondents work for a government agency makes sense. ACCT is a forum for agencies and transportation providers to coordinate their shared interests with input from advocates and other stakeholders.

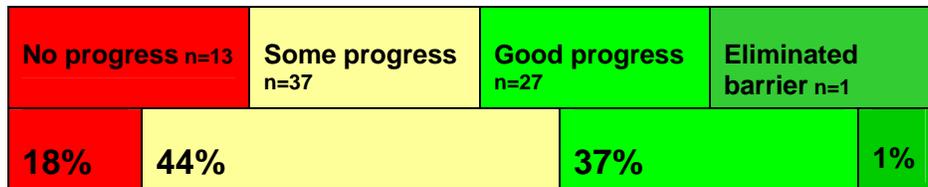
The survey tool allowed us to break down even further the demographics of the responses. Of the 45 people taking the survey who identified themselves as government 15 were transportation, 12 human services, 3 worked for a planning agency. The remainder were split among economic development, education, employment, legislative, Attorney General’s office, Tribal, county, insurance pool, and a local area agency on aging.

From the demographics of the response to the survey ACCT is reaching agencies and providers but needs to work on our connection advocates for seniors, youth and persons with low income.

ACCT Projects

ACCT focused on several projects in the last biennium. In the survey we asked people to tell us what they thought of these projects, should we keep working on it, did it move us toward our ultimate vision.

Student Transportation



In 2004 Senator Murray obtained funds for Washington to test strategies for homeless student transportation. This money is being used to test strategies for complying with a federal law, the McKinney Vento Act, which requires schools to provide transportation to students who become homeless so that they can stay at the same school while they are in transition. ACCT staff worked with OSPI and schools around the state to identify projects and make grants for this program.

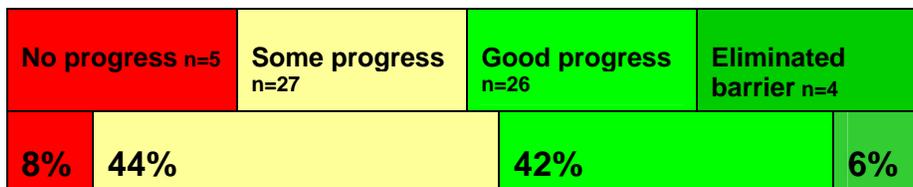
In general survey responses supported working on student transportation and ACCT continuing to spend time and resources to support this project and others with students. The majority of responses thought ACCT had mad some progress on eliminating the barrier of student transportation.

Low Income Employment Transportation



ACCT submitted a request for a Job Access and Reverse Commute grant to Washington’s congressional delegation last year and received a \$1.5 million dollar grant to support low income employment related transportation. Those funds supported increased transportation service for rural and underserved areas around the state. Respondents to the survey thought that this project made progress towards our vision. Respondents also felt that we should continue our work in this area (63% agreed / 23% somewhat agreed). Most respondents felt that we should do more work with low income employment transportation. (67% agreed / somewhat agreed 22%)

Technical Assistance



Respondents to the survey thought that technical assistance moved us closer to achieving our ultimate goal of removing transportation as a barrier to full participation in the community.

ACCT provided technical assistance and funding to support local transportation coordination projects during the past year. When Greyhound reduced service ACCT used the technical assistance grant that we have with the Community Transportation Association of America to fund a Walla Walla intercity assessment and a Yakima community needs assessment. Service has now started on the Walla Walla route based on the work done with the Blue Mountain Coalition and the consultant for the assessment.

Pierce County Coalition worked to develop options for persons who live outside transit boundaries for Pierce Transit and also coordinate and share rides between the Medicaid broker, Paratransit Services Inc. and Pierce Transit. This project has moved our state into a leading position working with cost allocation and coordination.

The technical assistance funds also provided grant writing assistance; and staff to convene groups for coalition development. ACCT staff worked with both Asotin and Columbia counties on their successful formation using technical assistance funding from CTAA and ACCT.

Technical assistance is made up of several components. To get a clearer picture of how the various technical assistance components are viewed we broke the question into several parts. We wanted to know which activities were the most useful and whether we should continue to look for ways to leverage ACCT funds to support technical assistance.

The responses we received supported ACCT continuing to leverage funds for technical assistance (27% somewhat agreed/ 54% agreed). On this question there was a difference between the way that transportation providers, government working with transportation and government working with human services saw value. By looking at the *agree* columns you can see the variation. If you add the *somewhat agree* respondents to the *agree* numbers over 80 percent of the respondents supported the technical assistance work that ACCT is doing. The remainder were in the *do not feel strongly*, with one human service respondent saying they disagreed with ACCT investing in local coalitions.

Technical Assistance effectiveness (% Agree)

	Technical Assistance Area	All surveys n=70	Transportation Providers n=21	Government Transportation n= 6	Government Human Services n= 5
1	<i>Continue funding</i>	54%	45%	50%	40%
2	<i>Work with local coalitions</i>	54%	55%	50%	40%
3	<i>Support transportation planning</i>	52%	50%	50%	40%
4	<i>Grant writing assistance</i>	41%	40%	33%	40%
5	<i>Guide book development</i>	39%	32%	50%	40%
6	<i>Project development assistance</i>	50%	63%	33%	40%

Performance Measures

No effect n=13	Some effect n=30	Significant effect n=6	Fully accountable n=2
20%	47%	31%	3%

ACCT convened “Seeing Our Progress, Expanding Our Vision” performance measures summit to focus on the results of coordination. ACCT agencies agreed to report cost per trip and increase accountability.

Response to this question showed people thought that it was effective as a first step. Two responses thought it made ACCT fully accountable. Thirteen people (21%) thought that it did nothing for accountability. The majority saw it as positive but not a complete measure. About three quarters of the respondents to these questions agreed or somewhat agreed that we should continue funding performance measure development, do more projects with performance measures, and put the information into WSDOT's annual legislative report on public transportation.

Increase Advocacy

ACCT has worked during the last two years to pass legislation that has increased access to service or reduced the cost of service. The following questions provide information about whether ACCT's engagement in the legislative process was essential to our mission and achieving our vision. ACCT participation was seen as essential by a majority of the respondents and was seen as helpful by most of the other respondents. The highest "essential" score came from including "special needs transportation" in Washington's transportation plan. 71% of respondents saw it as "essential."

ACCT supported passage of legislation to create a Non-Profit Insurance Pool to lower insurance costs for non-profit corporations. This arrangement for insurance lowers the cost per trip and increases dollars for transportation actually spent on transportation. This support was seen as essential by 47% helpful by 29% and non-essential by 2% of respondents.

During the 2005 legislative session ACCT supported passage of the "stretcher" bill to allow lower cost transportation of passengers in prone position. ACCT support was seen as essential by 46 %, helpful by 34%, and nonessential by 3% of respondents.

In 2004 Greyhound reduced their service to more than 20 rural communities statewide. Because of the rules for certifying providers the WUTC needed a year to complete the permitting for replacing that service. ACCT worked with the WUTC to pass legislation that allows temporary certification so we can get and keep our transportation connections. This was seen as essential by 53%, helpful by 24%, and no one saw it as nonessential.

Setting ACCT Priorities for 2005-2007

During the last biennium ACCT worked on several projects and ACCT staff spent significant time and organizational resources in several program areas. For the question on the future, and setting ACCT's priorities respondents ranked our project areas as follows:

Remove barriers in policy and regulation was number one with \$32 of every \$100 going to advocacy for policy and regulatory change. The next in priority was project development for \$23 of each \$100. The second runner up was technical assistance \$22 of \$100 going to support the little things that make the system work and help people work together. The WA/OR Trip Planner received \$17 of every hundred dollars and reporting on coordination and performance measurement \$12.

Appendix of Opportunities

Advocacy Opportunities

1. Continue inclusion into regional and statewide **planning**.
2. Legislation that focus' on users rather than modes. One child can use four different types of transportation governed by different rules that keep those services from coordinating. We need to develop **reciprocity for various regulatory schemes**.
3. ACCT should continue to support and advocate for those residents of our state who have special needs for transportation. ACCT's support is essential. I also believe that ACCT is essential **in raising--and keeping--these issues before the legislature and also other state agencies** (including WSDOT itself).
4. ACCT should work to ensure all agencies work together regarding **reporting requirements**, assuring programs are not created without dollars for transportation and before creating new transportation programs look at local coalitions to see if they can coordinate, assure that **auditing process is the same across the board for coordinated projects**. Currently the state auditing process is very detailed making it difficult at times to coordinate if another agency is not set up to provide the detail needed. **Ensure standards i.e. driving, vehicle etc are equal across the board**.
5. **Getting rid of the word "special."** These are not "special" needs; they are life needs. The word "special" sets people apart from those who are "normal."
6. Keep working for **Long-Term Care Residents; people with disabilities; low income**
7. **after school transportation** is limited, need to explore more options to offer options transportation for farm workers and helping families who are working in those fields help their children utilize after school programs seek partnerships with local business (via legislation) that advocates for transport options
8. Again, focus on **special needs populations that may be outside the normal social services delivery network**. Consider adding specific language including those seeking drug treatment in the definition of "special needs."
9. School bus regulations - **consistency of requirements for local districts to coordinate as a condition of SPI funding**.
10. **Affordable accessible cab service**.
11. Establishment of program(s) to **assist tribes** with their unique transportation challenges.
12. **stop denying people with severe disabilities** not to be able to used special transportation. i have several people that are being denied these services.

13. Continue efforts to **increase special needs funding**, to address unmet needs in rural and/or isolated areas of the State, and to provide **connections between communities and regional access**
14. Continue to work with rural transportation providers to ensure that options are available for **getting people to work, services**, etc. Ensure that **volunteer drivers** are not penalized (insurance coverage) for using their own vehicles to provide rides.
15. Everyone should have access to some form of transportation no matter how rural their location is considered. Our reservation is located in a "dead zone" where there is no form of transportation available including busses, shuttles, taxis or private hire cars. The poverty- to low-income individuals living here find it very hard to go to even the small towns that are located 20 miles away. They can't pick-up prescriptions, go to the Doctor, go to State, County and/or Federal offices to apply for assistance or other business, there isn't even a place where they can purchase food with the exception of a small high-priced convenience store located 8 miles away. These barriers are huge **everyone should have access to some form of transportation no matter how rural their location is considered.**
16. For people with disabilities Needs **Transportation Toward Or money**
17. Further **coordination between transportation funding** sources
18. **Enforcement of pedestrian safety laws** such as enforcing the law against cars sitting in the cross walk while waiting for a traffic signal to change. Support **accessible pedestrian traffic signals**, find creative solutions for individuals with special needs who need to go somewhere like the grocery store on short notice and no transportation can be arranged through para-transit or because public transportation is unavailable.
19. Support overlapping linkages between public transits so **persons can easily move from one transit area to another served area.** 2. Standardized **public transit ADA eligibility processes.** 3. Agreement that **all transits honor monthly bus passes** of other transits. 4. **Standardized statewide Cabulance/non-profit/for-profit/for-hire regulations** so that the state does not end up with local jurisdictions setting up conflicting/onerous/costly regulations.
20. Work to **encourage local transit agencies to participate in coordination efforts**
21. **Expand prone transportation** to cover the expanse of trips, as originally intended, rather than the new "half" measure.

Performance Measure Opportunities

1. ACCT needs to **tie into GMAP** and get the support of the Governor to really move the coordination agenda. Now that WSDOT and DSHS are both Executive agencies there should be more ability to work through issues and support the governor's agenda.
2. Ensure that **reporting requirements** are the same for every type of transportation funding. It has made it difficult to coordinate projects when requirements vary and one agency can not meet the reporting

- requirements needed and the project then has to change what they would like to receive in order to move ahead.
3. There is other data besides cost per trip. I think ACCT should **measure actual, real, cost-saving coordination efforts.**
 4. **Increase dissemination of results.** ACCT should have a data base of stakeholders, decision makers, consumer group representation/shakers and movers, advisory board members, fiduciary board members and with such, pointed dissemination of facts, results, concerns et cetera should happen quarterly or as needed.
 5. I think a big part of all of our work has to be **educating the public** on the importance of public transportation. It's much more than a dollar and cents issue.
 6. Discuss performance **measures for services that are not charged for** and for "fare free" transit properties.
 7. Continue to work with the PACT and federal agencies to develop a **standard set of data that needs** to be reported and reduce the number of individual reports that need to be filed by funding source or policy groups.
 8. A much **more sophisticated measure of coordination than cost per trip.**
 9. A **comprehensive survey of transportation providers** is needed. Terms need to be clearly defined - particularly how costs are defined. Cost/trip data by itself is useless. Need **multiple measures** to monitor performance in a meaningful way.
 10. **Be realistic on setting goals**, objectives and in establishing deliverables for projects and grants.
 11. Must be sure that **all entities are gathering and reporting the data** in the exact same fashion.
 12. Review and develop consensus on other measurements besides cost/trip.
 13. Number/income level of customers served by ACCT funded projects
 14. On time performance. Productivity, passengers per hour.
 15. It is important to be able to clearly explain the nuances of cost differences between public, non-profit, for-profit, cost per trip data. Cost per trip comparisons are easily distorted due to distance, type of mode used, etc. This is a difficult issue.

Technical Assistance Opportunities

1. ACCT needs to **work with planning (RTPOs and MPOs)** to integrate transportation providers and human service agencies into regional planning discussions and project development.
2. Help ensure that local coalition are working together to ensure coordination is truly happening. **Do not fund projects that have not coordinated with local coalitions.** Ensure coalitions have funding to retain staff to continue the work.
3. **Sharing "best practices" or "best ideas" between transportation agencies** should be a continuing focal point. Written publications don't seem to have much impact. Perhaps a monthly video conference to share those success stories from group to group/agency to agency might help.

- Volunteer boards/advisory councils seem to be under utilized or, non functioning. Support in Board development and use of those volunteer skills and hours would be a great benefit to WA citizens.
4. **Work with DASA and transportation brokerages to provide special needs** transportation services for those enrolled in outpatient drug treatment programs. However, not all recovering addicts, especially those seeking court ordered treatment, are eligible for DASA, medicaid or social security, so it may also be necessary to provide vouchers, scrip, tickets or passes directly to treatment agencies, for distribution to clients.
 5. **Negotiating skills Bidding on RFPs** Obtaining contracts from PT districts
 6. **If all the assistance listed above were fully implemented, that would be a big agenda.**
 7. Community Mobilization projects 2. More pilot projects to **explore innovative approaches impacting different funding** streams or conflicting categorical restrictions
 8. Provide more **assistance to small tribes who would like to improve transportation access for the 'special' needs of its members.** Tribal communities are different than cities and towns, they have much higher unemployment and crime, lower education levels and elevated rates of alcohol/drug abuse. In many ways tribes are self-contained, providing most/all social services to its members on the reservation (and some who live off), and they need efficient and affordable means of getting to these services -- some of which are off-reservation. Most tribes are located in very rural settings and thus don't have good, or sometimes any, access to public transportation provided by transit systems from 'out there'. Tribes' special circumstances need to be considered in future technical assistance projects, I believe.
 9. Making sure all people that need special transportation gets it without problems or being denied.
 10. **Developing technology that allows multiple transportation operators to coordinate their service** to decrease deadheading and increase rides per hour.
 11. do not forget Eastern Washington
 12. **Clone Don Chartock so we'll have someone here on the east side of the State that would be available to interface daily or weekly instead of the few times a year we get to physically see him...**
 13. **Comprehensive surveys of rural individual's needs** that are updated on a regular basis to ensure that changes in the community are reflected.
 14. . Them Accommodate Systems Transportation Regarding Information Access For people with disabilities A clearer system Dennis to be. For transportation The resources Finding out Have trouble With disabilities Many people. Is crucial The very systems To use On how Education. Is confused By speaking program -- Let me start over -- -- To use On how Education
 15. **Whatever is done should be publicized better** -- wasn't aware of guidebooks beyond one on volunteers.

16. **Billing and accounting programs** to help the provider cover costs.
Contracts are negotiated from the take it or leave side. Not the partnership approach.
17. **A menu of services**--services delivered upon request and by priorities as far a resources permit.
18. **Informing the providers of other sources of money to fund transportation.** This directed more for the community based organizations rather than the public transit.
19. ACT needs to work to find a solution to the diminishing availability of connecting Greyhound bus and railway trips between medium sized and small cities. **Ways need to be found so that people with special needs can travel to and from their destinations when they want to travel without being forced to spend the night in a given locale or leaving inordinately early to arrive at the desired time.** As bus and train trips have become increasingly less frequent between many key locations and have been eliminated altogether in some cases. Intercity travel has become much more difficult than it was in previous years when these trips were more frequent. Special needs populations face an array of challenges when trying to travel from one place to another. In many cities progress has been made so that travel within the city is better now than it was 25 or 30 years ago but maybe not as good as it was 10 years ago due to recent cuts in funding. Intercity travel is more difficult to schedule now than it was 25 years ago as there are insufficient options for special needs populations to schedule their trips when it is convenient for them or to make necessary appointments in nearby towns .
20. **Training for driver's on different types of disabilities.**
21. To ensure future legislative support for ACCT it is very important to **focus future funding on achieved results** rather than technical assistance projects. By directly becoming a purchaser of trips (such as purchasing 1 round trip per week for special needs transportation persons without access to public transportation to get food, etc.) via a coordinated system (e.g. brokerage), ACCT would be able to make the case for coordination, and for future funding, based on services delivered and demonstrated need.

Low Income Employment Transportation Opportunities

1. ACCT needs to **coordinate more with existing employment transportation** programs and the Employment Security Department
2. Continue to **work with/seek funding from the Workforce initiative.**
3. **Ensure there is adequate funding** and coordinated service for this. The matching dollars make it difficult to fully fund.
4. **use of GIS for trip planning**, locating employment sites, daycare, etc.
5. **New Freedom Initiatives** for disabled workers
6. More outreach
7. **Expanding the FLEX or a modified vanpool program** to fit their needs
8. **More subsidies for low-income disabled employment-related transportation**

9. difficulties in more rural areas
10. to and from **daycares**
11. more **coordination among providers**
12. Access to **reliable transportation from rural to urban areas** with a schedule that is consistent and flexible enough to work-around work schedules, interviews, childcare drop-off, shopping, business at
- 13. Employer incentives**
- 14. trip chaining to daycare and shopping to/from work**
15. transportation **subsidies**
- 16. van pools**
17. Facilitate the use of **15 passenger vans** in areas where the local support groups could provide service where none exists
- 18. Child Transportation**
19. **Supplement bus passes**, train fares, and taxi fares to help low income individuals get where they need to go without breaking their budget.
20. **More reports** on projects.
21. **include people with disabilities**
22. Funding more **travel training** for low-income persons with developmental disabilities.
23. **Complete a comparative cost benefit analysis of services funded to date** and use this data to focus future financial support on most cost effective transportation delivery systems
- 24. Improve consistency of transit ADA services**

Student Transportation Opportunities

The purpose of the survey was not only to assess what we have been doing but make some decisions about what we should do during the next biennium. The following are ideas for working with student transportation.

1. All special needs programs have limited funding and are in need of **more collaborative efforts** in transportation. Any time service dollars are cut transportation is one of the first services to be cut.
2. **Marketing public transportation** and teach students how to use the bus system
3. **promote school bus pass programs**
4. Coordinated pupil transport
5. **after school activity transportation** - home (4)
6. Encourage **schools to work with other transportation** providers in transporting the homeless students; also encouraging schools to get more involved in other coordination efforts, such as after school t
7. **HeadStart** - More leadership in coordinating this with other transportation services
8. Provide transportation for **after school** activities for **kids with disabilities**.
9. locate funding to enhance **small tribal transit systems** and to help them become self-supporting

10. Identify **barriers to** greater use of **public transportation by students**, coordinate school special needs transportation with public transit services
11. transportation for **low income preschool families**
12. **low income**-- no cars
13. **Rural underserved areas and minority groups**
14. Transportation from **rural to urban areas** for recreation, jobs, utilization of resources such as the library.
15. **Rural -- special-needs** transportation
16. **Pre-school children** in shelters/transitional housing to daycare.
17. Transportation to counseling(mental health or alcohol/drug) services
18. K-12 transportation program
19. I think more needs to be done to integrate school buses into public transportation. Maybe a **student representative to ACCT**. Foster intergenerational activities
20. Using **Public Transit to Transport Students** and School Buses to transport Persons with Special Needs
21. **before/after school** transportation
22. **Safe routes to schools**

Other Project Opportunities

1. Develop **funding resources for coalitions**
2. a project to **help state agencies identify their needs** for and investment in transportation issues that supplement their missions
3. **Legal challenges**
4. **PR / Public education** campaigns
5. why people are being denied services
6. **A six year plan**
7. developing a **comprehensive data base of special needs transportation providers in Washington**
8. Coordination among State Departments for funding opportunities. The **DSB office doesn't know what DSHS** is doing.
9. Providing transportation to all **rural areas**
10. Norway's more ways to educate **special-needs transportation access**
11. **training education lobbying local workshops publicity and outreach**
12. **Travel for people w/ disabilities**
13. All of the above in descending order are 10, 5, 5, 5, 5. This item is \$70 to **purchase trips**. The total required above to = \$100; hence the above figures should be voided.
14. **Transit ADA consistency**

Council Effectiveness

We asked people to tell us what would make the council more effective. And they told us.

1. First, **expanded Council membership** (other state agencies 2d More visibility within DOT underscoring the importance of ACCT to solving

- complex transportation problems efficiently and collaboratively 3rd
Perhaps an annual report to the Transportation Commission?
2. Ensuring that **all agencies who have a role in transportation services are mandated to be at the table.**
 3. The governor's representative participating, and the **Governor taking a leadership role in this area**
 4. **Tell your story**; only transportation "junkies" know who you are.
 5. **Additional council members** (Employment, WTC, MPOs)
 6. Higher visibility and **greater credibility within the competing priorities of the WSDOT**. Greater participation by the Secretary would be useful.
 7. Having **people with disabilities on the council**
 8. put investigator into these problems
 9. **Demonstrated success**. I would suggest the Council consider supporting the limited group ridematching project (part of WA/OR Trip Planner) as it could be used by schools, senior centers, disability groups, etc. It will provide the most cost effective rides and will be measurable.
 10. **greater focus on specific projects and completion of projects**. Too many projects seem to fade away rather than being explicitly concluded.
 11. Looking internally (State/Federal) to see what agencies do what and **who/how can trips be provided and by what means.**
 12. Transportation Special-needs That need Those As well as Of society The mainstream To help Does This organization What To the general public Advertising
 13. **Limited additional players at table**, such as UTC and MPO/RPO, but not so many as to become cumbersome. Regular reports from PACT on steps taken to remove barriers; effectiveness & accountability of PACT.
 14. **Tying the actions with the results**
 15. **toll reduction on the new Narrows bridge** if you are a transportation provider. Even in the event you are deadheading to pick up passenger.
 16. **More visibility** within the special needs community. Communicating its mission more widely and clearly to the special needs population. Outline some of its successes to this constituency thus showing people what ACCT has done in the past to further transportation access for individuals with special needs. Provide public forums where people can learn about ACT and provide input and give direction to ACCT so that ACCT can respond more effectively to the diverse transportation requirements within the special needs population.
 17. **getting in a wheelchair or using a blindfold for a week** and seeing the importance of accessible transportation with hours that allow ingration into social and work related events.
 18. **Increasing the Council's knowledge** base on the power, flexibility, and inherent **coordination of brokerages**. To achieve this, an ACCT meeting could be hosted by a large broker such as Hopelink in Seattle; a tour could be arranged, also. Most of the "action" at ACCT Meetings consists of reports to the Council instead of facilitating open discussions between members on what "they" view as important issues. **It would be nice to see the council members become more verbally involved in discussing issues.**
 19. More provider and rider representatives

20. Serving as "lobbyist" for associations (such as CTA-NW) in **helping to work respective agendas thru the legislative session**
21. ADA is the largest single service offered in special needs transportation, in terms of trips delivered. Yet, there are amazing differences in how transits advertise, educate, and deliver service, where ADA is concerned. This is rarely discussed. The second aspect of the ACCT mission; "**Promote the coordination of special needs transportation**" Transit ADA inconsistency is the invisible pink elephant in the room.
22. **working on the above to accomplish the task before us.** Then, move on. Implement the WA/OR Trip PLanner \$30 Provide technical Assistance 20 Report on coordination performance.. 20 Remove barriers in policy & reg. 15 Provide project development asst. 15 Total \$100

Unresolved Barriers

Incase we have more time and money than projects here are some more ideas about what we can be doing to achieve our vision:

1. **Medicaid reimbursement** for eligible trips provided by public providers.
2. **Prohibition on transit agencies serving as medicaid brokers. Prohibition on paying more than the published fare for medicaid passengers.**
3. **Specific coordination funding** (to support coordination staff) really helped in the early years. I would like to see it again. Smaller agencies also need local help in developing PTBA (special needs and others) to improve long term ability to serve the local needs.
4. We're working on the King County/Pierce County **regulation of community transportation providers** issue. that's critical
5. The issue around **homeless students and low income adults needing transportation to work** is a much larger societal issue. With the loss of low income housing and affordable housing closer in to cities more families are forced to live in rural location without access to public transportation. Often it may be these families who also find themselves homeless thus creating another need for the children to find transportation to school. Transportation services is a samll piece of a larger societal problem.
6. **Removing restrictions to use of school district vehicles in RCW 28A.160.040-120**
7. **This is a very poorly designed survey and not relevant to really learning what the needs are of elders and disabled!!!**
8. Continue to work on **making it easier for special needs clients to take trips that involve more than one mode or transit** service provider.
9. **The items listed are plenty....it all of those were resolved, things would be much more effective.**
10. The continuing difficulties with the Medicaid Medical Transportation Program's reluctance to take leadership in **convincing other agencies to use the existing brokerage structure** to funnel funding and service to communities need to be addressed.

11. We need to find another way to **generate legislative support**. Briefings, local coalition visits, etc. DSHS cooperation on the Pierce county pilot showed increasing commitment to push the boundaries and seek cooperative coordination outcomes. We need to do more.
12. **Coordination between school districts**, with their huge numbers of vehicles, and transit systems that provide service for many more hours of the day.
13. **need to provide all services to people with disabilities** or elder even if its more severe then what they want to deal with. also for people who live beyond the 1 3/4 of mile or more from a bus stop.
14. **State transportation programs that are not making significant moves to coordinate with local transit agencies**. Medicaid comes to mind.
15. We need to find a way to more effectively report on ACCT's performance. Is there a way to **tie ACCT into GMAP**? We also need to define the issue of coordination more effectively - what is the problem we are trying to solve? Do the benefits of coordination justify the level of effort and cost?
16. **Sidewalks and community infrastructure** issues that allow local mobility for residents.
17. **! More money And More money -- More money**
18. **Broker needs to work with providers and HEAR what are our issues**. We have to respond to the broker but they do not take the time to listen to our issues. When you provide insurance to private no profit agencies how does that help private for profit agencies in a like busines- It gives un afir advatnage to not for profits.
19. **strategic van pools-low-income neighborhoods to work**
20. The attitude within the public mind set that public transportation is just an after thought. Overcoming the inertia of public policy makers when it comes to developing and maintaining **adequate funding for paratransit**.
21. **Widening area for specialized transportation**
22. I think we have **workable agenda to consider**. We can always leave the door open for emergencies that may arise.