

Survey Feedback from ACCT Survey October 2005

Introduction

In the fall of 2005 ACCT staff developed a survey on the internet and asked stakeholders a series of questions around ACCT's effectiveness and priorities. Part of the survey allowed text information to be provided regarding the stakeholders' ideas and interests.

As we look to reauthorization what are the concerns we have about ACCT as a resource for improving transportation for persons with special needs: the thoughts of the stakeholders are useful as a starting place.

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 integration 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

In case we have more time and money than projects here are some more ideas about what barriers we can remove 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 are a small 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 business- It gives an unfair advantage 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.