

Washington State

Summary of Community and Brokered Transportation — 2005



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Agency Council on Coordinated Transportation

The Agency Council on Coordinated Transportation (ACCT) is a partnership of members from the Legislature, state agencies, transportation providers, and consumer advocates working to remove transportation as a barrier to full participation in the community. ACCT's mission is to direct and promote activities that efficiently and effectively coordinate all available state and community resources for special needs transportation across the state. Special needs transportation customers are individuals who, because of age, income, or ability, are not able to transport themselves. They include elders, youth, people with disabilities, and people with low incomes.



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Washington State

Summary of Community and Brokered Transportation — 2005



March 2007

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Each year, the Washington State Department of Transportation (WSDOT) measures the performance of the state's publicly funded transit systems which it publishes in the annual *Washington State Summary of Public Transportation* (available online at www.wsdot.wa.gov/transit/library/2005_summary/2005_summary.cfm).

Currently, 28 transit systems operate throughout the state. Many other transportation providers serve the state, such as government agencies, non-profit, and for-profit providers. However until now, uniform data on these other providers have not been readily available.

The Agency Council on Coordinated Transportation (ACCT) created this report to focus on a selection of these other transportation providers, namely 33 community transportation providers that received grants through WSDOT during the 2003-2005 biennium and eight Medicaid transportation brokers. The report presents uniform data to facilitate greater understanding of the work of these diverse providers. This report coupled with the *Washington State Summary of Public Transportation* will aid in painting a more complete picture of public transportation in the state and assist in the evaluation of coordinated transportation efforts.

Background

ACCT's enabling legislation directs the Council to "develop guidelines for setting performance measures and evaluating performance" for coordinated special needs transportation. This report contains statistical information and analyses about providers of special needs transportation in order to carry out this directive. It is the culmination of much work by the Council and its partners.

In March 2004, ACCT held a summit to identify indicators of a successful coordinated public transportation system and performance measures for providers, purchasers, and riders. State agency managers, transportation providers, and policy makers attended the summit. They agreed on the importance of measuring cost efficiency. Since then, ACCT has also explored other standard performance measures for public transportation including ridership, service, and funding.

The Council also considered the data collected by the National Transit Database (NTD), WSDOT, and the Health and Recovery Services Administration (HRSA) of the Washington State Department of Social and Health Services (DSHS). This report makes use of data already collected by these agencies in order to ensure uniformity and to streamline the data collection process.

Organization of the Report

Following this introduction, the report contains three sections and six appendixes.

Statewide Operations Overview

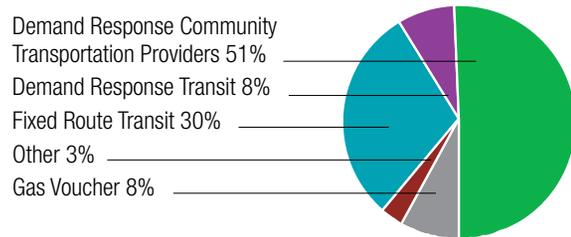
This section presents a statewide picture of public transportation through an analysis of the 33 community transportation providers and eight Medicaid transportation brokers. It also includes some comparisons with the state's public transit systems. Since this is an inaugural report, trends over time are not included.

Figures 1, 2, and 3 on the following page show 2005 passenger trips by type of service as supplied by the Medicaid brokers, community transportation providers, and transit systems respectively. Medicaid transportation brokers relied heavily on community transportation providers' demand response services in 2005. Community transportation providers fill an important role in serving special needs customers who are unable to take advantage of transit systems because of a lack of available or appropriate services.

Provider and Broker Profiles

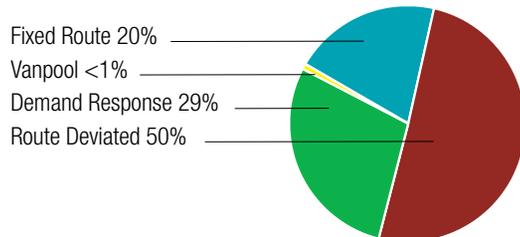
The bulk of this report features the operating characteristics for each of the 33 community transportation providers and eight Medicaid transportation brokers. The profiles are organized alphabetically in two sections. The community transportation providers come first, followed by the Medicaid transportation brokers.

**Figure 1: Medicaid Transportation Brokers
Passenger Trips by Service, 2005**

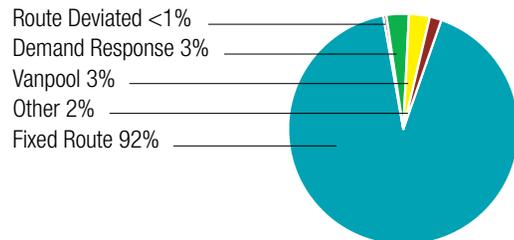


Source: Washington State Department of Social and Health Services, Health and Recovery Services.

**Figure 2: Community Transportation Providers
Passenger Trips by Service, 2005**



**Figure 3: Transit Systems
Passenger Trips by Service, 2005**



Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

Community Transportation Providers

- Appointment Keepers Transportation Service
- Career Path Services
- Chelan-Douglas Developmental Services
- COAST
- Coastal Community Action Program
- Columbia County Public Transportation
- Colville Confederated Tribes – Area Agency on Aging
- Hopelink
- HopeSource
- Human Services Council
- L.E.W.I.S. Mountain Highway Transit
- Lower Columbia Community Action Council
- Makah Public Transit
- Mt. Adams Transportation Service
- Mt. Si Community Shuttle
- Northwestern Trailways
- Okanogan County Transportation and Nutrition
- Olympic Bus Lines
- Olympic Community Action Programs
- People For People – Moses Lake
- People For People – Yakima
- Pierce County Community Services
- Port Gamble S’Klallam Tribe
- Pullman Senior Citizens Association
- Rural Resources Community Action
- Samish Indian Nation
- Senior Services of Seattle/King County
- Senior Services of Snohomish County
- Skamania County Public Transit
- Skamania County Senior Services
- Special Mobility Services, Inc.
- Squaxin Island Tribe
- Thurston Regional Planning Council

Medicaid Transportation Brokers

COAST
Hopelink
Human Services Council
Northwest Regional Council
Paratransit Services
People For People
Special Mobility Services, Inc.
Trancare

Appendixes**Appendix 1****Glossary**

Explanations of some the transportation-related terms used throughout this report including acronyms. These definitions are derived from requirements for the National Transit Database and from work with ACCT and member programs.

Appendix 2**Community Transportation Providers' Statewide Operations Summary**

Data from all 33 community transportation providers combined into one summary table. Includes services by type of transportation, resources, safety, and financial statistics.

Appendix 3**Community Transportation Providers' Operating Statistics**

Data associated with each of the 33 community transportation providers organized by type of transportation service and service totals. Includes performance measures of trips per hour, trips per mile, cost per trip, cost per mile, and cost per hour.

Appendix 4**Community Transportation Providers' Financial Statistics**

Revenue data associated with each of the 33 community transportation providers presented in one table. Includes fares, contracts, and capital and operating grants.

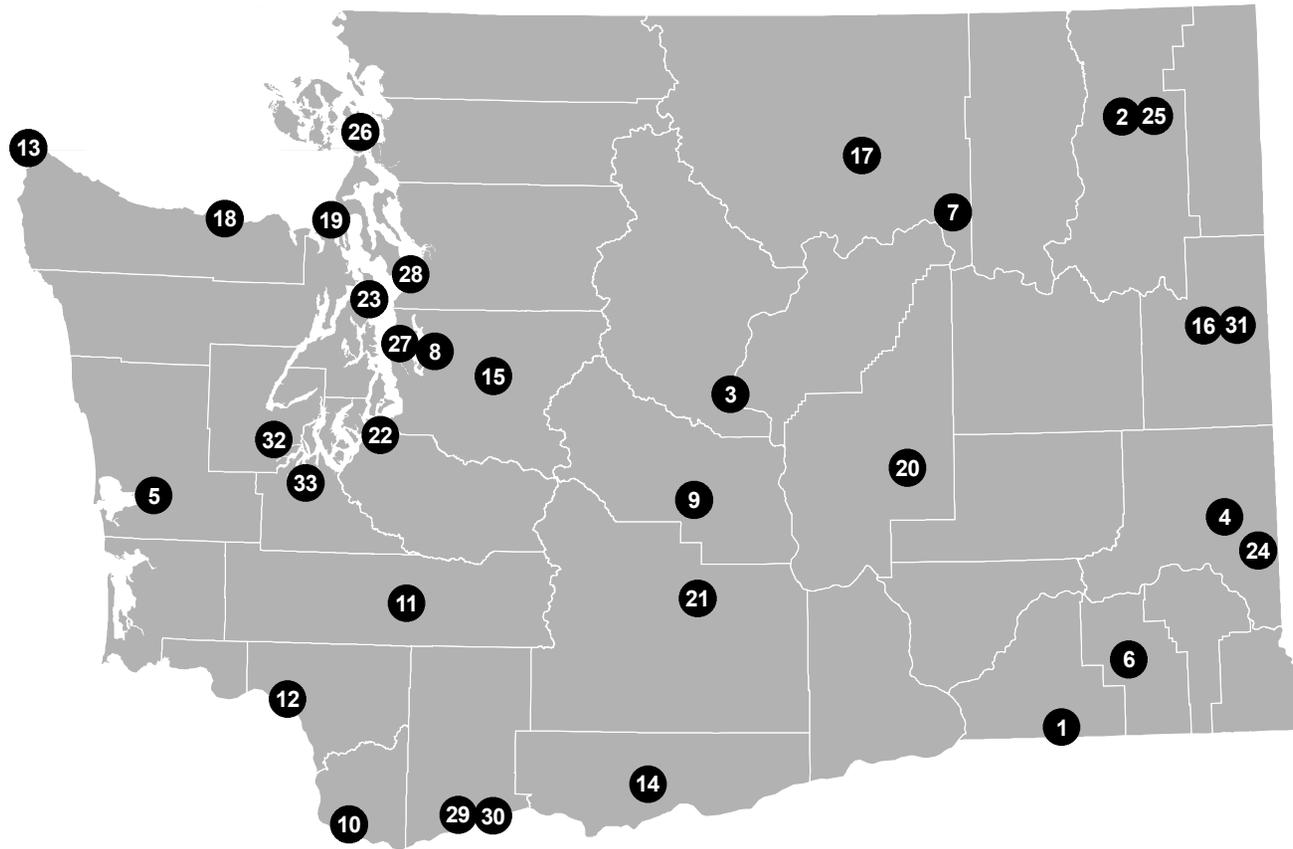
Appendix 5**Medicaid Transportation Brokers' Statewide Operations Summary**

Data from all eight Medicaid transportation brokers combined into one summary table. Includes services by type of transportation, number of passenger trips, expenses, and cost per trip.

Appendix 6**Medicaid Transportation Brokers' Regional Operating Statistics**

Data on each type of transportation service from each of the eight Medicaid transportation brokers presented by the region they serve. Includes number of passenger trips, expenses, and cost per trip.

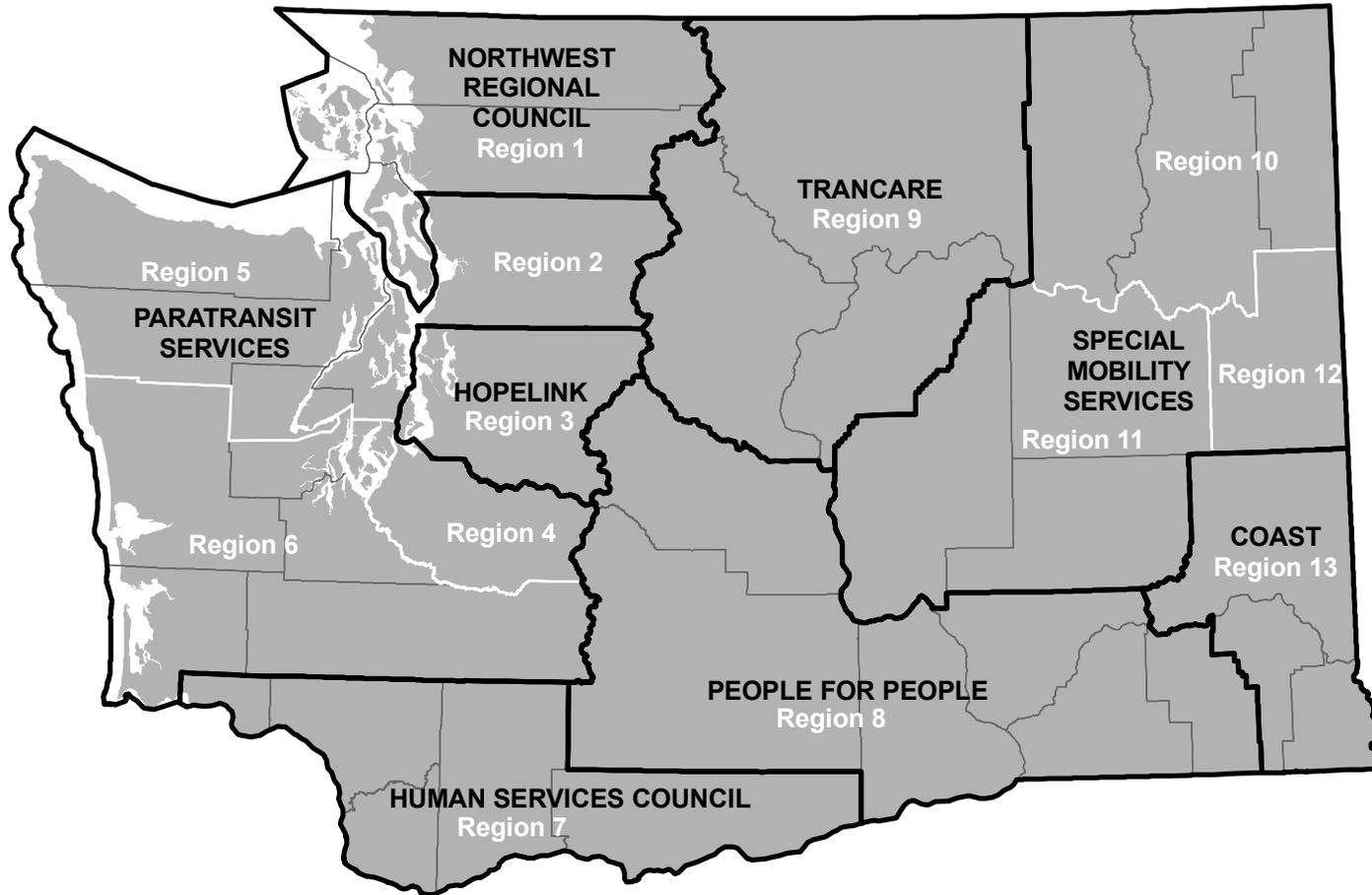
Community Transportation Providers



- 1 Appointment Keepers Transportation Service
- 2 Career Path Services
- 3 Chelan-Douglas Developmental Services
- 4 COAST
- 5 Coastal Community Action Program
- 6 Columbia County Public Transportation
- 7 Colville Confederated Tribes – Area Agency on Aging
- 8 Hopelink
- 9 HopeSource
- 10 Human Services Council
- 11 L.E.W.I.S. Mountain Highway Transit
- 12 Lower Columbia Community Action Council
- 13 Makah Public Transit
- 14 Mt. Adams Transportation Service
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Note: Numbers on map indicate the location of the provider’s administrative office. For service range maps, please refer to the first page of each provider’s profile.

Medicaid Transportation Brokers



- COAST
- Hopelink
- Human Services Council
- Northwest Regional Council
- Paratransit Services
- People For People
- Special Mobility Services, Inc.
- Trancare

Public Transportation in Washington State

In Washington State, the term public transportation describes a wide range of services. The most easily recognizable services are those provided by the state's 28 transit systems. In 2005, approximately 84 percent of the state's population resided within the service boundaries of a transit system. However, transit systems are unable to meet everyone's needs. Some people need to travel places where transit systems do not serve or at times of the day in which there is no service. Others are unable to use transit systems because of their age or abilities, and some people with low incomes are unable to purchase the transportation they need. Fortunately, there are other public transportation systems in Washington State which help fill these gaps.

Since 1989, Washington State has used a brokerage system to provide non-emergency medical transportation for eligible Medicaid clients. Transportation brokers link riders to transportation providers. The brokers determine riders' eligibility and arrange the most appropriate and cost effective transportation services for the riders' needs. Transportation services used by the brokers include public bus, gas vouchers, client and volunteer mileage reimbursement, non-profit providers, tribal governments, taxi, cabulance, ferry, and commercial bus and air. The Department of Social and Health Services (DSHS) divides the state into thirteen service regions and currently contracts with eight brokers. In 2005, the brokers coordinated 3,239,392 trips for Medicaid clients. They contracted with 158 different community transportation providers to supply these rides.

Community transportation providers are private, non-profit, or governmental agencies that provide transportation services through contracts with or grants from other agencies or persons. The total number of community transportation providers operating in Washington State is currently unknown. This report focuses on 33 community transportation providers that received grant funding through WSDOT in the 2003-2005 biennium. Collectively, these 33 community transportation providers provided over 1,511,258 passenger trips in 2005.

Aside from Medicaid and WSDOT funds, some community transportation providers and brokers receive funding from other sources including area agencies on aging, school districts, medical facilities, churches, nursing homes, human service agencies, and federal, state, local, and tribal governments. The trips funded by these organizations include seniors to meal sites, shopping, social outings, support groups, and adult day health centers; homeless students to schools; rural residents to essential services, jobs, and youth activities; low-income workers to jobs and educational opportunities and their children to daycare; and people with disabilities and low incomes to medical and other essential services.

Washington State's public transportation systems increase quality of life for everyone in the state. Public transportation eases congestion on the roads and improves air quality. Public transportation gives people access to jobs, improves the economy, and decreases reliance on public assistance. The service helps people maintain and improve their wellbeing by getting people to health related services and educational opportunities. Public transportation encourages people to lead active lives. The next chapter provides more information about public transportation in Washington State focusing on the Medicaid brokerage system and a selection of community transportation providers.

Providers and Brokers Evaluated

In order to establish a baseline to demonstrate the value of coordinated transportation, the Agency Council on Coordinated Transportation (ACCT) staff measured the performance of 33 community transportation providers that received grant funding in the 2003-2005 biennium from the Washington State Department of Transportation (WSDOT). Community transportation providers are private, non-profit, or governmental agencies that provide transportation services through contracts with or grants from other agencies or persons. Table 1 lists each community transportation provider included in the analysis.

This performance measurement analysis also includes the eight agencies that broker transportation for Washington State's Medicaid clients. The Department of Social and Health Services (DSHS) divides the state into thirteen transportation service regions. Each broker provides services to one or more of these regions. Table 2 lists the eight Medicaid brokers and the brokerage regions and associated counties they serve.

Special Needs Populations

Community transportation providers and Medicaid transportation brokers have a primary focus on serving special needs populations—elders, youth, people with disabilities, and people with low incomes. Transit systems also provide focused special needs transportation through their demand response and deviated fixed route services.

In 2000, Washington State's total population numbered 5,894,121 (U.S. Census). Table 3 shows the total counts of elders, youth, people with disabilities, and individuals below poverty. It also shows the percentage that each population comprises of the state's total population. Because these categories overlap, they cannot be totaled to capture a count of the state's entire special needs population as this would yield too high a number. DSHS assistance also targets special needs populations. In 2000, they provided assistance to 1,290,485 unduplicated people, or 22 percent of the state's population. This number more accurately estimates the state's total potential special needs population. Table 3 shows DSHS client counts for 2000.

Table 1: Community Transportation Providers Evaluated, 2005

Appointment Keepers Transportation Service
Career Path Services
Chelan-Douglas Developmental Services
COAST
Coastal Community Action Program
Columbia County Public Transportation
Colville Confederated Tribes – Area Agency on Aging
Hopelink
HopeSource
Human Services Council
L.E.W.I.S. Mountain Highway Transit
Lower Columbia Community Action Council
Makah Public Transit
Mt. Adams Transportation Service
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Pullman Senior Citizens Association
Rural Resources Community Action
Samish Indian Nation
Senior Services of Seattle/King County
Senior Services of Snohomish County
Skamania County Public Transit
Skamania County Senior Services
Special Mobility Services, Inc.
Squaxin Island Tribe
Thurston Regional Planning Council

Table 2: Brokers of Medicaid Transportation, 2005

Brokers	Brokerage Regions and Counties Served
COAST	Region 13: Asotin, Garfield, Whitman
Hopelink	Region 3: King
Human Services Council	Region 7: Clark, Cowlitz, Klickitat, Skamania, Wahkiakum
Northwest Regional Council	Region 1: Island, San Juan, Skagit, Whatcom
Paratransit Services	Region 2: Snohomish Region 4: Pierce Region 5: Clallam, Jefferson, Kitsap, North Mason Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason
People For People	Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima
Special Mobility Services, Inc.	Region 10: Ferry, Stevens, Pend Oreille Region 11: Lincoln, Grant, Adams Region 12: Spokane
Trancare	Region 9: Chelan, Douglas, Okanogan

Table 3: Special Needs Populations of Washington, 2000

	Total	% of State
Elders (aged 65 and older)	662,148	11%
Youth (aged 5 to 19 years)	1,288,713	22%
People With Disabilities (aged 5 years and older)	981,007	17%
Individuals Below Poverty	612,370	10%
DSHS Clients	1,290,485	22%

Sources: U.S. Census Bureau, 2000; Washington State Department of Social and Health Services, Research and Data Analysis Division, Client Services Database, 12/12/01.

Ridership

Ridership is the amount of service provided as measured by the number of passenger trips. In 2005, the community transportation providers under study supplied a combined total of 1,511,258 passenger trips. Transit systems provided nearly 115 times more service or 173,609,379 passenger trips. Over 90 percent of transit service happened on fixed routes. Demand response and deviated fixed route services comprised 3.62 percent of transit systems overall services as measured by ridership. Alternately, demand response and deviated fixed route services comprised 78.8 percent of community transportation providers' ridership. Community transportation providers fill an important role in serving special needs customers who are unable to take advantage of transit systems because of a lack of available services. Table 4 shows the number of passenger trips organized by the type of service supplied by the community transportation providers and transit systems. It also shows the percentage of total trips that each type of service comprised.

In 2005, brokers of Medicaid transportation arranged 3,239,392

Table 4: Passenger Trips by Service, 2005

	Community Transportation Providers		Transit Systems*	
Fixed Route ¹	306,951	20.31%	159,162,843	91.68%
Deviated Fixed Route	759,729	50.27%	1,029,901	0.59%
Demand Response	431,583	28.56%	5,261,413	3.03%
Vanpool	12,995	0.86%	5,174,427	2.98%
Other ²	0	n/a	2,980,795	1.72%
Total	1,511,258	100%	173,609,379	100%

*Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

¹For the purposes of this analysis, community transportation providers' fixed route and intercity services are combined.

²Transit systems' "other" services include passenger ferry, commuter rail, and light rail.

non-emergent, medically necessary trips in Washington. Community transportation providers supplied over half of these passenger trips, and transit systems provided almost 40 percent of the trips. The majority of transit system supplied trips occurred on fixed routes. Table 5 shows the number of brokered trips organized by the type of service and the percentage of total trips that each type of service comprised.

Table 5: Brokered Trips by Service, 2005

Demand Response Community Transportation Providers	1,662,668	51.33%
Fixed Route – Transit	973,063	30.04%
Demand Response – Transit	252,062	7.78%
Gas Voucher	260,932	8.05%
Mileage Reimbursement	26,590	0.82%
Volunteer – Agency	34,593	1.07%
Volunteer – Broker	20,118	0.62%
Airline	556	0.02%
Commercial Bus	165	0.01%
Ferry	8,383	0.26%
Other ³	262	0.01%
Total	3,239,392	100%

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Service Vehicles

The community transportation providers operated a combined total of 269 active vehicles of which 80 percent are ADA accessible. Some community transportation providers do not own or lease vehicles but contract with other providers for service. This study did not capture the numbers of contracted vehicles. Therefore, the number of vehicles actually providing the community transportation provider trips is under reported.

Community transportation providers are often non-profits with missions of community service. Fellow community members contribute volunteer service through sharing their time and use of their personal vehicles for providing trips to special needs individuals. In 2005, 559 volunteers contributed 73,792 hours of their time and added an additional 523 personal vehicles to provide trips for special needs community members. The passenger trips provided by volunteers are included in all counts presented in this report.

The eight brokers contracted with a total of 158 transportation providers to meet the transportation needs of eligible Medicaid clients. This study did not capture the number of vehicles used by these 158 transportation providers.

Revenue Vehicle Hours

Revenue vehicle hours are the measurements in hours that providers operate each vehicle in fixed route services (not including the time to or from the assigned route) or make demand response services available. This measurement also includes the hours of volunteer vehicles.

³For purposes of this presentation, “other” services are foster parent and train.

Statewide Operations Overview

Community transportation providers clocked in over 423,662 hours of service by revenue vehicles. (Due to unavailability of data, this number excludes the revenue vehicle hours associated with 81,295 fixed route passenger trips.) Demand response and deviated fixed route services comprised over 72 percent of these hours. Alternately, transit systems' combined demand response and deviated fixed route revenue vehicle hours comprised fewer than 25 percent of their total revenue service hours. Table 6 shows the total numbers of revenue vehicle hours organized by the type of service as supplied by the community transportation providers as well as the transit systems. It also shows the percentage of the total number of revenue vehicle hours each service type comprised.

Table 6: Revenue Vehicle Hours by Service, 2005

	Community Transportation Providers		Transit Systems*	
	Hours	Percentage	Hours	Percentage
Fixed Route ⁴	116,140	27.42%	5,896,431	74.65%
Deviated Fixed Route	82,992	19.59%	126,555	1.60%
Demand Response	222,336	52.48%	1,834,347	23.22%
Vanpool ⁵	2,154	0.51%	data unavailable	NA
Other ⁶	0	n/a	40,936	0.52%
Total	423,622	100%	7,898,269	100%

*Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

Revenue Vehicle Miles

Revenue vehicle miles are the measurements in miles that providers operate each vehicle (not including the distance to or from assigned fixed routes). This measurement includes the miles of volunteer vehicles.

Community transportation providers drove over 7,850,262 revenue vehicle miles. (Due to unavailability of data, this number does not include the revenue vehicle miles associated with 81,295 fixed route passenger trips.) Demand response and deviated fixed route services comprised over 70 percent of these miles. Transit systems' demand response and deviated fixed routes made up less than 22 percent of their total revenue vehicle miles. Table 7 shows the total numbers of revenue vehicle miles organized by the type of service. It also shows the percentage of the total number of revenue vehicle miles each service type comprised.

Table 7: Revenue Vehicle Miles by Service, 2005

	Community Transportation Providers		Transit Systems ^{7*}	
	Miles	Percentage	Miles	Percentage
Fixed Route ⁸	2,243,335	28.58%	83,695,305	60.34%
Deviated Fixed Route	1,271,281	16.19%	2,679,101	1.93%
Demand Response	4,275,769	54.47%	27,179,876	19.60%
Vanpool	59,877	0.76%	25,145,813	18.13%
Total	7,850,262	100%	138,700,095	100%

*Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

⁴For the purposes of this analysis, community transportation providers' fixed route and intercity services are combined. Due to unavailability of data, these fixed route service totals do not include the revenue vehicle hours associated with 81,295 passenger trips.

⁵Transit systems do not collect revenue vehicle hours from their vanpools.

⁶Transit systems' "other" service includes passenger ferry, commuter rail, and light rail.

⁷Transit systems' passenger ferry, commuter rail, and light rail operations are excluded from this analysis.

⁸For the purposes of this analysis, community transportation providers' fixed route and intercity services are combined. Due to unavailability of data, these fixed route service totals do not include the revenue vehicle hours associated with 81,295 passenger trips.

Funding

Each of the community transportation providers evaluated received capital and/or operating grant funds through WSDOT in the 2003-2005 biennium. This analysis focuses on fiscal year 2005 (July 1, 2004 to June 30, 2005). The providers did not necessarily receive grant funds during this particular year.

The state legislature allocates funds to the Medicaid program. In 2005, Washington State spent approximately 1 percent, or \$57,954,386, of its Medicaid budget on transportation. The federal government shares equally in all of the state's Medicaid expenses.

Medicaid transportation is also supported by other local, state, and federal funds through subsidized service on transit systems. The Medicaid program only reimburses fares, not the actual cost of providing service.

Operating Revenue

Community transportation providers' combined total operating revenue in 2005 was \$18,170,529. Contracts were the primary source of these funds, comprising 36 percent of total operating revenues. State funding contributed the next largest share at 25 percent and leveraged an additional 24 percent from federal and local sources. Unlike transit systems, community transportation providers receive no operating revenues from dedicated, local taxes. Figure 1 shows the percentage of each source of community transportation providers' operating revenues. Figure 2 shows the percentage of each source of transit systems' operating revenues. Table 8 compares the shares of community transportation providers' sources of operating revenue with the transit systems.

Figure 1: Community Transportation Providers' Sources of Operating Revenues, 2005

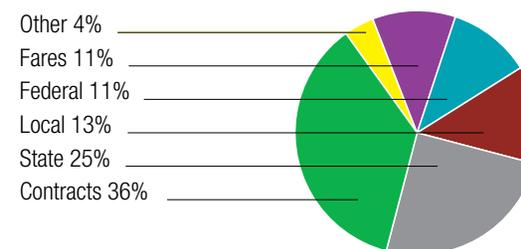
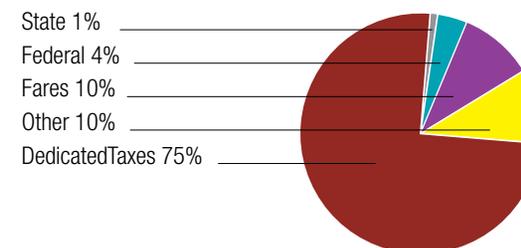


Figure 2: Transit Systems' Sources of Operating Revenues, 2005



Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

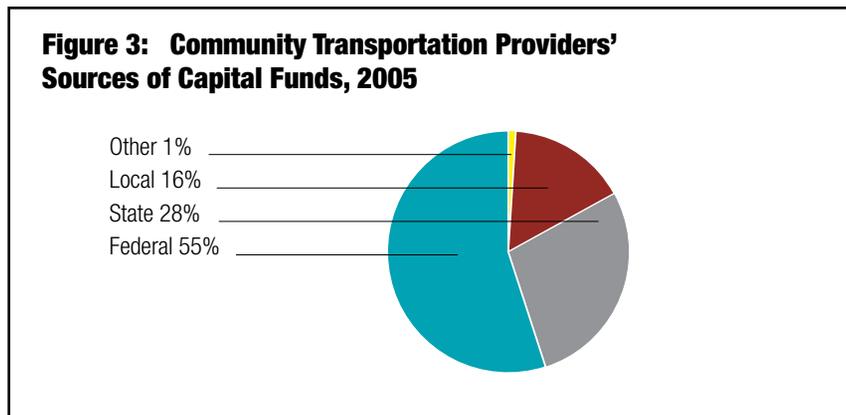
Table 8: Sources of Operating Revenues, 2005

	Community Transportation Providers	Transit Systems*
Fares	11%	10%
Contracts	36%	–
Federal	11%	4%
State	25%	1%
Local	13%	–
Dedicated Taxes	–	75%
Other	4%	10%
Total	100%	100%

*Source: Washington State Department of Transportation, Washington State Summary of Public Transportation – 2005, August 2006.

Capital Funds

Washington State contributed \$406,337 in capital for community transportation providers in 2005. This leveraged an additional \$1,042,641 from federal and local sources. Figure 3 shows the percentage of each source of community transportation providers' capital funds.



Performance Measurements

Performance measures in this analysis are based on statewide averages. The data shows standard relationships based on service areas which focus primarily on urban, small city, or rural communities. Urban systems are typically able to provide more trips per hour because of greater population densities. Rural systems typically have proportionately larger revenue vehicle hours and miles of service due to the greater distances they are required to cover to serve a more dispersed population. Likewise, they may have proportionately larger expenses per trip such as vehicle maintenance. Historically, WSDOT analysis of transit systems in the *Washington State Summary of Public Transportation* has grouped data into categories according to the size of communities served in order to better evaluate comparable systems. However, the overwhelming majority of these community transportation providers serve rural areas. Therefore, this analysis relies on a single statewide average.

Service Effectiveness

Common measures of transportation provider service effectiveness are passenger trips per revenue vehicle hour and passenger trips per revenue vehicle mile. These indicators show the degree to which the service is utilized compared to the amount of service provided.

- *Passenger trips per revenue vehicle hour* reflects the number of passengers a community transportation provider transports in an hour of service.
- *Passenger trips per revenue vehicle mile* reflects the average number of passengers that a community transportation provider transports each mile of service.

Community transportation providers serving rural areas will typically have lower values on these performance measures due to less population density, less frequent vehicle operation, and smaller sized vehicles. Table 9 shows these performance measures for community transportation providers organized by the type of service as well as a statewide average.

Table 9: Community Transportation Providers' Performance Measures by Service, 2005

	Passenger Trips/ Revenue Vehicle Hour	Passenger Trips/ Revenue Vehicle Mile
Fixed Route ⁹	1.58	0.13
Intercity	2.94	0.08
Deviated Fixed Route	9.15	0.60
Demand Response	1.94	0.10
Vanpool	6.03	0.22
Statewide Average	3.38	0.18

Cost Efficiency

Common measures of transportation provider cost efficiency are operating costs per revenue vehicle hour, operating costs per revenue vehicle mile, and operating costs per passenger trip. (Operating costs include administrative costs in this analysis.) These indicators measure the economy of a community transportation provider in supplying service.

- *Operating costs per revenue vehicle hour* reflects annual operating and administrative costs per number of hours a community transportation provider supplies revenue service.
- *Operating costs per revenue vehicle mile* reflects annual operating and administrative costs per number of miles a community transportation provider supplies revenue service.
- *Operating costs per passenger trip* reflects annual operating and administrative costs as a function of the number of passenger trips a community transportation provider transports.

⁹Due to unavailability of data, fixed route performance measures do not include the revenue vehicle miles and hours associated with 81,295 passenger trips.

Costs are directly related to the size of the community transportation provider and the nature of the area served. A provider's service range impacts the number of miles and hours that vehicles are in revenue service. These factors affect fuel consumption as does the size of the vehicle. Community transportation providers that rely heavily on volunteer drivers may have lower operating costs.

Table 10 shows these cost efficiency performance measures for community transportation providers. Note that for this analysis, community transportation providers did not supply operating costs by type of service. Therefore, performance measures involving operating costs are only available as statewide averages. The statewide average cost per trip for the community transportation providers in 2005 was \$11.60.

Table 10: Community Transportation Providers' Performance Measures by Cost, 2005¹⁰

Operating Cost per Passenger Trip	\$11.60
Operating Cost per Revenue Vehicle Hour	\$41.37
Operating Cost per Revenue Vehicle Mile	\$2.23

¹⁰Due to unavailability of data, these performance measures do not include the revenue vehicle hours and miles associated with 81,295 fixed route passenger trips.

Table 11 shows average cost per trip details by type of service for Medicaid transportation brokers. The statewide average cost per trip for the brokers in 2005 was \$17.89.

Table 11: Medicaid Transportation Brokers' Statewide Average Operating Cost per Trip, 2005

Fixed Route – Transit (fare only) ¹¹	\$2.65
Demand Response – Transit (fare only) ¹²	\$1.16
Demand Response (ambulatory) ¹³	
Community Transportation Provider	\$21.90
Demand Response (non-ambulatory) ¹⁴	
Community Transportation Provider	\$35.44
Gas Voucher	\$4.78
Mileage Reimbursement	\$7.99
Volunteer – Agency	\$46.97
Volunteer – Broker	\$38.76
Airline	\$202.10
Commercial Bus	\$33.59
Train	\$28.95
Ferry	\$6.13
Foster Parent	\$2.26
Broker Administrative Costs	\$2.55
Average Cost per Trip	\$17.89

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

¹¹Cost per trip for fixed route trips provided by transit systems only represents transit fares paid by brokers. The fully allocated cost is \$4.89 per trip on average. This number is based on the statewide average cost per trip of transit systems' fixed route services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

¹²Cost per trip for demand response trips provided by transit systems only represents transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost per trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

¹³Ambulatory demand response services do not require vehicles with lifts. Passengers are able to walk and do not rely on a wheelchair or other assistance device which would necessitate a vehicle with a lift or other accommodations.

¹⁴Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other assistance devices.

Farebox and Contract Recovery

Farebox and contract recovery measure the contributions made by the riders themselves through fares and the programs outside of WSDOT grants that purchase trips through contracts.

- *Farebox recovery* is the percent of the annual operating and administrative expenses recovered by passengers paying fares, either paid in cash or through pre-paid tickets, passes, etc. It also includes donations from those passengers who donate money on the vehicle and reduced fares paid by passengers in a user-subsidy arrangement.
- *Contract recovery* is the percent of the annual operating and administrative expenses recovered through reimbursement by any organization as a result of a formal contractual agreement with the community transportation provider for trips provided to a specific passenger or group of passengers.

The 2005 statewide average farebox recovery rate for community transportation providers' services was 11.76 percent. As a point of comparison, the statewide average for the transit systems' services (demand response, fixed route, and deviated fixed route) was 14.60 percent.

Community transportation providers' contract recovery rate was 37.20 percent. There is no comparable figure for transit systems.

Notes on Data Sources and Assumptions

- Community transportation providers verified and/or self-reported all of their data contained in this report. Some providers had not reported this data before, and some data may be incomplete. Community transportation providers are improving their processes for tracking data.
- Each of the community transportation providers evaluated in this report received capital and/or operating grant funds through WSDOT in the 2003-2005 biennium. This report describes the work accomplished by these organizations during state fiscal year 2005 (July 1, 2004 to June 30, 2005). The community transportation providers did not necessarily receive their grant awards during 2005.
- The Health and Recovery Services Administration (HRSA) of the Washington State Department of Social and Health Services (DSHS) requires brokers to report on a range of statistical data. HRSA shared the 2005 data with ACCT for this report. The brokers self-reported their narrative profile information directly to ACCT.
- Brokers report to HRSA on a different range of data points than those collected by ACCT from the community transportation providers. However, brokers and community transportation providers both reported number of one way trips, total cost of trips, and average cost per trip.
- Brokers' cost per trip data reflects the fares paid by the brokers. It does not indicate the fully allocated cost of the trip.
- The Public Transportation Division of the Washington State Department of Transportation (WSDOT) annually publishes the *Washington State Summary of Public Transportation*. It provides uniform data on the state's transit systems as required by Section 35.58.2796 RCW. The *Washington State Summary of Community and Brokered Transportation* makes use of the 2005 data.
- This is the inaugural report of the *Washington State Summary of Community and Brokered Transportation*. The report excludes trends over time because of data unavailability.

