

Coordinated Transit-Human Services Transportation Plan

Draft For FFY 2006-2007

January 2, 2007 Version

Incorporating SAFETEA-LU requirements for:

- Job Access Reverse Commute (5316)
- New Freedom Initiative (5317)
- Elderly Persons and Persons with Disability (5310)

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Executive Summary

**EXECUTIVE SUMMARY
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Chapter 1 – Introduction

What Is the Puget Sound Regional Council?

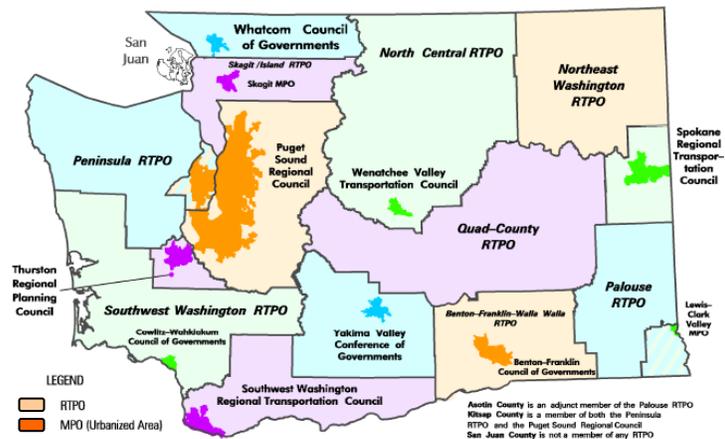
The Puget Sound Regional Council (PSRC) is an association of cities, towns, counties, ports, tribes, and state agencies that serves as a forum for developing policies and making decisions about regional growth management, economic and transportation issues in the four-county central Puget Sound region.

PSRC is designated under federal law as the Metropolitan Planning Organization (required for receiving federal transportation funds) and under state law as the Regional Transportation Planning Organization for King, Kitsap, Pierce and Snohomish counties. PSRC members include the four counties and 71 of the region's 82 cities and towns. Other statutory members include the three port authorities of Everett, Seattle and Tacoma, the Washington State Department of Transportation, and the Washington Transportation Commission. In addition, a memorandum of understanding with the region's six transit agencies outlines their participation in the Regional Council.

Associate members include the Puyallup Tribe of Indians and the Tulalip Tribes, the Port of Bremerton, Island County, Thurston Regional Planning Council, and the Evans School of Public Affairs – University of Washington.

Puget Sound Regional Council is a comprehensive planning agency that does not duplicate the activities of local and state operating agencies, but supports their needs with complementary planning and advocacy, and serves as a center for the collection, analysis and dissemination of information vital to citizens and governments in the region.

Figure 1: Regional Transportation and Metropolitan Planning Organizations



Source: WSDOT

What Is *Destination 2030*?

Destination 2030 is the Metropolitan Transportation Plan for the central Puget Sound region and the transportation element of VISION 2020, the region's growth management, economic, and transportation strategy. PSRC has developed *Destination 2030* to examine the region's transportation needs through 2030 and to lay out a strategy to strengthen the current system by identifying future transportation improvements as well as how to finance them. It is a comprehensive and coordinated strategy for the region's transit, roadway, port, ferry, rail, bicycle and pedestrian facilities and programs.

VISION 2020 and *Destination 2030* respond to the Washington Growth Management Act and conform to federal transportation planning requirements. The Growth Management Act requires long-range comprehensive plans that are prepared by cities and counties to be

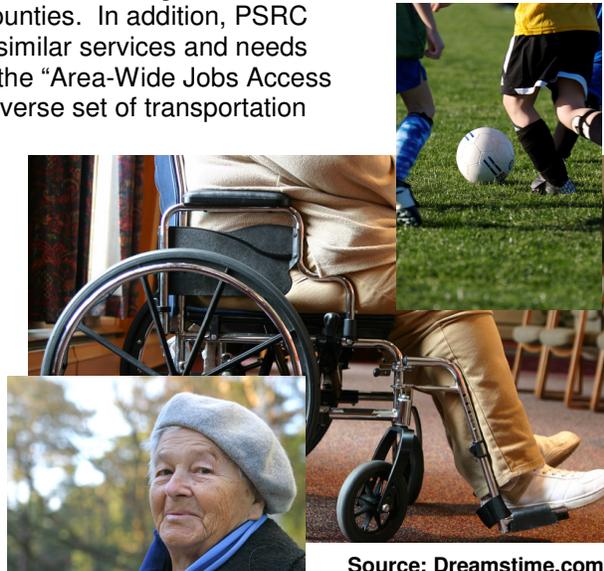
balanced with the transportation infrastructure that can support such development. They also must be compatible with VISION 2020 growth and transportation strategies. As the state-required Regional Transportation Plan, *Destination 2030* also meets substantive and procedural requirements in the Revised Code of Washington.

Required Elements of the Coordinated Plan:

- Inventory of current services
- Assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources
- Strategies to address identified gaps in services
- The prioritization of implementation strategies.

In mid-2005, Congress passed the long-awaited reauthorization of the federal surface transportation act. This legislation is referred to by the acronym “SAFETEA-LU.” Along with reauthorizing federal funding for projects, the act makes several changes to planning requirements and requires that all Metropolitan Planning Organizations (MPOs) become compliant with these changes by July 1, 2007. One of these changes is that a regional Coordinated Transit-Human Services Transportation Plan (Coordinated Plan) is now a required element of the Metropolitan Transportation Plan. This plan will serve as a strategy to map a course for improving coordination between transportation systems and providers, as well as strengthen transportation services for those with special needs throughout the central Puget Sound region.

To comply with these new requirements, the Puget Sound Regional Council has developed the *Coordinated Transit-Human Services Transportation Plan (Coordinated Plan)*. In order to provide a comprehensive summary of the region’s special needs transportation system, PSRC has incorporated and expanded upon information from a variety of local and regional sources. “United We Ride in Puget Sound” is a plan developed by Sound Transit addressing special needs transportation issues related to long distance, inter-regional trips in King, Pierce and Snohomish counties. In addition, PSRC incorporated countywide plans that addressed similar services and needs within their respective communities, as well as the “Area-Wide Jobs Access and Reverse Commute Plan.” By covering a diverse set of transportation topics pertinent to individual localities and the region as a whole, the *Coordinated Plan* provides an all-inclusive snapshot of the region’s available services, and a comprehensive vision of special needs transportation in the future. Later this year, the *Coordinated Plan* will also be incorporated into the Agency Council on Coordinated Transportation (ACCT) statewide special needs transportation plan.



Source: Dreamstime.com

Project Prioritization and Funding

In addition to being a planning tool, the *Coordinated Plan* will also be used as an implementation document and as a framework for the prioritization and selection of projects to utilize federal funding assistance through three Federal Transit Administration (FTA) programs.

FTA now requires projects funded through these programs to be “derived from a locally developed coordinated public transit-human services transportation plan.”¹ The *Coordinated Plan* will be used by PSRC as the region’s framework for prioritizing and competitively selecting projects to receive these funds. The three programs encompassed in the *Coordinated Plan* are as follows:

- Section 5310 - Elderly Persons and Persons with Disabilities
- Section 5316 - Jobs Access and Reverse Commute (JARC)
- Section 5317 – New Freedom

JARC, New Freedom, and Elderly and Persons with Disabilities Program Goals

Elderly and Individuals with Disabilities (Sec. 5310)

- To provide funding for those projects that aim to increase the general mobility of senior Americans and individuals with disabilities.

Job Access Reverse Commute (Sec. 5316)

- Improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals.
- Provide financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals.

New Freedom (Sec. 5317)

- To provide tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society.
- Expand transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.

The passing of SAFETEA-LU changed the nature of the Jobs Access Reverse Commute (JARC) program, and created the New Freedom funding category. Prior to SAFETEA-LU, JARC projects were funded via a competitive grant process at the federal level and distributed via earmarks. Eligible grantees were local governments and non-profit organizations for the development of transportation services to connect welfare recipients and low-income persons to employment and support services. While the goal of the JARC program remains the same, the funding methodology has changed. Now that SAFETEA-LU has taken effect, JARC funds are allocated to urbanized areas’ and states’ designated recipients to competitively select projects within their respective boundaries.

Apportionments for JARC and New Freedom programs are allocated to “designated recipients” according to a formula based on the number of low-income individuals, youth or elderly, and persons with disabilities residing in either urbanized areas (UZAs) or non-urbanized areas within a state. In UZAs containing over 200,000 people, funds are distributed within that UZA through a competitive selection process designed and carried out by the designated recipient of JARC and New Freedom funds. In the Seattle-Tacoma-Everett Urbanized Area, the PSRC will act as the designated recipient and will conduct the competitive selection process. Funds apportioned to urbanized areas with fewer than 199,000 in population, or non-

¹ Federal Register/ Vol. 71, No. 50/pg. 13458

urbanized areas, are distributed through a statewide competition. In the central Puget Sound, there are two small urbanized areas where funds will be distributed via a statewide competitive selection process. Eligible projects to utilize JARC and New Freedom funds are those that are located in the urbanized area or state to which the funds were apportioned.

Elderly Persons and Persons with Disabilities funds are apportioned directly to the state based on a formula that accounts for the number of elderly persons and individuals with disabilities living in that state. These funds are distributed via a statewide competitive selection program and are eligible to be spent anywhere in the state, including urbanized areas.

Urbanized Areas (UZAs)

The Census Bureau classifies "urban" as all territory, population, and housing units located within an urbanized area (UZA) or an urban cluster (UC). It delineates UZA and UC boundaries to encompass densely settled territory, which consists of:

- Core census block groups or blocks that have a population density of at least 1,000 people per square mile.
- Surrounding census blocks that have an overall density of at least 500 people per square mile.

FTA further delineates urbanized areas into three types:

- UZAs with 1 million or more in population (Seattle-Tacoma-Everett)
- UZAs with 200,000-999,999 in population (none in region)
- UZAs with 50,000 to 199,999 in population (Bremerton and Marysville)

**MAPS OF UZA's IN PSRC REGION WILL BE INSERTED
Figure 2, 3, and 4**

Chapter 2 – Coordination

Rhonda's Story

Rhonda Brown is a 57-year-old Pierce County resident with a form of Multiple Sclerosis. A mother, an attorney and a community volunteer, Rhonda uses regional transit to get to work, meetings and events around the region.

Because of her mobility challenges, Rhonda's trips demand an additional layer of coordination. From the call center operators to the drivers, transit staff plays a key role in making the transit system user-friendly for people with disabilities.

Rhonda often feels like she is "taking up the driver's time" when she asks for help boarding the bus and being secured into place." Rhonda laments that "drivers can make you feel confident about your ability to travel or can make you feel isolated."

Rhonda reflects on the number of challenges faced by people with disabilities, as well as simple changes that could make travel easier. Dealing with multiple bus systems and multiple schedules is confusing and difficult to manage. A coordinated scheduling system might reduce the wait time at transfer stops.

Most bus riders don't have to worry about what they might find at every bus stop. Rhonda does. Like many people with disabilities, she uses an electronic-powered wheelchair with equipment that is sensitive to extreme weather. For her to travel safely, she needs accessible bus stops that are both convenient and safe for her to get to, wait at, and board from. In addition, these stops need to exist within the wider city plan of accessible sidewalks, crosswalks, and other routes of travel.

Otherwise, every trip can be a risk that she must take in order to have basic mobility.

Who are the “transportation disadvantaged”?

Many people mistakenly assume that individuals with special transportation needs are only those with disabilities or using wheelchairs. In fact, the term “transportation disadvantaged” covers a much larger spectrum.

Transportation disadvantaged people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to Washington state law, RCW 47.06B, people with special transportation needs are specifically “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.” For the purposes of this plan, the term “transportation disadvantaged” and “persons with special transportation needs” are used interchangeably.

A transportation-disadvantaged person may have different types of transportation requirements. They may include a frail elderly woman trying to get to a specialized health center or an evening concert, a transient student trying to get to their home school, a person with epilepsy trying to get to a Mariners’ game, an unemployed student trying to complete an internship, a single mom without a reliable car who works a graveyard shift at a minimum wage job, or a visually impaired individual with a guide dog traveling to visit his parents.

What is special needs transportation?

It is a given that the most popular mode of transportation for the majority of people in the Puget Sound region is a private vehicle. However, by the very definition special transportation needs, that is not always an available or viable option.

Special needs transportation is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops (i.e., fixed-route transit for the general public and schools), specialized services such as vans, cabulances and taxis that pick up people at the curb or door (i.e., demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state, and local publicly funded transportation.

The different agencies providing these special transportation services largely fit into three categories: human service transportation, public transit, and student transportation services. These designations, however, do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation. This includes transportation services funded and provided by the following:

- Washington State Department of Social and Health Services (DSHS)
- Federal Transit Administration (FTA)
- County and local human service departments including programs for children, the elderly, and disability populations
- Public transit
- School districts
- For-profit and non-profit contractors

What is coordinated special needs transportation?

Coordinated special needs transportation is when multiple organizations work together to their mutual benefit, gaining economies of scale, eliminating duplication of, expanding, and/or improving the quality of service in order to better address the transportation needs of the special needs population their agencies serve.

According to the United We Ride initiative, coordination makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

There are many levels of coordination ranging from the basic sharing of training resources to the full integration of services. Examples of coordinating transportation include:

- Building on the existing transportation broker infrastructure to expand ride brokering to programs other than Medicaid
- Establishing feeder services to connect to fixed transit routes
- Identifying barriers to coordination in the regulatory environment and advocating for change
- Making greater use of technology to find providers and schedule trips
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies
- Leveraging purchasing power for vehicles, fuel, maintenance or training
- Utilizing school buses for community transportation

Regardless of the type of coordination, it can involve the cooperation of:

- **Transportation providers:** transit agencies, school districts, social service agencies, transportation brokers, private providers, non-profit transportation programs
- **Service providers:** doctors scheduling medical appointments based on transportation availability, land use planners including mobility options as part of zoning decisions, developers building “walkable” communities
- **People with special transportation needs**

As such, this plan brings together service providers, transportation funders, riders, and the community at-large to improve special needs transportation throughout the Puget Sound region.

Coordination Efforts to Date

To coordinate at the service level, coordination must also occur at the planning level. Coordinated planning is a way to forge a common vision, avoid working at cross-purposes, and align work programs toward common goals. Over the past decade, governments at all levels have placed increasing emphasis on the need to coordinate transportation services. The primary goal in this particular coordination effort is to create efficiencies that will not only lead to improved service, but expanded service.

An increased focus on coordinating special needs transportation services and funding resulted after the U.S. General Accounting Office issued its findings on multiple funding programs creating duplication of services and service fragmentation. Efforts to coordinate special needs

transportation services have been occurring in Washington and the Puget Sound region since the mid-1980s, when the Washington State Agency Council on Coordinated Transportation (ACCT) was created. While these efforts have been made here in Washington, coordinating special needs transportation has not been a priority at other levels of government until relatively recently.

Coordination at the Federal Level

In February 2004 President Bush issued an Executive Order calling for the creation of an inter-agency council comprised of representatives from a number of federal departments and agencies. In response to the Executive Order, the Federal Interagency Council on Access and Mobility (CCAM) was created. This group was charged to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of federal programs and services so that transportation-disadvantaged persons have access to more transportation services.
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources.
- Encourage enhanced customer access to the variety of transportation and resources available.
- Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels.
- Develop and implement a method for monitoring progress on achieving the goals of this order.

To fulfill one portion of its charge, CCAM launched the United We Ride initiative in 2004 to facilitate coordination between transportation funders, brokerages, and providers. The initiative provides funding for state and local governments in their transportation coordination efforts. In addition to serving the above-listed functions, CCAM was also charged to produce a report within one year of its creation that outlined:

- Those federal, state, tribal and local laws, regulations, procedures, and actions that have proven to be most useful and appropriate in coordinating transportation services for the targeted populations.
- Substantive and procedural requirements of transportation-related federal laws and regulations that are duplicative or restrict their most efficient operation;
- The results achieved, on an agency and program basis, in:
 - simplifying access to transportation services for persons with disabilities, persons with low income, and older adults
 - providing the most appropriate, cost-effective transportation services within existing resources
 - reducing duplication to make funds available for more services
- Recommendations to simplify and coordinate applicable substantive, procedural, and administrative requirements.
- Any other recommendations that would, in the judgment of CCAM, advance the principles set forth in section 1 of the order.

After the one-year timeframe, CCAM issued its report to the President in response to the Human Service Transportation Coordination Executive Order. In that report, CCAM provides five recommendations that support the goals of simplifying access, reducing duplication, and improving cost-effectiveness in order to increase special needs transportation services.

Recommendation 1: The Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.

Recommendation 2: Vehicle Sharing. In order to reduce duplicative transportation services, as well as idle time for drivers and vehicles, the CCAM recommends that vehicles used in human service transportation be made available to other federally funded programs, consistent with the Common Grant Rule. Within the next year, each Federal Department should review and modify its policies and procedures to proactively promote the sharing of vehicles with recipients and sub-recipients of other Federal programs.

Recommendation 3: Cost Allocation. In order to ensure that adequate resources are available for transportation services for persons with disabilities, older adults and individuals with lower incomes, and to encourage the shared use of vehicles and existing public transportation services, the CCAM recommends where statutorily permitted that standard cost allocation principles for transportation be developed and endorsed by Federal human service and transportation agencies.

Recommendation 4: Reporting and Evaluation. The Council recommends the development of a method to permit cross agency analysis of the effectiveness, efficiency, and progress of States, communities, and tribes toward improved coordination of transportation programs, as evidenced by improvements in the overall quality and cost-effectiveness of human service transportation.

Recommendation 5: Consolidated Access Transportation Demonstration Program. In order to test the feasibility and cost-effectiveness of a new approach to meeting the full range of transportation needs of persons with disabilities, older adults and individuals with lower incomes, the CCAM recommends that statutory authority be sought to permit the development of demonstration projects in metropolitan, rural and/or tribal areas. In these demonstration projects a single transportation system – not necessarily a single provider – financed through a consolidated federally funded stream would meet the total mobility needs of transportation-disadvantaged populations.

These types of federal recommendations and requirements trickle down to state and regional planning requirements through a variety of mechanisms. In this case, recommendations were incorporated into the reauthorization of the surface transportation act SAFETEA-LU, which in turn required new aspects to be added to state and regional plans for those areas to be eligible to receive federal funds.

Coordination at the State and County Levels

When CCAM was in the process of writing its report, it turned to a number of programs and organizations to guide their research and recommendations. Washington was looked upon as a state that was already coordinating special needs transportation services and was incorporated into the report as one of the nation's best practices. The Agency Council on Coordinated Transportation (ACCT) was created in the 1998 Washington state legislative session and found that transportation systems for persons with special needs were not operated as efficiently as possible. Often people could not access needed services because of transportation barriers. A structure was needed that could communicate across organizational boundaries and facilitate coordinated special needs transportation systems through collaborative state and community processes.

ACCT is a council of state agencies, transportation providers, consumer advocates, and legislators with the mission to:

- Promote the coordination of special needs transportation
- Provide a forum for discussing issues and initiating change

- Provide oversight and direction to the state's coordination agenda
- Report to the Legislature and propose legislative remedies

One way that ACCT promotes coordinated transportation and service efficiencies is to provide funding to countywide special needs coalitions to create local plans that inventory available services in their area, and provide strategies to streamline service delivery, through vehicle sharing or other means. Throughout Washington there are 17 such coalitions, three of which are located in the central Puget Sound region: King County Coordinated Transportation Coalition, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Special Needs Transportation Coalition (SNOTRAC). Coordination has helped these groups to implement their adopted mobility strategies. Contacts for these coalitions are:

King County Coordinated Transportation Coalition

Contact: Benjamin Brackett, Assistant Planner
 Puget Sound Regional Council
 1011 Western Ave, #500
 Seattle, WA 98105
bbrackett@psrc.org

Pierce County Coordinated Transportation Coalition (PCCTC)

Contacts: Sherry Martin, Program Coordinator
 Pierce County Department of Community Services
 3602 Pacific Avenue
 Tacoma, WA 98418
 253-798-3838
smarti1@co.pierce.wa.us

Tim Payne, Service Planning Manager
 Pierce Transit
 3701 96th St. SW
 Tacoma, WA 98499-0070
 253-581-8127
paynet@piercetransit.org

Snohomish County Transportation Coordination Coalition (SNOTRAC)

Contact: Cheryl Jones, Mobility Coordinator
 Volunteers of America Western Washington
 Mobility Coordinator
 Everett, WA
 425 259-3191 ext.2328
cjones@voaww.org

Kitsap County Coordinated Transportation Coalition

Contact: Doug Johnson
 Transit Planner, Kitsap Transit
 Mobility Coordinator
 Everett, WA
 425 259-3191 ext.2328
dougj@kitsaptransit.com

All four of these organizations have developed, or are in the process of developing, a countywide plan that rolls up into a statewide plan for coordinated special needs transportation. These plans were instrumental in the development of both PSRC's *Coordinated Plan* and Sound Transit's "United We Ride in Puget Sound." Beyond the local coordinated transportation coalition plans,

other local plans such as county and city comprehensive plans, capital facilities plans, transportation and transit plans, social service plans, and school district plans were reviewed and incorporated into PSRC's and Sound Transit's planning efforts.

In addition to working with local coalitions, state law mandates that ACCT work with other state agencies toward coordinated transportation and service efficiency. State Agency Coordination Guidelines were formed in August 2000 to encourage state organizations to create policies for transportation coordination. Agencies create plans to meet their needs as well as to set goals, objectives and strategies for carrying out core government functions. These plans also include strategies to assure that requirements of federal funding sources are met. State agency plans may also give direction to the local and regional agencies that are responsible for service delivery at the local level. The State Department of Social and Health Services, the Washington State Department of Transportation, and the Office of the Superintendent of Public Instruction all develop statewide plans to further their mission.

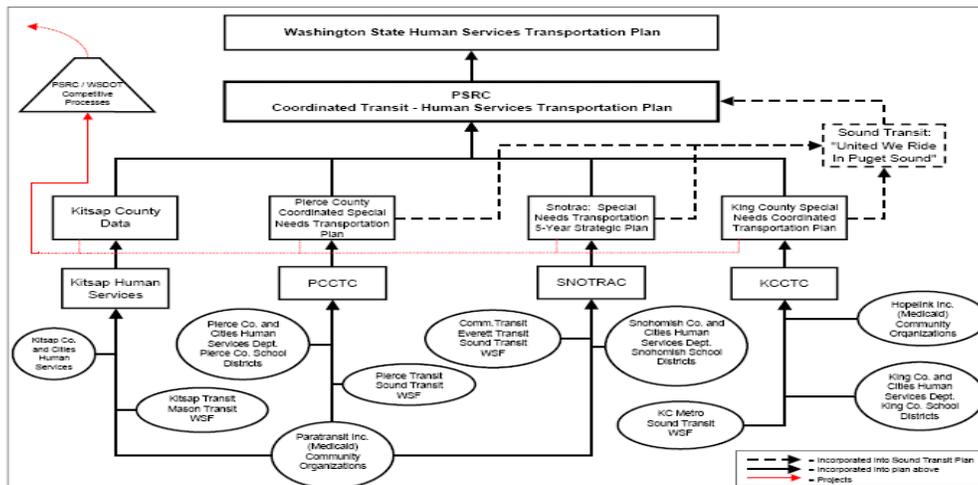
Coordination at the Regional Level

Regional plans address cross-jurisdictional issues and facilitate connectivity for a particular type of service, such as transportation or education. Regional bodies involve local agencies from multiple jurisdictions as regional plans are developed. Regional plans give direction to local plans, but also, local plans feed into regional plans. Examples of regional plans are the Puget Sound Regional Council's VISION 2020, the region's long-range growth strategy, or Sound Move, the regional transit authority's transportation plan.

Sound Transit, the transit agency delivering regional transit service in the three urban counties along the east side of Puget Sound, has brought together the three local coalitions and other interested parties to develop a plan focusing on longer-distance regional trips between King, Pierce, and Snohomish counties. Their efforts have culminated in the "United We Ride in Puget Sound" coordinated transportation plan, adopted in October 2006. This plan is a five-year strategy for the coordination of special needs transportation funders, providers, and riders.

To promote and further the idea of coordination, Sound Transit offered this work to the PSRC to serve as the basis for the creation of the *Coordinated Plan*. This plan is similar, yet different than "United We Ride In Puget Sound", in that the *Coordinated Plan* expands to include Kitsap County, Washington State Ferries, local as well as regional travel, urban and rural transportation, and Job Access Reverse Commute planning. In addition, the *Coordinated Plan* serves as the framework for the prioritization of projects seeking funding through the FTA Job Access Reverse Commute (JARC), New Freedom, and Elderly Persons and Persons with Disabilities programs. The following is a diagram depicting how local and regional planning efforts fit together.

Figure 5: How Planning Efforts in central Puget Sound Region Fit Together



For copies of or information on county coalition plans, please contact Benjamin Brackett at 206-389-2162 or via email at bbrackett@psrc.org, or for information on Sound Transit's "United We Ride in Puget Sound" please refer to www.soundtransit.org.

For a list of federal, state, regional, and local plans that support the coordination of special needs transportation please refer to Appendix B.

Chapter 3 - Mobility Today – The Current Special Needs Transportation Landscape

Homeless Students Need Rides

Tamara Williams is the Homeless Liaison for Tacoma Public Schools. She coordinates transportation for students under the McKinney-Vento Act, working directly with parents, shelter staff, community agencies, school staff and the transportation department. Together they identify and address the needs of eligible students and families.

The Tacoma School District has identified 998 McKinney-Vento eligible students, 683 of whom attend the Tacoma School District. The rest return to their school of origin in other school districts.

The students come from a wide variety of living situations including living in shelters, living with family and friends, living in hotels, and camping.

Students of the Tacoma School District travel from as far as Seattle to the north and Shelton to the south to attend school. Traveling these distances has an effect on the student's ability to learn. "At the point at which a student is traveling for over an hour to get to school, it becomes a challenge to pay attention in class," explains Williams.

The Tacoma School District uses a range of transportation options to transport these students. Many of the students are transported on Tacoma School District bus routes. The district also purchases bus passes from Pierce Transit and gives the passes to high school students. Or the district may pay for mileage reimbursement. For the more difficult transportation situations, schools rely on Paratransit Service, Inc., to broker student transportation by arranging rides with qualified providers in the community.

When asked about the challenges of providing transportation to students under the McKinney-Vento Act, Williams noted the high cost to the district. According to Williams it cost roughly \$400,000 dollars a year to provide transportation for McKinney-Vento eligible students.

Another challenge is being flexible enough to respond to the constant changes in the living situations of these students. Williams notes, "Many of the students eligible for transportation will be in one living situation one week and another one the next; a circumstance can change and require a whole new transportation plan."

Regional Demographic Characteristics

According to the 2000 U.S. Census, approximately 3.3 million people live in the central Puget Sound region of King, Kitsap, Pierce and Snohomish counties, of which 51 percent or 1.7 million people live in King. Roughly 1 to 1.3 million people – 30-40 percent of the population -- has a greater need for transportation services because they are potentially unable to drive due to a disability, their age or income status. Of the total population in the region:

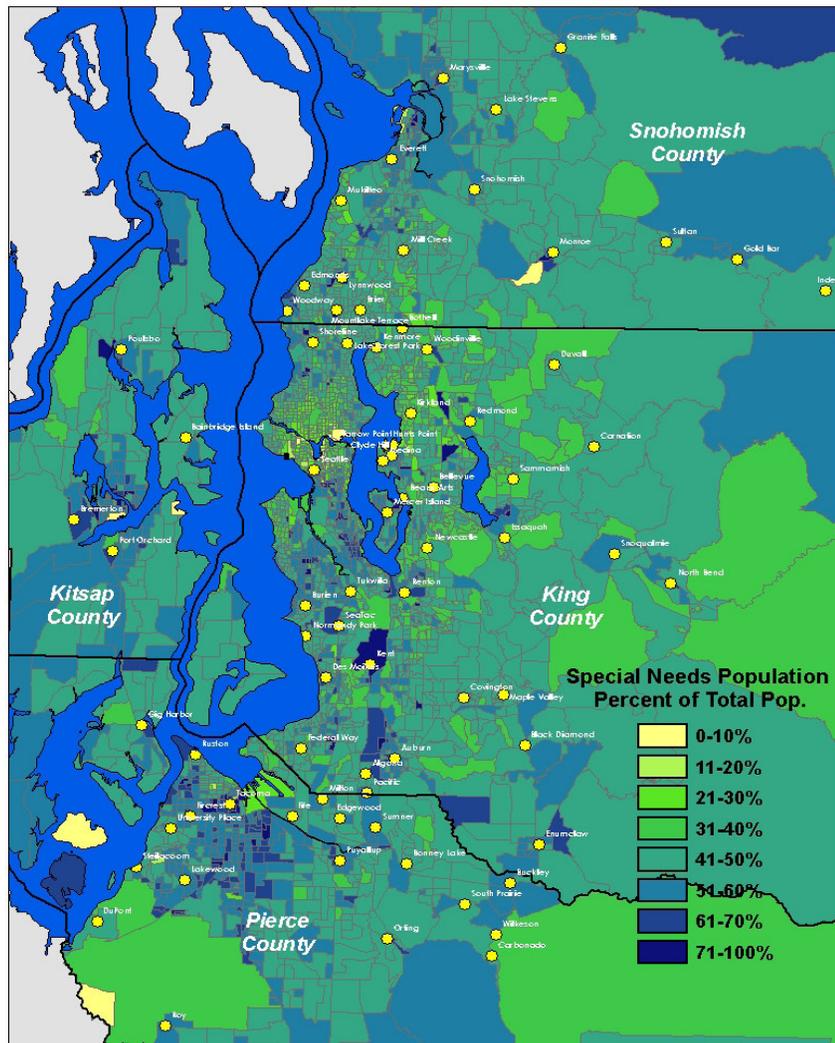
- 19.39 percent has a disability
- 11.26 percent is over age 65
- 9.66 percent is low-income
- 22.47 percent is between 5 and 17 years of age

NOTE: Some individuals are in multiple population groups; e.g., a senior with a disability.

Pierce County has the highest percentage of the population with potential special transportation needs in the region. Seniors and youth account for 42 percent of the population in Pierce County as compared to 31-32 percent in the other three. Pierce County also has the highest percentage of population with low-incomes (13 percent) as compared to King (9 percent), Kitsap (8 percent) and Snohomish (7 percent). Kitsap and Pierce counties have the highest percentage of population with disabilities at 29 percent and 23 percent, respectively, as compared with King (18 percent) and Snohomish (17 percent).

The magnitude of transportation need is difficult to quantify. However, with half of this “higher-risk” population likely to have a transportation need at some time, a conservative estimate is 500,000 people. That is, for every six people in the region, one person is unable to make it to the doctor, grocery store, social services, after-school activities, or to cultural events that

Figure 6: Regional Populations Typically with Special Transportation Needs: Percent of Census Block Groups



Source: 2000 Census Data, PSRC

contribute to the Puget Sound region's high quality of life.

Table 1: People typically with higher transportation needs

Population by Special Need Category					
	King	Kitsap	Pierce	Snohomish	4 County Total
Youth (5-17 years)	350,424	46,654	205,992	133,297	736,367
Seniors (65+)	198,406	24,463	88,626	57,497	368,992
People with Disabilities	306,057	66,605	161,531	101,206	635,399
Low-Income	158,248	19,601	94,110	44,641	316,600
Total Population	1,737,034	231,969	700,820	606,024	3,275,847
Percentage of Total Population					
Youth (5-17 years)	20.17%	20.11%	29.39%	22.00%	22.47%
Seniors (65+)	11.42%	10.54%	12.65%	9.49%	11.26%
People with Disabilities	17.62%	28.71%	23.05%	16.7%	19.39%
Low-Income	9.11%	8.44%	13.43%	7.37%	9.66%

Source: 2000 US Census

Age Demographics

Children: Approximately 736,000 people, or 23 percent of the region's population, are children age 5 to 17. This population group either does not have a driver's license, or in the case of young adults, have just left home for the first time and are perhaps without a vehicle. Parents, school buses, transit, walking, and bicycling are all part of this age group's mobility options. In some cases, these choices are either unavailable or unsafe.

Older Adults: About 369,000 adults older over the age 65 live in the region. Recent research suggests that this sector of the population is growing more rapidly than any other. Data from the 2000 Census indicates that approximately 334,000 individuals comprised the 65+ age cohort in the region. Projections from the Washington State Office of Financial Management show incredible growth in the segment of the population, with approximately 621,000 in the same age cohort in 2020, almost twice the number of those in that age group today. In 2002 the American Association of Retired Persons (AARP) Public Policy Institute published a report that estimates one in five (21 percent) Americans age 65 and older do not drive, and more than 50 percent of non-drivers age 65 and older stay home on any given day due to a lack adequate transportation options. Further compounding the problem, people generally outlive their ability to drive an average of six to 11 years. These statistics indicate that our aging population will rely more and more on transportation services in the near-term.

Disability Demographics

Over 635,000 people, about 19 percent of the region's population, report a disability. A disability as defined by the U.S. Census means a sensory, physical, mental, self-care, or going outside the home disability. While accessibility offers more enriched lives for people with disabilities, the economy also benefits. If health and transportation options allow it, people with disabilities can be very active participants in the community.

Roughly 60 percent of people with disabilities, age 21-64, are employed. For every six employed people without a disability in the region, there is one employed person with a disability.

Beyond employment, the transportation needs of people with disabilities can be life threatening. If a medically vulnerable person is unable to get the medical attention he or she needs, lack of mobility may put a life at additional risk. In addition, the ability to actively engage in a social life outside of employment and medical treatment is an important part of anyone's life, including those with disabilities.

Table 2: Employment and People with Disabilities

	King County		Kitsap County		Pierce County		Snohomish County		TOTAL	
Population 21 - 64 yrs	1,092,800	100%	124,016	100%		100%	355,833	100%	1,837,666	100%
With disability ^a	165,148	15.1%	22,412	18.0	79,383	20.4%	59,598	16.7%	304,129	16.5%
Percent employed	62.6%	-	52.2%	-	58.3%	-	63.3%	-	61.4%	-
No disability	927,652	84.9%	101,604	81.9	389,033	79.6%	296,235	83.3%	1,533,537	83.5%
Percent employed	80.9%	-	75.9%	-	77%	-	80.1%	-	79.3%	-

Source: 2000 US Census

Income Demographics

About 317,000 people, or 10 percent of the region's population, live below the poverty level. For a family of four persons, the U.S. Census poverty threshold is an annual income of \$18,810. Many people with lower incomes are either without a car or without a reliable car – which makes it even more difficult to change circumstances. One-quarter of this poverty-level population is under the age of 18. Children living below the poverty level are often unable to participate in positive after-school activities, unless transportation is available.

Transportation costs put a tremendous strain on low-income budgets. According to the Surface Transportation Policy Project, the poorest 20 percent of American households -- those earning less than \$13,908 (after taxes) per year -- spend 40.2 percent of their take-home pay on transportation. For many people in this situation, owning a private vehicle, or being able to maintain a private vehicle, is not a reasonable option.

Retaining employment can be difficult for the low-income population if they do not have a reliable private automobile and there are no transportation options. Transit-dependent employees who work late night or early morning hours are at a particular disadvantage due to inconsistent or unavailable transit service.

Major Destinations

People with special transportation needs live throughout the four counties in rural and urban areas alike. Regardless of origin, three types of major regional destinations are of central concern to users of special transportation services.

- Specialized medical facilities
- Employment or training
- Social, shopping and cultural activities

King, Snohomish and Pierce County transportation providers in the Find-A-Ride database were asked to identify the top three trip destinations for their clients. The responses from all providers, including those who don't provide direct trips, are listed in the table below. Medical and employment related trips ranked highest in all three counties.

Table 3: Top Destination Types in Find-A-Ride Database by County

Rank	King County	Snohomish County	Pierce County
1	Medical	Medical	Medical
2	Employment and related	Employment and related	Employment and related
3	Recreational/Social	Recreational/Social	Government Service
4	Community or Senior Center	Government Service	Airport
5	Government Service	Community or Senior Center	Recreational/Social
6	School	School	School
7	Drug Store	Grocery Store	Community or Senior Center
8	Grocery Store	Shopping Center	Drug Store
9	Airport	Airport	Shopping Center
10	Home of friend or relative	Drug Store	Home of friend or relative
11	Child Care	Home of friend or relative	Bank
12	Meals	Bank	Visit to friend or family in institution
13	Place of Worship	Child Care	Connections with other providers
14	Shopping Center	Connections with other providers	Grocery Store
15	Visit to friend or family in institution	Visit to friend or family in institution	Meals
16	Bank	Library	
17	Connections with other providers		
18	Library		

Source: Find-A-Ride Database

In addition, King County is home to numerous regional and specialty medical services, which draw patients from surrounding counties. Figure D.5 in Appendix D shows the location of these facilities.

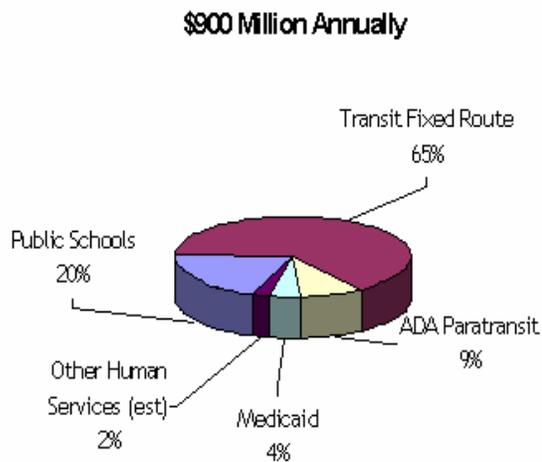
Large employers draw their workers from surrounding counties as well as within the county. Figure D.6 in Appendix D depicts major employment sites, as well as educational facilities.

Major social and cultural activities are also a desired regional destination. This includes shopping, sporting events, theatre, parks. Figures D.7 – D.9 in Appendix D depict many of the most popular destinations.

AVAILABLE TRANSPORTATION SERVICES

The Puget Sound area is served by a variety of distinct transportation programs, each with a discrete service area, target population, and operating authority. Service levels differ dramatically within and between each transportation program. This section discusses various available transportation services and resources.

Figure 7: Transportation Expenditures of Significance to Special Needs Populations Administered in the Central Puget Sound in 2005



Sources: Medical Assistance Administration (Medicaid data); WSDOT (Transit Data); Office of the Superintendent of Public Instruction (OSPI – School Data); other estimated trips assumed at 870,000/year at an average of \$23 per trip.

Data Note: To eliminate double count, transit trips funded by Medicaid were removed from Medicaid cost.

Special needs transportation is an extremely dynamic arena in which service areas, providers, and needs are constantly changing. The private and non-profit sectors react to changes in reimbursement policy of public sector programs in order to receive payment for transporting clients of those agencies. The driver and vehicle quality standards vary greatly amongst these programs.

In order to keep a current inventory of available community services, King, Pierce and Snohomish counties have conducted inventories of transportation providers, which are updated periodically. Sound Transit has taken this a step further and developed a regional, searchable database of known transportation providers, which can be found at www.findaride.org.

Transportation Funded and Provided by Transit Systems

Transit Operating Authority

Washington state law allows local governments to establish special purpose districts with authority to levy taxes in order to provide public transportation. These special purpose districts can be established only with voter approval. Each type of transit district has rules for boundaries, governing bodies, taxing authority, funding, and other governing and operating processes.

Those transit districts can be:

- City: Service area is city-wide
- County Transportation Authority: Service area is county-wide
- Public Transportation Benefit Area (PTBA): Service area does not necessarily follow county or city boundaries but rather it can focus on specific areas of the county and must be approved by the voters

Nearly \$900 million in federal, state, regional, and local funds support special needs transportation in the central Puget Sound. These funds are primarily administered by:

- Transit agencies
- Human service agencies
- School districts

These agencies are responsible for finding the most cost efficient and appropriate transportation service for each rider's need. This might mean the agency provides the trip themselves, or purchases the trip from a wide range of transportation providers in the community, including volunteer drivers, taxicabs, cabulances, or non-profit transportation programs. These community transportation providers are critical to closing transportation gaps throughout the region.

- Regional Transportation Authority: Service area must include major urban boundaries, crosses jurisdictional boundaries, and can include areas already served by other transit systems

In the central Puget Sound area, there are six special purpose transit districts:

Figure 8: Transit Funding Areas in the Puget Sound Region

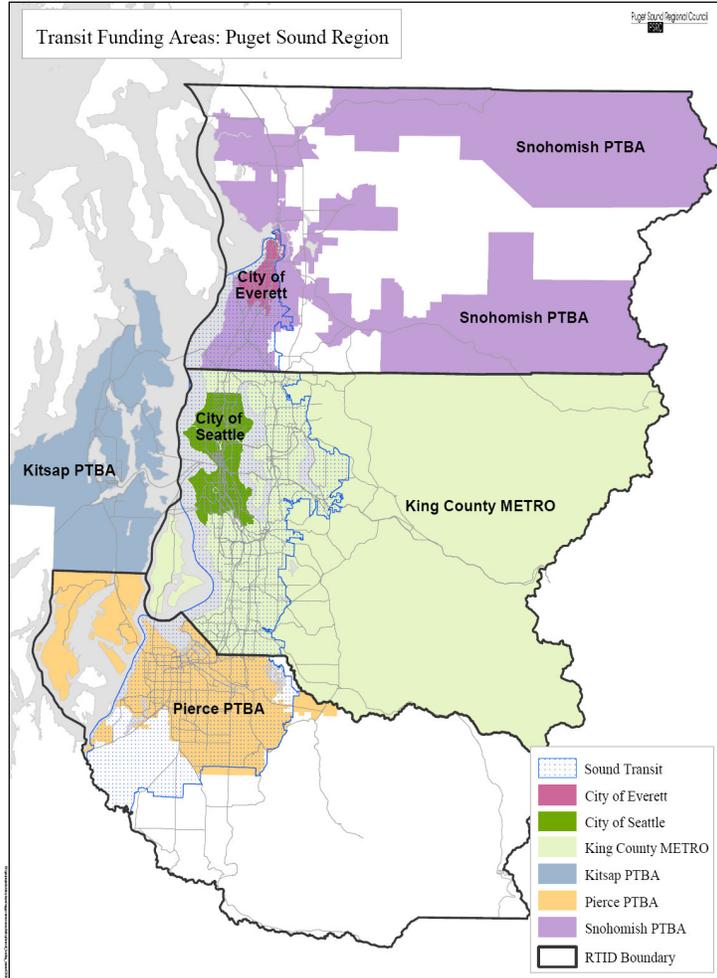
- Everett Transit
- Community Transit
- Sound Transit
- King County Metro
- Pierce Transit
- Kitsap Transit

Local and regional transit systems receive public funding to provide public transportation through:

- Fixed route service (includes rail service)
- Demand response service
- Vanpool and ride share programs
- Community based vans
- Taxi scrip programs

Through these publicly funded systems, transit agencies seek to:

- Reduce congestion on the highways and roads by offering an alternative to the single occupancy vehicle
- Provide mobility and access for people who are unable to drive themselves
- Provide mobility and access for the general public at a reasonable cost per trip



Source: PSRC

Revenue Sources

Local taxes are a major source of revenue for transit agencies. The maximum total sales and use tax that can be levied by a transit district is 0.9 percent and the maximum motor vehicle excise tax that can be levied is 2.172 percent. To increase the tax rate, the transit board of directors must agree to place the tax increase proposal on the ballot. Voters must approve any increase in the current level of taxing.

Table 4: Sales Tax Rates for Transit as of 2005

Transit System	Total Sales and Use Tax	Motor Vehicle Excise Tax
Community Transit	0.9%	
Everett Transit	0.6%	
King County Metro	0.8 %	
Kitsap Transit	0.8%	
Pierce Transit	0.6%	
Sound Transit	0.4%	0.3%

Source: WSDOT

Transit districts have taxing authority, but no district can support its system on local taxes alone. Funding comes from a number of other sources:

- Fare box (fares paid by riders on a per trip or monthly pass basis)
- State formula distribution
- Federal Transit Administration funds
- State and federal grants

Appendix C contains supplemental transit revenue and expenditure data.

Public Transit Services

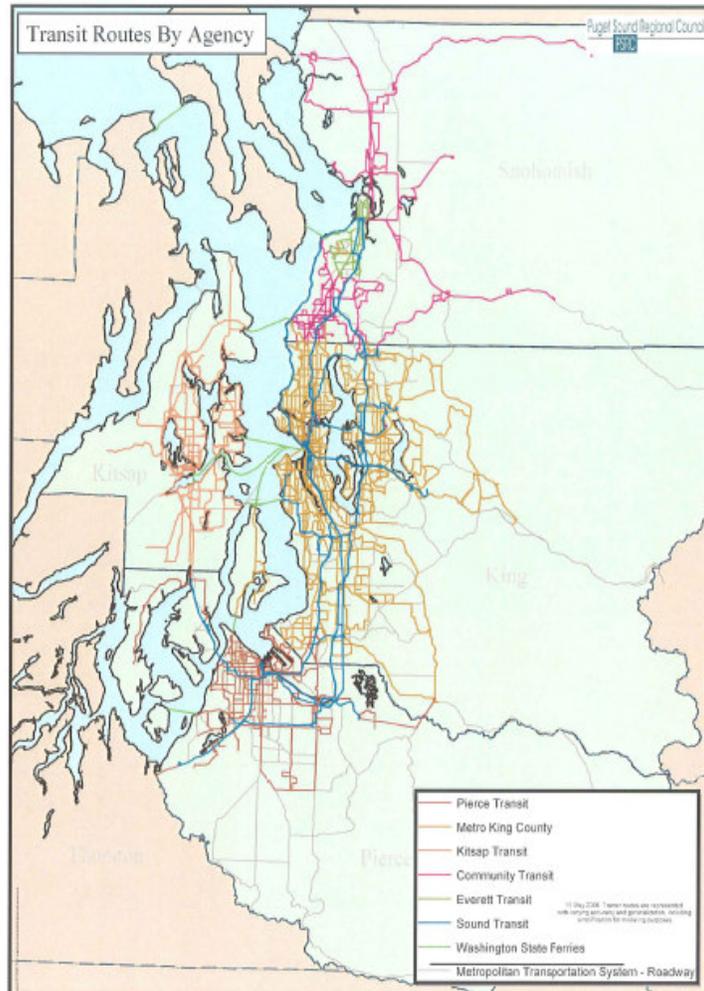
Fixed-Route Transit

The majority of the general public's non-automobile personal transportation trips are made by fixed-route public transit or what is known as regular transit service. Of the 252 million annual trips in the region, approximately 52 percent (129 million trips) are provided via the fixed-route network.

Fixed-route transit service is regularly scheduled service, which can be either a local bus, an express bus between cities or counties, commuter or light rail service or ferry service between cities across Puget Sound. Service is available to the general public with the payment of the appropriate fare.

The fixed-route refers to the fact that the service is consistently provided on a daily or weekly basis and at set hours along the same route. Figure 8 illustrates the existing fixed-route transit network and service that is provided by the six transit agencies and Washington State Ferries in the central Puget Sound region.

Figure 9: Transit Routes and Services Areas in Puget Sound



Source: PSRC

The six transit agencies in the Puget Sound region provide local services that transport passengers to and from various destinations within their service boundaries. This type of service is sufficient for those looking to get around their locality. However, local service may not serve the needs of individuals traveling longer distances, particularly commuters requiring reliable, efficient service to major employment centers outside the transit agencies' service area. For this reason, many transit agencies also provide express or final destination services to major employment centers in the region, particularly downtown Seattle. One example of this type of service is Community Transit's 402 commuter route, with limited-stop service from the Lynnwood park-and-ride to downtown Seattle. For those agencies unable to make a direct connection to

larger employment centers, alternate arrangements can be made. For example, Kitsap Transit provides customers with vanpool connections from Colman Dock in Seattle, for the final leg of their daily commute to work in King County. While local transit agencies provide these express services, they cannot possibly handle the entirety of demand. For this reason Sound Transit, Puget Sound's Regional Transit Authority, serves the general public with an emphasis on regional commuter service through Pierce, Snohomish and King counties.

Sound Transit contracts with Pierce Transit, King County Metro and Community Transit to provide two urbanized commuter routes, six intercity commuter routes,

and 10 suburban intercity routes. They also operate Tacoma Link light rail, the 1.6-mile light rail line between Tacoma Dome Station at Freighthouse Square and the city's historic Theater

Table 5: "Regional T" Transfer Sites and Amenities

Transfer Site	Connecting Transit Agencies	Amenities
Bellevue TC	ST Express Routes, Metro Transit	Passenger Services Building, Passenger Drop-off Center
Federal Way TC	ST Express, Metro Transit, Pierce Transit	Parking, Bike lockers, restrooms, pay phones, Customer information, security office
Issaquah Highlands P&R	ST Express, Metro Transit	Surface & garage Parking, Bike racks, Customer information office
DuPont Station/Wilmington Dr	ST Express	Auto and bike parking
Overlake TC /P&R	ST Express, Metro Transit	Auto and bike parking
South Hill P&R	ST Express, Pierce Transit	Auto parking
Lynnwood TC/P&R	ST Express, Community Transit	Parking, Bike lockers, restrooms, pay phones, Ride Store, Passenger drop-off area
Everett Station	Sounder Commuter rail, ST express, Community Transit, Everett Transit, AmTrak, Greyhound	Parking, Bike lockers, Ticket Vending Machines, restrooms, pay phones, Customer Service Center
Edmonds Station	Sounder Commuter rail, Community Transit	Parking, Ticket Vending Machines
King Street Station	Sounder Commuter rail, AmTrak	Ticket Vending Machines
Tukwila Station	Sounder Commuter rail, Metro Transit	Ticket Vending Machines, parking
Kent Station	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, Bike lockers, Ticket Vending Machines, Customer Information Office Vanshare Information
Auburn Station	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, Bike lockers and Ticket Vending Machines, Customer Information Office Vanshare Information
Sumner Station	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, Ticket Vending Machines, Vanshare Information
Puyallup Station	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, Bike lockers, Ticket Vending Machines, pay phones
Tacoma Dome Station	Sounder Commuter Rail, Tacoma Link Light Rail, ST Express, Pierce Transit, Greyhound	Parking, Ticket Vending Machines, Bus Shops located in both North and South buildings
S 25th	Tacoma Link	N/A
Union Station/S 19th	Tacoma Link, ST Express, Pierce Transit	N/A
Convention Center/S 15th	Tacoma Link	N/A

Source: Sound Transit

District. In addition, Sound Transit contracts with Burlington Northern Santa Fe Railroad to provide Sounder commuter rail between Seattle and Tacoma.

If leaving an agency's service area is required or utilizing regional express service is not a viable option, one may be required to transfer between transit systems. The "Regional T" is a network of transit hubs and transfer sites developed by Sound Transit and adopted by the transit partnership including Sound Transit, King County Metro, Pierce Transit, Everett Transit, Community Transit, Amtrak, Washington State Ferries, and the Washington State Department of Transportation. These transfer sites have been recognized by the partner agencies as significant, and as such, provide important local and regional connections for the three eastern counties of the central Puget Sound region. The criteria used for designating a "Regional T" site included the following:

- Regional Emphasis—regional connections to a variety of destinations
- Multiple system transfer opportunities—opportunities to transfer between different providers/modes
- Peak hour and mid-day service options—service to and from locations throughout the day
- Regional transportation information—offers a variety of regional transportation information, such as timetables
- Center for local service connections

A wide variety of transit options and agencies exist on the east side of Puget Sound, which make mobility and connectivity relatively easy. Residents can access a wide variety of locations and services via the fixed-route network and "Regional T" sites provide safe and comfortable locations to transfer between service areas. For the most part, one can travel with fewer time constraints on the east side, compared to the west side in Kitsap County, where integrating trips with Washington State Ferries as well as other transit providers is a greater stress on the Kitsap Transit riders.

Kitsap Transit operates 44 fixed-route bus lines, as well as paratransit services for persons who are unable to use the fixed route due to age or a disabling condition. The Purdy Connection operates as a route deviation service, and connects passengers to Pierce Transit and Sound Transit at the Purdy park-and-ride. In addition, the agency operates passenger-only ferries between Bremerton and Port Orchard, and Bremerton and Annapolis. As described below in more detail, Kitsap Transit also provides extensive connections to the Washington State Ferry System.

The primary transfer centers and connecting services for Kitsap Transit are:

- Poulsbo Transit Center
 - 7 Kitsap Transit bus routes
 - Connections with Jefferson Transit to Port Ludlow & Port Townsend
- Bainbridge Island
 - 11 Kitsap Transit bus routes
 - Washington State Ferries
- Kitsap Mall Transit Center
 - 9 Kitsap Transit bus routes
- Bremerton Transportation Center (Ferry Terminal)
 - 10 Kitsap Transit bus routes
 - Passenger-only ferry Seattle/Bremerton
 - Connections with Mason Transit (from Shelton)
 - Washington State Ferries

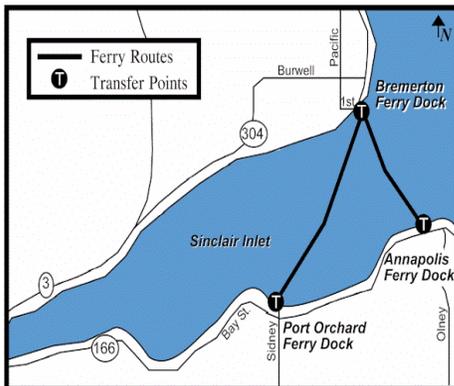
- Kitsap Transit Foot Ferries
- Southworth Ferry Terminal
 - 2 Kitsap Transit bus routes
 - Washington State ferries
- Port Orchard Ferry Terminal
 - 7 Kitsap Transit bus routes
 - Kitsap Transit Foot Ferry

The primary transfer facilities, located at Poulsbo Transit Center, Bainbridge Island, Bremerton Transportation Center, Port Orchard Ferry dock and Southworth Ferry Terminal, are for the most part well equipped with basic amenities, including a comfortable place to wait, restrooms, schedule and fare information, and good directional signage. However, improvements are envisioned for Poulsbo Transit Center, which is a temporary facility that requires improved shelter and restroom amenities.

Passenger-Only and Foot Ferries

In 2005, Kitsap Transit started a foot-passenger, cross-Sound ferry service. They have passenger-only ferry service between Bremerton and Seattle that operates weekdays during rush hour – four trips a day. It is run through a public/private Joint Development Agreement between Kitsap Transit and Kitsap Ferry Service. In 2005, the cross-Sound service had 107,757 passenger trips.

Figure 10: West Sound Kitsap Transit Foot Ferry Routes



Source: Kitsap Transit

Kitsap Transit also contracts for the operation of a foot ferry that transports passengers between Bremerton and Annapolis, and Bremerton and Port Orchard. The foot ferry connects with transit routes at each end.

Table 6: 2005 Kitsap Transit Sinclair Inlet Foot Ferry Travel Data

Passenger Trips	453,600
Revenue Vessel Miles	52,181
Operating Expenses	\$1,277,549
Operating Cost per Passenger Trip	\$2.82
Operating Cost per Revenue Vehicle Mile	\$24.48

Source: WSDOT

Kitsap Transit/Washington State Ferry Connections

The Washington State Ferry system is of great importance to residents of Kitsap County. May it be work, commerce, or just for fun, there is great demand for cross-Sound travel. Kitsap Transit provides fixed-route connections to and from Washington State Ferry terminals supporting the following corridors:

- Kingston - Edmonds
- Bainbridge Island - Seattle
- Bremerton - Seattle
- Southworth-Fauntleroy
- Southworth-Vashon



For the most part, ferry service is available as early as 5:00 a.m. until 1:00 a.m., including weekends. To meet the demand for the early sailings, Kitsap Transit operates a deviated fixed-route service from east and west Bremerton to the Bremerton Ferry Terminal to connect with morning ferry service into Seattle. For the reverse commute, passengers simply use the regular fixed-route service. Kitsap Transit focuses much of its service delivery on connecting with the ferries, which provide passengers access to the mainland. During commuter hours, this means that a bus is “assigned” to meet a particular ferry, and will adjust its schedule as needed to ensure it provides that level of connectivity. Buses may also be redeployed to meet a ferry if it needs to use another docking facility.

The primary concern affecting connectivity is that reciprocal arrangements with the ferry system are not in place; that is, if a bus should be delayed from meeting the connecting ferry, the ferry may not wait. While such incidents are somewhat unlikely (estimated at once or twice per week), this lack of flexibility in connecting services can be extremely inconvenient for persons who may have to wait another hour or longer for the next ferry crossing.

Fixed-route transit provides the vast majority of public transportation trips. Service is generally on time and provides people with the necessary connections that allow them to go about their daily lives without the use of a private automobile. However, while the backbone of the public transportation system is fixed-route transit, it is not always available or may not meet special transportation needs.

ADA Complementary Paratransit Service

The following excerpt from Project Action, an organization funded through a cooperative agreement with the U.S. Department of Transportation and the Federal Transportation Administration, succinctly states the present status of ADA paratransit service nationally and locally.

“The passage of the Americans with Disabilities Act (ADA) in 1990 recognized that persons with disabilities have the same rights as other citizens to access services and facilities that are available to the public. Congress also recognized that many practical problems had to be solved in reaching the goal of equal accessibility in transit.

Table 7: Usage and Cost of ADA Paratransit Services

Transit	1995*	2000	2005
Community Transit			
Number of trips	143,410	163,300	208,899
Cost	\$3,277,660	\$4,353,578	\$6,342,217
Cost per trip	\$22.86	\$26.66	\$30.36
Everett Transit			
Number of trips			
Cost			
Cost per trip			
King County Metro			
Number of trips	494,023	998,624	1,104,480
Cost	\$8,408,271	\$28,360,922	\$35,972,914
Cost per trip	\$17.02	\$28.40	\$32.57
Kitsap Transit			
Number of trips			
Cost			
Cost per trip			
Pierce Transit			
Number of trips	530,226	462,070	415,624
Cost	\$10,338,021	\$11,078,774	\$12,328,128
Cost per trip	\$19.50	\$23.98	\$29.66

Sources: Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit
 *Full compliance with ADA standards was not required until January 1997

Paratransit has proven to be a reliable and useful service for persons with disabilities and usage has grown beyond expectation, resulting in higher than anticipated costs. It remains a priority to address these issues by mainstreaming persons with disabilities onto fixed-route transit, and to better coordinate ADA paratransit to reduce trip costs. Additionally, because approximately 70 percent of adults with disabilities are unemployed and receive public assistance, mobility issues related to welfare reform must be addressed along with mobility of persons with disabilities.”

In the greater Puget Sound region, costs associated with providing ADA paratransit service locally have

grown substantially since the passage of the ADA.

Since ADA paratransit service is an unfunded mandate from the federal government, the cost and use of these services is of particular interest to the local community. This is especially true as most communities choose to enhance their ADA paratransit services to better fit the needs of the disability community. Even then it is recognized that the paratransit services provided by the transit agencies cannot meet all the transportation needs for people with disabilities, just as bus service doesn't meet all the transportation needs of a community.

In particular, the following gaps are recognized:

- **Only those people who cannot ride the bus because of a disability are eligible:** Since paratransit service mandated by ADA is only intended to serve those people who could not use a regular bus.
- **ADA requires paratransit service within a 3/4 mile buffer on either side of a local fixed-route:** So inter-regional service on Sound Transit, for example, does not provide ADA paratransit service. If there is no bus service, there is no paratransit service, which is the situation facing many rural communities in the Puget Sound region.
- **ADA paratransit service is only as good as bus service:** Just as a person cannot have a bus come to their door at exactly the time they wish, and other riders will share the ride, paratransit service also has these limitations.
- **In most systems trips must be requested at least a day before the trip is needed:** Spontaneous, same-day service is not available.
- **The very frail and the very confused** have difficulty using ADA paratransit service since drivers are unable to give the level of personal assistance needed.

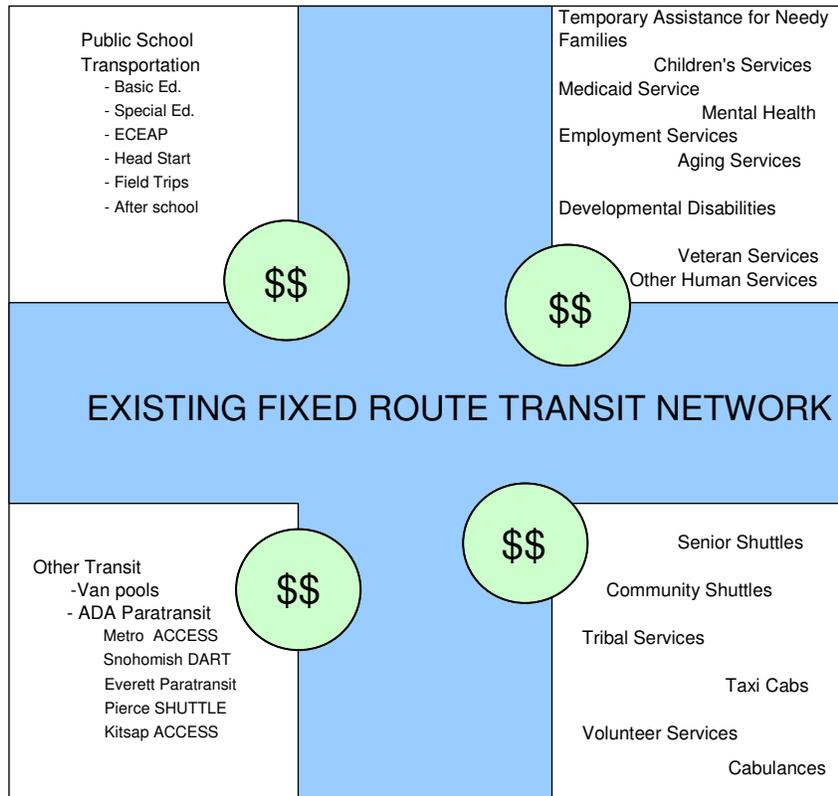
Transit agencies attempt to fill some of these gaps by providing services on their paratransit vans that go beyond ADA or by subsidizing local non-profits and for-profit providers who can fill the gaps.

As stated by Project Action, these locally funded public transit efforts still are not adequate to meet the needs of all persons in the community who have insufficient access to transportation.

Vanpool Service

The vanpool programs offer a service to employers and their

Figure 11: How Alternative Transportation Services Fill in the Gaps that Fixed-Route Service Alone Cannot Provide



Funds represent coordination dollars applied to various aspects of the special needs transportation network.

employees. The program provides the van and everything else for successful ridesharing, including rider support services, maintenance, insurance, fuel, tires, and training. Another way transit agencies improve mobility in the community is through community-based van programs. One example is King County Metro's Community Access Program (CAP). CAP expands transportation options for people with disabilities and seniors by developing partnerships with community agencies in the region. Metro has programs that provide retired ACCESS and vanpool vehicles as well as operating expenses to assist agencies in setting up their own transportation programs. One stipulation, however, is that the operating funds cannot be used by agencies to pay for driver salaries, only expenses as they relate to the vehicle itself. Agencies benefit because they are able to customize their transportation programs to meet their clients' needs. Metro and the direct community benefits because these programs are much more cost effective than Metro's ACCESS transportation.

Other Public and Private Transportation Providers

Within their service areas, the transit agencies in the central Puget Sound have historically provided consistently high levels of service. In 2005 alone, the six agencies in the region provided 132,096,184 fixed-route passenger trips, 2,990,594 demand-response (ADA paratransit) trips, and an additional 3,467,210 vanpool trips. However, while the transit agencies serve a large portion of the population and provide the majority of mass transportation in the region, they cannot serve the needs of each individual. Consequently, hundreds of other public and community transportation services fill in the gaps left by transit, including: schools, taxi and cabulance companies, non-profit agencies, volunteer programs, human service agencies, charters, and home delivery services. These agencies, in coordination with the transit agencies, make up the special needs transportation landscape for the region.

Transportation Provided by Human Service Agencies

While transit agencies provide a variety of low-cost options, such as fixed-route transit or vanpool, and expensive options such as ADA service, there are a number other community-based transportation services. Trips can be scheduled through multiple channels such as a transportation brokerage or one of the region's senior services agencies. This is one area where increasing coordinated trip planning and service could provide large savings. Other providers of transportation services include:

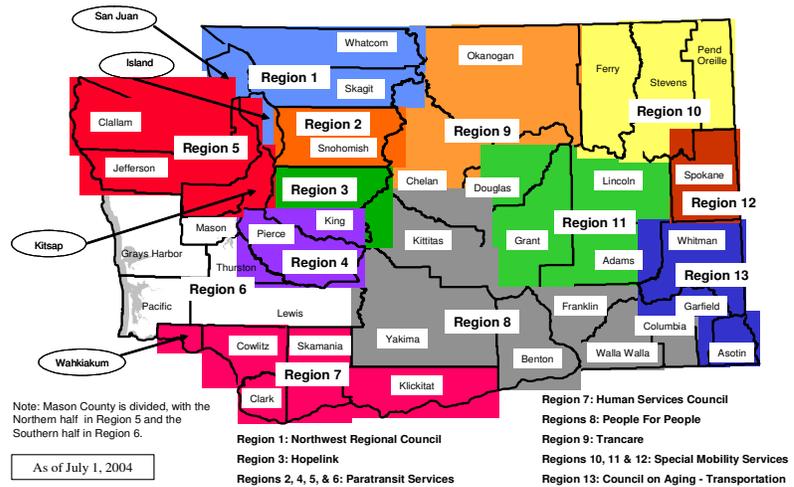
- Medical Assistance Administration (Medicaid)
- Senior services
- Developmental disabilities
- Vocational rehabilitation
- Veterans affairs
- WorkFirst

Of these agencies, transportation for Medicaid clients is the largest. The State Health and Rehabilitative Services Administration (HRSA) uses state-licensed transportation brokers as their service delivery mechanism. These brokerages can be non-profit, public, or private for-profit agencies. The brokerage system in Washington was created to meet the needs of HRSA; however, the system provides an infrastructure within communities to support the transportation needs of other agencies as well.

Brokered Transportation

The State's Health and Rehabilitative Services Administration (HRSA), located within the Department of Social and Health Services (DSHS), assures access to medical care for its clients by contracting through a competitive bid process with transportation brokers. Within the central Puget Sound region, two Medicaid brokerages hold contracts to arrange for medically related transportation services for Medicaid eligible clients. Paratransit Services, Inc. is a non-profit agency with home offices in Bremerton, and serves as the Medicaid broker for Pierce, Snohomish and Kitsap Counties. Hopelink, located in Bellevue, serves as the broker for King County service area.

Figure 12: Department of Social and Health Services, Health and Rehabilitative Services Administration Broker Regions



Source: Department of Social and Health Services (DSHS) Health and Rehabilitative Services Administration (HRSA)

Responsibilities of the HRSA Transportation broker include the following:

- Maintaining a call center to accept and screen requests for transportation from HRSA clients
- Screening HRSA clients to ensure that they have no other means of transportation
- Determining the level and type of transportation that is appropriate to their medical condition
- Arranging rides with appropriate transportation providers or supplying bus tickets or gas vouchers
- Verifying and paying transportation providers for trips taken by medical assistance clients
- Collecting and reporting data on the services provided
- Developing an adequate pool of transportation providers to meet the transportation demands of HRSA clients
- Monitoring transportation provider service quality and ensuring that providers meet HRSA standard for licensing, driver screening, training, vehicle safety, customer services, and other requirements
- Maintaining relationships with medical facilities and community agencies
- Providing substantiation and billing HRSA for administrative and trip expenses

Due to the high costs of transporting clients via paratransit, transportation brokers arrange trips on a wide array of transportation modes. Depending on the physical and mental condition of the rider, they are matched with the least expensive ride. A state average of thirty percent of the trips are purchased through transit bus passes. Conversely just over half of the brokered trips are demand-response, door-to-door trips. The remaining trips are either provided through gas vouchers, reimbursements, or other modes such as air, ferry or train.

Table 8: 2005 Medicaid Travel Data – Demand Response Trips (excludes other modes)

	King	Kitsap*	Pierce	Snohomish	4 County Total
Trips	791,077	89,834	227,774	187,536	1,386,055
Expenses	\$14,521,915.79	\$1,253,212	\$5,951,900.86	\$4,284,745.97	\$26,011,774
Cost Per Trip	\$18.36	\$13.95	\$26.13	\$22.85	\$18.76

* Data for Kitsap County was not collected separately until 2005. This data is 6 months of actual data doubled to approximate a full year's data.
 Source: Data provided by the Washington State Medical Assistance Administration.
 Data includes capital depreciation and administration costs.

When organizing a paratransit trip, brokers draw from the pool of contracted service providers to select one that provides the appropriate transportation service for all eligible residents of the

county,
 including
 the
 arrange
 ment of
 out-of-

county trips. Brokers also coordinate with each other to manage regional, out-of-area trips. Theoretically, a Medicaid-eligible person would be receiving medical services from the closest medical provider, but in cases where an individual needs care that is not provided at a local facility, the longer trip is provided without a transfer.

In addition to the brokering of transportation for Medicaid clients, human service transportation brokers can, and do, contract with a variety of other agencies. These other agencies, like the Medicaid program, have client populations with specific transportation needs. During contract negotiations, the various terms and conditions are decided upon. Generally these include:

- Eligible clients
- Parameters for the types of transportation clients receive
- Safety and quality standards
- Required documentation and reporting
- How much money can be spent
- Rules and regulations that must be followed according to each agency's own operating authority

Once the contract has been negotiated and terms have been laid out, the brokers arrange for appropriate transportation from the wide assortment of qualified transportation providers in the community. The state HRSA is the transportation brokers' largest client and most of the broker-arranged trips are for Medicaid purposes.

However, there are many other types of agencies that also contract with transportation brokers to arrange rides for clients through different programs and funding sources. Some of these different types of programs utilizing transportation brokers are listed here:

- McKinney-Vento transportation demonstration project: School districts in Pierce and King counties contract with transportation brokers to arrange for transportation of homeless students to their school of origin so that their education will not be disrupted because of homelessness.
- Harborview Medical Center: The hospital contracts with Hopelink to arrange transportation for patients being discharged from the hospital.
- Beyond the Borders: Pierce County Community Services contracts with a brokerage to arrange transportation for people living in east Pierce County, outside of the transit service area.

Brokers are primarily funded through their contracts with state and local public agencies. However, they are also eligible for a variety of federal and state grants that allow them to provide additional services within communities.

Transportation Provided by School Districts

There are many school districts in the region. Boundaries were created many years ago and seldom change. As a result, school district boundaries generally do not line up with city or county lines. Figure 11 illustrates this point.

Although each of these school districts is not required to provide transportation, all of them do have a transportation program. By state law, school districts are responsible for complete operation of their transportation programs. Each district determines which students are transported, what routes are used, and how transportation is provided. For the most part, districts provide services to students attending grades K-12 at one of the district's schools, who reside within the district boundaries. However, they also provide transportation for those students attending their schools who live outside of the district boundaries. School districts may also be involved in a number of special programs that require additional transportation services. Programs such as Head Start and Early Childhood Education Assistance Program (ECEAP) require school transportation above and beyond what those districts not engaged in those programs are required to provide. School districts may also serve out-of-district

Figure 13: School District and City/County Boundaries



Source: OSPI and PSRC

children who must travel to a school within the district to access educational programs unavailable in their home district.

Snohomish County School Districts

Arlington	Granite Falls	Marysville	Snohomish
Darrington	Index	Monroe	Stanwood-Camano
Edmonds	Lake Stevens	Mukilteo	Sultan
Everett	Lakewood	Northshore	

In addition, recent legislation requires school districts to assure continuity of the educational program by making provisions for foster children and homeless students to continue attending their school of origin. This is evidenced by the aforementioned McKinney-Vento transportation demonstration project in which school districts contract with transportation brokers to provide these additional, and in some cases, out-of-district trips.

King County School Districts

Auburn	Highline	Northshore	Skykomish
Bainbridge Island	Issaquah	Renton	Snoqualmie Valley
Bellevue	Kent	Riverview	Tahoma
Enumclaw	Lake Washington	Seattle	Tukwila
Federal Way	Mercer Island	Shoreline	Vashon Island

Kitsap County School Districts

Bremerton	North Kitsap
Bainbridge	Central Kitsap
	South Kitsap

Pierce County School Districts

Bethel	Eatonville	Peninsula	Tacoma
Carbonado	Fife	Puyallup	University Place
Clover Park	Franklin Pierce	Steilacoom	White River
Dieringer	Orting	Sumner	

School districts provide transportation services to and from a variety of locations, including:

- From home or day care center to school and back
- To and from required educational, medical or social services which occur in other facilities during the school day for students who have an Individualized Education Plan (IEP).
- To and from school of origin, regardless of where the student resides, if the student is homeless and covered under the McKinney Vento Act or is a child in foster care
- Between school districts if a student needs service from a program that is not offered in the home district
- On an elective basis, home from after-school activities or to and from extracurricular events. Due to costs, these trips are becoming rare.

School districts provide these trips in a variety of ways, including:

- Operating a complete in-house transportation program
- Owning buses and other vehicles, but contracting for the operation of the transportation program
- Contracting for a complete transportation program with one entity
- Contracting for different program elements with different entities
- Bus passes and mileage reimbursements

Table 9: 2005 public school District Travel data

	King	Kitsap	Pierce	Snohomish	4 County Total
Student Rider Count	118,019	21,013	64,959	55,023	259,014
Passenger Trips	42,486,840	7,564,680	23,385,240	19,808,280	93,245,040
Expenses	\$82,061,705	\$12,560,319	\$42,450,529	\$33,544,037	\$170,616,590
Revenue	\$47,433,546	\$7,881,107	\$22,903,026	\$21,328,400	\$99,546,079
Cost Per Passenger Trip	\$1.93	\$1.66	\$1.81	\$1.69	\$1.83

Source: Washington State Office of the Superintendent of Public Instruction

Data Note: Data only provided for school bus transportation. Districts may also use staff vehicles, taxis, and public bus passes to transport students.

There are many rules and regulations governing school district transportation programs. In some cases these requirements may inhibit a school district's ability to coordinate transportation or may outright prohibit it. The below listed regulations are located in the Revised Code of Washington (RCW), Chapter 28A.160, and generally pertain to a district's ability, or lack of ability, to lease their buses to outside users.

<p>Sample of Washington State Statutes Governing School District Transportation Chapter 28A.160 RCW</p> <p>When children are transported from one school district to another, the districts may enter into a written contract providing for a division of the transportation costs between the districts.</p> <p>A district may contract to furnish its school buses to other users who are conducting an educational or recreational program supported wholly or in part by tax funds, or programs for elderly persons, provided it is at a time when those buses are not needed by the district.</p> <p>School districts can lease school buses to nonprofit organizations to transport children with disabilities and elderly persons to and from the site of activities.</p> <p>If the district leases out its buses it must be fully reimbursed for all costs.</p> <p>School district buses can't be leased out unless no other public or private transportation certificated or licensed by the Washington utilities and transportation commission is reasonably available to the user.</p> <p>No user is required to accept any charter bus for services which the user believes might place the health or safety of the children or elderly persons in jeopardy. This provision affects what other public or private transportation is "reasonably available".</p> <p>If students or others are transported by the school district in its own motor vehicles and by its own employees, the district can provide insurance to protect the district against loss.</p> <p>If the transportation of children or elderly persons is arranged for by contract with the district, the district can require the contractor to procure whatever insurance the district deems appropriate.</p> <p>The lease of buses is handled by the school districts at the local level. The district establishes criteria for bus use and lease, including, but not limited to, minimum costs, and driver requirements. However, the lease must not conflict with regular school purposes.</p> <p>Districts can use school buses and drivers hired by the district to transport the general public to and from interscholastic events and activities along with children and school employees, as long as members of the public reimburse the school district not less than the district's actual costs. Again, this is only when private transportation certificated or licensed by the utilities and transportation commission or public transportation is not reasonably available.</p> <p>School districts can enter into agreements with any city, town, county, metropolitan municipal corporation, and any federal or other state governmental entity for the purpose of providing for the transportation of students and/or members of the public through the use, in whole or part, of the school district's buses, transportation equipment and facilities, and employees. The district must be reimbursed an amount not less than the district's actual costs. Further, wherever public transportation, or private transportation certificated or licensed by the Washington utilities and transportation commission is not reasonably available, school districts may transport members of the public so long as they are reimbursed for the cost the transportation has been approved by any metropolitan municipal corporation performing public transportation in the area to be served by the district.</p> <p>If a district contracts for pupil transportation services with a private nongovernmental entity, the district must engage in an open competitive process at least once every five years. This requirement does not prohibit a district from entering into a pupil transportation services contract of less than five years in duration with a district option to renew, extend, or terminate the contract.</p> <p>In addition, federal and state laws address school bus construction requirements and school bus driver training and licensing requirements.</p>
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Funding levels for pupil transportation are based on a formula allocation, which is calculated annually and applied by the Office of the Superintendent of Public Instruction (OSPI). The distribution formula is for allocation purposes only and does not mandate a specific level of transportation service. The formula is based on the cost of transporting an eligible student to and from school, between schools and learning centers for required instruction, and to and from service agencies and medical facilities if the student is disabled.

The allocation is driven by annual enrollment figures at each school within a district, collected each October. Districts receive funds in the form of a standard “student mile” allocation rate for each student living a mile or more from school. The standard “student mile” rate can be adjusted to include factors such as distance, restricted passenger load, and circumstances that require the use of special types of transportation vehicles.

For students living within one-mile radius from school, the allocation is based on the number of students in grades kindergarten through five living within one radius mile. If hazardous conditions prevent other students who live less than a mile from school from walking to school, adjustments can be made to the allocation formula. The allocation formula does not include after school activities or extra-curricular activities.

Most school districts cannot fully fund their transportation program using funds received from the OSPI; subsequently, they must supplement their costs with local funds. Many also utilize grant funding to support special programs such as the McKinney-Vento or other transportation services.

Other Providers of Special Needs Transportation

Figure 14: Washington State Ferry Routes



Source: Washington State Ferries

Washington State Ferries

The Washington State Ferry System is an integral portion of region’s transportation network. The ferry system is part of the Washington State Department of Transportation, which considers the ferries to be an extension of the highway system, as opposed to a transit system. Nine ferry routes connect the eastern and western Puget Sound region, like roads over water. Schedules and fares change seasonally. The ferries accommodate both vehicles with drivers and passengers, and foot passengers.

According to data provided by the Washington State Ferry system, nearly 27 percent of the ferry trips are foot passengers. That means each year, approximately 5.65 million people get off the ferry and connect with another mode of transportation to complete their trip. The ferry docks are generally at the bottom of a hill and experience heavy traffic, making timely and smooth transfers difficult, especially for people using mobility devices.

Intercity Providers

Inter
city
provi
ders

play a key role in regional travel. Four intercity providers serve the Greater Puget Sound area:

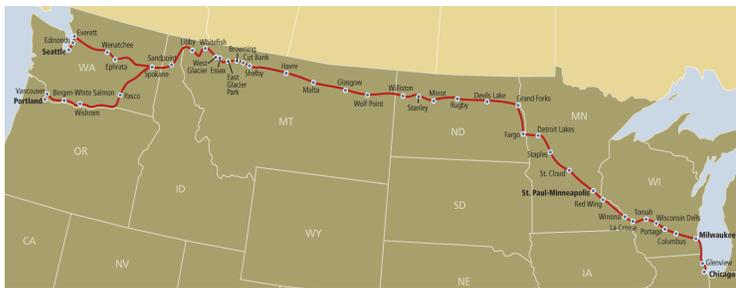
- Greyhound: Operates at least four daily trips along I-5 between Tacoma, Seattle, and Everett
- Northwestern Trailways: Operates one weekday round trip from Spokane to Tacoma via Everett and Seattle
- Olympic Bus Lines: Operates two daily roundtrips to Seattle/Sea-Tac Airport from Port Angeles. It also stops at the Greyhound and Amtrak stations in Seattle
- Amtrak: Operates five daily north/south trips and two daily east/west trips.

Figure 15: Amtrak Cascades Route Map



Source: Amtrak

Figure 17: Amtrak Empire Builder



Source:

Figure 16: Greyhound Route Map



Source: Greyhound

Figure 18: Northwestern Trailways Route Map



Source: Northwestern Trailways

Currently, the Washington State Department of Transportation is developing the “Intercity and Rural to Urban Public Transportation Network Plan.” This plan, scheduled for adoption by the end of 2006, will take an in-depth look at current conditions and trends and develop a clear plan for meeting existing and projected demand. The necessity of this plan stems from recent developments in the intercity bus network, which had approximately 21 Greyhound bus routes discontinued in the Northwest. When completed, the new plan will be used to guide

the preservation of existing intercity services and develop new or enhanced services based on a statewide architecture or network.

Volunteer Driver Programs

Volunteer driver programs play a significant role in filling transportation gaps. Agencies such as Catholic Community Services manage volunteer driver programs in each county. They recruit and train volunteers. Volunteers are paid a mileage reimbursement for using their personal vehicles to transport people. In some rural areas, volunteer drivers are the only available transportation resource. They can also provide door-to-door service for people who don't meet ADA or Medical Assistance criteria, yet need a higher level of service. Operating costs are generally lower than paratransit services.

Other Direct and Indirect Providers

Direct service transportation providers are those with a primary mission to transport people. There are a number agencies providing direct transportation service other than public transportation providers. Most have restricted service areas and do not serve the entire county. The volume of trips is less, but they contribute to overall community mobility. These types of direct transportation providers include:

- Taxi companies
- Accessible taxis
- Private and nonprofit providers that have wheelchair lift vans and can transport people who need a higher level of service
- Airport shuttles
- Charter bus companies
- Ambulances
- Rental cars
- Flex Car and other car-sharing programs
- Privately owned ferries
- Private bus companies such as Laidlaw
- Health and human service programs that offer transportation to their specific client populations

In addition to the direct service providers, there are indirect service providers that offer transportation-related service that aid individuals with mobility problems or bring services to a person's home so a trip is not needed. Some also offer specialized transportation services, only serving particular clients under unique circumstances for specific purposes. These organizations generally operate within a target client group, whose needs they can meet through effective partnerships. These include:

- Grocery stores providing home deliveries
- Hot meal delivery services provided by Catholic Community Services and Lutheran Community Services
- Personal services and companion care programs in which a caregiver may take clients on shopping trips, errands, or activities. There are over 20 such agencies in Pierce County
- Donated vehicle programs

- In-Home Hair Care Services programs in which someone will come to the home to provide care services for people, including bringing goods and running errands
- Pharmacies that deliver prescriptions and pharmaceutical supplies to the home
- Hospital and medical clinics that will transport their patients to medical appointments
- Residential, long-term care facilities and group homes that will take their own residents on outings
- Senior and community centers that have vans for transporting their own clients to and from activities
- Churches and faith-based organizations that may transport their affiliates to and from services or for other necessary purposes
- Child care facilities that will transport children between school and the child care facility or on special outings
- Supported employment facilities that transport their clients to training, work, and work-related activities
- Recreational agencies such as the Boys and Girls Club and the YMCA that will transport people to and from activities

Find-A-Ride

Sound Transit has established a searchable database of transportation providers in King, Pierce, and Snohomish counties called “Find-A-Ride.” Located at www.findaride.org, this interactive database serves dual purposes: to keep an active inventory of available providers in the region and to facilitate public access to agencies that may be able to provide them with specific transportation services. Participation is voluntary and not all providers in the region have elected to participate. However, Find-A-Ride contains information on a wide array of providers serving the region. Highlights of the database are:

- 131 direct and indirect transportation programs are listed in Find-A-Ride
- 80 provide trips
- 51 provide other transportation-related services
- 54 offer service in more than one county in the region
- 40 provide rides in more than one county in the region

For those agencies that provide transportation services, there are eligibility requirements for what the agency provides. Common stipulations include the level of service and destination type.

Table 10: Conditions for Providers in Find-A-Ride Database to Provide a Trip

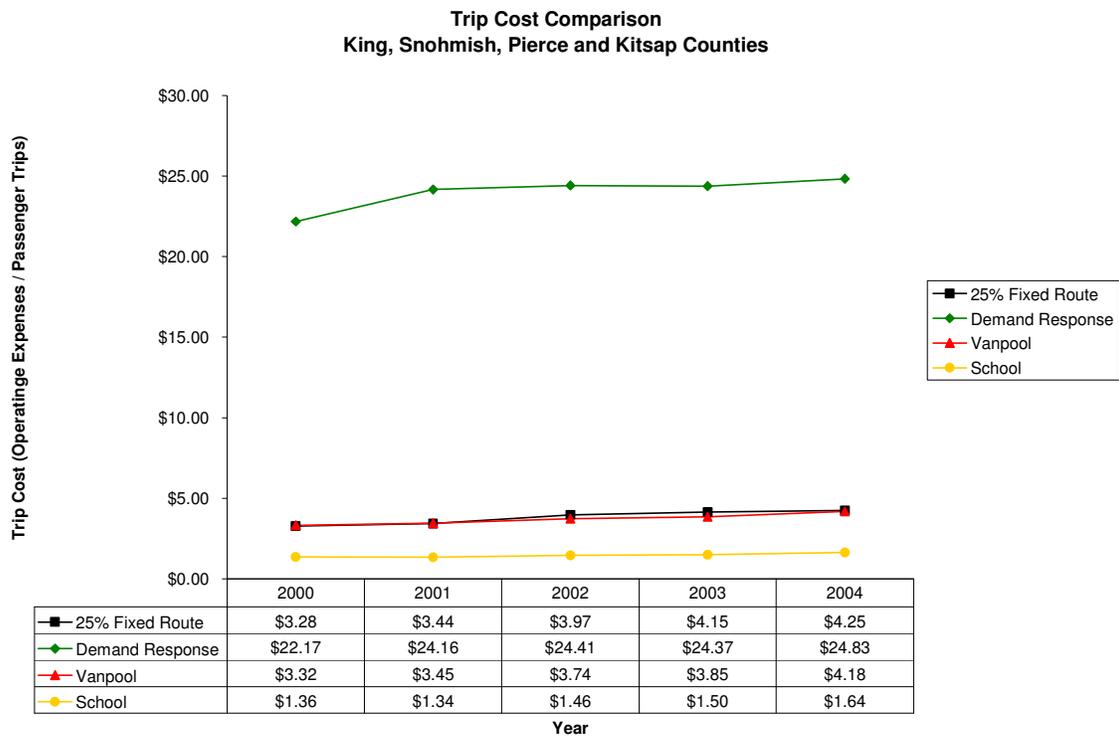
Service Parameter	Yes	No	
Will transport people who need to make stops en route while the driver waits	12%	50%	38% - yes if the stop is scheduled in advance
Will transport people who need door to door service	70%	30%	
Will transport people who need hand to hand service	53%	47%	
Will transport people in wheelchairs	47%	14%	39% - yes if the wheelchair fits on the vehicle and can be secured
Will transport people for any trip purpose	59%	41%	
Will transport anyone (general public)	44%	56%	

Transportation Costs

Generally speaking, fixed-route transit, fixed-route student transportation, and vanpools are the most cost-effective method to provide wide transportation access. In 2004 these lower cost options ranged from \$1.64 to \$4.24 per trip. Because these are much less expensive trips, transit agencies invest in programs that promote and educate customers to use the fixed-route system, as well as provide support that allows them to do so.

Conversely, paratransit, by its nature, is a much more expensive service to provide. These trips are scheduled by reservation and are typically provided to those with need for a higher level of service, such as door-to-door. The average cost per trip scheduled through a Medical Assistance Administration (HRSA) transportation broker is approximately \$25 in King, Pierce, or Snohomish counties.

Figure 19: Trip Cost Comparisons Between Modes



Sources: Medical Assistance Administration (Medicaid data); Washington State Department of Transportation (transit data); Office of the Superintendent of Public Instruction (OSPI – School data)

Chapter 4 - NEEDS, GAPS AND DUPLICATION

Northshore Gaps

If you walked into the office of Northshore Transportation Manager Bill Wilson, you would be immediately struck by the complexity of the coordinated transportation system mapped out on his wall.

A whiteboard is filled with grids indicating trip routes, pickup times, and equipment reports. Transportation is a critical part of the service Northshore Senior Services provides to adults and people with disabilities throughout King and Snohomish counties.

Northshore Senior Services transportation consists of a fleet of 15 accessible vans driven by nine paid drivers. The drivers go through extensive training including CPR every two years, mobility/equipment security every two years, and other trainings at regular monthly meetings.

Mr. Wilson confides that one of the hardest things he has to do as a transportation manager is tell someone that they can't get a ride.

Because of the "¾ mile rule" which stipulates that a person has to be within ¾ of a mile of a bus route in order to receive an ADA paratransit trip, many seniors and disabled people do not qualify for service. Northshore tries to fill the gaps, but cannot take care of everyone who needs a ride.

Bill Wilson believes that there could be a lot more service for people in the Northshore area if his agency and other transit systems could coordinate more.

All four counties have identified transportation needs within their jurisdictions. Although the research methods and the target populations studied differed, the general areas of destination needs fall in these categories:

- Medical Facilities/ Appointments/ Pharmacies
- Grocery Store/Shopping
- Social/Recreation
- Employment
- Childcare
- Place of worship
- Community activities
- To/from other counties/districts
- Airport

People living outside of transit service areas typically have greater transportation difficulties due to their limited options. The transportation needs of people living inside transit service areas typically are service-related (e.g., same-day reservations, pickup windows, long travel or wait times, eligibility restrictions, transfers and connections between modes).

The frequency of transportation difficulty varied depending on the target population and destination type. People who are employed need transportation more frequently than people who have other types of transportation needs (20 trips per month as compared to five trips per month).

Transportation needs typically are spread throughout the day, but timeframes with the most transportation difficulty (although less traveled) are evening hours and weekends. People living outside of transit service areas typically had more transportation difficulties due to their limited mobility options.

In all four counties, regional or cross-jurisdictional trips were reported as a significant transportation need. For example, for a trip from Silverdale in Kitsap County to the First Hill medical facilities in Seattle, providers on both sides of Puget Sound must coordinate their leg in addition to coordinating with the ferry schedules.

In addition to the community surveys, transportation providers in Pierce, King, and Snohomish counties were asked to rank the top three transportation limitations/barriers for their clients. In all three counties, insufficient service in rural areas ranked as the most significant transportation limitation. This barrier was followed by eligibility restrictions such as being ineligible for ADA paratransit or Medicaid trips, and lack of information about available services and how to use them.

In addition to this data and reference to national research, the PSRC Special Needs Subcommittee identified the following transportation gaps and needs based on their professional and personal experience.

Rider Needs and Gaps

Unserved or Underserved Areas

People often live in rural areas or the edges of cities due to lower cost housing options. To provide cost efficient service, transit agencies typically provide more frequent service in areas with more people, such as in urban areas. Consequently, many individuals are without transit

service. Even within transit service areas, service levels may not meet the travel needs of people. For example, the ADA paratransit services footprint typically extends three quarters of a mile on either side of the fixed-route network, so those people living inside, but at the edge of the urban area, may still be outside of the paratransit service area.

There are also people who are eligible for ADA paratransit services, but need a higher level of service than the transit agency provides (e.g., door-to-door). Human service agencies typically provide those higher levels of service, but are often designated for a specific target population (e.g. veterans) or specific destination type (medical trips). Specialized transportation services are also limited on weekends and for social activities, such as going to a place of worship.

Ease of Use

Once a person figures out how to use “the system,” whichever transportation system works for them, transportation becomes less challenging. However, learning to use the system can be difficult for several reasons.

- Different transit systems have different fare schedules, which is confusing and difficult for riders.
- Riders eligible for multiple transportation programs must make multiple trip arrangements depending on their transportation need, not with a single provider.
- Riders may need help getting on and off the vehicle, but there is often nobody available to help people at transfer points.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.

Access

There are not enough affordable, accessible or lift-equipped vehicles for people who are disabled, but not eligible for Medicaid or ADA paratransit services. Some of these people could ride the fixed-route bus, but are unable to access it for a variety of reasons. The Center for People with Disabilities conducted a 2005 Bus Stop Survey that found that problems at bus stops made it difficult for people with disabilities to ride the bus. Problems included:

- Blocked access to the stop by such things as tree limbs, landscaping rocks, and retaining walls
- Ramps that are too steep
- Some drivers don't provide boarding help at stops where boarding is difficult and may even refuse to stop
- Bus stops that are too far from the accessible path of travel
- Residue on the boarding surface, cracked pavement, uneven joints, pebbles or other rough surfaces that make boarding difficult

Transit/ Paratransit Trip Length and Transfers

Transfers among the different transit systems add a great deal of time, inconvenience, confusion and frustration to regional travel. Fortunately, transit systems operate several regional express services to reduce ride times for many of the longer trips. This is very beneficial for people with special needs, the majority of whom use fixed-route transit. However, regional ADA paratransit services for transit agencies do not mirror the regional express services. Consequently, transfers are necessary among paratransit systems and tend to be more lengthy and difficult for people who by definition have the more severe disabilities. Transfers can be physically painful for some individuals.

Connections with Ferries

Paratransit trips – funded by transit, Medicaid, and other human services -- that involve ferries present a series of difficulties. The ferry system does not give priority to paratransit vehicles, so paratransit vehicles may have to wait for subsequent ferries if they can't board the intended sailing. This happens frequently on holidays and weekends. Riders can miss appointments, and if they are frail, the trip may be painful when extended. It is difficult to coordinate docking time with a pick up at the other end due to lack of communication between providers and the ferries.

Regional Transfer Site Amenities

Riders whose trips involve a transfer are more likely to want amenities, access to information, or other features to help make their trip more seamless. An analysis of the amenities at the 21 regional transfer sites shows:

- 18 do not have restrooms
- 17 do not have pay phones
- 15 do not have customer service/information

Safety and Supervision

The fear of crime and difficulty boarding are two significant reasons people are reluctant to use public transportation. Busy cross streets, lack of amenities, and lack of assistance or enforcement are all safety hazards that are barriers for potential riders. In addition, transportation of children requires additional supervision beyond what is available on fixed-route transit, due to age, behavior issues, or disabilities that require assistance to travel.

In 2006 the Snohomish County Special Needs Transportation Coalition (SNOTRAC) issued an online survey with the intent of gathering information on transportation issues as they relate to employment. SNOTRAC collected 700 responses from this Snohomish countywide effort. The results of this survey can likely be generalized to the region due to a highly representative sample of the special needs population and inclusion of King County participants.

Part of this research indicated that the perception of safety and security had a huge impact on willingness to use public transportation. Fifty-eight percent of participants who responded, “strongly or somewhat agreed” that they would be more likely to ride the bus if they “felt safe and secure.” This was more important than having more bus stops available, being taught how to use the bus, knowing what is available, ease of making multiple stops, and disability friendliness. It ranked as the second after shorter trips as reasons participants were likely to ride the bus. Survey participants who were disabled and/or were women “strongly agreed” that safety and security was an important factor at a statistically significant level compared to those that were not. In addition, many expressed concerns about safety, security, and customer service in the “additional comments” section. For example, a user stated, “I was harassed on the bus and the driver did not help me.”

Operation Efficiency Needs and Gaps

Lack of Funding

Coordination results in efficiencies, which in turn results in lower cost-per-unit of service. However, building the infrastructure for coordination requires an up-front investment. Without that investment, communities cannot do the work, invest in the technology, and build the community infrastructure to realize the efficiencies. The most effective coordination builds on existing

resources and infrastructure, utilizing the fixed-route transit system as the backbone, and filling in the transportation gaps with other community transportation services. However, funding is insufficient for:

- Expanding fixed-route services and equivalent paratransit services
- Meeting specialized student transportation services such transportation for homeless students, foster care, early learning students, and special educational centers
- Volunteer and other community transportation that provide higher levels of transportation service

In addition, the ADA paratransit service generally is funded locally through the transit district's tax base, although it is a mandated service due to required compliance with civil rights laws. Since it is required service without a separate funding base, it competes with funding for fixed-route service, resulting in the potential for a decrease in fixed-route service to maintain the minimum level of ADA paratransit service. This discourages expansion of the paratransit service beyond the minimum to comply with the ADA laws.

A transportation funding system that funds multiple transportation options (fixed-route, paratransit, schools, non-profit, etc.) through various mechanisms would reduce the burden on the current transit districts' tax bases, and would support coordinated planning.

Duplication and Redundancy

Various sources of funding restrict different transportation service to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas, including:

- Vehicles from different agencies may be traveling in the same corridor at the same time, but offer different services so do not pick up additional riders.
- Schools, transit systems, and the Medicaid brokers operate their own training programs for drivers.
- Schools, transit systems, and other transportation providers have their own in-house maintenance programs for vehicles.
- Brokers, transit systems, senior programs, and other agencies each have their own call center for people to call to arrange for transportation.
- Schools, transit systems, and community providers purchase vehicles and equipment individually.
- Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes. For example, some applications accept self-reported disabilities while others require a doctor's verification, and others require an evaluation.

Agency Barriers

In order to maximize economies of scale, a regional system supporting the exchange of information could allow transportation providers and brokers to share scheduling information and provide the most cost efficient trip utilizing the range of transportation options available. The central Puget Sound region has significant barriers to overcome before such a system could be entertained. Specifically:

- Different agencies have different requirements for vehicle safety, driver training, driver licensing, or other standards. For example, schools require fingerprinting of

drivers and FBI background checks, but Medicaid does not. Some agencies require that drivers have a Commercial Drivers License (CDL) and others don't.

- Agencies believe that liability will increase or funding will be jeopardized if they transport passengers who are not their clients.
- A mechanism is needed to fairly distribute the cost of grouped trips.
- Perceptions about grouping trips with students are inconsistent. For example, brokered trips for homeless students are not allowed to be grouped with other riders. However, these same students are grouped with other riders for medical appointments funded under the Medicaid program.

Exchanging Information – Software

Transportation providers and brokers use different scheduling, dispatching, and reporting software, which makes sharing information more difficult. Consequently, transferring regional eligibility and scheduling data between and among ADA paratransit providers, Medicaid brokers, school districts and others is not automated

Exchanging Information – Privacy

A primary barrier in sharing information has been addressing confidentiality and privacy requirements. Privacy Acts, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA), prohibit sharing client information and authorize penalties for offenders.

Reporting Requirements

Federal, state, and local agencies that fund special needs transportation have different reporting requirements attached to their funds. Agencies that receive funds from multiple funding sources must set up labor intensive and costly data collection mechanisms to meet multiple reporting requirements. Money spent on additional staff time to meet such requirements means less money to provide services.

Awareness Needs and Gaps

Information Partners

“Gatekeepers,” the people who work with seniors, youth, people with disabilities, and low-income populations, are often the first point of contact for people with special transportation needs. Gatekeepers often don't have adequate information about the appropriate transportation choices and referrals for clients, or don't have the time to learn about the appropriate choices or referrals. Some social service agencies and other support services may not agree that a fixed-route bus is appropriate for their client. For these and other reasons, case managers and customer service representatives from social and health service agencies may advocate for modes of transportation that are more expensive because they fear the client will not get to the service if there is any inconvenience in using other transportation modes.

Awareness of Available Services

Marketing of less expensive modes, such as fixed-route transit, rideshare, and vanpools, is mostly targeted to commuters and not people with special transportation needs. Furthermore, funding is not available to meet the demand for specialized paratransit, volunteer and other community transportation, and hence marketing is not encouraged. Rural communities in

particular are not aware of the options available to them due to the limited funding available for marketing and planning coordination.

Service Levels and Expectations

There are no clear public transportation service level criteria in Puget Sound, such as defining adequate wait times, appropriate service frequency by area, or reasonable trip lengths. Without service levels clarified and broadly publicized, people develop expectations of the public transportation system that it is not designed to meet. This results in frustration for both the rider and the public transportation system.

Chapter 5 – Mobility Tomorrow

Joelle's Story

One of Joelle's life and career goals is to attend graduate school and get her Masters in Public Administration. After studying her options and defining her personal and professional goals, Joelle decided the Program at The Evergreen State College was the best fit for her. But to go there, she had to first determine that transportation was not going to be a criterion for selecting a college.

"I didn't want to be forced to go to the U, or Seattle Pacific, just because I use a wheelchair," she said.

To get to The Evergreen State College campus from her office in Seattle, approximately 65 miles, took five hours and three different transportation systems. The trip to campus started with a Metro bus from her office in the Central District to the downtown Amtrak Station. From the Amtrak station, Joelle boarded the Coast Starlight train to the Olympia train station. Arriving in Olympia, Joelle used Intercity Transit's "Dial-a-lift" to transport her to campus.

Costs for the Seattle to Olympia trip were \$1.50 for the Metro bus, \$20.00 for the Amtrak, and \$1.50 for the Dial-Lift. In addition, Joelle also paid \$70 a week for attendant care for the night that she stayed at a colleague's house, before making an identical return trip to Seattle. The length of the trip and the time schedule made it impossible for her to travel both ways in a single day. In total, Joelle paid almost \$100 a week to make the regional trip between Seattle and Olympia.

Beyond cost, Joelle faced other barriers that she could only describe as products of a dysfunctional system. For example, to book her trip, she had to call three different call centers, each with varying levels of accessibility. Joelle wished for a coordinated regional booking system for making travel arrangements. Joelle is a person of strength, determination, and skill and those qualities enabled her to face the week, after week, after week struggle to get to school.

How many of us could do that?

Population Projections

A dramatic increase in population is expected in the Puget Sound region within the next decade. Current projections indicate a general population increase of approximately 8.8 percent by 2010, and 22.4 percent by 2020. In comparison, the subset of the over-65 age cohort is projected to increase by 10.6 percent by 2010, and 76.9 percent by 2020. Table 9 presents current and projected populations for King, Kitsap, Pierce and Snohomish counties. Tables E.1 through E.4 in Appendix E contain data tables on current and projected population by age cohort for each county in the central Puget Sound region.

Of particular interest is the projected growth in the population of older adults, expected to increase nearly 77 percent between 2003 and 2020, while the total population will experience growth of 22 percent.

Demographic characteristics and trends such as an older population or growth in overall population affect the demand for transportation services. Likewise, changes in certain population cohorts affect the demand for different types of transportation services, most notably the correlation between the elderly and the demand for paratransit services.

Travel Demand Projections

Transportation demand models are not readily available for special needs transportation providers, including Medicaid, social/human service agencies, senior programs, faith-based organizations, or schools.

However, research commissioned by the Metropolitan Transportation Commission (MTC) in the San Francisco Bay Area provides a basic model for estimating the percentage of each age cohort that is likely to be ADA paratransit eligible. These percentages, when applied to Puget Sound population data suggest a 13.6 percent increase in ADA paratransit registrants in the area comprised of King, Pierce, and Snohomish counties.

Approximately 2.98 million ADA paratransit trips were provided by the five local transit providers in Pierce, King, Kitsap, and Snohomish counties in 2004, of which approximately 153,000 involved interagency transfers. Based on current transit agency trip generation rates, the total number of ADA paratransit trips is projected to increase by close to 15 percent to 3.42 million by

Table 11: Population Projections

County	2003	2010	2020
King	1.78m	1.86m	2.02
Kitsap	.24m	.31m	.38m
Pierce	.73m	.79m	.89m
Snohomish	.64m	.73m	.86m
Total	3.39	3.69	4.15
Population Increase (total)			
	2003 – 2010	8.8%	
	2003 – 2020	22.4%	
Population Increase Age 65+			
	2003 – 2010	10.8%	
	2003 – 2020	76.9%	

Source: Washington State Office of Financial Management, Data from Census 2000

Table 12: Percentage of Age Cohort Likely to be ADA Eligible

Age	% ADA Eligible
0-19	0.10%
20-34	0.20%
35-49	0.50%
50-64	1.30%
65-74	3.90%
75-84	11.00%
85+	28.40%

Source: Metropolitan Transportation Commission

Table 13: ADA Registrants and Projected Registrants for King, Pierce, and Snohomish Counties

Number of ADA Registrants 2003	48,116
Projected ADA registrants 2010	54,660
Percent Increase in Registrants	13.6%

Source: Transit data and application of MTC cohort estimates to projected populations

2010. During this same period, the total number of interagency ADA paratransit transfers is projected to increase by close to 14 percent to approximately 173,280. For the purpose of estimating trip demand, this plan assumes the same growth rate across all modes of special needs transportation as the projected growth rate of ADA paratransit trips.

Based on the 2004 utilization of special needs transportation services and estimated population growth, calculations show approximately 290.3 million trips will be made in 2010. This represents a 15 percent increase above 2004 total trips (252.5 million trips). In detail, this means:

- 19 million additional fixed-route transit trips
- 14 million additional basic and special education trips
- 3 million additional ferry trips
- 480,000 additional vanpool trips
- 450,000 additional paratransit trips under the American with Disabilities Act
- 175,000 additional paratransit Medicaid trips
- 145,000 additional human services provider trips

Table 14: Projected Trip Volume Increase

Mode of Transportation	2004 Data	Projections for 2010
Fixed Route Transit	129,137,737	148,508,397
Transit ADA Service	2,978,499	3,425,273
Transit Van Pools	3,193,388	3,672,396
Kitsap Transit Foot Ferry	388,712	447,018
Schools	93,245,640	107,232,486
Medicaid	1,386,055	1,593,963
Washington State Ferries	21,164,238	24,338,873
Human Service Agencies	970,000	1,115,500
TOTAL	252,464,269	290,333,906

Sources: Medical Assistance Administration (Medicaid data); WSDOT (Transit Data); Office of the Superintendent of Public Instruction (OSPI – School Data); other estimated trips assumed at 870,000/year at an average of \$23 per trip.

Data Note: To eliminate double count, transit trips funded by Medicaid were removed from Medicaid cost.

Regional Strategy for Coordinating Special Needs Transportation

Given the growing demand for transportation over the next 10 years, the opportunities to better coordinate services, and the gaps in transportation services, the Special Needs Subcommittee decided to frame a blueprint for how to collectively move from mobility today to the desired mobility of the future. The first step was to identify the regional vision, mission, and principles by which to guide our decisions.

THE VISION....

Mobility, Quality and Efficiency through Coordination

THE MISSION....

We are multiple organizations working together for mutual benefit to gain economies of scale, eliminate duplication, expand service, and or improve the quality of service in order to better address the regional transportation needs of transportation disadvantaged people in the Greater Puget Sound.

THE STAKEHOLDERS....

Riders	Transportation Purchasers	Transportation Providers	Community At-Large
People that need transportation, including those with physical and mental disabilities, youth, older adults, and people that simply can't afford to own or maintain a car, or are unable to operate a vehicle.	Agencies and people that pay for transportation, including taxpayers, social service agencies, transit agencies, school districts, service providers, nursing homes and hospitals.	Agencies that arrange and provide the trips, including transit agencies, school districts, transportation brokers, non-profits, private transportation companies, volunteer driver programs, community shuttles, and social service agencies.	Those who serve people with special transportation needs including hospitals, nursing homes, colleges and universities, pharmacies and medical facilities, retail and grocery stores, community programs, family and friends, government agencies, and employers.

Guiding Principles & Values....

Transportation stakeholders have different principles and values, depending on their viewpoint. The values from each stakeholder perspective are listed below and stated as “forward-looking” statements – the ideal environment for coordinated special needs transportation to thrive. These four viewpoints have been balanced throughout this planning effort and the building of a coordinated special needs transportation system in the region.

RIDER VALUES

Choice	A range of mobility and cost options gives riders a variety of usable and effective choices to meet the need.
Easy	Riders can easily plan, arrange, and/or pay for trips, regardless of mode.
Reliable and Dependable	Transportation services can be depended upon to arrive and depart within agreed upon timeframes. Drivers are consistently respectful and helpful.
Safe	Services are safe and secure.
Service	Gaps in service areas are filled, and services are sufficient to meet the need.
Privacy	Passenger information is kept confidential and is treated respectfully.
Coordination	Coordination takes place “behind the scenes” – it is handled to the greatest degree possible by the agencies – not the riders.

PURCHASER VALUES

Client-Focus	Agencies continue to represent client interests and get them the most appropriate transportation that meets their specific needs.
Cost	Coordination will be cost neutral or result in cost savings for all participating agencies. Where possible, cost savings realized by the plan will be reinvested into more mobility.
Standards	Driver and vehicle level of standards are agreed upon and enforced. The service quality of publicly funded special needs transportation services should be at least equal to fixed-route services.
Market-driven	Competition is a good thing.
Trustworthy partners	Costs and responsibilities are not shifted to other purchasers without adequate compensation. (“budgets are not balanced on the backs of others”)
Equitable	No one entity is solely responsible for special needs transportation. Costs of providing grouped trips are shared equitably.
Lowest Cost, Most Appropriate	Publicly funded rides are provided by the lowest cost, most appropriate service for the passenger.
Funding	Transportation coalitions have the responsibility to seek additional funding to supplement federal, state, and local funds.
Regulations	Federal, state, and local regulations are consistent and support the coordination of transportation services.
Options	A range of transportation options are available, including but not limited to, carpools, transit, taxi cabs, community businesses, non-profits, cabulances, school buses, volunteer drivers, gas vouchers, and non-motorized alternatives.

PROVIDER VALUES

Fair	Competition for providing publicly funded rides remains fair – everyone has an equal chance to compete for a share of the market.
Simple	The administrative burden of collecting fares, reporting data, and complying with regulations are simplified and streamlined.
Public/Private	Publicly-funded rides will continue to be provided by both public and private providers.
Information	It’s easy to help people access different transportation programs without having to know the details about each program.
Share Resources	Opportunities to share resources among providers are leveraged, such as vehicles, training, maintenance, and drivers.

COMMUNITY VALUES

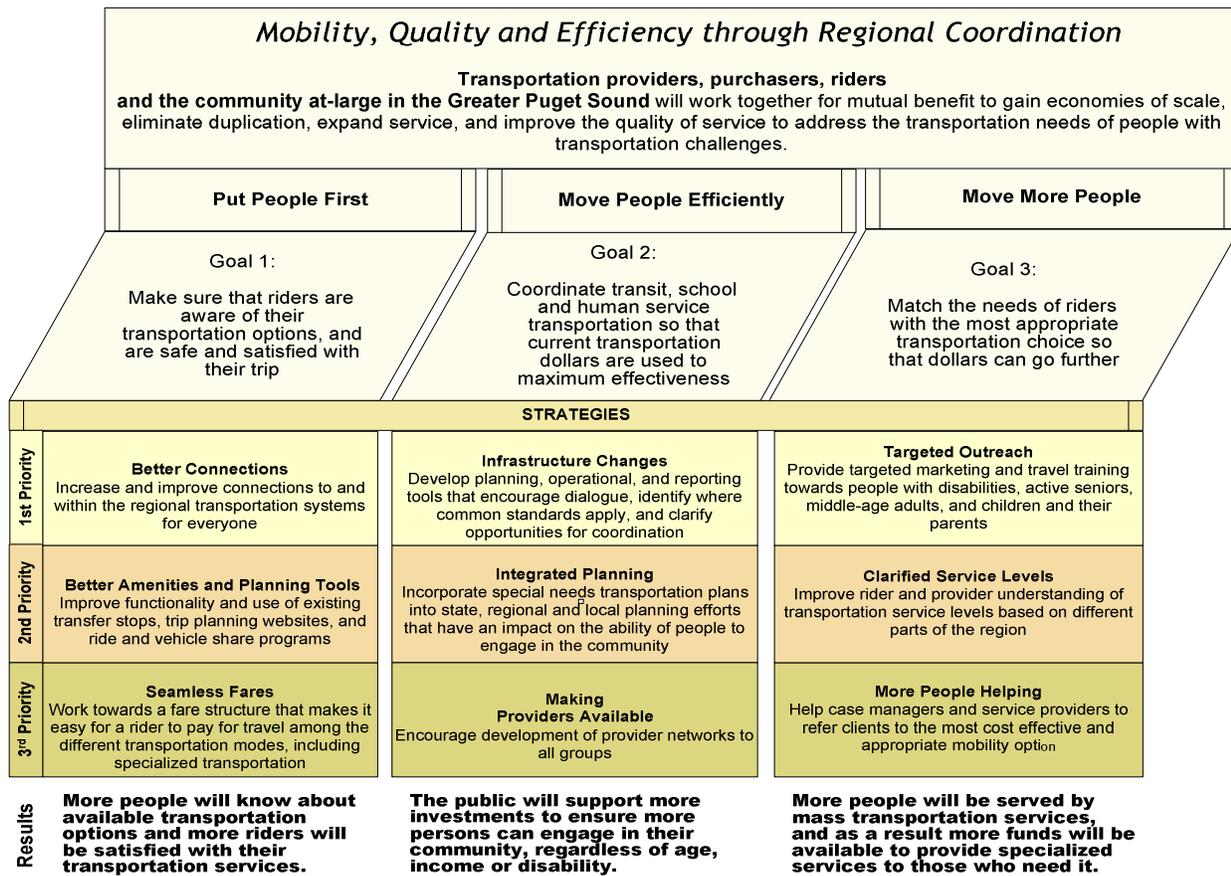
Inclusive	Everyone benefits from pedestrian-friendly accessible communities with a full range of mobility options.
System Approach	Responsibility of transportation is shared among the community.
Healthy Communities	All federal, state, and local planning processes recognize that mobility is integral to achieving healthy communities.
Accountability	The community is held accountable for working together to meet mobility needs.
Coordination	Mobility choices are usable and presented in effective ways. Coordination of choices is efficient and requires the least amount of work by riders.

After constructing a framework for decision-making, the Special Needs Subcommittee began to identify goals and strategies to bridge the gap between current mobility options and the vision of mobility in the future.

To move the region closer to the identified vision of mobility, quality and efficiency through coordination, this plan supports the three goals and nine strategies as illustrated in Figure 19.

The strategies were identified as key ways to act on the goals and objectives over the next four years. With public input, the strategies were ranked into first, second and third priority levels for each goal area.

Figure 20: Strategic Vision, Mission, Goals and Objectives



QUALITY

Strategic Goal #1: Put People First

People should be able to afford transportation, use it safely, and get to where they need to go without an overly burdensome process or trip time.

People with special transportation needs are satisfied with regional transportation service when...

- ✓ they have a range of choices to choose from
- ✓ trip length is reasonable and transfers are efficient
- ✓ it is easy to use
- ✓ waiting and riding is comfortable and safe

Goal Statement: Improve availability, safety, ease of use and affordability of regional special needs transportation services within existing budget constraints

Long-Term Outcome: More people will know about available transportation options and more riders will be satisfied with their transportation services

First Priority: Better Connections -- Increase and improve connections to and within the transportation systems for everyone. This strategy supports projects that:

- simplify how to plan, reserve and pay for trips with a single phone call or one website visit
- establish more centralized and coordinated regional transfer points between all modes
- reduce wait and trip times for paratransit regional trips
- improve access to regional medical facilities, employment centers, and social activities
- connect rural areas to regional and local connection points

Second Priority: Better Amenities and Planning Tools -- Improve functionality and use of existing transfer stops, trip planning websites, and ride and vehicle share programs. This strategy supports projects that:

- improve facilities and amenities at bus stops and transfer stations
- increase use of supervised or personal attendants on challenging trips or at transfer points
- coordinate and enhance existing trip planners, resource guides, or rideshare programs

Third Priority: Seamless Fares – Work towards a fare structure that makes it easy for a rider to pay for travel among the different transportation modes, including specialized transportation. This strategy supports projects that:

- simplify the ability for riders to use multiple systems
- simplify the ability of riders to make multiple stops (chain trips)
- help agencies come to agreement on common fare structures, or seamless systems that support various fare structures.

EFFICIENCY

Strategic Goal #2: Move People Efficiently

Transportation budgets are limited. In order to maximize the amount of service provided, transportation systems must operate as efficiently as possible. Networks should be created that are seamless for the customer, but operationally and organizationally sound for providers.

Coordination can create efficiencies that enable more trips within available funds. Coordinating regional trips offers the greatest potential for efficiency, with fewer vehicles on the road and more people on each vehicle. Agencies can also coordinate such things as driver training, purchasing, standards, requirements, eligibility determinations, and technology.

A regional vision of a coordinated transportation infrastructure is outlined under Figure 19.

Special needs regional transportation is more efficient when...

- ✓ providers can easily **exchange information** so that schedules can allow for smooth connections at transfer points
- ✓ economies of scale can be applied, such as joint purchasing, filling seats on a vehicle, or grouping trips geographically instead of by program eligibility
- ✓ funders coordinate their reporting requirements
- ✓ duplication and redundancy among and between systems is avoided

Goal Statement: Maximize the resources available for regional special needs transportation through coordination in planning, service delivery and reporting.

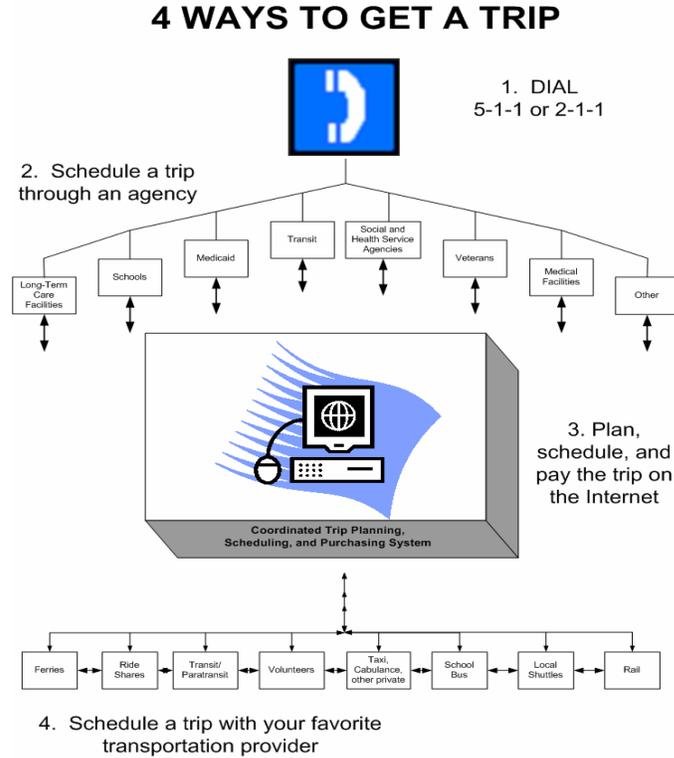
Long-Term Outcome: The public will support more investments to ensure more persons can engage in their community, regardless of age, income or disability.

First Priority: Infrastructure Changes – Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination. This strategy supports projects that:

- provide tiered vehicle and driver standards that are consistent throughout the region and that respond to varying levels of service needs
- utilize technology to share ride demand data between agencies and non-profits while maintaining rider privacy
- leverage existing taxpayer investments, such as 2-1-1, 5-1-1, smart card technology, etc.
- increase coordinated trip scheduling and billing among and between school districts, transit agencies, and human service agencies
- support implementation of a coordination model as identified under Figure 21.



Figure 21: Vision of a regional coordinated transportation system: Plan, reserve, and pay for a trip with a single phone call or website visit.



Second Priority: Integrated Planning -- Incorporate special needs transportation plans into state, regional and local planning efforts that have an impact on the ability of people to engage in the community. This strategy supports projects that:

- jointly support multiple special needs transportation objectives in different state, regional or local plans (e.g., local growth management plan and human service plan)
- support ongoing dialogue, planning and decision-making between human service agencies, transit agencies, school districts, non-profit agencies, land use agencies, transportation providers and others

Third Priority: Make Providers Available – Encourage development of provider networks to all groups. This strategy supports projects that:

- utilize technology to connect providers in an area with any transportation system dispatch
- increase the available pool of qualified drivers and providers
- help small transportation providers with developing quality programs
- increase the ability of school districts to be a part of the community transportation provider pool

MOBILITY

Strategic Goal #3: Move More People

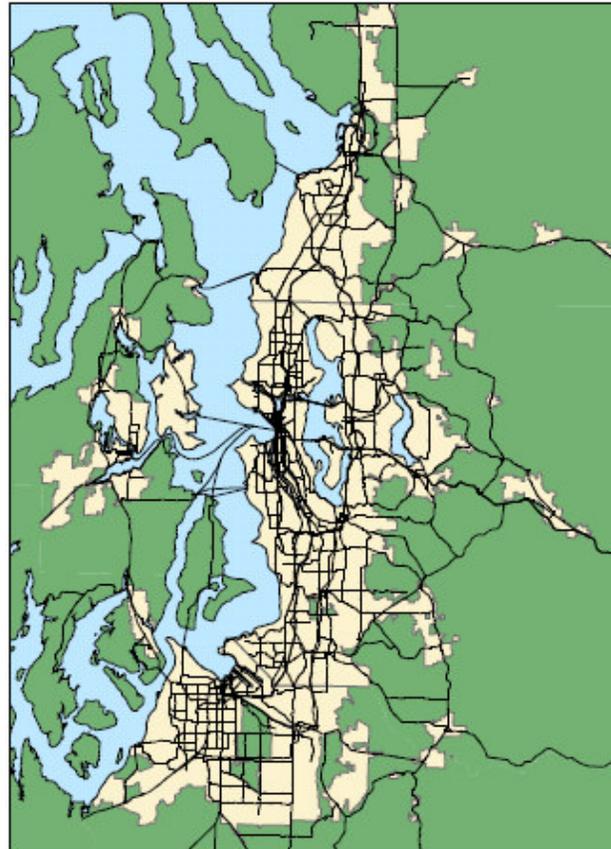
Between now and 2010, the growth in the target population will result in a projected 15 percent increase in demand for trips, from 252 million to 290 million trips.

To meet current and future demand, the region must develop the capacity to deliver more trips. This plan supports the use of less expensive modes of transportation as a first option, so that transportation funds can be stretched further.

Less expensive modes mean the service modes that are less expensive for transportation providers to deliver. Lower cost modes include bus routes, commuter trains, and ride share programs.

If the system is as efficient as possible and more people are comfortable in using the bus or other lower cost modes, it is more likely that funds for more specialized transportation modes are available to serve people who require a higher level of assistance.

Figure 22: Puget Sound Metropolitan Transportation System and Urban Growth Boundary



Source: Puget Sound Regional Council

People with special transportation needs use the lower cost transportation modes when...

- ✓ they are aware of the available services
- ✓ they know how to use the lower cost services
- ✓ they feel it is a good option for them
- ✓ their expectations match the service delivery policies of the transportation programs.

Goal Statement: Increase use of lower cost trip options – such as regional buses, trains and ride/vehicle share programs – by seniors, children and teenagers, people with disabilities, and people living on limited incomes.

Long-Term Outcome: More people will be served by mass transportation services, and as a result, more funds will be available to provide specialized services to those that need it.

First Priority: Targeted Outreach -- Provide targeted marketing and travel training towards people with disabilities, active seniors, middle-age adults, and children and their parents. This strategy supports projects that:

- expand existing travel training, bus buddy or ambassador programs throughout the region
- develop new and innovative marketing and information partnerships or strategies

- expand exposure of regional fixed routes, trains, and ride share programs to policy makers and “untapped” markets

Second Priority: Clarified Service Levels – Improve rider and provider understanding of transportation service levels based on different parts of the region. This strategy supports projects that:

- establish and communicate urban/rural transportation service levels
- establish and inform future residents about limited transportation
- help people make better location decisions based on their transportation needs

Third Priority: More People Helping – Help case managers and service providers to refer clients to the most cost effective and appropriate mobility option. This strategy supports projects that:

- provide caseworkers and other “gatekeepers” with travel information resources or tools
- help caseworkers and other “gatekeepers” better understand the value of utilizing the lowest cost transportation options, when appropriate for the client.
- engage community members or other partners in spreading the word about available mobility options.

Defining Success

While each funded project is expected to identify outcomes and measurements of performance, the overall performance indicators for coordinated transportation in the Puget Sound region will focus on:

Potential Quality Measures

- Transportation service customer comments
- Dwell times
- Trip times
- Accident reports
- Ability for transportation disadvantaged people to meet medical, employment, and social needs
- Ability for seniors and people with disabilities to remain independent
- Rider satisfaction

Potential Efficiency Measures

- Average cost per trip, including administration and capital depreciation
- Average cost per mile, including administration and capital depreciation
- Average number of passengers per hour or per day
- Level of integration in other plans

Potential Mobility Measures

- Number of people using public transportation in the region, by mode
- Number of public transportation trips in the region, by mode
- Ratio of trips to population density, by mode and area (rural and urban)

- Transportation referenced as a barrier in human service needs assessments

**CONCLUSION AND NEXT STEPS
WILL BE INSERTED**