

Washington State

Summary of Community and Brokered Transportation — 2005



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Agency Council on Coordinated Transportation

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



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Washington State

Summary of Community and Brokered Transportation — 2005



March 2007

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

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

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

Background

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

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

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

Organization of the Report

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

Statewide Operations Overview

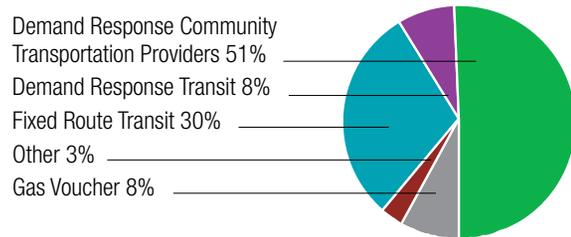
This section presents a statewide picture of public transportation through an analysis of the 33 community transportation providers and eight Medicaid transportation brokers. It also includes some comparisons with the state's public transit systems. Since this is an inaugural report, trends over time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

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

Provider and Broker Profiles

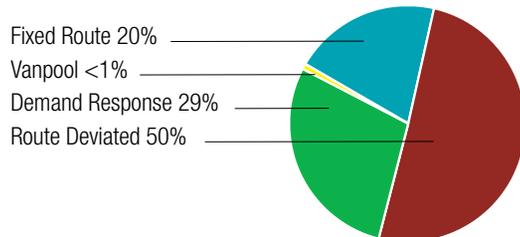
The bulk of this report features the operating characteristics for each of the 33 community transportation providers and eight Medicaid transportation brokers. The profiles are organized alphabetically in two sections. The community transportation providers come first, followed by the Medicaid transportation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

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

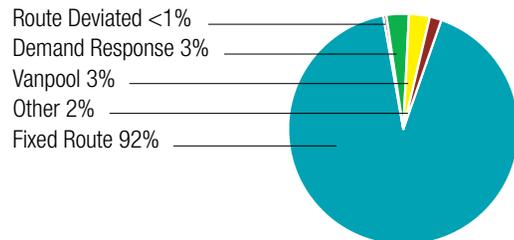


Source: Washington State Department of Social and Health Services, Health and Recovery Services.

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



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



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

Community Transportation Providers

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

Medicaid Transportation Brokers

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

Appendixes

Appendix 1

Glossary

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

Appendix 2

Community Transportation Providers' Statewide Operations Summary

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

Appendix 3

Community Transportation Providers' Operating Statistics

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

Appendix 4

Community Transportation Providers' Financial Statistics

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

Appendix 5

Medicaid Transportation Brokers' Statewide Operations Summary

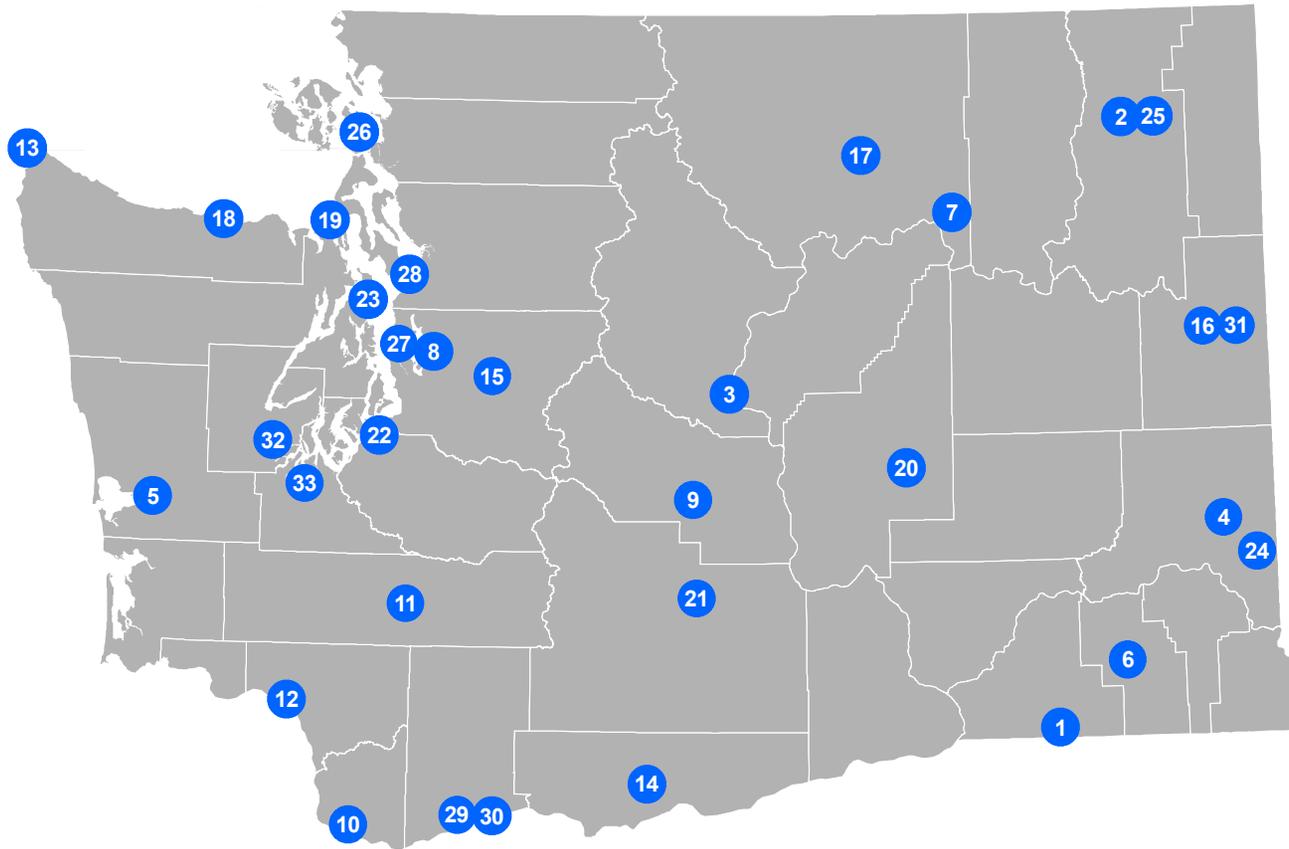
Data from all eight Medicaid transportation brokers combined into one summary table. Includes services by type of transportation, number of passenger trips, expenses, and cost per trip.

Appendix 6

Medicaid Transportation Brokers' Regional Operating Statistics

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

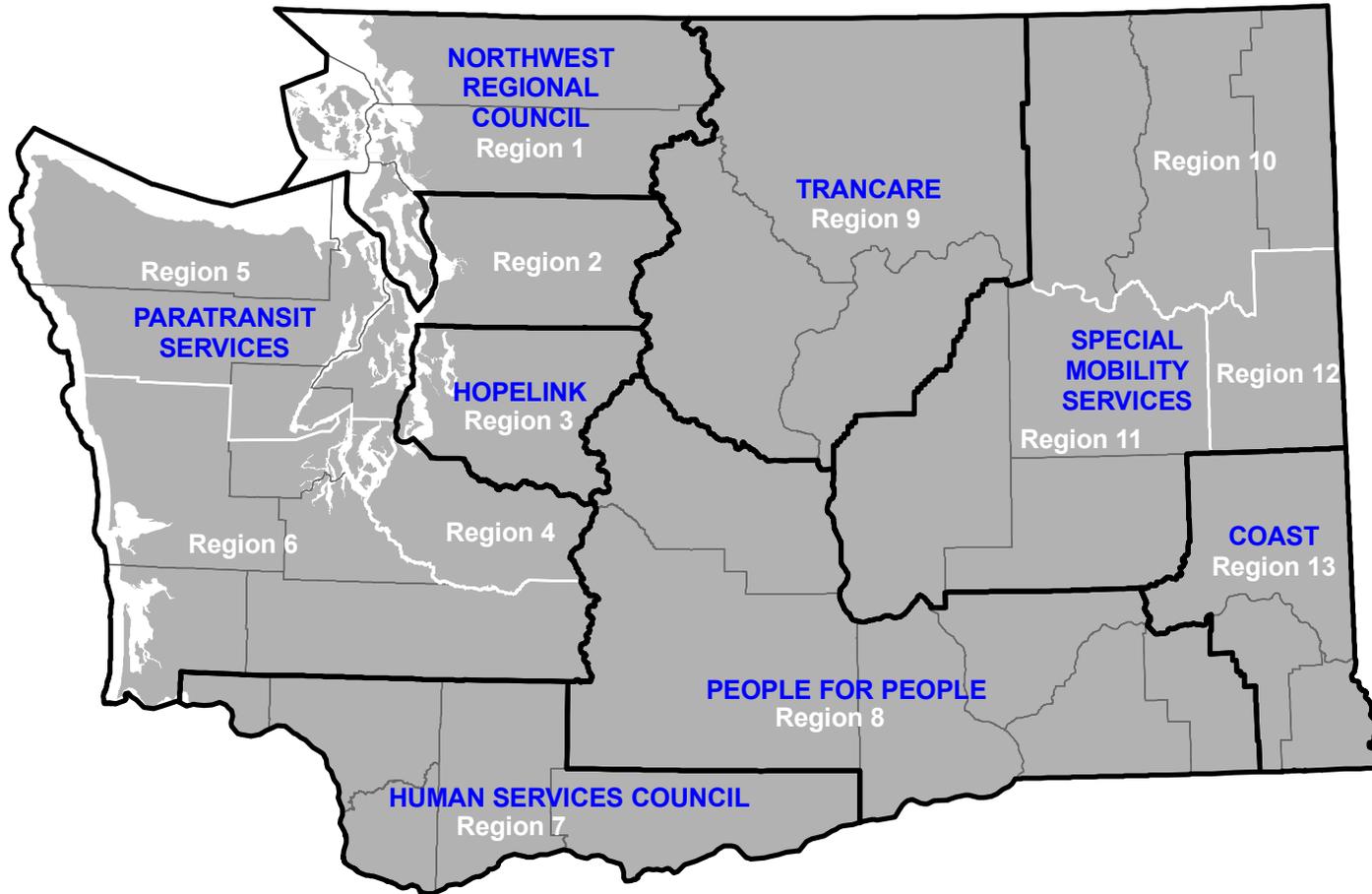
Community Transportation Providers



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

Medicaid Transportation Brokers



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

Public Transportation in Washington State

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

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

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

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

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

Providers and Brokers Evaluated

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

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

Special Needs Populations

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

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

Table 1: Community Transportation Providers Evaluated, 2005

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

Table 2: Brokers of Medicaid Transportation, 2005

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

Table 3: Special Needs Populations of Washington, 2000

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

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

Ridership

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

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

Table 4: Passenger Trips by Service, 2005

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

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

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

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

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

Table 5: Brokered Trips by Service, 2005

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

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

Service Vehicles

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

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

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

Revenue Vehicle Hours

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

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

Statewide Operations Overview

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

Table 6: Revenue Vehicle Hours by Service, 2005

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

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

Revenue Vehicle Miles

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

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

Table 7: Revenue Vehicle Miles by Service, 2005

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

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

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

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

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

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

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

Funding

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

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

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

Operating Revenue

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

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

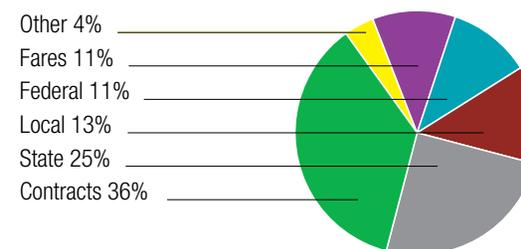
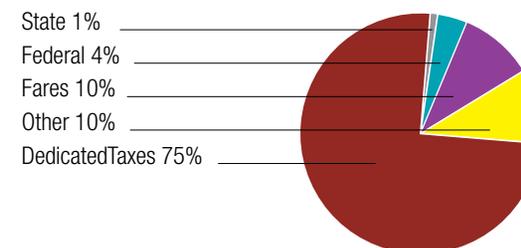


Figure 2: Transit Systems' Sources of Operating Revenues, 2005



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

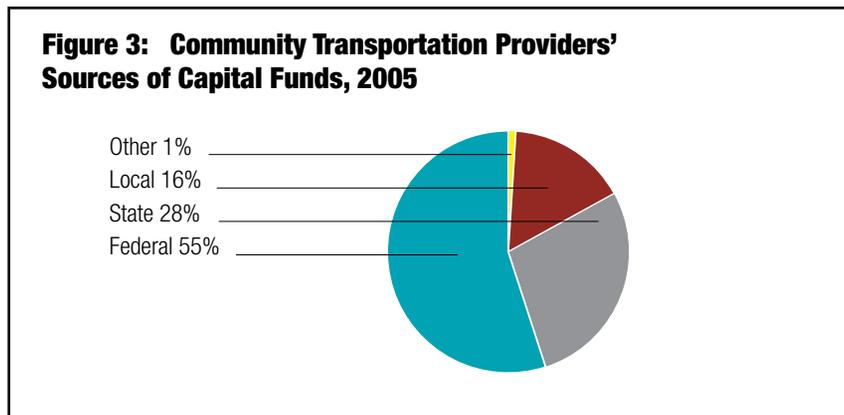
Table 8: Sources of Operating Revenues, 2005

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

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

Capital Funds

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



Performance Measurements

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

Service Effectiveness

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

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

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

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

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

Cost Efficiency

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Farebox and Contract Recovery

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

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

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

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

Notes on Data Sources and Assumptions

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

Community Transportation Providers

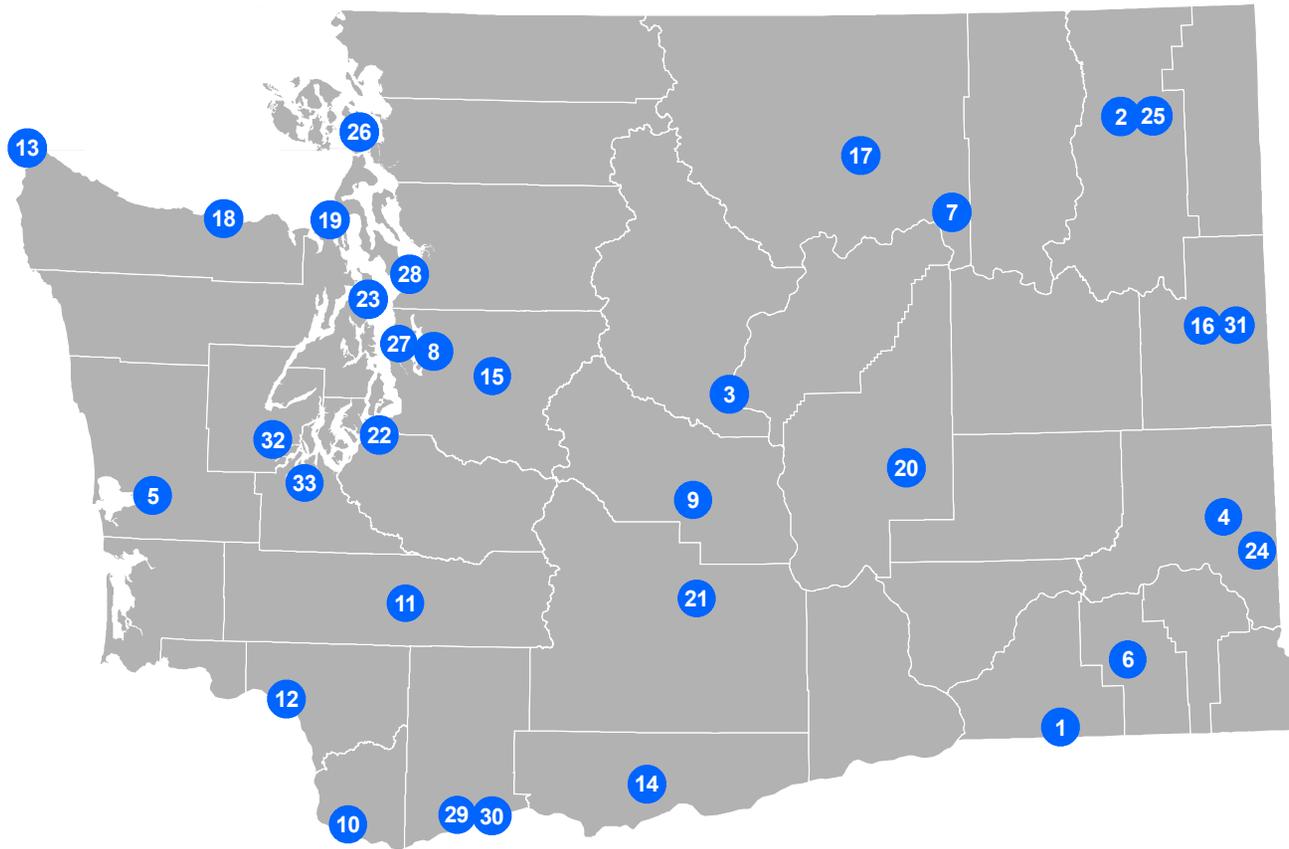


Community transportation providers are private, non-profit, or governmental agencies that provide transportation services through contracts with or grants from other agencies or persons. This report focuses on 33 community transportation providers that received grant funding through the Washington State Department of Transportation (WSDOT) in the 2003-2005 biennium and excludes transit agencies.¹ The report describes the work accomplished by these agencies in state fiscal year 2005 (July 1, 2004 to June 30, 2005). **Note:** These community transportation providers did not necessarily receive their grant awards during 2005.

The statewide map on the following page shows the location of each of the 33 community transportation providers' administrative offices. To see their service ranges, please refer to the first page of each provider's section of this report.

¹WSDOT reports annually on the work of the state's transit agencies in the *Washington State Summary of Public Transportation*. The 2005 report is available online at www.wsdot.wa.gov/transit/library/2005_summary/2005_summary.cfm

Community Transportation Providers

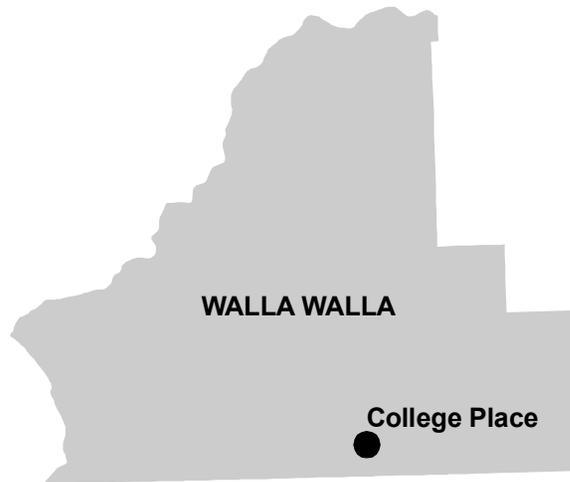


- 1 Appointment Keepers Transportation Service
- 2 Career Path Services
- 3 Chelan-Douglas Developmental Services
- 4 COAST
- 5 Coastal Community Action Program
- 6 Columbia County Public Transportation
- 7 Colville Confederated Tribes – Area Agency on Aging
- 8 Hopelink
- 9 HopeSource
- 10 Human Services Council
- 11 L.E.W.I.S. Mountain Highway Transit
- 12 Lower Columbia Community Action Council
- 13 Makah Public Transit
- 14 Mt. Adams Transportation Service
- 15 Mt. Si Community Shuttle
- 16 Northwestern Trailways
- 17 Okanogan County Transportation and Nutrition
- 18 Olympic Bus Lines
- 19 Olympic Community Action Programs
- 20 People For People - Moses Lake
- 21 People For People - Yakima
- 22 Pierce County Community Services
- 23 Port Gamble S'Klallam Tribe
- 24 Pullman Senior Citizens Association
- 25 Rural Resources Community Action
- 26 Samish Indian Nation
- 27 Senior Services of Seattle/King County
- 28 Senior Services of Snohomish County
- 29 Skamania County Public Transit
- 30 Skamania County Senior Services
- 31 Special Mobility Services, Inc.
- 32 Squaxin Island Tribe
- 33 Thurston Regional Planning Council

Appointment Keepers Transportation Service

Missie Clayton
Administrative Assistant

629 South College Avenue
College Place, WA 99324
(509) 529-6506



System Snapshot

- Operating Name: Appointment Keepers Transportation Service
- Service Range: Walla Walla County
- Congressional District: 5
- Legislative District: 16
- Planning Region: Benton-Franklin-Walla Walla RTPO
- Medicaid Brokerage Region: 8
- Type of Agency: General Purpose Government
- Governing Body: A division of the College Place Fire Department governed by the College Place City Council
- Types of Service and Eligibility: Demand Response ADA special needs transportation service
- Days of Service: 24 hours a day, seven days a week
- Base Fare: Point-to-point charge: 10 miles or less is \$20; mileage charge over 10 miles additional \$2 per mile; hourly rates for charter trips; save money by sharing rides with others.

Current Operations

- Provides transportation through contracts with Washington State Medicaid via People For People; local hospitals, nursing homes, and home health care facilities; Walla Walla County Department of Human Services; and the VA Hospital.
- Coordinates with Valley Transit to provide 24-hour back up for JARC grant transportation.

Revenue Service Vehicles

Three vehicles total, all ADA accessible: two vans with lifts having seating capacities of six and eight people; one 15-passenger minibus with lift.

Facilities

College Place Fire Department

Partnerships

Washington State Medicaid (via People For People)

Oregon Medicaid

Local hospital emergency room

Several nursing homes

Walla Walla County Department of Human Services

VA hospital

Home health care facilities

Mental health facilities

Other hospital departments such as cancer center, outpatient services,
same day surgery, physical therapy, etc.

Labor & Industries

Private insurance companies

Valley Transit

Formal Plans

Blue Mountain Coordinating Transportation Coalition Plan

City of College Place Urban Growth Development Plan

2005 Achievements

- Provided the same quality service as in the past despite increases in operating costs.

2006 Objectives

- Maintain providing service to Walla Walla County.

Long-range Plans

- Maintain 24-hour, seven-day a week service.

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	3
ADA Vehicles	3
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$155,970.76
Annual Capital Costs	
Capital Costs	\$60,283.36
Annual Operating Revenues	
Fare Revenues	\$46,823.00
Contract Revenues	\$140,469.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Operating Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other	\$0.00
Total	\$0.00
Other Operating Funds	
Local Operating	\$0.00
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$187,292.00

Sources of Capital Funds	2005
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$58,752.03
Paratransit	\$0.00
Other State	\$0.00
Total	\$58,752.03
Other Capital Funds	
Local Capital Funds	\$1,531.33
Other Capital Funds	\$12,326.47
Total Capital Funds	\$72,609.83
Demand Response Services	
Vehicle Miles	50,794
Vehicle Hours	2,114
Passenger Trips	5,363
Annual Service Totals	
Vehicle Miles	50,794
Vehicle Hours	2,114
Passenger Trips	5,363

Appointment Keepers Transportation Service

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Appointment Keepers Transportation Service	Statewide Averages	Appointment Keepers Transportation Service	Statewide Averages
Fares/Operating Cost	30.02%	11.76%	—	—
Contract Revenues/Operating Cost	90.06%	37.20%	—	—
Operating Cost/Passenger Trip	\$29.08	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$3.07	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$73.78	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	24.03	18.53	24.03	19.23
Passenger Trips/Revenue Vehicle Hour	2.54	3.38	2.54	1.94
Passenger Trips/Revenue Vehicle Mile	0.11	0.18	0.11	0.10

Linda White
Branch Manager

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(509) 684-8859

Internet Home Page: www.careerpathservices.org



System Snapshot

- Operating Name: Career Path Services
- Service Range: Stevens County
- Congressional District: 5
- Legislative District: 7
- Planning Region: North East Washington RTPO
- Medicaid Brokerage Region: 10
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Transportation provided to individuals enrolled in vocational rehabilitation and participants with developmental disabilities and/or mental health disabilities for the purpose of employment preparedness, employment search, employment training, or employment.
- Days of Service: Monday through Thursday and occasional Fridays, 7:30 a.m. to 5:30 p.m.
- Base Fare: Free

Current Operations

Career Path Services' mission is to help a broad range of people and organizations meet their employment goals. As a WorkSource affiliate, they focus on serving special needs populations. They have offices in Spokane, Spokane Valley, Colville, and Omak and also provide services to the Tri-Cities area at WorkSource Columbia Basin in Kennewick.

The Colville office has a program called Community Access which provides people with disabilities a way to get out into the community to participate in activities, volunteer, learn new skills, and make friends. They also provide employment-related transportation for people with developmental disabilities in their Individually Supported Employment program.

Revenue Service Vehicles

Three ADA accessible vehicles: one 7-passenger van with ramp, one 13-passenger bus with lift, and one 7-passenger minivan.

Facilities

All buildings are leased rather than owned. Leased buildings or suites are located in Omak, Colville, Spokane Valley, and Spokane. Facility space in Kennewick is provided by Employment Security/WorkSource.

Partnerships

Northeast Washington Rural Resources
Division of Developmental Disabilities (DDD)
Division of Vocational Rehabilitation (DVR)
Department of Social and Health Services (DSHS)
Catholic Charities
3 different adult family homes
Volunteer Chore Services
Parkview Assisted Living
Kettle Falls Taxi Service
Local Planning Area (LPA)

Formal Plans

2001-2003 Stevens County Developmental Disabilities Plan

2005 Achievements

- Began transition from Community Access program to Pathways to Employment with an enhanced focus on employment preparedness.
- Served 215 individuals. 70 percent were employed. 58 were placed in new employment during the fiscal year.

2006 Objectives

- Expansion of services in Stevens County and Okanogan County to individuals with mental health disabilities.
- Transferring all eligible participants from Community Access to Pathways to Employment.
- Achieve an employment rate of at least 75 percent for participants served in Individual Supported Employment, Vocational Rehabilitation, and Mental Health Contracts at an average of 25 or more hours per week.

Long-range Plans

- Increased wages and hours of work for participants.
- Increased placement of participants in state, county, and municipal employment.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	3		
ADA Vehicles	3		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$7,986.00		
Annual Capital Costs			
Capital Costs	\$34,373.70		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$0.00		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$0.00		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$27,498.96	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$27,498.96	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$6,874.74	
Other Capital Funds		\$0.00	
Total Capital Funds		\$34,373.70	
Demand Response Services			
Vehicle Miles		7,015	
Vehicle Hours		137	
Passenger Trips		410	
Annual Service Totals			
Vehicle Miles		7,015	
Vehicle Hours		137	
Passenger Trips		410	

Career Path Services

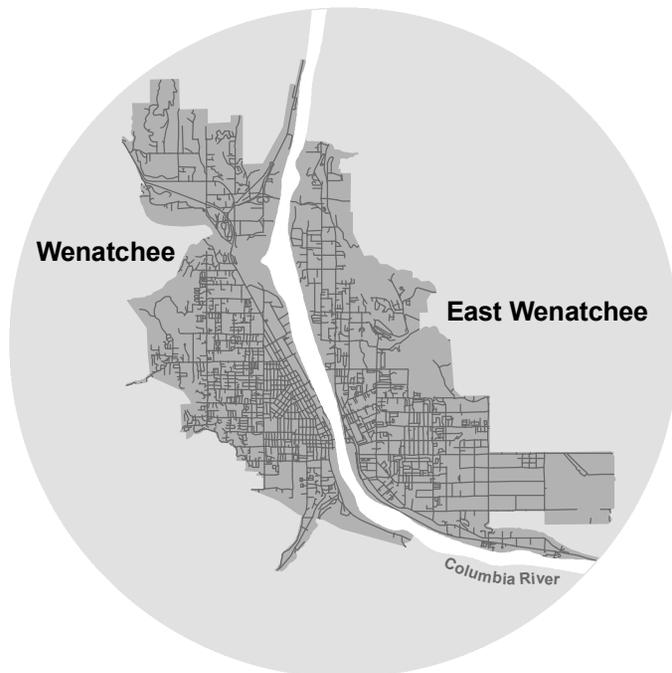
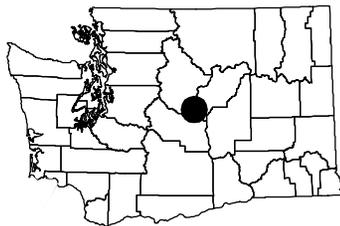
Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Career Path Services	Statewide Averages	Career Path Services	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Fares and Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$19.48	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.14	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$58.29	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	51.20	18.53	51.20	19.23
Passenger Trips/Revenue Vehicle Hour	2.99	3.38	2.99	1.94
Passenger Trips/Revenue Vehicle Mile	0.06	0.18	0.06	0.10

Chelan-Douglas Developmental Services

Becky Scott
Interim Director

PO Box 1
1305 Kittitas Street
Wenatchee, WA 98807-0001
(509) 663-6001



System Snapshot

- Operating Name: Chelan-Douglas Developmental Services
- Service Range: Greater Wenatchee/East Wenatchee Area
- Congressional District: 4
- Legislative District: 12
- Planning Regions: North Central RTPPO and Wenatchee Valley Transportation Council
- Medicaid Brokerage Region: 9
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Demand response services for persons with disabilities
- Days of Service: Monday through Friday
- Base Fare: Free

Current Operations

Chelan-Douglas Developmental Service (CDDS) provides services including transportation to adults with developmental disabilities. The adult division provides independent and group supported employment services for individuals 18 and older with disabilities.

Note: Adult services ended in May 2006.

Revenue Service Vehicles

One 15-passenger ADA accessible, lift-equipped van.

Partnerships

Link Transit

Local employers including Bee Factory, Apple Shoppe,
and Commercial Services

Local group homes such as Mission Vista, Hillside House,
and Christopher House

WorkFirst

Department of Vocational Rehabilitation

Department of Developmental Disabilities

Formal Plans

CDDS's passenger boardings are included in Link Transit's Transit Development Plan as contracted services and is a key component in providing cost-effective transportation services.

Annual Operating Information	2005		2005
Vehicles		Sources of Capital Funds	
Personal Vehicles In Service	0	Federal Capital Assistance	
Active Vehicles	0	5309	\$0.00
ADA Vehicles	0	5310	\$0.00
Volunteer Resources		5311	\$0.00
Volunteer Drivers	0	5311 (f)	\$0.00
Volunteer Hours	0	5316 (JARC)	\$0.00
Safety		Other	\$0.00
Fatalities	0	Total	\$0.00
Major Incidents	0	State Capital Assistance	
Injuries	0	Rural Mobility Competitive	\$0.00
Annual Operating and Administrative Expenses		Paratransit	\$0.00
Operating and Administrative Expenses	\$0.00	Other State	\$0.00
Annual Capital Costs		Total	\$0.00
Capital Costs	\$0.00	Other Capital Funds	
Annual Operating Revenues		Local Capital Funds	\$0.00
Fare Revenues	\$0.00	Other Capital Funds	\$0.00
Contract Revenues	\$0.00	Total Capital Funds	\$0.00
Federal Operating Assistance		Demand Response Services	
5311	\$0.00	Vehicle Miles	23,084
5311 (f)	\$0.00	Vehicle Hours	1,912
5316 (JARC)	\$0.00	Passenger Trips	17,210
Other	\$0.00	Annual Service Totals	
Total	\$0.00	Vehicle Miles	23,084
State Operating Assistance		Vehicle Hours	1,912
Rural Mobility Competitive	\$0.00	Passenger Trips	17,210
Paratransit	\$0.00		
Other	\$0.00		
Total	\$0.00		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$0.00		

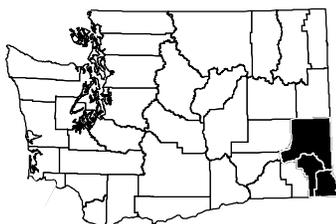
Chelan-Douglas Developmental Services

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Chelan-Douglas Developmental Services	Statewide Averages	Chelan-Douglas Developmental Services	Statewide Averages
Fares/Operating Cost	data unavailable	11.76%	—	—
Contract Revenues/Operating Cost	data unavailable	37.20%	—	—
Operating Cost/Passenger Trip	data unavailable	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	data unavailable	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	data unavailable	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	12.07	18.53	12.07	19.23
Passenger Trips/Revenue Vehicle Hour	9.00	3.38	9.00	1.94
Passenger Trips/Revenue Vehicle Mile	0.75	0.18	0.75	0.10

Karl Johanson
Executive Director

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System Snapshot

- Operating Name: Council on Aging and Human Services dba COAST
- Service Range: Whitman, Asotin, Garfield, and southern region of Spokane Counties
- Congressional District: 5
- Legislative District: 9
- Planning Region: Palouse RTPO
- Medicaid Brokerage Region: 13
- Type of Agency: Non-profit
- Governing Body: Fourteen-member board, elected by existing board members throughout Whitman County
- Types of Service and Eligibility: Demand response and limited fixed route services for the general public as well as services specifically for special needs populations
- Days of Service: Monday through Friday. Volunteer and Community Vans Program operates as needed on weekends and at night, seven days a week.
- Base Fare: Free (donations accepted)

Current Operations

- Serves Whitman, Asotin, and Garfield Counties in Washington. Serves Nez Perce, Idaho, Clearwater, Lewis, and Latah Counties in Idaho.
- Operates as a Medicaid transportation brokerage in Whitman, Asotin, and Garfield Counties in Washington and a Medicaid transportation provider in Idaho.
- Has subcontractors in all areas of service to provide the lowest cost, most appropriate transportation for all categories of clients.

COAST

- Provides demand response routes to and from specific communities to Spokane, Clarkston/Lewiston, and Moscow/Pullman service centers.
- Provides employment-related transportation for low-income Garfield residents.
- Contracts with area partners to provide transportation for older persons and persons with disabilities in Whitman, Asotin, and Garfield Counties and the southern region of Spokane County.
- Provides bi-monthly, demand response trips from isolated rural communities to urban service centers, daily routes linking Colfax and Pullman, and flexible routed services in communities of Clarkston, Pullman, and Colfax.
- Coordinates volunteer drivers including the Community Van Program which provides expanded access for all citizens of the City of Palouse and nearby Town of Garfield.
- Operates a regional dispatch/information center serving Whitman, Asotin, and Garfield Counties and the southern part of Spokane County in Washington as well as five north central Idaho counties.

Revenue Service Vehicles

COAST operates nine vehicles directly, including two community vans operated by volunteers. COAST partners with the Community Child Care Center which operates four vehicles; Washington State University YMCA which operates one vehicle; and Palouse Industries which operates four vehicles. All of these vehicles are directly part of the COAST coalition.

Intermodal Connections

COAST makes active connections with all of the existing public transit systems and private providers in the area.

Partnerships

Universities and colleges

Senior services

County Commissioners (Whitman, Asotin, and Garfield)

Pullman Transit District

Cities of Pullman, Clarkston, and Colfax

Social service agencies

Health care agencies

Wheatland Express

Taxis

Preschool and child care agencies

Formal Plans

Washington Transportation Plan

ACCT Coordination Plans for Asotin and Whitman Counties
(2001-2003)

Asotin County Residential Developmental Services Interagency Plan
(2001-2003)

Aging and Long-Term Care of Eastern Washington Plan (2000-2003)

Southeastern Washington Aging and Long-Term Care Plan (2000-2003)

Palouse Economic Development Council, Economic Plan (1995)

Whitman County Alliance Provider Survey and Service Plan (1999)

2005 Achievements

- Successful competitive bidder to continue as the Medicaid broker for Region 13.
- Successful applicant for statewide competitive funding via the WSDOT Consolidated Grants Program for both operating and capital funding.
- Identified in Transportation Research Board (TRB) national study as the most coordinated rural/non-urban transportation system in the United States.
- Identified in Government Accountability Office (GAO) study as model program for coordination of services and funding for older persons.
- Included as a case study in a U.S. Administration on Aging (AoA) national study on transportation for senior services.
- Visited by representatives of the GAO in the process of studying Head Start transportation and utilization of multi-function school activity buses (MFSABs).



2006 Objectives

- Operate the system and purchase three vehicles including at least one MFSAB.

Long-range Plans

- Formation of a Whitman County Special Needs Transportation Benefit Area.



COAST

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	40
Active Vehicles	10
ADA Vehicles	9
Volunteer Resources	
Volunteer Drivers	40
Volunteer Hours	10,786
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$259,000.00
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$3,000.00
Contract Revenues	\$0.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$81,189.00
Other	\$61,406.00
Total	\$142,595.00
State Operating Assistance	
Rural Mobility Competitive	\$131,406.00
Paratransit	\$0.00
Other	\$0.00
Total	\$131,406.00
Other Operating Funds	
Local Operating	\$5,000.00
Other Operating	\$649,988.00
Total Annual Operating Revenue	
Total Operating Revenue	\$931,989.00

	2005
Sources of Capital Funds	
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Demand Response Services	
Revenue Vehicle Miles	727,822
Revenue Vehicle Hours	18,408
Passenger Trips	55,224
Annual Service Totals	
Revenue Vehicle Miles	727,822
Revenue Vehicle Hours	18,408
Passenger Trips	55,224

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	COAST	Statewide Averages	COAST	Statewide Averages
Fares/Operating Cost	1.16%	11.76%	–	–
Contract Revenues/Operating Cost	N.A.	37.20%	–	–
Operating Cost/Passenger Trip	\$4.69	\$11.60	–	–
Operating Cost/Revenue Vehicle Mile	\$0.36	\$2.23	–	–
Operating Cost/Revenue Vehicle Hour	\$14.07	\$41.37	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	39.54	18.53	39.54	19.23
Passenger Trips/Revenue Vehicle Hour	3.00	3.38	3.00	1.94
Passenger Trips/Revenue Vehicle Mile	0.08	0.18	0.08	0.10

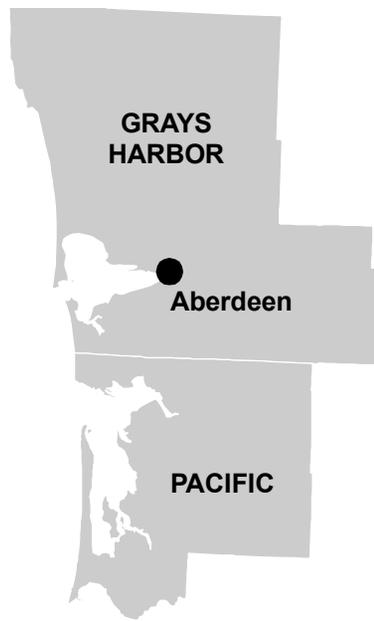
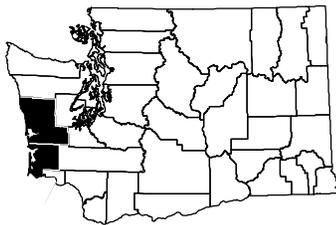


Coastal Community Action Program

R. Troy Colley
Executive Director

117 East Third Street
Aberdeen, WA 98520
(360) 533-5100

Internet Home Page: www.coastalcap.org



System Snapshot

- Operating Name: Coastal Community Action Program
- Service Range: Grays Harbor and Pacific Counties
- Congressional Districts: 3, 6
- Legislative Districts: 19, 24, 35
- Planning Region: Southwest Washington RTPO
- Medicaid Brokerage Region: 6
- Type of Agency: Non-profit
- Governing Body: Board of directors with membership from public, private, and low-income sectors. Six seats are reserved for membership from each sector.
- Types of Service and Eligibility: Demand response, JARC, Paratransit, Medicaid
- Days of Service: Monday through Sunday
- Base Fare: \$1.00 per ride

Current Operations

- **Medicaid Transportation:** Paratransit Medical Transportation is a program that serves Medicaid clients. It utilizes volunteers to transport them to and from medical appointments. Clients are given first class individual assistance.
- **Non-Medicaid Transportation Assistance:** This program is operated by donations and volunteers. It is used to transport seniors and people with disabilities to and from medical appointments. Clients are given first class individual assistance.
- **American Cancer Society Transportation:** This is a small program funded by the American Cancer Society to utilize volunteers to transport cancer patients to and from treatment centers that are not available in Grays Harbor and Pacific Counties.

- **Off Grid/After Hours Job and Daycare Access:** This job access program helps low-income individuals travel to job sites that are not on the main transit lines or are during hours when Grays Harbor Transit is not available. This program also assists individuals in retraining programs to get to their schools or other training sites. It also provides transportation to daycare for the children of low-income working parents.

Revenue Service Vehicles

Four Ford E350 vans, model year 2005: one 8-passenger ADA accessible van and three ambulatory accessible 12-passenger vans.

Partnerships

Local Regional Transportation Planning Organization (RTPO)
Pacific Transit System
Employment Security Department
Ocean Park Resort
WorkFirst
WorkSource in Pacific County
Washington State Department of Social and Health Services (DSHS)
Pacific County Commissioners
Olympia Area Agency on Aging
Shoalwater Tribe
School districts
Pacific Economic Development Council
Peninsula Senior Activity Center
Cowlitz-Wahkiakum Council of Governments

Formal Plans

Area-Wide Job Access and Reverse Commute (JARC) Transportation Plan developed by Grays Harbor Council of Governments and the Southwest Washington Regional Transportation Planning Organization

2005 Achievements

- After nine months of development, the program finally became operational in May 2005.

2006 Objectives

- Increase ridership by including outreach to some of the more rural areas of Grays Harbor and Pacific Counties.

Long-range Plans

- Develop larger partnerships with some of the bigger local businesses, i.e., Weyerhaeuser, Westport Shipyard, Quinault Beach Resort, Ocean Spray, and Community Hospital.
- Increase ridership from Pacific County.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	4	5310	\$0.00
ADA Vehicles	1	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$0.00
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$83,000.00
Annual Operating and Administrative Expenses		Other State	\$7,172.50
Operating and Administrative Expenses	\$51,191.38	Total	\$90,172.50
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$90,417.50	Local Capital Funds	\$245.00
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$346.00	Total Capital Funds	\$90,417.50
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Vehicle Miles	22,442
5311	\$0.00	Vehicle Hours	600
5311 (f)	\$0.00	Passenger Trips	458
5316 (JARC)	\$26,090.98	Annual Service Totals	
Other	\$0.00	Vehicle Miles	22,442
Total	\$26,090.98	Vehicle Hours	600
State Operating Assistance		Passenger Trips	458
Rural Mobility Competitive	\$0.00		
Paratransit	\$16,926.90		
Other	\$7,827.50		
Total	\$24,754.40		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$51,191.38		

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Coastal Community Action Program	Statewide Averages	Coastal Community Action Program	Statewide Averages
Fares/Operating Cost	0.68%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$111.77	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$2.28	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$85.32	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	37.40	18.53	37.40	19.23
Passenger Trips/Revenue Vehicle Hour	0.76	3.38	0.76	1.94
Passenger Trips/Revenue Vehicle Mile	0.02	0.18	0.02	0.10

Columbia County Public Transportation

Stephanie Guettinger
General Manager

525 W. Cameron
Dayton, WA 99328
(509) 382-1647
Internet Home Page: www.columbiaco.com



System Snapshot

- Operating Name: Columbia County Public Transportation
- Service Range: Columbia County
- Congressional District: 5
- Legislative District: 16
- Planning Region: Palouse RTPO
- Medicaid Brokerage Region: 8
- Type of Agency: General Purpose Government
- Governing Body: Five-member board of directors comprised of three county commissioners, the mayor of Dayton, and the mayor of Starbuck
- Types of Service and Eligibility: General public demand response and vanpooling
- Days of Service: Weekdays, between 7:00 a.m. and 5:00 p.m. Medicaid transportation available 24 hours a day, seven days a week by appointment. Limited service on weekends during special events.
- Base Fare: \$1.50 per boarding under 60 years of age, \$1.00 per day for seniors (over 60) and persons with disabilities, and \$7.50 round trip for Walla Walla trips.

Current Operations

Columbia County Public Transportation (CCPT) operates demand response service, Monday through Friday, in Dayton and the outlying areas of Columbia County. In addition, CCPT is available for Medicaid transportation 24 hours a day, seven days a week by appointment. CCPT is the only public transportation available to the residents of Columbia County, as well as to residents of Waitsburg and Prescott in neighboring Walla Walla County. CCPT's current operations include the following:

Columbia County Public Transportation

- Provides transportation for all students who reside within a one-mile radius of the Dayton public school and the Blue Mountain Christian School as these schools do not provide transportation.
- Serves all of the medical clinics, hospitals, and nursing homes in Columbia and Walla Walla Counties.
- Provides transportation for Dayton, Waitsburg, and Prescott residents traveling to Walla Walla. This 62-mile round trip connects people to the nearest town where they can access specialty medical care, DSHS appointments, Welfare to Work and WorkFirst appointments, major shopping needs, area colleges and alternative schools, and many other necessary services not available in these small towns.
- Operates a vanpool program with vans operating in Columbia, Garfield, Asotin, and Walla Walla Counties.

Note: On February 7, 2005, the Columbia County Board of Commissioners voted unanimously to establish a county transit authority making Columbia County Public Transportation (CCPT) Washington State's 28th official transit system. By becoming an official transit system, CCPT is now eligible to participate in the state's vanpool grants program.

Revenue Service Vehicles

Five ADA accessible vehicles: four equipped with wheelchair lifts, model years ranging from 1997-2005.

Six vans for vanpools.

Facilities

CCPT leases a building from the Port of Columbia with two offices, an upstairs meeting/training room and an indoor garage that holds six demand response vehicles (buses/vans).

Intermodal Connections

- Regional airport in Walla Walla
- Valley Transit's downtown transfer center in Walla Walla, where passengers can make connections to Valley Transit's intercity system
- Grapeline in Walla Walla, a shuttle service operated by Genie Tours, which gives residents access to Pasco, where they can connect with Greyhound and Amtrak

Partnerships

Local medical facilities

Public service agencies

Booker Rest Home and Assisted Living

People For People

Dayton School District

Local day care providers and families

Elk Drug Store

Blue Mountain Counseling

Patit Creek Adult Residential Treatment Center

St. Mary's Cancer Center

Seneca (local food processing plant)

Downtown retailers

Dayton Chamber of Commerce

Columbia County Senior Center

City of Dayton

Columbia County Public Health

St. Vincent de Paul

Aging and Long-Term Care

Project Timothy (Christian Aid Center)

Formal Plans

Palouse Regional Transportation Planning Organization
Transportation Policy Plan for Washington State

2005 Achievements

- Replaced one ADA accessible van.
- Established a County Transportation Authority.
- Passed a 0.4 percent sales tax initiative to secure local funding for public transportation.
- Started a vanpool program.
- Purchased a maintenance software program for small transit agencies.

2006 Objectives

- Purchase one 15-passenger ADA accessible minibus.
- Purchase 11 vanpool vans.
- Enter data and start using the new maintenance software program.
- Purchase and install three bus shelters.
- Hire an operations manager.
- Develop a transit comprehensive plan and transit development plan.
- Expand the vanpool program in Columbia County and surrounding areas in eastern Washington.
- Secure federal and state operating assistance to maintain existing service.

Long-range Plans

- Secure federal and state operating assistance to maintain existing levels of service and possibly expansion service.
- Replace five ADA accessible minibuses.
- Continue coordination efforts with Valley Transit and public service agencies in Walla Walla to better serve the transportation needs of residents in Columbia County and the communities of Waitsburg and Prescott located in adjacent Walla Walla County.
- Continue developing the vanpool program in Columbia County and surrounding eastern Washington counties.



Columbia County Public Transportation

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	10
ADA Vehicles	5
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$252,008.92
Annual Capital Costs	
Capital Costs	\$47,962.10
Annual Operating Revenues	
Fare Revenues	\$31,550.70
Contract Revenues	\$99,923.48
Federal Operating Assistance	
5311	\$106,051.28
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$106,051.28
State Operating Assistance	
Rural Mobility Competitive	\$31,638.29
Paratransit	\$0.00
Other	\$0.00
Total	\$31,638.29
Other Operating Funds	
Local Operating	\$71,292.67
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$340,456.42

Sources of Capital Funds	
Federal Capital Assistance	
5309	\$38,592.81
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$38,592.81
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$9,592.44
Other Capital Funds	\$0.00
Total Capital Funds	\$48,185.25
Demand Response Services	
Vehicle Miles	92,134
Vehicle Hours	5,299
Passenger Trips	29,161
Vanpool Services	
Vehicle Miles	18,054
Vehicle Hours	364
Passenger Trips	2,466
Annual Service Totals	
Vehicle Miles	110,188
Vehicle Hours	5,663
Passenger Trips	31,627

Performance Measures for 2005 Operations

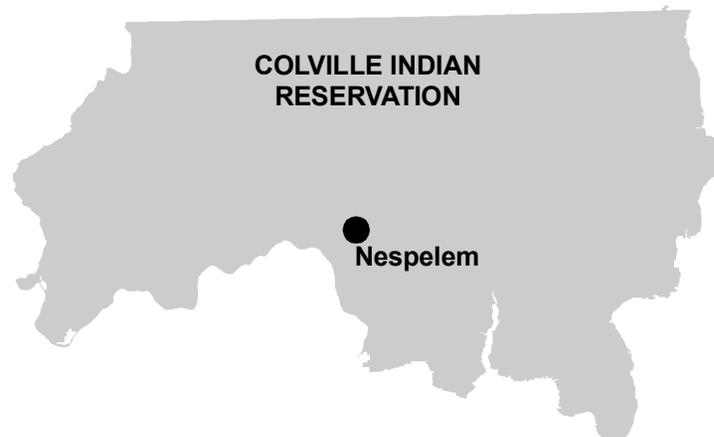
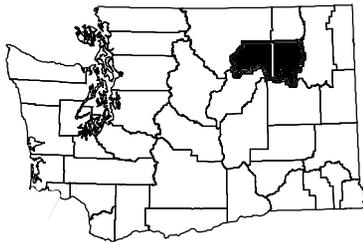
	Total Services		Demand Response Services		Vanpool Services	
	Columbia County Public Transportation	Statewide Averages	Columbia County Public Transportation	Statewide Averages	Columbia County Public Transportation	Statewide Averages
Fares/Operating Cost	12.52%	11.76%	—	—	—	—
Contract Revenues/Operating Cost	39.65%	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$7.97	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$2.29	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$44.50	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	19.46	18.53	17.39	19.23	49.60	27.80
Passenger Trips/Revenue Vehicle Hour	5.58	3.38	5.50	1.94	6.77	6.03
Passenger Trips/Revenue Vehicle Mile	0.29	0.18	0.32	0.10	0.14	0.22



Colville Confederated Tribes – Area Agency on Aging

Reva Dell Desautel Program Manager

PO Box 150
1 Colville Street
Nespelem, WA 98155
(509) 634-2759
Internet Home Page: www.colvilletribes.com



System Snapshot

- Operating Name: Colville Confederated Tribes – Area Agency on Aging
- Service Range: Colville Reservation, surrounding areas, and throughout the Northwest including Oregon, Idaho, and Canada
- Congressional Districts: 4, 5
- Legislative Districts: 7, 12
- Planning Regions: North East Washington RTPO and North Central RTPO
- Medicaid Brokerage Regions: 9, 10
- Type of Agency: Tribal Government
- Governing Body: Colville Business Council
- Types of Service and Eligibility: Demand response service for Elders (55 and over) residing within the Colville Indian Reservation
- Days of Service: Daily transportation for meals and other transportation when needed
- Base Fare: Free

Current Operations

Transportation for seniors to meal sites, meal delivery, appointments, and other basic services as well as cultural activities, senior dinners, and funerals/rosaries held throughout the Northwest.

Revenue Service Vehicles

Five vehicles total: four ambulatory accessible 10-passenger vans and one ADA accessible, 12-passenger van.

Facilities

Vehicles parked in bullpen, located in Purchasing Department.

Partnerships

Nespelem Seniors

Five Star Enterprise Community

Washington State Department of Transportation

Colville Confederated Tribes Planning Department

Area Agency on Aging Program

Colville Tribal Business Council

Town of Nespelem

Bureau of Indian Affairs

Indian Health Services

Colville Housing Authority

Formal Plans

The Nespelem Senior Van Project is included in the following:

- Colville Confederated Tribe’s Community Economic Development strategies document
- Area Agency on Aging’s program objectives
- USDA Five Star Enterprise Community designation benchmarks
- Okanogan County, North Central, and Northeast Washington Transportation Plans

2005 Achievements

- The Elders of the Colville Reservation attended several activities located on and near the Colville Reservation and other Reservations located in the Northwest.

2006 Objectives

- Encourage more Elders to participate in more activities, travel to nearby reservations and meet other people, and have more interaction with Elders of the Northwest region.

Long-range Plans

- Provide transportation to all the districts on the Colville Reservation to deliver meals and provide chore assistance to the Elders.



Colville Confederated Tribes – Area Agency on Aging

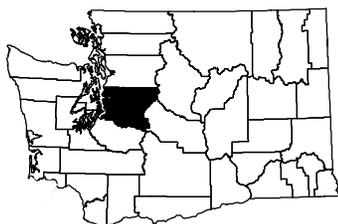
Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	1		
ADA Vehicles	1		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$21,000.00		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$0.00		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$0.00		
		Sources of Capital Funds	
		Federal Capital Assistance	
		5309	\$0.00
		5310	\$0.00
		5311	\$0.00
		5311 (f)	\$0.00
		5316 (JARC)	\$0.00
		Other	\$150.00
		Total	\$150.00
		State Capital Assistance	
		Rural Mobility Competitive	\$36,167.20
		Paratransit	\$0.00
		Other State	\$100.00
		Total	\$36,267.20
		Other Capital Funds	
		Local Capital Funds	\$0.00
		Other Capital Funds	\$0.00
		Total Capital Funds	\$36,417.20
		Annual Service Totals	
		Vehicle Miles	data unavailable
		Vehicle Hours	data unavailable
		Passenger Trips	data unavailable

Performance Measures for 2005 Operations

	Total Services	
	Colville Confederated Tribes – Area Agency on Aging	Statewide Averages
Fares/Operating Cost	N.A.	11.76%
Contract Revenues/Operating Cost	N.A.	37.20%
Operating Cost/Passenger Trip	data unavailable	\$11.60
Operating Cost/Revenue Vehicle Mile	data unavailable	\$2.23
Operating Cost/Revenue Vehicle Hour	data unavailable	\$41.37
Revenue Vehicle Miles/Revenue Vehicle Hour	data unavailable	18.53
Passenger Trips/Revenue Vehicle Hour	data unavailable	3.38
Passenger Trips/Revenue Vehicle Mile	data unavailable	0.18

Lynn Moody
Director of Transportation
and Interpreter Services

14812 Main Street
Bellevue, WA 98007-5245
(425) 943-6764
Internet Home Page: www.hope-link.org



System Snapshot

- Operating Name: Hopelink
- Service Range: King County
- Congressional Districts: 7, 8, 2
- Legislative Districts: 5, 11, 30, 32, 33, 34, 36, 37, 41, 43, 45, 46, 47, 48
- Planning Region: Puget Sound Regional Council
- Medicaid Brokerage Region: 3
- Type of Agency: Non-profit
- Governing Body: Community Action Agency Structure—one third of the members represent clients, one third represent the community at large, and one third represent government
- Types of Service and Eligibility: Hopelink’s direct transportation services are generally provided through contracts it acquires through competitively bid processes. The primary contract operated during state fiscal year 2005 was the King County Metro DART Service. The DART service is a general public deviated fixed route service. The service includes fourteen transit routes.
- Days of Service: DART service hours and days vary from route to route.
- Base Fare: King County Metro Transit fare structure

Current Operations

- Operates the Metro Transit DART Service under contract with King County. The service is a general public deviated fixed route service. DART offers variable routing in some areas within King County. It operates on a fixed schedule, but one that has more flexibility than regular Metro Transit service.
- Medicaid transportation broker for Region 3 (King County).

Revenue Service Vehicles

34 vehicles owned, all ADA accessible: 27 Ford 2002 E-Series Goshens, five International 3400 Startrans, and two Ford 1997 E-Series Goshens.

Bailment Agreement with King County Metro: two ADA accessible Ford 1997 E-Series Goshens.

Intermodal Connections

Souder Commuter Rail

Water Taxi (Argosy Cruises)

Partnerships

King County Metro

City of Kent

Argosy Cruises

Auburn School District

Boyer Children's Clinic

City of Seattle Human Services Department

Harborview Medical Center

Kent School District

King County Key Partners In Transportation

King County Metro

Mount Si Senior Center

Non-profit Insurance Pool (NPIP)

Northshore School District

Northwest Kidney Center

Puget Sound Educational Service District

Sound Transit

Seattle/King County Taxi Advisory Group

United Way

Various medical providers and facilities in King County

Washington State Department of Social and Health Services

Washington State Department of Transportation

Formal Plans

Puget Sound Regional Council

King County Metro

2005 Achievements

- Provided 680,850 passenger trips (an increase of 9 percent from last year).
- Provided driver training to local transportation providers.

2006 Objectives

- Provide 690,000 passenger trips.
- Acquire scheduling and dispatch software.
- Develop plan to move from subcontracted fleet maintenance to an in-house maintenance program.
- Expand the Hopelink Driver Training Program offered to external customers.

Long-range Plans

- Develop systems and procedures that better prepare Hopelink to respond to community emergencies.
- Expand access to community activities, social services, employment, education, and health care.
- Expand the use of technology to optimize agency systems and processes and to improve customer service.

Hopelink

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	36
ADA Vehicles	36
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	2
Injuries	5
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$3,475,211.00
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$148,001.00
Contract Revenues	\$3,327,210.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Operating Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other	\$0.00
Total	\$0.00
Other Operating Funds	
Local Operating	\$0.00
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$3,475,211.00

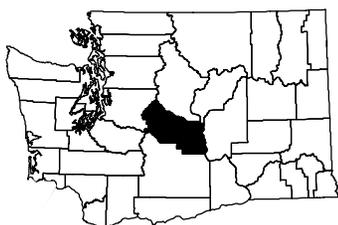
	2005
Sources of Capital Funds	
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Deviated Fixed Route Services	
Revenue Vehicle Miles	766,355
Revenue Vehicle Hours	64,172
Passenger Trips	680,850
Annual Service Totals	
Revenue Vehicle Miles	766,355
Revenue Vehicle Hours	64,172
Passenger Trips	680,850

Performance Measures for 2005 Operations

	Total Services		Deviated Fixed Route Services	
	Hopelink	Statewide Averages	Hopelink	Statewide Averages
Fares/Operating Cost	4.26%	11.76%	–	–
Contract Revenues/Operating Cost	95.74%	37.20%	–	–
Operating Cost/Passenger Trip	\$5.10	\$11.60	–	–
Operating Cost/Revenue Vehicle Mile	\$4.53	\$2.23	–	–
Operating Cost/Revenue Vehicle Hour	\$54.15	\$41.37	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	11.94	18.53	11.94	15.32
Passenger Trips/Revenue Vehicle Hour	10.61	3.38	10.61	9.15
Passenger Trips/Revenue Vehicle Mile	0.89	0.18	0.89	0.60

Larry Anderson
HopeSource Transportation V.P.

601 West 5th
PO Box 680
Ellensburg, WA 98926
(509) 925-1448
Internet Home Page: www.hopesource.us



System Snapshot

- Operating Name: HopeSource (formerly known as Kittitas County Action Council)
- Service Range: Kittitas County
- Congressional District: 4
- Legislative District: 13
- Planning Region: Quad County RTPO
- Medicaid Brokerage Region: 8
- Type of Agency: Non-profit
- Governing Body: Board of Directors with membership from community, elected official, and representative sectors
- Types of Service and Eligibility: Fixed route and demand response for the general public. Demand response for seniors, youth, people with disabilities, and people with low-incomes including their employment-related needs.
- Days of Service: Monday through Friday
- Base Fare: Local fare: \$1.00 each way, \$0.75 discounted rate. Ellensburg to Upper County: \$2.50 each way, \$1.50 discounted rate. Ellensburg to Kittitas: \$1.50 each way, \$1.00 discounted rate. Ellensburg to Yakima: \$5.00 each way. Discounts are available to persons aged 60 years and over, persons under 18 years, and people with disabilities.

Current Operations

HopeSource provides intercity service with three round trips daily between Ellensburg and the Upper County and two trips daily between Ellensburg and Kittitas. HopeSource also makes two trips per month between Ellensburg and Yakima.

Revenue Service Vehicles

Nine vehicles total.

Seven ADA accessible vehicles: five 15-passenger minibuses, one 17-passenger minibus, and one seven-passenger minivan.

Two ambulatory accessible vehicles: one seven-passenger minivan and one five-passenger sedan.

Intermodal Connections

Greyhound

Partnerships

City of Ellensburg

Southeast Washington Aging and Long-Term Care

Regional and State governmental entities

Local school districts

Social service agencies

Central Washington University

Formal Plans

Strategic Plan for Kittitas County Action Council

Aging and Long-Term Care Regional Plan for Senior Services

Kittitas-Yakima Local Area Plan for WorkFirst

Washington State Transportation Plan

Regional Transportation Planning Committee member

2005 Achievements

- Added weekend service through the summer months for the first time.
- Began a partnership with Central Washington University that is developing into a plan to alleviate parking problems and traffic congestion through expanded transit service, not only for the University but for the benefit of those within the larger community.
- Expanded service hours to include before and after work hours transportation.

2006 Objectives

- Develop the above-mentioned partnership with Central Washington University to the point of implementing a new service in the area. Have the plan in place for regional transportation between Kittitas, Grant, Adams, and Lincoln Counties.

Long-range Plans

- Provide human services transportation east and west from Snoqualmie Pass to Vantage and north to south from Wenatchee to Yakima.
- Develop a connection between Ellensburg and Yakima.
- Provide increased service between Ellensburg and Yakima: increase hours of operation to include accessibility to and from work places, provide transportation for Suncadia resort employees, and provide shuttle services for attendees of area conferences.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	9	5310	\$38,000.00
ADA Vehicles	7	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$38,000.00
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$26,599.45
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$410,000.00	Total	\$26,599.45
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$45,000.00	Local Capital Funds	\$11,228.85
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$5,000.00	Total Capital Funds	\$75,828.30
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	120,000
5311	\$0.00	Revenue Vehicle Hours	8,652
5311 (f)	\$0.00	Passenger Trips	20,076
5316 (JARC)	\$0.00	Annual Service Totals	
Other	\$0.00	Revenue Vehicle Miles	120,000
Total	\$0.00	Revenue Vehicle Hours	8,652
State Operating Assistance		Passenger Trips	20,076
Rural Mobility Competitive	\$171,000.00		
Paratransit	\$25,000.00		
Other	\$29,000.00		
Total	\$225,000.00		
Other Operating Funds			
Local Operating	\$190,000.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$420,000.00		

Performance Measures for 2005 Operations

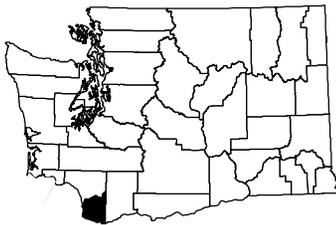
	Total Services		Demand Response Services	
	HopeSource	Statewide Averages	HopeSource	Statewide Averages
Fares/Operating Cost	1.22%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$20.42	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$3.42	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$47.39	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	13.87	18.53	13.87	19.23
Passenger Trips/Revenue Vehicle Hour	2.32	3.38	2.32	1.94
Passenger Trips/Revenue Vehicle Mile	0.17	0.18	0.17	0.10



Gail Bauhs
Brokerage Director

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Internet Home Page: www.humanservicescouncil.com



System Snapshot

- Operating Name: Human Services Council (HSC)
- Service Range: Clark County
- Congressional District: 3
- Legislative Districts: 15, 17, 18, 49
- Planning Regions: Southwest Washington Regional Transportation Council and Southwest Washington RTPO
- Medicaid Brokerage Region: 7
- Type of Agency: Non-profit
- Governing Body: Board of Directors consisting of 15 members representative of public and private agencies and volunteers in the fields of health, welfare, recreation, schools, business, labor, and other community groups
- Types of Service and Eligibility: Demand response transportation for Medicaid clients, seniors, persons with disabilities, and people with low-incomes
- Days of Service: 7 days a week, 24 hours a day
- Base Fare: Free

Current Operations

- Medicaid transportation broker for Region 7 (Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties).
- Employment transportation broker for low-income residents of Clark County.
- Together with the Southwest Washington Area Agency on Aging, broker for senior transportation to area nutrition sites and adult day health centers.

Revenue Service Vehicles

All vehicles are owned and operated by HSC's contracted vendors. Vehicle types include ambulatory sedans, wheelchair vans, and volunteer personal vehicles.

Partnerships

C-Tran

Mercy 1 Transportation

Quad City Cab

Southwest Washington Regional Transportation Council

ARC of Clark County

Clark College

Clark County Department of Community Services

Clark County Department of Corrections

Columbia River Mental Health Services

Disability Resources

Goodwill Industries

Innovative Services

Partners in Careers

SHARE, Inc.

Washington State Department of Corrections

Washington State Department of Services for the Blind

Washington State Department of Social and Health Services

Washington State Department of Vocational Rehabilitation

Washington State Employment Security Department

YWCA

Formal Plans

Transportation Improvement Plan

Metropolitan Transportation Plan for Clark County

2005 Achievements

- Obtained grant from local foundation to provide additional employment transportation services to individuals with mental health issues.
- Began shuttle service from local homeless shelter to day-labor employment site.
- Established direct phone number to Employment Transportation staff to enhance rider access for scheduling demand response trips.
- Coordinated Medicaid tracking systems to minimize duplication of services.
- Brokered 223,582 trips for Medicaid clients in Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties (Region 7) during state fiscal year 2005.
- Brokered 93,441 employment transportation trips for low-income residents of Clark County during state fiscal year 2005.

2006 Objectives

- Expand partnerships with local employers, colleges, and training providers to establish shuttle service to sites that are not accessible by local transit.
- Work with local transit to plan service to connect riders outside the public transportation benefit area (PTBA) to the nearest transit center.
- Coordinate with Ride Connection volunteer transportation program to broker trips to life-sustaining and other medically urgent services.
- Relocate to a new HSC office site.

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	0
ADA Vehicles	0
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$468,746.03
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$0.00
Contract Revenues	\$0.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$78,325.54
Other	\$0.00
Total	\$78,325.54
State Operating Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$372,569.57
Other	\$0.00
Total	\$372,569.57
Other Operating Funds	
Local Operating	\$17,850.92
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$468,746.03

Sources of Capital Funds	
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Demand Response Services	
Revenue Vehicle Miles	103,533
Revenue Vehicle Hours	3,854
Passenger Trips	12,146
Fixed Route Services	
Revenue Vehicle Miles	data unavailable
Revenue Vehicle Hours	data unavailable
Passenger Trips	81,295
Annual Service Totals¹	
Revenue Vehicle Miles	103,533
Revenue Vehicle Hours	3,854
Passenger Trips	93,441

¹These revenue vehicle miles and revenue vehicle hours are incomplete and only associated with the 12,146 demand response passenger trips. Data is unavailable for the revenue vehicle miles and hours associated with 81,295 passenger trips provided by fixed route services.

Human Services Council

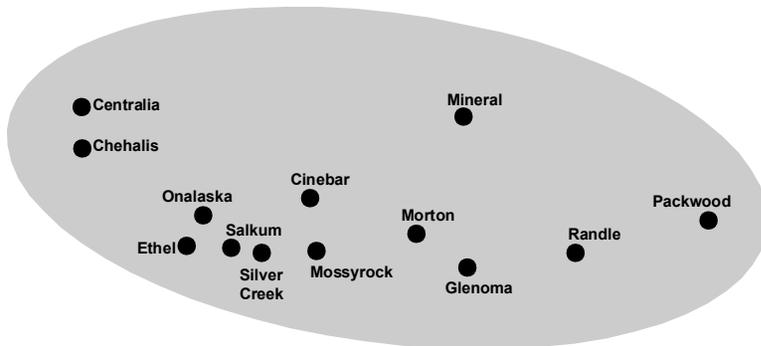
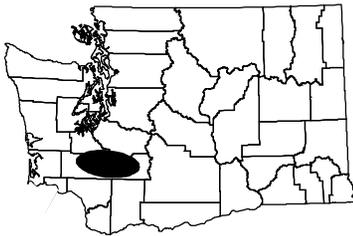
Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Fixed Route Services	
	Human Services Council	Statewide Averages	Human Services Council	Statewide Averages	Human Services Council	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$5.02	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	data unavailable	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	data unavailable	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	data unavailable	18.53	26.86	19.23	data unavailable	12.57
Passenger Trips/Revenue Vehicle Hour	data unavailable	3.38	3.15	1.94	data unavailable	1.58
Passenger Trips/Revenue Vehicle Mile	data unavailable	0.18	0.12	0.10	data unavailable	0.13



Douglas H. Hayden
Executive Director

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Morton, WA 98356
(360) 496-5404



System Snapshot

- Operating Name: White Pass Community Services Coalition dba L.E.W.I.S. Mountain Highway Transit
- Service Range: Eastern Lewis and southeastern Pierce Counties
- Congressional District: 3
- Legislative District: 20
- Planning Region: Southwest Washington RTPO
- Medicaid Brokerage Region: 6
- Type of Agency: Non-profit
- Governing Body: Four-member board of directors
- Types of Service and Eligibility: Fixed-route, intercity service for general public and deviated-route service and demand response for passengers with disabilities. Shuttle service for seniors and passengers with disabilities.
- Days of Service: Monday through Friday for fixed route and dial-a-ride. Tuesdays and Thursdays for shuttle.
- Base Fare: Regular fare – \$2.00 per boarding; seniors/people with disabilities fare – \$1.00 per boarding.

Current Operations

- Fixed-route service through rural Lewis County communities. Route runs between Packwood, Randle, Glenoma, Morton, Mossyrock, Silver Creek, Salkum, Ethel, Onalaska to Centralia.
- Connections in Centralia: Centralia Community College, Amtrak Station, Lewis County Mall (site of DSHS-WorkFirst and Employment Security’s WorkSource programs), Lewis County Courthouse, and Juvenile Justice Center.

L.E.W.I.S. Mountain Highway Transit

- Deviated-route service $\frac{3}{4}$ of a mile from the fixed-route service to accommodate seniors and people with disabilities.
- Shuttle for seniors and people with disabilities which runs between Packwood and Morton on Tuesdays and Thursdays and provides connections to the main L.E.W.I.S. Mountain Highway Transit service.

Revenue Service Vehicles

Six ADA accessible minibuses: two 24-passenger, two 19-passenger, one 15-passenger, and one nine-passenger.

Facilities

One 40 x 60 foot and one 50 x 75 foot building to garage vehicles.

Intermodal Connections

Greyhound terminal in Centralia

Park & Ride lot in Centralia

Amtrak Station in Centralia

Twin Transit

Centralia-Chehalis Airport via connection with Twin Transit

CAPS (Lower Columbia Community Action Council transportation program) via Twin Transit

Partnerships

Southwest Transportation Area-wide Rural Service Project (STARS)—Twin Transit, Pacific Transit, Lower Columbia Community Action Council, and White Pass Community Services Coalition

Lewis County Rural Transit Plan—transportation providers, social service providers, local governments, and RTPO

Affordable Housing Network of Lewis County—social service providers, housing associations, and local governments

Formal Plans

Washington State Transportation Plan

Washington Intercity Public Transportation Network Final Report

Southwest Washington Regional Transportation Planning Organization's draft Regional Transportation Plan

Twin Transit's Transit Development Plan 2002-2008

Lewis County Rural Transit Plan 1998-1999

Lewis County Comprehensive Plan

Affordable Housing Network Lewis County's Continuum of Care Plan 2001-present

2005 Achievements

- Received funding for two new buses.
- Awarded funding to begin service between Morton in central Lewis County and Elk Plain in southeastern Pierce County.

2006 Objectives

- Establish bus service from Morton to Elk Plain with connection to Pierce Transit's Route 1 and 402 bus service.
- Establish Twin Transit as a county-wide public transportation benefit area (PTBA).
- Increase coordination among transportation service providers between Cowlitz, Pacific, Lewis, Thurston, and Pierce Counties.

Long-range Plans

- Provide county-wide public transportation.
- Enhance connection between eastern Lewis County and southeastern Pierce County.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	4	5310	\$0.00
ADA Vehicles	4	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$0.00
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$0.00
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$243,078.75	Total	\$0.00
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$0.00	Local Capital Funds	\$0.00
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$13,759.50	Total Capital Funds	\$0.00
Contract Revenues	\$0.00	Fixed Route Services	
Federal Operating Assistance		Revenue Vehicle Miles	32,174
5311	\$0.00	Revenue Vehicle Hours	931
5311 (f)	\$95,468.61	Passenger Trips	2,360
5316 (JARC)	\$0.00	Intercity Services	
Other	\$0.00	Revenue Vehicle Miles	32,174
Total	\$95,468.61	Revenue Vehicle Hours	931
State Operating Assistance		Passenger Trips	2,360
Rural Mobility Competitive	\$112,878.61	Annual Service Totals	
Paratransit	\$16,740.00	Vehicle Miles	64,348
Other	\$0.00	Vehicle Hours	1,862
Total	\$129,618.61	Passenger Trips	4,720
Other Operating Funds			
Local Operating	\$4,232.03		
Other Operating	\$43,965.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$287,043.75		

Performance Measures for 2005 Operations

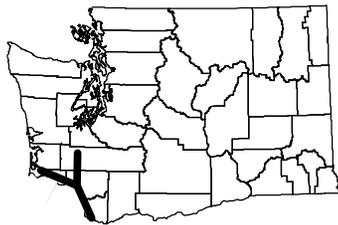
	Total Services		Fixed Route Services		Intercity Services	
	L.E.W.I.S. Mountain Highway Transit	Statewide Averages	L.E.W.I.S. Mountain Highway Transit	Statewide Averages	L.E.W.I.S. Mountain Highway Transit	Statewide Averages
Fares/Operating Cost	5.66%	11.76%	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$51.50	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$3.78	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$130.55	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	34.56	18.53	34.56	12.57	34.56	37.85
Passenger Trips/Revenue Vehicle Hour	2.53	3.38	2.53	1.58	2.53	2.94
Passenger Trips/Revenue Vehicle Mile	0.07	0.18	0.07	0.13	0.07	0.08



Lower Columbia Community Action Council

Alan Rose
Community Services Program Director

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Internet Home Page: www.lccac.org



System Snapshot

- Operating Name: Lower Columbia Community Action Council (CAP)
- Service Range: Longview to Naselle, Longview to Chehalis, Longview to Vancouver.
- Congressional District: 3
- Legislative Districts: 18, 19, 20, 49
- Planning Regions: Southwest Washington RTPO and Cowlitz-Wahkiakum Council of Governments
- Medicaid Brokerage Region: 7
- Type of Agency: Non-profit
- Governing Body: Twelve-member Board of Directors with representation from the private, disadvantaged, and public sectors
- Types of Service and Eligibility: Fixed-route service for the general public and demand response for senior citizens and people with disabilities
- Days of Service: Monday through Saturday
- Base Fare: \$1.00. Students ride free.

Current Operations

- Three round trips Monday through Friday and two round trips Saturday between Longview (Cowlitz County) to Vancouver (Salmon Creek Park & Ride in Clark County) with stops in Kelso, Kalama, Woodland, LaCenter, and Ridgefield.
- Two round trips Monday through Friday between Longview to Chehalis (Lewis County) with stops in Castle Rock and Exit 63 near Toledo/Winlock.
- Paratransit services in the Longview/Kelso area.
- Demand response services for seniors living in Cowlitz and Wahkiakum Counties.

- Transportation for private pay clients.
- Rides for seniors provided by volunteer drivers as a Retired Senior Volunteer Program (RSVP) agency.
- Medicaid client transportation services.

Revenue Service Vehicles

Six vehicles total, all ADA accessible and equipped with bike racks: one 14-passenger minibus, four 12-passenger vans, and one 11-passenger van.

Intermodal Connections

Community Urban Bus Service (CUBS) in Longview/Kelso

Pacific Transit in Naselle

L.E.W.I.S. Mountain Transit in Lewis County

C-TRAN in Clark County

Twin Transit in Lewis County

Greyhound Bus Lines in Kelso

Amtrak in Kelso

Salmon Creek Park & Ride in Clark County

Partnerships

Local and county government officials

Intergovernmental entities

Various transportation providers, business, and community leaders

C-TRAN

CUBS Transit

L.E.W.I.S. Mountain Highway Transit

Twin Transit

Pacific Transit

Formal Plans

Washington State Transportation Plan

Southwest Washington Regional Transportation Planning Organization's Regional Transportation Plan

Coordination with local transit agencies' plans (CUBS, Twin Transit, L.E.W.I.S. Mountain Highway Transit, and C-TRAN)

Close coordination with Cowlitz-Wahkiakum Council of Governments

2005 Achievements

- Increased ridership in each of the 12 months operated.
- Addition of two new 14-passenger vans, model year 2005.

2006 Objectives

- Addition of Centralia and Tumwater to the northbound route.
- Saturday service to include two round trips between Longview and Vancouver and one round trip between Longview and Tumwater.
- Increase ridership and awareness of services.

Long-range Plans

- Find additional public funding for rural programs currently funded solely through state grants.
- Continually grow ridership and public awareness of services.
- Develop a county commuter service to provide public transportation outside the CUBS service area (Longview-Kelso). Such a service would provide a daily "commute loop" for people traveling between Longview Transit Center and Woodland, Kalama, Castle Rock, and Lexington.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	8		
Active Vehicles	6		
ADA Vehicles	6		
Volunteer Resources			
Volunteer Drivers	8		
Volunteer Hours	4,656		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$200,127.28		
Annual Capital Costs			
Capital Costs	\$96,528.00		
Annual Operating Revenues			
Fare Revenues	\$7,870.64		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$192,257.04		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$192,257.04		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$200,127.68		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$77,006.40	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$77,006.40	
Other Capital Funds			
Local Capital Funds		\$19,251.60	
Other Capital Funds		\$0.00	
Total Capital Funds		\$96,258.00	
Demand Response Services			
Revenue Vehicle Miles		129,379	
Revenue Vehicle Hours		8,816	
Passenger Trips		4,262	
Fixed Route Services			
Revenue Vehicle Miles		112,371	
Revenue Vehicle Hours		3,312	
Passenger Trips		9,327	
Annual Service Totals			
Vehicle Miles		241,750	
Vehicle Hours		12,128	
Passenger Trips		13,589	

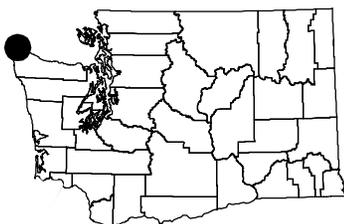
Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Fixed Route Services	
	Lower Columbia Community Action Council	Statewide Averages	Lower Columbia Community Action Council	Statewide Averages	Lower Columbia Community Action Council	Statewide Averages
Fares/Operating Cost	3.93%	11.76%	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$14.73	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$0.83	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$16.50	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	19.93	18.53	14.68	19.23	33.93	12.57
Passenger Trips/Revenue Vehicle Hour	1.12	3.38	0.48	1.94	2.82	1.58
Passenger Trips/Revenue Vehicle Mile	0.06	0.18	0.03	0.10	0.08	0.13



Patty Manuel
Assistant General Manager

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Internet Home Page: www.makah.com/transit.htm



System Snapshot

- Operating Name: Makah Public Transit
- Service Range: Neah Bay village and surrounding housing areas
- Congressional District: 6
- Legislative District: 24
- Planning Region: Peninsula RTPO
- Medicaid Brokerage Region: 5
- Type of Agency: Tribal Government
- Governing Body: Makah Indian Tribal Council
- Types of Service and Eligibility: 16-mile fixed route service available to the general public. Demand response for people with disabilities and seniors aged 62 and older.
- Days of Service: Monday through Saturday
- Base Fare: Youth aged six and under, seniors aged 62 and over, and people with disabilities – free. Adults – \$0.25.

Current Operations

Fixed route service for the general public from community subdivisions to primary destinations such as the General Store, Post Office, Makah Tribal Business Offices, Senior Citizens Programs, Social and Health Services, Indian Health Services, USDA Commodities Program, and connection service to Clallam Transit.

Revenue Service Vehicles

Two 20-passenger, ADA accessible minibuses.

Intermodal Connections

Clallam Transit

Partnerships

Bureau of Indian Affairs Roads Branch

Collaboration with others in the tribal organizational structure:

- Operations Department
- Realty Program
- Forestry Program
- Planning and Economic Development
- Makah Cultural and Research Center
- Makah Housing Authority

Formal Plans

Makah Operations Department Plan of Operations

Peninsula RTPPO plans

Makah Comprehensive Plan

Clallam Transit plans

2005 Achievements

- Service maintained at best possible levels despite ongoing mechanical problems with both vehicles. (The remoteness of the Makah Reservation makes it difficult to obtain the necessary mechanical services due to the distance involved which leads to increased downtime for inoperable vehicles.)

2006 Objectives

- The Makah Public Transit schedule continues to allow for the connection twice daily with Clallam Transit.

Long-range Plans

- Increase the fleet to a minimum of 2 buses again.
- Expand services to more distant housing subdivisions on the Reservation.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	2		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$183,235.98		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$1,704.35		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$89,152.27		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$89,152.27		
Other Operating Funds			
Local Operating	\$92,379.36		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$183,235.98		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Fixed Route Services			
Revenue Vehicle Miles		34,531	
Revenue Vehicle Hours		44,650	
Passenger Trips		2,713	
Annual Service Totals			
Revenue Vehicle Miles		34,531	
Revenue Vehicle Hours		44,650	
Passenger Trips		2,713	

Makah Public Transit

Performance Measures for 2005 Operations

	Total Services		Fixed Route Services	
	Makah Public Transit	Statewide Averages	Makah Public Transit	Statewide Averages
Fares/Operating Cost	0.93%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$67.54	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$5.31	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$4.10	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	0.77	18.53	0.77	12.57
Passenger Trips/Revenue Vehicle Hour	0.06	3.38	0.06	1.58
Passenger Trips/Revenue Vehicle Mile	0.08	0.18	0.08	0.13

Mt. Adams Transportation Service

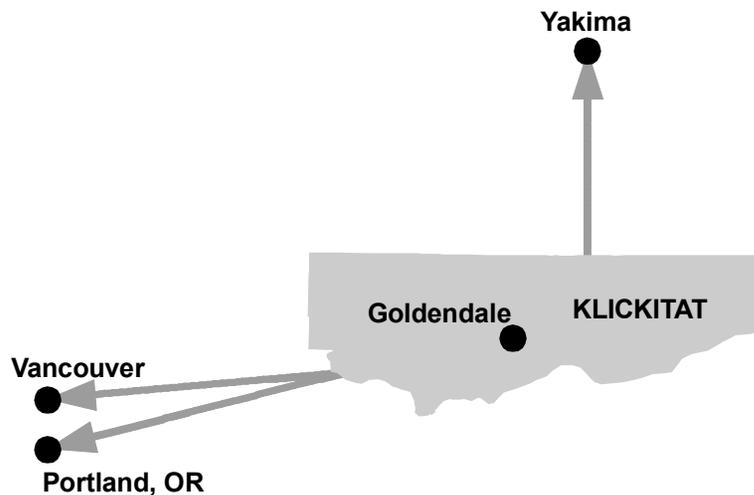
Eric Olsen
Transportation Manager

115 West Court, MS-CH-21

Goldendale, WA 98620

(509) 773-3060

Internet Home Page: www.klickitatcounty.org/senior



System Snapshot

- Operating Name: Klickitat County Senior Services dba Mt. Adams Transportation Service (MATS)
- Service Range: Klickitat County with adjacent destinations in the Columbia River Gorge and Yakima as well as Portland and Vancouver for medical appointments
- Congressional District: 4
- Legislative District: 15
- Planning Region: Southwest Washington Regional Transportation Council
- Medicaid Brokerage Region: 7
- Type of Agency: General Purpose Government
- Governing Body: Klickitat County
- Types of Service and Eligibility: Dial-a-Ride and volunteer drivers for the general public
- Days of Service: Monday through Friday
- Base Fare: \$1.00 local

Current Operations

Mt. Adams Transportation Services (MATS) provides Medicaid, public, and senior transportation for medical appointments, shopping, education, and recreation.

Revenue Service Vehicles

Seven buses and one minivan.
All are ADA accessible.

Facilities

Offices in White Salmon and Goldendale.

Intermodal Connections

Amtrak

Partnerships

Gorge Translink

Formal Plans

Jobs Access Reverse Commute (JARC) Plan of the WorkFirst Transportation Initiative

Local Area Plan of the WorkFirst Coalition

Regional Transportation Plan for Southwest Washington

Pueblo del Rio Plan in Roosevelt, Washington

Transportation providers of Klickitat and Skamania Counties in Washington and Hood River and Wasco Counties in Oregon are working on coordinating services and creating a plan.

2005 Achievements

- Provided safe and efficient transportation to the rural population in Klickitat County.
- Expanded service which included transportation from the rural areas to the new Pioneer Center building in White Salmon for senior activities and meals.

2006 Objectives

- Continue to provide the same quality service to the public as done in 2005.
- Work with Gorge Translink to expand transportation opportunities in the Columbia River Gorge.

Long-range Plans

- Develop service connections to Toppenish and Yakima to the north and Skamania to the west. This would help expand transportation opportunities for Native Americans seeking services in the Yakima Valley and individuals wanting training and employment in Vancouver.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	8	5310	\$0.00
ADA Vehicles	8	5311	\$70,081.54
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$70,081.54
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$1,592.00
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$655,518.06	Total	\$1,592.00
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$89,596.93	Local Capital Funds	\$17,923.39
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$22,195.43	Total Capital Funds	\$89,596.93
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	502,005
5311	\$152,681.00	Revenue Vehicle Hours	17,439
5311 (f)	\$0.00	Passenger Trips	25,956
5316 (JARC)	\$128,400.41	Annual Service Totals	
Other	\$0.00	Revenue Vehicle Miles	502,005
Total	\$281,081.41	Revenue Vehicle Hours	17,439
State Operating Assistance		Passenger Trips	25,956
Rural Mobility Competitive	\$120,331.00		
Paratransit	\$44,202.38		
Other	\$0.00		
Total	\$164,533.38		
Other Operating Funds			
Local Operating	\$219,449.69		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$687,259.91		

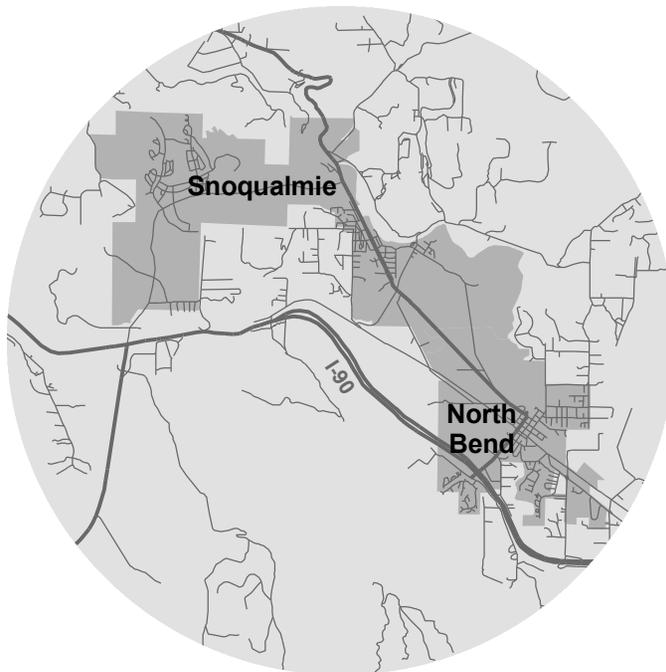
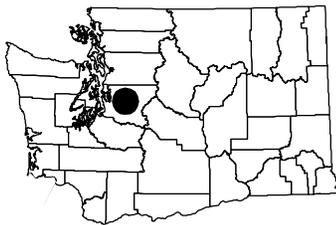
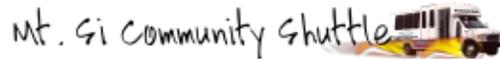
Mt. Adams Transportation Service

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Mt. Adams Transportation Service	Statewide Averages	Mt. Adams Transportation Service	Statewide Averages
Fares/Operating Cost	3.39%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$25.25	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.31	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$37.59	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	28.79	18.53	28.79	19.23
Passenger Trips/Revenue Vehicle Hour	1.49	3.38	1.49	1.94
Passenger Trips/Revenue Vehicle Mile	0.05	0.18	0.05	0.10

**Ruth Tolmasoff
Director**

PO Box 806
411 Main Avenue South
North Bend, WA 98045
(425) 888-3434
Internet Home Page: www.mtsicommunityshuttle.org



System Snapshot

- Operating Name: Mt. Si Community Shuttle
- Service Range: Upper Snoqualmie Valley
- Congressional District: 8
- Legislative Districts: 5, 45
- Planning Region: Puget Sound Regional Council
- Medicaid Brokerage Region: 3
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Community shuttle providing demand response service to the general public living in North Bend and Snoqualmie
- Days of Service: Monday through Friday, 7 a.m. to 7 p.m.
- Base Fare: \$0.25 per ride

Current Operations

The Mt. Si Community Shuttle provides demand response service to transit dependent populations and the general public. Mt. Si Community Shuttle also schedules and dispatches three buses operated by Senior Services of Seattle/King County in the Snoqualmie Valley. Coordination between the two services allows all four vehicles to provide more rides.

Revenue Service Vehicles

Three vehicles: two 14-passenger, lift-equipped ADA accessible vans and one ambulatory accessible 10-passenger van.

The Mt. Si Community Shuttle is a 14-passenger, lift-equipped ADA accessible van. The Mt. Si Community Shuttle uses the Mt. Si Senior Center's 14-passenger, lift-equipped ADA accessible activity van and, when possible, Senior Services of Seattle/King County's Senior Shuttles as back-up vehicles.

Intermodal Connections

- Demand response service focuses on the early morning/late afternoon peak hours on feeding into King County Metro’s Express Commuter Route 214.
- Feeds riders from underserved areas into Metro Route 209 (hourly service from North Bend through Snoqualmie, Fall City, and Preston to the Issaquah Park & Ride) and Route 929 (three times on week days on a circuitous route from North Bend via Snoqualmie, Fall City, Carnation, and Duvall to Redmond).
- Connects with the Greyhound.

Partnerships

Hopelink
United Way of King County
King County Metro
City of Snoqualmie
City of North Bend

2005 Achievements

- Total rides increased 13 percent over 2004 totals.

2006 Objectives

- Service expansion of the Mt. Si Community Shuttle as the shuttle is often completely booked and riders must be turned away.

Long-range Plans

- Expand services to other cities in Snoqualmie Valley—Fall City, Carnation, Duvall, and Preston.



Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	2		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$151,068.76		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$2,618.35		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$120,077.94		
Other	\$0.00		
Total	\$120,077.94		
Other Operating Funds			
Local Operating	\$26,592.21		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$149,288.50		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Demand Response Services			
Revenue Vehicle Miles		45,639	
Revenue Vehicle Hours		2,812	
Passenger Trips		9,556	
Annual Service Totals			
Revenue Vehicle Miles		45,639	
Revenue Vehicle Hours		2,812	
Passenger Trips		9,556	

Mt. Si Community Shuttle

Performance Measures for 2005 Operations

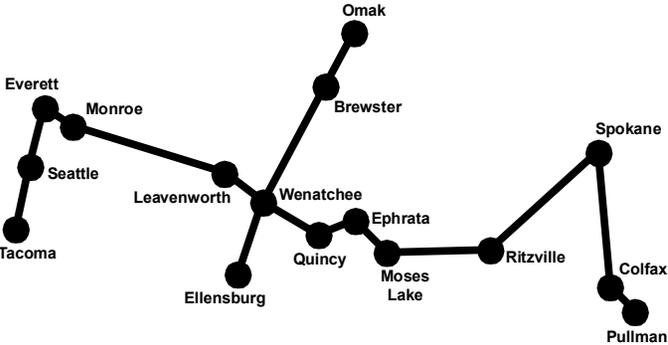
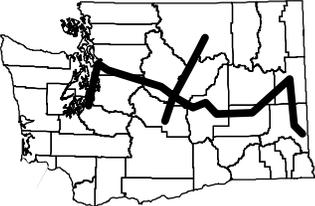
	Total Services		Demand Response Services	
	Mt. Si Community Shuttle	Statewide Averages	Mt. Si Community Shuttle	Statewide Averages
Fares/Operating Cost	1.73%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$15.81	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$3.31	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$53.72	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	16.23	18.53	16.23	19.23
Passenger Trips/Revenue Vehicle Hour	3.40	3.38	3.40	1.94
Passenger Trips/Revenue Vehicle Mile	0.21	0.18	0.21	0.10



Bill Brannan
Executive Vice President

South 4611 Ben Franklin Lane
Spokane, WA 99224-5648
(509) 838-4029

Internet Home Page: www.northwesterntrailways.com



System Snapshot

- Operating Name: Northwestern Stage Lines, Inc. dba Northwestern Trailways
- Service Range: Inter-regional, intercity
- Congressional Districts: Statewide
- Legislative Districts: Statewide
- Planning Regions: Statewide
- Medicaid Brokerage Region: Statewide
- Type of Agency: For-profit
- Governing Body: Four-member board of directors
- Types of Service and Eligibility: Fixed route and charter for general public
- Days of Service: Daily
- Base Fare: Mileage-based fare structure. For general reference only: one-way trips from one to 35 miles – \$12.00; 350 miles – \$36.00.

Current Operations

- Daily intercity bus service in three corridors:
 - Between Spokane and Seattle/Tacoma via Wenatchee and Everett
 - Between Spokane and Boise, Idaho via Pullman, Moscow, and Lewiston
 - Between Omak and Wenatchee/Ellensburg along Highway 97
- Amtrak Thruway bus provider
- Charter service throughout the United States and Canada

Revenue Service Vehicles

20 total vehicles, six of which are ADA accessible: seven 56-passenger buses and thirteen 47-passenger buses.

Intermodal Connections

- Amtrak
- Community Transit (Everett)
- Grant Transit (Moses Lake)
- Grays Harbor Transit (Olympia)
- Greyhound
- Gray Line (Seattle)
- Kittitas County (Ellensburg)
- Link (Wenatchee)
- Metro (Seattle)
- North Idaho Community Express (Coeur d'Alene, Idaho)
- NE Washington Rural Resources
- Olympic Van (Port Angeles)
- Okanogan County (Omak)
- Pacific Trails (Tualitin, Oregon)
- Pierce Transit (Tacoma)
- Powder River (Gillette)
- Pullman Transit (Pullman)
- Rimrock Trailways (Billings, Montana)
- Spokane Transit (Spokane)
- Western Trailways (Vancouver, British Columbia)
- British Columbia Ferries
- Black Ball Ferries (Port Angeles)
- Washington State Ferries

Partnerships

- National Bus Traffic Association
- Amtrak
- Greyhound
- LINK Transit
- Chelan/Douglas/Okanogan Coordinated Transportation Coalition
- Kittitas Community Action Council

Formal Plans

- Washington State Transportation Plan
- North Central RTPO Regional Plan
- Washington State Intercity Public Transportation Network Study (1999)



2005 Achievements

- Continuation of FTA 5311(f) and WSDOT Rural Mobility grant service along Highway 97 between Omak and Wenatchee/Ellensburg.
- Added one additional ADA accessible motorcoach to fleet using FTA Over-the-Road Bus Accessibility grant funds.
- Applied for and will receive 2006 FTA 5311(f) grant funds through the Idaho Transportation Department (ITD) for service continuation between Lewiston and Boise, Idaho using Highways 95 and 55.
- Installation of a GPS monitoring web-based system on seven motorcoaches using Transportation Security Administration (TSA) grant funds.

2006 Objectives

- Improve ridership along Highway 97 corridor with 5311(f) and WSDOT grant funds.
- Apply for additional ADA grant funds to obtain one more accessible bus.
- Apply for 2007 5311(f) funding through WSDOT and ITD.
- Install new web-based MAX Ticketing system at five to seven sales agencies.
- Continue to work with WSDOT on Travel Options, their web-based travel information system.
- Attend WSDOT's Annual Public Transportation Conference and present information regarding the National Bus Traffic Association – Interline Revenue Clearing House and how transit systems can participate in the process.
- Present at the Transportation Research Board's (TRB) National Rural Public and Intercity Bus Transportation Conference in Stevenson, Washington in October about the process for transit operators to become members of the National Bus Traffic Association and sell transcontinental intercity bus tickets.

Long-range Plans

- Obtain enough ADA accessible motorcoaches so that daily intercity bus service is ADA accessible 100 percent of the time.
- Continue to help coordinate service between for-profit motorcoach operators, publicly funded transit systems, and non-profits.
- Continue to work on a web-based information system for interlining agreements between carriers.
- Apply for grants to operate service in rural corridors identified by WSDOT as being service deficient.



Northwestern Trailways

Annual Operating Information **2005**

Vehicles

Personal Vehicles In Service	0
Active Vehicles	19
ADA Vehicles	5

Volunteer Resources

Volunteer Drivers	0
Volunteer Hours	0

Safety

Fatalities	0
Major Incidents	1
Injuries	1

Annual Operating and Administrative Expenses

Operating and Administrative Expenses	\$1,688,928.00
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Annual Capital Costs

Capital Costs	\$0.00
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Annual Operating Revenues

Fare Revenues	\$1,432,312.00
Contract Revenues	\$0.00

Federal Operating Assistance

5311	\$0.00
5311 (f)	\$69,283.74
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$69,283.74

State Operating Assistance

Rural Mobility Competitive	\$69,283.73
Paratransit	\$0.00
Other	\$0.00
Total	\$69,283.73

Other Operating Funds

Local Operating	\$0.00
Other Operating	\$0.00

Total Annual Operating Revenue

Total Operating Revenue	\$1,570,879.47
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Sources of Capital Funds

Federal Capital Assistance

5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00

State Capital Assistance

Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00

Other Capital Funds

Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00

Intercity Services

Revenue Vehicle Miles	879,275
Revenue Vehicle Hours	19,255
Passenger Trips	63,958

Annual Service Totals

Revenue Vehicle Miles	879,275
Revenue Vehicle Hours	19,255
Passenger Trips	63,958

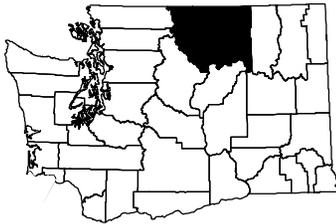
Performance Measures for 2005 Operations

	Total Services		Intercity Services	
	Northwestern Trailways	Statewide Averages	Northwestern Trailways	Statewide Averages
Fares/Operating Cost	84.81%	11.76%	–	–
Contract Revenues/Operating Cost	N.A.	37.20%	–	–
Operating Cost/Passenger Trip	\$26.41	\$11.60	–	–
Operating Cost/Revenue Vehicle Mile	\$1.92	\$2.23	–	–
Operating Cost/Revenue Vehicle Hour	\$87.71	\$41.37	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	45.66	18.53	45.66	37.85
Passenger Trips/Revenue Vehicle Hour	3.32	3.38	3.32	2.94
Passenger Trips/Revenue Vehicle Mile	0.07	0.18	0.07	0.08

Okanogon County Transportation and Nutrition

Leanne Leifer
Executive Director

PO Box 711
431 – 5th Avenue West
Omak, WA 98841
(509) 826-4391



System Snapshot

- Operating Name: Okanogon County Transportation and Nutrition
- Service Range: Okanogon County
- Congressional District: 5
- Legislative District: 12
- Planning Region: North Central RTPO
- Medicaid Brokerage Region: 9
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Intercity, demand response, and deviated fixed route for the general public
- Days of Service: Monday through Friday
- Base Fare: Seniors – suggested donation; people with disabilities – \$1.50 for all day; general public – \$1.00 per intercity boarding. Fares based on location of boarding and destination.

Current Operations

- Door-to-door, dial-a-ride service provided within six small communities of Okanogon County (Omak, Okanogon, Oroville, Tonasket, Twisp, and Brewster).
- Deviated fixed route service in Omak/Okanogon area.
- Intercity trips to Wenatchee from Omak, Okanogon, Oroville, Tonasket, Twisp, and Brewster twice monthly to provide access to services, goods, and other forms of transportation.
- Intercity trips to Omak/Okanogon area once a month from Oroville, Tonasket, Twisp, and Brewster.
- Contracts with Trancare to provide medical transportation for the county's Medicaid recipients.

Okanogan County Transportation and Nutrition

- Intercity, employment-related transportation for low-income and/or people with disabilities.
- Two daily round trips Monday through Friday from two outlying areas—Bridgeport/Brewster to Omak and Oroville to Omak.

Revenue Service Vehicles

Twelve ADA accessible minibuses: three 10-passenger and nine 14-passenger.

Intermodal Connections

Northwest Trailways

Partnerships

Department of Social and Health Services

Aging and Adult Care of Central Washington

Northwest Trailways

Public Transportation Benefit Area of Okanogan County (unfunded)

Chelan-Douglas-Okanogan Coordinated Transportation Coalition

Trancare

Career Path Services

Colville Confederated Tribes

Families That Work

North Central Regional Transportation Planning Organization

Central Okanogan Valley Transportation Team

Okanogan Behavioral HealthCare

Six senior citizen centers in Okanogan County

Local and regional governmental entities

Local social service agencies, medical providers, and businesses

Formal Plans

Area Wide Job Access and Reverse Commute (JARC) Transportation Plan

Okanogan County Comprehensive Plan

North Central Regional Transportation Plan

Washington Intercity Public Transportation Network report (1999)

Long-range Plans

- Expand service to include intercity/employment related transportation connection with Nespelem, Washington on the Colville Reservation with the Colville Confederated Tribes as a partner.
- Start a fixed route in the Omak/Okanogan area for employment-related/low-income transportation.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	12	5310	\$0.00
ADA Vehicles	12	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$0.00
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$0.00
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$336,698.51	Total	\$0.00
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$0.00	Local Capital Funds	\$0.00
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$18,626.70	Total Capital Funds	\$0.00
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	63,667
5311	\$0.00	Revenue Vehicle Hours	4,993
5311 (f)	\$0.00	Passenger Trips	18,059
5316 (JARC)	\$48,994.57	Intercity Services	
Other	\$0.00	Revenue Vehicle Miles	31,699
Total	\$48,994.57	Revenue Vehicle Hours	1,252
State Operating Assistance		Passenger Trips	2,055
Rural Mobility Competitive	\$41,541.60	Annual Service Totals	
Paratransit	\$114,736.19	Vehicle Miles	95,366
Other	\$0.00	Vehicle Hours	6,245
Total	\$156,277.79	Passenger Trips	20,114
Other Operating Funds			
Local Operating	\$96,873.04		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$320,772.10		

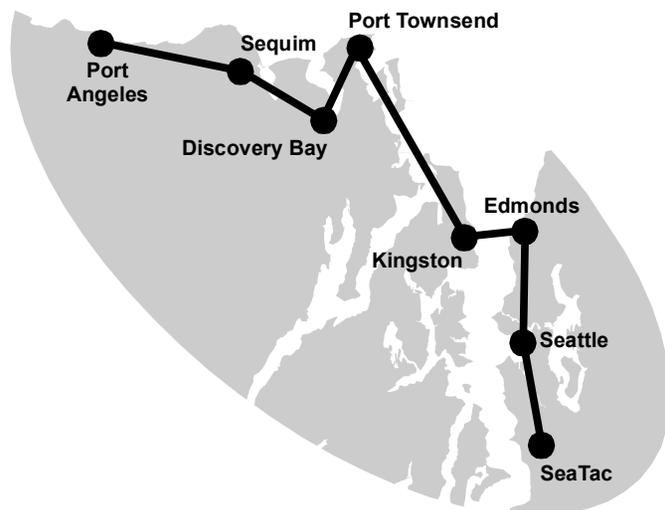
Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Intercity Services	
	Okanog County Transportation and Nutrition	Statewide Averages	Okanog County Transportation and Nutrition	Statewide Averages	Okanog County Transportation and Nutrition	Statewide Averages
Fares/Operating Cost	5.53%	11.76%	–	–	–	–
Contract Revenues/Operating Cost	N.A.	37.20%	–	–	–	–
Operating Cost/Passenger Trip	\$16.74	\$11.60	–	–	–	–
Operating Cost/Revenue Vehicle Mile	\$3.53	\$2.23	–	–	–	–
Operating Cost/Revenue Vehicle Hour	\$53.91	\$41.37	–	–	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	15.27	18.53	12.75	19.23	25.32	37.85
Passenger Trips/Revenue Vehicle Hour	3.22	3.38	3.62	1.94	1.64	2.94
Passenger Trips/Revenue Vehicle Mile	0.21	0.18	0.28	0.10	0.06	0.08

**Jack Heckman
President**

111 East Front Street
Port Angeles, WA 98362
(360) 471-0700

Internet Home Page: www.olympicbuslines.com



System Snapshot

- Operating Name: Heckman Motors dba Olympic Bus Lines
- Service Range: Port Angeles to Seattle area (service through Clallam, Jefferson, Kitsap, and King Counties)
- Congressional District: 6
- Legislative District: 24
- Planning Regions: Peninsula RTPO and Puget Sound Regional Council
- Medicaid Brokerage Region: 5
- Type of Agency: For-profit
- Governing Body: Corporate standard
- Types of Service and Eligibility: Fixed-route for general public
- Days of Service: 7 days a week
- Base Fare: One way trip to/from Seattle \$29; one way to/from SeaTac \$43.

Current Operations

Olympic Bus Lines has twice daily scheduled service with flag stops by reservation.

Revenue Service Vehicles

Five vehicles total: two 14-passenger ADA accessible minibuses, one 20-passenger ADA accessible minibus, one 24-passenger ambulatory accessible minibus, and one 12-passenger ambulatory accessible van.

Facilities

15,000 square foot parking garage in Port Angeles with adjacent office.

Intermodal Connections

Clallam Transit at Port Angeles Transit Center

Seattle Metro

Kitsap Transit connection at Kingston Ferry

Kingston Ferry

Victoria Express and Black Ball Transport’s ferries with service between Port Angeles and Victoria, B.C.

Fairchild International Airport in Port Angeles

SeaTac Airport

Port Townsend Park & Ride

Greyhound (Seattle)

Amtrak (Edmonds and Seattle)

Partnerships

Interline agreement with Greyhound

Shared bus shelters with Clallam Transit

Stations located in local businesses—Safeway in Port Townsend, Tarcisio’s in Sequim, and Fat Smitty’s in Discovery Bay

2005 Achievements

- Reintroduced service out of Port Townsend.
- Ridership increased drastically.

2006 Objectives

- Signing interline agreement with Amtrak.

Long-range Plans

- Increase networking and marketing.
- Increase ridership.
- Financial independence.



Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	5		
ADA Vehicles	3		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$380,529.71		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$230,219.75		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$65,373.69		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$65,373.69		
State Operating Assistance			
Rural Mobility Competitive	\$65,373.69		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$65,373.69		
Other Operating Funds			
Local Operating	\$12,510.68		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$373,477.81		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Fixed Route Services			
Revenue Vehicle Miles		243,146	
Revenue Vehicle Hours		8,522	
Passenger Trips		9,644	
Annual Service Totals			
Revenue Vehicle Miles		243,146	
Revenue Vehicle Hours		8,522	
Passenger Trips		9,644	

Olympic Bus Lines

Performance Measures for 2005 Operations

	Total Services		Fixed Route Services	
	Olympic Bus Lines	Statewide Averages	Olympic Bus Lines	Statewide Averages
Fares/Operating Cost	60.50%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$39.46	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.57	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$44.65	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	28.53	18.53	28.53	12.57
Passenger Trips/Revenue Vehicle Hour	1.13	3.38	1.13	1.58
Passenger Trips/Revenue Vehicle Mile	0.04	0.18	0.04	0.13

Olympic Community Action Programs

Rita Houston
Director of Community Support Services

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System Snapshot

- Operating Name: Olympic Community Action Programs
- Service Range: Clallam and Jefferson Counties
- Congressional District: 6
- Legislative District: 24
- Planning Region: Peninsula RTPO
- Medicaid Brokerage Region: 5
- Type of Agency: Non-profit
- Governing Body: Locally-controlled with a board of directors composed of elected public officials, private businesspersons, and service recipients
- Types of Service and Eligibility: Special needs transportation—vanpools and demand response
- Days of Service: Monday through Sunday
- Base Fare: Free

Current Operations

Olympia Community Action Programs (OCAP) provides three vanpools transporting former Temporary Assistance for Needy Families (TANF) recipients and low-income individuals to jobs and/or job training and their children to daycare.

Revenue Service Vehicles

Three ambulatory accessible 15-passenger vans.

Partnerships

Clallam County Council on Coordinated Transportation
Jefferson County Council on Coordinated Transportation
Clallam Transit
Paratransit Services, Inc.
West End Outreach
Forks Community Service Office (CSO)
Employment Security
Makah Tribe
Olympic Area on Aging
Forks Dial-a-Ride
Jefferson and Clallam County Department of Social and Health Services (DSHS)
Clallam County Healthy and Human Services
Senior Information & Assistance
Clallam County Board of Commissioners
Clallam County Transportation/Human Services Coordination Coalition
Numerous private citizens and users of special needs transportation

Formal Plans

Local Planning Area with DSHS and Employment Security in Jefferson and Clallam Counties
Clallam County Council on Coordinated Transportation Plan
Peninsula Regional Transportation Plan
Clallam County Transportation/Human Services Coordination Coalition Jobs Access Reverse Commute (JARC) Plan

2005 Achievements

- Maintained consistent van routes enabling parents to retain their employment and comply with job search requirements.

2006 Objectives

- Develop a new, ongoing route to the Neah Bay area serving the Makah Tribe, transporting customers to and from their employment and job related activities.

Long-range Plans

- Increase transportation resources on the West End primarily for local Tribes and those unable to access appropriate transportation.
- Provide a monthly/quarterly van route to Port Townsend for low-income women to access the Working Image clothing closet.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	3		
ADA Vehicles	0		
Volunteer Resources			
Volunteer Drivers	6		
Volunteer Hours	3,248		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$164,464.54		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$88,854.87		
Other	\$0.00		
Total	\$88,854.87		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$19,117.09		
Other	\$0.00		
Total	\$19,117.09		
Other Operating Funds			
Local Operating	\$56,492.58		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$164,464.54		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Vanpool Services			
Revenue Vehicle Miles		33,004	
Revenue Vehicle Hours		1,067	
Passenger Trips		8,232	
Annual Service Totals			
Revenue Vehicle Miles		33,004	
Revenue Vehicle Hours		1,067	
Passenger Trips		8,232	

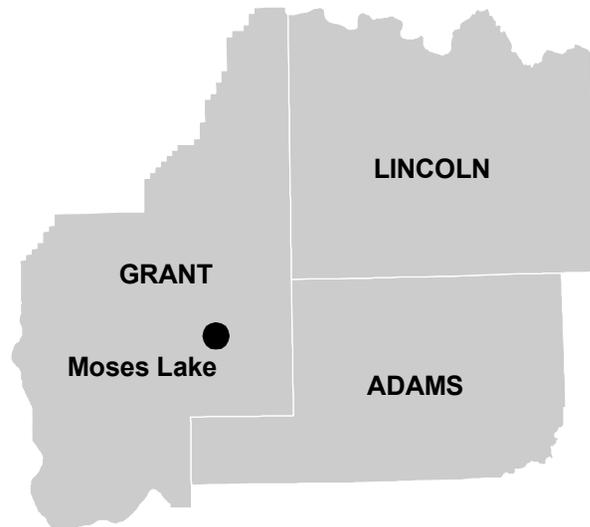
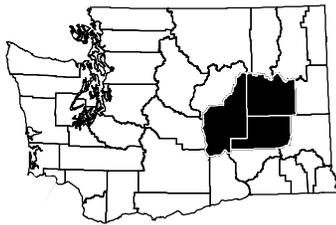
Olympic Community Action Programs

Performance Measures for 2005 Operations

	Total Services		Vanpool Services	
	Olympic Community Action Programs	Statewide Averages	Olympic Community Action Programs	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Fares and Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$19.98	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$4.98	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$154.14	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	30.93	18.53	30.93	27.80
Passenger Trips/Revenue Vehicle Hour	7.72	3.38	7.72	6.03
Passenger Trips/Revenue Vehicle Mile	0.25	0.18	0.25	0.22

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Eastern Region Operations Manager

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System Snapshot

- Operating Name: People For People – Moses Lake (PFP)
- Service Range: Grant, Adams, and Lincoln Counties
- Congressional Districts: 4, 5
- Legislative Districts: 7, 9, 12, 13
- Planning Region: Quad County RTPO
- Medicaid Brokerage Region: 11
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Demand response and deviated/ fixed route service for persons with special needs as well as the general public. Contractor for Grant Transit Authority providing fixed route/demand response service in Grant County.
- Days of Service: Monday through Friday – Paratransit; Monday through Saturday – Grant County fixed route.
- Base Fare: \$0.50 for the general public and \$0.25 for seniors and people with disabilities (collected by Grant Transit Authority)

Current Operations

- Transportation of seniors to nutrition sites; medical, mental health, and other human and social services; and recreation and educational opportunities.
- Weekly trips to city centers for Adams and Lincoln County seniors and other residents for shopping and personal business.
- Transportation for persons with disabilities to sheltered workshops, job training, social services, medical services, shopping facilities, and community activities.

People For People – Moses Lake

- Transportation for Temporary Aid for Needy Families (TANF) recipients and low-income residents of Grants, Lincoln, and Adams Counties for employment and employment-related services.
- Transportation for Grant County residents who live outside of the PTBA.
- Transportation for the general public in Lincoln and Adams Counties that have no public transit systems.
- Community Connectors for residents of rural areas to larger communities such as Spokane, Moses Lake, and Wenatchee.
- Contractor for Grant Transit Authority providing fixed route/demand response service to citizens of Grant County living within the PTBA.

Revenue Service Vehicles

PFP owns 34 vehicles of which 32 are ADA accessible: two 14-passenger vans, twenty-three 14-passenger minibuses, eight 10-passenger minibuses, and one 5-passenger minivan.

PFP also operates twelve 30+ passenger buses owned by Grant Transit Authority.

Intermodal Connections

Grant Transit Authority

Link Transit in Douglas and Chelan Counties

Spokane Transit Authority

Wheatland Express

Partnerships

City Council members of Moses Lake and Ephrata (Grant County)

County Commissioners of Lincoln, Grant, and Adams Counties

Grant Transit Authority

Spokane Transit Authority

Link Transit

Special Needs Transportation Coalitions

Local Area Planning Group

City and county leaders

Senior Agency Coalition

Aging and Adult Care of Central Washington

Medicaid brokers

Area group and nursing homes and assisted living centers

Moses Lake Dialysis Center

Area hospitals

Mobile dental provider

Taxicab operators

Greyhound

Trailways

Wheatland Express

Medical providers

Grant County Developmental Disabilities

Goodwill Industries

New Hope (domestic violence/sexual assault organization)

Department of Social and Health Services (DSHS)

SkillSource

Community Action

Employment Security

Moses Lake School District

Moses Lake's Healthy Communities Project

Formal Plans

Local Area Plan by WorkFirst providers (Grant and Adams Counties)

QuadCo Regional Transportation Plan (Grant, Adams, Lincoln, and Kittitas Counties)

Area-Wide Job Access and Reverse Commute (JARC) Transportation Plan by WorkFirst Transportation Initiative application partners (Grant and Adams Counties)

Transportation Development Plan by Grant Transit Authority

2005 Achievements

- Purchased five ADA accessible minibuses and one ADA accessible minivan.
- Received federal and state grant awards for the 2005-2007 biennium.
- Received local match revenue from Aging and Adult Care of Central Washington (AACCW) to provide paratransit services in Adams and Lincoln Counties and areas not served by Grant Transit Authority.
- Received planning dollars for a consultant to expand the QUADCO Coalition.
- Started a new route from Grant County to Wenatchee for cancer patients to receive critical cancer treatments.
- In partnership with other Washington non-profits, established the Non-Profit Insurance Pool for vehicle and general liability insurance which significantly reduced transportation insurance costs.

2006 Objectives

- Assist Grant Transit Authority with design and implementation of new service delivery routes.
- Re-align inter-city connector routes to coordinate services with the Grant Transit routes.
- Continue to evaluate training program to ensure drivers and staff are better trained and in compliance with all contracts.
- Assist Grant Transit Authority with starting their vanpool program.
- Improve coordination for special needs services, especially within the urban areas.
- Develop the framework for creating a coordinated and prioritized public and community transit/human services transportation plan for people with disabilities, seniors, youth, and low-income individuals in Kittitas, Lincoln, Grant, and Adams Counties.
- Survey the rural population to determine their transportation needs.

People For People – Moses Lake

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	34
ADA Vehicles	32
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$2,900,379.00
Annual Capital Costs	
Capital Costs	\$271,663.45
Annual Operating Revenues	
Fare Revenues	\$1,878.25
Contract Revenues	\$2,069,771.15
Federal Operating Assistance	
5311	\$2,279.65
5311 (f)	\$94,562.52
5316 (JARC)	\$136,221.07
Other	\$0.00
Total	\$233,063.24
State Operating Assistance	
Rural Mobility Competitive	\$333,082.37
Paratransit	\$137,776.35
Other	\$0.00
Total	\$470,858.72
Other Operating Funds	
Local Operating	\$152,382.34
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$2,927,953.70

	2005
Sources of Capital Funds	
Federal Capital Assistance	
5309	\$0.00
5310	\$216,955.76
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$216,955.76
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$54,707.69
Other Capital Funds	\$0.00
Total Capital Funds	\$271,663.45
Demand response services	
Vehicle Miles	756,311
Vehicle Hours	37,627
Passenger Trips	53,021
Fixed Route Services	
Vehicle Miles	548,633
Vehicle Hours	22,698
Passenger Trips	95,968
Intercity Services	
Vehicle Miles	104,134
Vehicle Hours	4,461
Passenger Trips	3,455
Annual Service Totals	
Vehicle Miles	1,409,078
Vehicle Hours	64,786
Passenger Trips	152,444

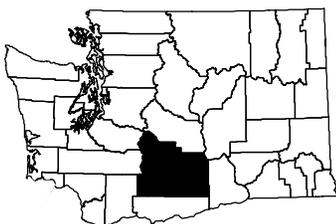
Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Fixed Route Services		Intercity Services	
	People For People Moses Lake	Statewide Averages						
Fares/Operating Cost	0.06%	11.76%	—	—	—	—	—	—
Contract Revenues/Operating Cost	71.36%	37.20%	—	—	—	—	—	—
Operating Cost/Passenger Trip	\$19.03	\$11.60	—	—	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$2.06	\$2.23	—	—	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$44.77	\$41.37	—	—	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	21.75	18.53	20.10	19.23	24.17	12.57	23.34	37.85
Passenger Trips/Revenue Vehicle Hour	2.35	3.38	1.41	1.94	4.23	1.58	0.77	2.94
Passenger Trips/Revenue Vehicle Mile	0.11	0.18	0.07	0.10	0.17	0.13	0.03	0.08



Lance Durbin
Transportation Operations Manager

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System Snapshot

- Operating Name: People For People – Yakima (PFP)
- Service Range: Yakima County
- Congressional District: 4
- Legislative Districts: 13, 14, 15
- Planning Region: Yakima Valley Conference of Governments
- Medicaid Brokerage Region: 8
- Type of Agency: Non-profit
- Governing Body: Volunteer board of directors with 25 percent minority representation
- Types of Service and Eligibility: Demand response for seniors and persons with disabilities living in Yakima County; intercity service for general public; deviated fixed route and demand response.
- Days of Service: Monday through Friday, 5:00 a.m. to 9:30 p.m.
- Base Fare: Free

Current Operations

- Transportation for senior citizens to nine nutrition sites, medical services, mental health services, and human services available at the Department of Social and Health Services (DSHS) offices located in Yakima County.
- Transportation for people with disabilities to sheltered workshops, job training, human services available at DSHS offices, medical appointments, access to shopping facilities, and other community activities.
- Transportation for WorkFirst clients and people living at the poverty level.

- Three Community Connector routes providing intercity service between Yakima and the towns of Prosser, Ellensburg, and Selah.
- Demand response and deviated/fixed route services for the general public living in rural areas of Yakima, Grant, Adams, and Lincoln Counties who do not qualify for other public transportation or special needs transportation services.
- Broker for transportation of Medicaid clients living in Kittitas, Yakima, Benton, Franklin, Walla Walla, and Columbia Counties.
- Provider of DSHS Medicaid trips to eligible residents in Yakima, Grant, Adams, and Lincoln Counties.
- Subcontractor for operations of fixed/deviate route service for Grant Transit Authority.
- Providing limited scale, fixed/deviated routes in Adams and Lincoln Counties.
- Subcontractor for operations of fixed/deviated route service for Mason Transit Authority.

Revenue Service Vehicles

20 vehicles total, includes four vans, 15 minibuses, and one bus.
All of the vehicles but two of the vans are ADA accessible.

Intermodal Connections

Ben-Franklin Transit in Prosser

Yakima Transit in Yakima

Partnerships

Yakima County Special Needs Transportation Coalition (including DSHS, Aging and Long-Term Care, Medicaid broker, Yakima Valley Conference of Governments, and Medstar Cabulance)

Yakima Transit

Area Agency on Aging and Long-Term Care

Local nursing homes

Local medical facilities

Local Opportunity Industrial Center

Adult day health program

Goodwill Industries

Formal Plans

Yakima County's Transportation Improvement Plan

2005 Achievements

- Purchased two new minibuses.
- Received federal and state grant awards for the 2005-2007 biennium.
- Received local match revenue from Aging and Long-Term Care (ALTC) and Yakima Transit to provide paratransit services in areas of Yakima County not served by Yakima Transit.
- Received planning funds for a consultant to expand the Yakima County Special Needs Transportation Coalition.
- Partnered with other Washington non-profits to establish the Non-Profit Insurance Pool for vehicle and general liability insurance that significantly reduced transportation insurance costs.

2006 Objectives

- Purchase four new minibuses.
- Improve coordination for special needs services, especially in the rural and reservation areas of Yakima County.
- Develop the framework for creating a coordinated and prioritized public and community transit/human services transportation plan for people with disabilities, seniors, youth, and low-income individuals in Yakima County.
- Survey the PFP service area to better determine transportation needs.



Long-range Plans

- Continue to develop the 4 County Coordinated Transportation Plan by partnering with human services agencies.
- Continue to develop a better preventive maintenance program to ensure vehicles reach their maximum service life.
- Replace vehicles that are beyond their service life and are no longer practical to maintain.
- Purchase and install a new phone system for improved customer service.
- Identify ways to improve the quality of life for the aging population by providing accessible transportation.
- Seek out new resources to improve the training capabilities for entire PFP staff.
- Continue to build and maintain positive relationships with all PFP customers.
- Develop new community partnerships and resources to address the transportation needs of persons with disabilities, seniors, youth, and low-income individuals.

People For People – Yakima

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	20
ADA Vehicles	18
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$1,237,199.19
Annual Capital Costs	
Capital Costs	\$114,054.18
Annual Operating Revenues	
Fare Revenues	\$1,531.24
Contract Revenues	\$0.00
Federal Operating Assistance	
5311	\$92,289.34
5311 (f)	\$119,087.88
5316 (JARC)	\$141,248.80
Other	\$0.00
Total	\$352,626.02
State Operating Assistance	
Rural Mobility Competitive	\$260,995.87
Paratransit	\$471,296.76
Other	\$0.00
Total	\$732,292.63
Other Operating Funds	
Local Operating	\$145,967.35
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$1,232,417.24

	2005
Sources of Capital Funds	
Federal Capital Assistance	
5309	\$0.00
5310	\$87,019.97
5311	\$0.00
5311 (f)	\$93.47
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$87,113.44
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$3,600.00
Other State	\$0.00
Total	\$3,600.00
Other Capital Funds	
Local Capital Funds	\$23,340.74
Other Capital Funds	\$0.00
Total Capital Funds	\$114,054.18
Demand Response Services	
Revenue Vehicle Miles	268,710
Revenue Vehicle Hours	15,184
Passenger Trips	39,198
Intercity Services	
Revenue Vehicle Miles	73,185
Revenue Vehicle Hours	2,999
Passenger Trips	16,455
Annual Service Totals	
Vehicle Miles	341,895
Vehicle Hours	18,183
Passenger Trips	55,653

Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Intercity Services	
	People For People Yakima	Statewide Averages	People For People Yakima	Statewide Averages	People For People Yakima	Statewide Averages
Fares/Operating Cost	0.12%	11.76%	–	–	–	–
Contract Revenues/Operating Cost	N.A.	37.20%	–	–	–	–
Operating Cost/Passenger Trip	\$22.23	\$11.60	–	–	–	–
Operating Cost/Revenue Vehicle Mile	\$3.62	\$2.23	–	–	–	–
Operating Cost/Revenue Vehicle Hour	\$68.04	\$41.37	–	–	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	18.80	18.53	17.70	19.23	24.40	37.85
Passenger Trips/Revenue Vehicle Hour	3.06	3.38	2.58	1.94	5.49	2.94
Passenger Trips/Revenue Vehicle Mile	0.16	0.18	0.15	0.10	0.22	0.08



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System Snapshot

- Operating Name: Pierce County Community Services
- Service Range: Pierce County
- Congressional District: 6
- Legislative District: 27
- Planning Region: Puget Sound Regional Council
- Medicaid Brokerage Region: 4
- Type of Agency: General Purpose Government
- Governing Body: County Council with representatives from each of the seven county districts
- Types of Service and Eligibility: Demand response transportation for seniors, persons with disabilities, and persons with low incomes.
- Days of Service: 7 days a week
- Base Fare: Free

Current Operations

- Provides trips to families in Early Head Start program to attend various required functions for the program.
- Directs five demonstration projects:
 1. **Beyond the Borders:** Provides transportation in rural south Pierce County with a primary focus on people with special transportation needs accessing critical services, namely employment-related and youth activities.
 2. **Common Ground:** Assessing and demonstrating potential efficiencies when ADA and Medicaid eligible passenger trips are scheduled together.

3. **Lifelink:** Enabling all Medicaid eligible participants with transportation to access non-Medicaid eligible life support services (e.g., grocery store, pharmacy, etc.).
4. **Road to Independence:** Enabling transportation options for all WorkFirst participants who need door-to-door transportation service in order to successfully complete training programs or retain unsubsidized employment.
5. **Location, Location, Location:** Providing a centralized, web-based application that helps case managers assist relocated residents with making informed location decisions based on their personal needs for employment, childcare, medical services, shopping, mobility, and other life support services.

Revenue Service Vehicles

Pierce County Community Services doesn't own or lease any vehicles. It contracts with Paratransit Services, Inc., a transportation broker, who in turn contracts with transportation providers to supply the rides.

Intermodal Connections

Pierce Transit

L.E.W.I.S. Mountain Highway Transit

Partnerships

Pierce County Coordinated Transportation Coalition—members include:

- Local colleges and public school districts
- Pierce Transit
- Washington State Department of Health and Human Services
- Community transportation providers
- Social service organizations
- Consumer representatives
- Tacoma Housing Authority
- Puyallup Tribal Health Authority
- Pierce County
- City of Tacoma
- AARP
- Local transit union (MTU 758)

Formal Plans

Pierce County Coordinated Special Needs Transportation Plan

2005 Achievements

- Ridership increase of 282 percent from 2004 to 2005.

2006 Objectives

- Update Pierce County Coordinated Plan for 2006-2011.
- Work towards objectives included in the plan.

Long-range Plans

- Make progress with regional plans and coordination projects.
- Focus on mobility coordination with an emphasis on Thurston/Pierce County Special Needs Transportation.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	0		
ADA Vehicles	0		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$387,014.59		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$4,521.45		
Other	\$0.00		
Total	\$4,521.45		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$327,194.53		
Other	\$0.00		
Total	\$327,194.53		
Other Operating Funds			
Local Operating	\$55,298.62		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$387,014.60		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Demand Response Services			
Revenue Vehicle Miles		75,449	
Revenue Vehicle Hours		2,264	
Passenger Trips		4,346	
Annual Service Totals			
Revenue Vehicle Miles		75,449	
Revenue Vehicle Hours		2,264	
Passenger Trips		4,346	

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Pierce County Community Services	Statewide Averages	Pierce County Community Services	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$89.05	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$5.13	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$170.94	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	33.33	18.53	33.33	19.23
Passenger Trips/Revenue Vehicle Hour	1.92	3.38	1.92	1.94
Passenger Trips/Revenue Vehicle Mile	0.06	0.18	0.06	0.10

Marilyn Olson
Children and Families Director

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System Snapshot

- Operating Name: Port Gamble S'Klallam Tribe
- Service Range: Port Gamble S'Klallam Reservation and surroundings.
- Congressional District: 1
- Legislative District: 32
- Planning Regions: Peninsula RTPO and Puget Sound Regional Council Planning Organization
- Medicaid Brokerage Region: 5
- Type of Agency: Tribal Government
- Governing Body: Six-member Tribal Council with legislative authority delegated by the General Council
- Types of Service and Eligibility: Medical transportation for low-income tribal members and transportation for tribal Elders to meal sites, medical appointments, and recreation activities
- Days of Service: As needed
- Base Fare: Free

Current Operations

- Provides medical transportation for low-income tribal members which is reimbursed by Paratransit Services, Inc.
- Provides transportation for Elders to meal sites, medical appointments, and recreation activities five days a week.

Revenue Service Vehicles

Five vehicles total: one 7-passenger minivan, one 5-passenger sedan, one 15-passenger van, and two ADA accessible vans.

Partnerships

Paratransit Services, Inc.
Community Health nurses
Community Health representatives
Health Clinic staff
Elders’ programs

Formal Plans

Needs Assessment for Title VI Elders

2005 Achievements

- Provided wheelchair accommodating transportation for low-income individuals needing medical-related transportation and senior citizens.
- Medical transportation drivers all had safety training on using the wheelchair lifts.
- All drivers are current with First Aid, CPR, and defensive driver training.

2006 Objectives

- Continue to provide medical transportation for low-income tribal members including wheelchair dependant citizens.
- Continue to provide tribal Elders with transportation to the senior lunch meal sites, shopping, and recreational activities.

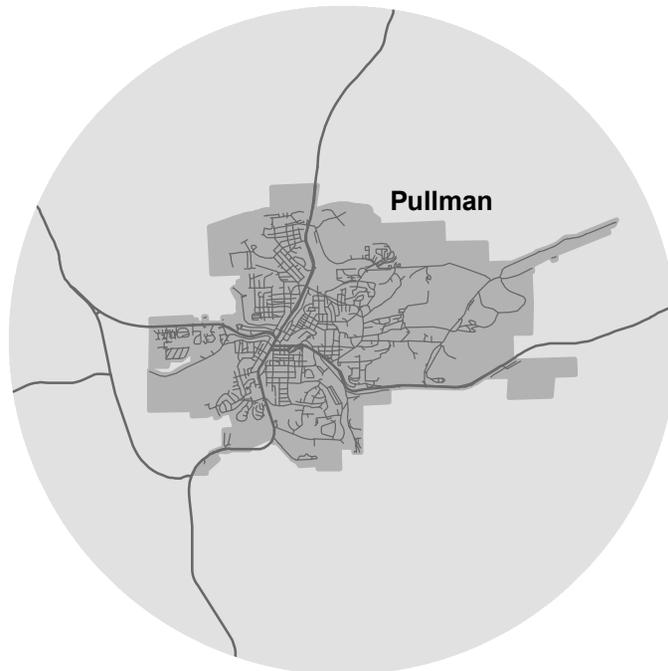
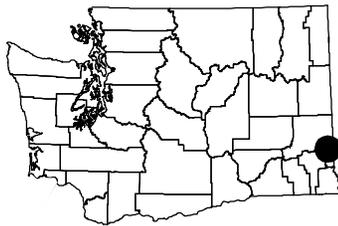
Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	5		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$4,550.00		
Annual Capital Costs			
Capital Costs	\$66,728.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$0.00		
Other Operating Funds			
Local Operating	\$4,550.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$4,550.00		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$64,000.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$64,000.00	
Other Capital Funds			
Local Capital Funds		\$2,728.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$66,728.00	
Demand Response Services			
Revenue Vehicle Miles		3,422	
Revenue Vehicle Hours		100	
Passenger Trips		35	
Annual Service Totals			
Revenue Vehicle Miles		3,422	
Revenue Vehicle Hours		100	
Passenger Trips		35	

Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Port Gamble S’Klallam Tribe	Statewide Averages	Port Gamble S’Klallam Tribe	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	–	–
Contract Revenues/Operating Cost	N.A.	37.20%	–	–
Operating Cost/Passenger Trip	\$130.00	\$11.60	–	–
Operating Cost/Revenue Vehicle Mile	\$1.33	\$2.23	–	–
Operating Cost/Revenue Vehicle Hour	\$45.50	\$41.37	–	–
Revenue Vehicle Miles/Revenue Vehicle Hour	34.22	18.53	34.22	19.23
Passenger Trips/Revenue Vehicle Hour	0.35	3.38	0.35	1.94
Passenger Trips/Revenue Vehicle Mile	0.01	0.18	0.01	0.10

Jennifer Anderson
Senior Citizens Program Coordinator

325 Paradise Street
Pullman, WA 99163
(509) 338-3307



System Snapshot

- Operating Name: Pullman Senior Citizens Association
- Service Range: Pullman and surrounding area for special activity trips
- Congressional District: 5
- Legislative District: 9
- Planning Region: Palouse RTPO
- Medicaid Brokerage Region: 13
- Type of Agency: General Purpose Government
- Governing Body: City of Pullman's mayor and seven council members and Pullman Senior Citizens Association
- Types of Service and Eligibility: Demand response for Pullman senior citizens
- Days of Service: Seven days a week
- Base Fare: Local trips occurring on weekly basis are free. Longer trips occurring on a monthly basis range between \$2 and \$3. Special activity trips covering longer distances have slightly higher fares.

Current Operations

The Senior Center transports seniors weekly from their homes to the Senior Center for a lunch program and recreational activities. It also provides weekly transportation to an off-site exercise program and takes seniors grocery shopping. Trips to the mall happen once a month as does transportation to the Senior Center for the monthly potluck and senior business meeting. Special activity trips are scheduled on weekends and frequently include overnight stays.

Revenue Service Vehicles

One 18-passenger, ADA accessible minibus.

Intermodal Connections

Pullman Transit's Dial-A-Ride

Partnerships

Whitman Council on Aging and Human Services

Pullman Community Council on Aging

Washington State University's Community Service Learning Program

Local assisted-care facilities and senior apartments

Formal Plans

“Agreement between the City of Pullman and the Pullman Senior Citizens' Association”—the City provides requested transportation services to the Association and its members Monday and Friday from 8:30 a.m. to 5:00 p.m. (which includes transportation to and from the Whitman County Council on Aging meal site) and Tuesday, Wednesday, Thursday, Saturday and Sunday as needed for special trips and events.

2005 Achievements

- Awarded a grant.
- Purchased new 18-passenger +1, ADA accessible van.
- Increased capacity from 14-passenger maximum to 18-passenger maximum for day-trips and overnights—an average of 25 percent more passengers on some trips.
- With the new van, provided more comfortable, safe, reliable, and enjoyable transportation for seniors.

2006 Objectives

- Increase outreach and senior van service to wheelchair dependent passengers and passengers with disabilities.
- Increase senior van service to and from community events, local celebrations, and festivals.
- Continue to enrich the lives of seniors by offering transportation to a variety of educational, cultural, and social activities around the region.

Long-range Plans

- Replace the van once it has expended its useful life.
- Continue to provide a high quality of life for Pullman's senior population through the senior program with the aid of the senior van service.
- Continue to assist with senior nutrition by providing transportation to and from the Council on Aging's meal site two times per week.
- Maintain existing relationships and establish new partnerships with assisted living facilities and senior apartments.



Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	1		
ADA Vehicles	1		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$110,613.00		
Annual Capital Costs			
Capital Costs	\$54,393.91		
Annual Operating Revenues			
Fare Revenues	\$4,320.00		
Contract Revenues	\$500.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$54,393.91		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$54,393.91		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$59,213.91		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Demand Response Services			
Revenue Vehicle Miles		data unavailable	
Revenue Vehicle Hours		data unavailable	
Passenger Trips		data unavailable	
Annual Service Totals			
Revenue Vehicle Miles		data unavailable	
Revenue Vehicle Hours		data unavailable	
Passenger Trips		data unavailable	

Performance Measures for 2005 Operations

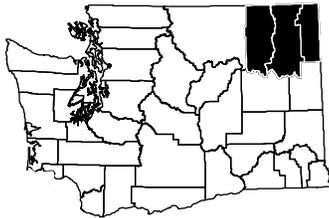
	Total Services		Demand Response Services	
	Pullman Senior Citizens Association	Statewide Averages	Pullman Senior Citizens Association	Statewide Averages
Fares/Operating Cost	3.91%	11.76%	—	—
Contract Revenues/Operating Cost	0.45%	37.20%	—	—
Operating Cost/Passenger Trip	data unavailable	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	data unavailable	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	data unavailable	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	data unavailable	18.53	data unavailable	19.23
Passenger Trips/Revenue Vehicle Hour	data unavailable	3.38	data unavailable	1.94
Passenger Trips/Revenue Vehicle Mile	data unavailable	0.18	data unavailable	0.10



Kelly Scalf
Transportation Division Director

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System Snapshot

- Operating Name: Rural Resources Community Action
- Service Range: Stevens, Ferry, and Pend Oreille Counties
- Congressional District: 5
- Legislative District: 7
- Planning Region: North East Washington RTPO
- Medicaid Brokerage Region: 10
- Type of Agency: Non-profit
- Governing Body: Board of directors
- Types of Service and Eligibility: Transportation for the general public transportation, senior transportation for persons 60 years and older, Medicaid access transportation, and Head Start transportation for preschool aged, low-income children
- Days of Service: Agency vehicle transportation is available Monday through Friday. Some volunteer transportation is available evenings and weekends.
- Base Fare: Commuter service – \$0.50 per trip. All other services are donation based (suggested level \$0.50 for local trips and \$5.00 for intercity trips).

Current Operations

- Provides two, fixed-route Commuter Services twice daily between Kettle Falls and Colville and between Colville and Chewelah.
- Dial-a-Ride services operate daily in Ferry County between Curlew and Republic, four days per week in Pend Oreille County from Cusick/Usk to Newport and Diamond Lake, and daily in Stevens County between Colville and Kettle Falls.

Rural Resources Community Action

- Scheduled bi-weekly trips provide service from outlying rural areas to Kettle Falls, Colville, and Chewelah in order to provide access to medical facilities, government offices, social services, shopping establishments, libraries, and recreation.
- Provides senior transportation for medical transportation for non-Medicaid recipients and nutritional support to meal sites and shopping for seniors aged 60 and older living independently throughout all three counties. Senior meal site transportation support occurs in Newport, Chewelah, Colville, Kettle Falls, and Republic.
- Provides Medicaid transportation services through subcontract with Special Mobility Services of Spokane. Transportation provided through a combination of volunteer and agency vehicle trips as requested.
- Provides contracted Head Start transportation to programs in Colville, Newport, and Springdale.
- Developing a Carpool Coordination project for people accessing work, training, or higher education using travel routes that either originate or terminate in Stevens or Pend Oreille Counties.

Revenue Service Vehicles

Twelve vehicles total.

Six general public vehicles, all ADA accessible, lift-equipped: five 10+2 (10 ambulatory plus two wheelchair tie-down locations) or 14 ambulatory passengers and one 22-ambulatory passenger coach (18+2 tie-down positions).

Six school buses for Head Start transportation. Two are ADA accessible, lift-equipped. All buses carry between 15-22 children or up to 14 adults.

Facilities

Offices located in Republic, Colville and Newport.

Intermodal Connections

Volunteers provide some intermodal connections to the Spokane Airport and the Greyhound bus station. There are no regularly scheduled connections to intermodal centers.

Partnerships

WorkSource

Aging and Long-Term Care of Eastern Washington

Family Services Program

Community Services

Head Start

Joint public dial-a-ride project with Republic School District

Catholic Charities/Volunteer Chore

Ferry County Community Services

Kalispel Tribe

Special Mobility Services, Inc.

WSDOT

Other social service and transportation providers

Formal Plans

Northeast Washington RTPO Regional Transportation Plan (2001)

Planning and Management Council of Aging and Long-Term Care of Eastern Washington

2005 Achievements

- Participated in the Carpool Match Project that serves Ferry, Stevens and Pend Oreille Counties, reaching beyond the boundaries of incorporated areas and into remote corners to provide assistance in “pairing” drivers with riders regardless of where they live and work.
- Provided over 5,000 trips through the Carpool Match Project.
- Traveled nearly 300,000 miles providing over 21,000 trips through a combination of agency vehicles and volunteer drivers. According to rider characteristics, 52 percent of the passengers report a disability, 42 percent reported being over 55 years old, with 26 percent reported being over 70 years old. Eighty-two percent reported their income as below poverty. These riders are truly transportation dependent and would have no way to meet their basic needs.

2006 Objectives

- Build on technology utilization for full implementation of ArcView mapping of client locations for volunteer and staff drivers.

Long-range Plans

- Analyze data from 2006 survey of residents, focus on the needs identified by the survey, and develop plans to address them.



Rural Resources Community Action

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	80
Active Vehicles	13
ADA Vehicles	8
Volunteer Resources	
Volunteer Drivers	80
Volunteer Hours	10,204
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$580,960.33
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$4,185.70
Contract Revenues	\$0.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$39,293.92
Other	\$0.00
Total	\$39,293.92
State Operating Assistance	
Rural Mobility Competitive	\$28,935.28
Paratransit	\$368,076.34
Other	\$0.00
Total	\$397,011.62
Other Operating Funds	
Local Operating	\$140,469.11
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$580,960.35

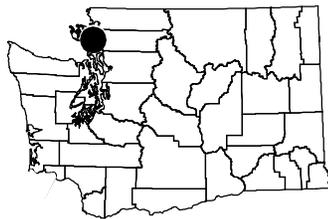
Sources of Capital Funds	2005
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Demand Response Services	
Revenue Vehicle Miles	245,553
Revenue Vehicle Hours	11,553
Passenger Trips	21,090
Fixed Route Services	
Revenue Vehicle Miles	51,403
Revenue Vehicle Hours	2,128
Passenger Trips	5,229
Annual Service Totals	
Vehicle Miles	296,956
Vehicle Hours	13,681
Passenger Trips	26,319

Performance Measures for 2005 Operations

	Total Services		Demand Response Services		Fixed Route Services	
	Rural Resources Community Action	Statewide Averages	Rural Resources Community Action	Statewide Averages	Rural Resources Community Action	Statewide Averages
Fares/Operating Cost	0.72%	11.76%	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$22.07	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$1.96	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$42.46	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	21.71	18.53	21.25	19.23	24.16	12.57
Passenger Trips/Revenue Vehicle Hour	1.92	3.38	1.83	1.94	2.46	1.58
Passenger Trips/Revenue Vehicle Mile	0.09	0.18	0.09	0.10	0.10	0.13

Nicole Herman
Roads Project Coordinator

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Internet Home Page: www.samishtribe.nsn.us



System Snapshot

- Operating Name: Samish Indian Nation
- Service Range: Between Anacortes, Fidalgo Island and Oak Harbor, Whidbey Island
- Congressional District: 40
- Legislative District: 10
- Planning Region: Skagit-Island RTPO
- Medicaid Brokerage Region: 1
- Type of Agency: Tribal Government
- Governing Body: A seven-member body elected by the community for two-year terms
- Types of Service and Eligibility: Deviated fixed route for Elders and low-income preschool students
- Days of Service: Five days a week for tribal use and general public upon request
- Base Fare: Free

Current Operations

- Transporting up to 30 preschool students to the Samish Longhouse which is the location for the tribal preschool for low-income families.
- Transporting 15 Elders three times weekly to the Samish Longhouse which is the location for the Elders' Lunch Program.

Revenue Service Vehicles

Three vehicles total: one 8-passenger ambulatory accessible van and two ADA accessible 8-passenger vans with tie downs but no lifts.

Facilities

Samish Administration Office

Intermodal Connections

Connections to other transportation services provided to tribal and general public Elders with advanced request.

Partnerships

Washington State Department of Transportation

Formal Plans

Transportation Guide for Tribal Governments

2005 Achievements

- Received a Bicycle Alliance of Washington grant to purchase bikes, gear, and literature for tribal preschool children.
- Created partnership with WSDOT for various projects.
- Completed Indian Reservation Roads (IRR) inventory and priority list.

2006 Objectives

- Increase use of the ADA accessible vans to help more tribal Elders and other Elders in need.

Long-range Plans

- Identify tribal transportation needs, update existing plans and prepare new plans that address those needs, and implement plans to meet needs of tribal members.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	3		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$0.00		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$0.00		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$0.00		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$0.00		
		Sources of Capital Funds	
		Federal Capital Assistance	
		5309	\$0.00
		5310	\$0.00
		5311	\$0.00
		5311 (f)	\$0.00
		5316 (JARC)	\$0.00
		Other	\$0.00
		Total	\$0.00
		State Capital Assistance	
		Rural Mobility Competitive	\$0.00
		Paratransit	\$0.00
		Other State	\$0.00
		Total	\$0.00
		Other Capital Funds	
		Local Capital Funds	\$0.00
		Other Capital Funds	\$0.00
		Total Capital Funds	\$0.00
		Demand Response Services	
		Revenue Vehicle Miles	data unavailable
		Revenue Vehicle Hours	data unavailable
		Passenger Trips	data unavailable
		Annual Service Totals	
		Revenue Vehicle Miles	data unavailable
		Revenue Vehicle Hours	data unavailable
		Passenger Trips	data unavailable

Samish Indian Nation

Performance Measures for 2005 Operations

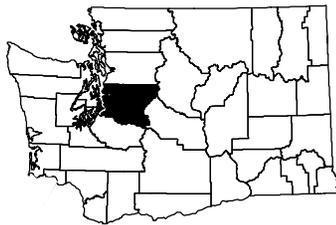
	Total Services		Demand Response Services	
	Samish Indian Nation	Statewide Averages	Samish Indian Nation	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	data unavailable	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	data unavailable	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	data unavailable	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	data unavailable	18.53	—	—
Passenger Trips/Revenue Vehicle Hour	data unavailable	3.38	data unavailable	19.23
Passenger Trips/Revenue Vehicle Mile	data unavailable	0.18	data unavailable	1.94
Fares and Contract Revenues/Operating Cost	data unavailable		data unavailable	0.10

Senior Services of Seattle/King County

Cindy Zwart
Transportation Program Manager

2208 Second Avenue, Suite 100
Seattle, WA 98121
(206) 727-6255

Internet Home Page: www.seniorservices.org



System Snapshot

- Operating Name: Senior Services of Seattle/King County
- Service Range: Urban, suburban, and rural King County
- Congressional Districts: 1, 7, 8, 9
- Legislative Districts: 1, 5, 11, 30, 31, 32, 33, 34, 36, 37, 41, 43, 45, 46, 47, 48
- Planning Region: Puget Sound Regional Council
- Medicaid Brokerage Region: 3
- Type of Agency: Non-profit
- Governing Body: A 21-member Board of Directors comprised of members from diverse backgrounds, ages, and expertise to complement the needs of the agency
- Types of Service and Eligibility: Demand response primarily for seniors
- Days of Service: Monday through Friday, 8 a.m. to 5 p.m.
- Base Fare: Donation based

Current Operations

- Personalized, escorted, free transportation services to medical appointments, hot lunch programs, senior centers, grocery shopping, and various local errands.
- Volunteer Transportation has 380 volunteer drivers who use their own vehicles to transport and escort King County seniors to medical appointments. Volunteers wait with seniors at their appointments before driving them home, providing not only a ride but a helping hand and moral support.

Senior Services of Seattle/King County

- Senior Shuttles have both paid and volunteer drivers who use agency vans to transport seniors and people with disabilities.
- Nutrition Transportation Coordination increases access to senior hot lunch programs throughout King County.
- The Ride Guide is an online transportation database where users can customize their search for transportation options to meet their individual needs.
- Contracts with Hopelink to provide Volunteer Transportation services to Medicaid recipients.
- Contracts with Aging and Disability Services (the local Area Agency on Aging), King County's Aging Program, and 11 suburban cities to provide Volunteer Transportation services.
- Three Senior Shuttles serve the special needs populations of the Snoqualmie Valley, including the cities of North Bend, Carnation, Duvall, and Fall City.
- Collaborates and coordinates with 13 other agencies to provide Senior Shuttle service to 18 sites, including SeaMar, El Centro de la Raza, the Pacific Asian Empowerment Program, Asian Counseling and Referral Service, and United Indians of all Tribes Foundation.

Revenue Service Vehicles

Senior Services of Seattle/King County does not own any revenue service vehicles. They have vehicle use agreements through King County Metro Accessible Services which gives them access to seven ADA accessible vans and nine other vans.

Facilities

The Senior Shuttles share a warehouse in downtown Seattle with two other Senior Services programs, Minor Home Repair and Meals on Wheels.

Partnerships

King County Metro Accessible Services

Aging and Disability Services

Hopelink

Nikkei Concerns

Group Health Volunteer Transportation

Senior Companion Program

Senior Centers of Mt. Si, Sno-Valley, Burien/Highline, Des Moines/
Normandy Park, and Shoreline/Lake Forest Park

United Way

CTAA-NW

King County's Key Partners in Transportation

Laidlaw Transit Services

Veolia Transportation (formerly ATC/VanCom)

King County Housing Authority

Healthy Agency Partnership

King County Department of Community and Human Services

Swedish Hospital Tumor Institute

Free parking for volunteer vehicles at the following Medical Centers:
Swedish, Cabrini Towers, the Polyclinic, Virginia Mason, and
Overlake

Other major organizations, social service agencies, medical facilities, senior centers, agencies serving ethnic communities, other transportation providers, and case managers who service the senior population of King County

Formal Plans

Aging and Disability Services Area Plan on Aging

United Way of King County Health and Human Services Community Assessment for 2002-2004

King County Metro's Six-Year Transit Development Plan for 2002-2007

2005 Achievements

- The Volunteer Transportation Program celebrated its 30th anniversary with an open house at Senior Services headquarters. King County Executive Ron Sims attended and issued a proclamation in recognition of the service provided in support of King County seniors and to honor the volunteer drivers for their gifts of time, service, and friendship to the community's seniors.
- Expanded programming through a contract with the King County Housing Authority to transport residents of their facilities in north and south King County to food banks and grocery shopping.
- Three volunteer drivers received special honors at Senior Services' annual volunteer appreciation luncheon event in recognition of their 20 years of service to the community transporting seniors to medical appointments.
- Senior Services' Hyde Shuttle driver placed second in the King County Metro ACCESS' Rodeo held on May 7, 2005 at KC Metro South Base Training Facility in Tukwila.
- 98 percent of Transportation Program clients surveyed say they are "Very Satisfied" with services provided.

- Working with King County Metro and Laidlaw Transit, Senior Services of Seattle/King County successfully converted Senior Shuttle dispatch operations to Trapeze scheduling software.
- The Pacific Asian Empowerment Program recognized Senior Services of Seattle/King County as an "Outstanding Supporter" of their agency at their annual awards banquet.

2006 Objectives

- Develop van driver training program and take training in-house by the end of the year.
- Replace all existing program brochures, flyers, posters, and written materials with new logo.
- Replace all older vans with new ADA accessible Ford E350 vans before the end of the year in cooperation with King County Metro.

Long-range Plans

- Fully implement the goals of Senior Service's Cultural Competence Initiative by December 2008.
- Continue to focus on frail elderly who, due to physical and/or mental conditions, need an escort to their appointments.
- Secure additional funding in an effort to recruit and maintain volunteers.

Senior Services of Seattle/King County

Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	390
Active Vehicles	16
ADA Vehicles	7
Volunteer Resources	
Volunteer Drivers	420
Volunteer Hours	43,006
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$997,091.00
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$45,966.00
Contract Revenues	\$742,389.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Operating Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$208,736.00
Other	\$0.00
Total	\$208,736.00
Other Operating Funds	
Local Operating	\$0.00
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$997,091.00

Sources of Capital Funds	2005
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Demand Response Services	
Revenue Vehicle Miles	606,829
Revenue Vehicle Hours	57,260
Passenger Trips	77,724
Annual Service Totals	
Revenue Vehicle Miles	606,829
Revenue Vehicle Hours	57,260
Passenger Trips	77,724

Performance Measures for 2005 Operations

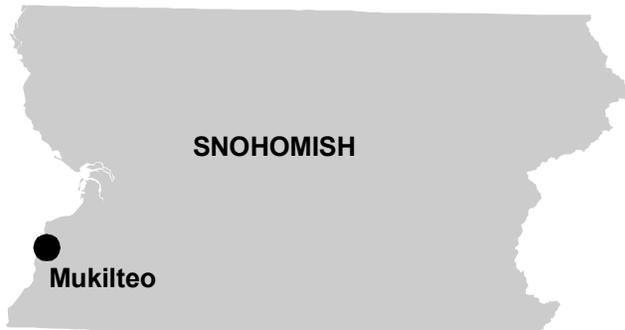
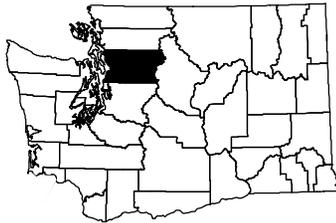
	Total Services		Demand Response Services	
	Senior Services of Seattle/King County	Statewide Averages	Senior Services of Seattle/King County	Statewide Averages
Fares/Operating Cost	4.61%	11.76%	—	—
Contract Revenues/Operating Cost	74.46%	37.20%	—	—
Operating Cost/Passenger Trip	\$12.83	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.64	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$17.41	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	10.60	18.53	10.60	19.23
Passenger Trips/Revenue Vehicle Hour	1.36	3.38	1.36	1.94
Passenger Trips/Revenue Vehicle Mile	0.13	0.18	0.13	0.10



Senior Services of Snohomish County

Phil McGuire
Interim Transportation Director

8225 – 44th Avenue West, Suite O
Mukilteo, WA 98275
(425) 290-1265
Internet Home Page: www.sssc.org



System Snapshot

- Operating Name: Senior Services of Snohomish County
- Service Range: Snohomish County
- Congressional District: 2
- Legislative District: 44
- Planning Region: Puget Sound Regional Council
- Medicaid Brokerage Region: 2
- Type of Agency: Non-profit
- Governing Body: Board of Directors
- Types of Service and Eligibility: Demand response for seniors and persons with disabilities
- Days of Service: Five days a week
- Base Fare: Free

Current Operations

- Ethnic Meal Site Transportation Program provides point-to-point transportation to and from ethnic meal sites located in Everett and Mount Lake Terrace.
- Transportation Assistance Program (TAP) is a rural demand response transportation program providing service to older adults and people with disabilities outside Community Transit's Dial-a-Ride service area. TAP connects people to services, health care, senior centers, shopping, recreation, and more.
- Contracted with Community Transit to provide Dial-a-Ride Transportation.
- Contracted with the Snohomish County Division of Aging and Long-Term Care to transport Medicaid recipients to non-emergency health facilities.

Revenue Service Vehicles

Seven ADA accessible vehicles: four 14-passenger vans and three 10-passenger minibuses.

Intermodal Connections

King County Metro's ACCESS

Everett Transit ParaTransit

Senior Services' Transportation Assistance Program

Community Transit Dial-a-Ride

Partnerships

Snohomish County

United Way

Snohomish County Special Needs Coalition

Everett Kidney Center

Local transit agencies: Community Transit and Everett Transit

Adult Day Care Services

Senior centers: East County Senior Center in Monroe and Stanwood Senior Center

Group homes

Snohomish County Division of Long-Term Care and Aging

Snohomish County Council

Korean, Chinese, Vietnamese, and Filipino Coalition

Leadership Snohomish County

Formal Plans

Area Plan Update 2002-2003 published by Snohomish County Council on Aging and Snohomish County Long-Term Care and Aging

Special Needs Inventory of the Snohomish County Special Needs Transportation Coalition

Washington State Transportation Plan

2005 Achievements

- TAP received a \$10,000 grant from Boeing and was featured in the Boeing Newsletter.
- Hired a part-time driver and added an assistant dispatcher.
- Realigned some meal site service to increase efficiency and reduce costs.
- Acquired Ethnic Meal transportation.

2006 Objectives

- Increase ridership and service area with new bus and additional drivers.

Long-range Plans

- Senior Services intends to expand the range of services provided through TAP in the next five years with an emphasis on seniors and persons in isolated and remote portions of Snohomish County.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	7	5310	\$111,764.69
ADA Vehicles	7	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$111,764.69
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$48,348.11
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$465,239.09	Total	\$48,348.11
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$200,141.00	Local Capital Funds	\$40,028.20
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$5,005.02	Total Capital Funds	\$200,141.00
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	198,301
5311	\$0.00	Revenue Vehicle Hours	11,614
5311 (f)	\$0.00	Passenger Trips	17,572
5316 (JARC)	\$0.00	Vanpool Services	
Other	\$68,462.92	Revenue Vehicle Miles	8,819
Total	\$68,462.92	Revenue Vehicle Hours	723
State Operating Assistance		Passenger Trips	2,297
Rural Mobility Competitive	\$121,643.88	Annual Service Totals	
Paratransit	\$0.00	Vehicle Miles	207,120
Other	\$3,000.00	Vehicle Hours	12,337
Total	\$124,643.88	Passenger Trips	19,869
Other Operating Funds			
Local Operating	\$267,127.27		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$465,239.09		

Senior Services of Snohomish County

Performance Measures for 2005 Operations

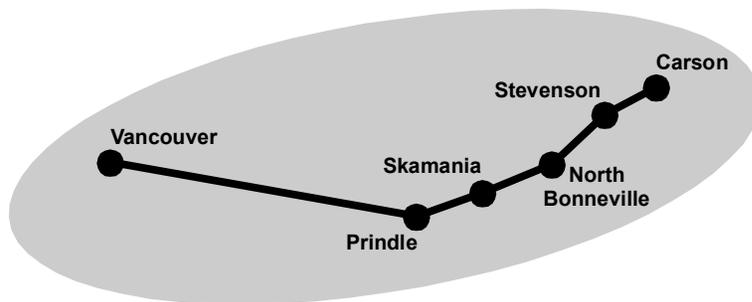
	Total Services		Demand Response Services		Vanpool Services	
	Senior Services of Snohomish County	Statewide Averages	Senior Services of Snohomish County	Statewide Averages	Senior Services of Snohomish County	Statewide Averages
Fares/Operating Cost	1.08%	11.76%	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—
Operating Cost/Passenger Trip	\$23.42	\$11.60	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$2.25	\$2.23	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$37.71	\$41.37	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	16.79	18.53	17.07	19.23	12.20	27.80
Passenger Trips/Revenue Vehicle Hour	1.61	3.38	1.51	1.94	3.18	6.03
Passenger Trips/Revenue Vehicle Mile	0.10	0.18	0.09	0.10	0.26	0.22



Skamania County Public Transit

Darlene Dickson **Director**

PO Box 369
702 SW Rock Creek Drive
Stevenson, WA 98648
(509) 427-3990
Internet Home Page: www.skamaniacounty.org/public_transit.htm



System Snapshot

- Operating Name: Skamania County Public Transit
- Service Range: Between Skamania County and Clark County, serving communities along State Highway 14 (Carson, Stevenson, North Bonneville, Skamania, Prindle)
- Congressional Districts: 3, 4
- Legislative District: 15
- Planning Region: Southwest Washington Regional Transportation Council
- Medicaid Brokerage Region: 7
- Type of Agency: General Purpose Government
- Governing Body: Three member board of county commissioners
- Types of Service and Eligibility: Deviated fixed route service for the general public
- Days of Service: Monday through Friday, three times daily (morning, mid-day, and evening)
- Base Fare: \$0.50 per boarding

Current Operations

Skamania County Public Transit is a demonstration project serving scheduled bus stops on a fixed route three times daily. It provides route deviations for people with disabilities. Service began January 12, 2004. This project works in coordination with Skamania County Senior Services to provide demand response services.

Revenue Service Vehicles

Two 16-passenger ADA accessible buses with bike racks.

Intermodal Connections

C-TRAN Transit Center at Fisher's Landing in east Vancouver

Partnerships

Skamania County Senior Services

Southwest Washington Regional Transportation Council

Skamania County Transportation Policy Committee: representatives of Skamania County, the cities within Skamania County, the Port, Senior Services, and the Chamber of Commerce

Local school districts

Local employers

Local hospitals

Social service agencies

Formal Plans

Southwest Washington Regional Transportation Council Regional Transportation Plan

2005 Achievements

- Achieved success with demonstration project by averaging close to 1,000 trips per month.

2006 Objectives

- Continue service and make adjustments to schedules to continually improve ridership.
- Develop an advisory committee.

Long-range Plans

- Develop a plan for long-term funding of the project.



Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	2		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	0		
Injuries	0		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$153,915.05		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$5,003.04		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$147,346.95		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$147,346.95		
Other Operating Funds			
Local Operating	\$0.00		
Other Operating	\$1,565.06		
Total Annual Operating Revenue			
Total Operating Revenue	\$153,915.05		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Deviated Fixed Route Services			
Revenue Vehicle Miles		78,165	
Revenue Vehicle Hours		3,213	
Passenger Trips		10,426	
Annual Service Totals			
Revenue Vehicle Miles		78,165	
Revenue Vehicle Hours		3,213	
Passenger Trips		10,426	

Skamania County Public Transit

Performance Measures for 2005 Operations

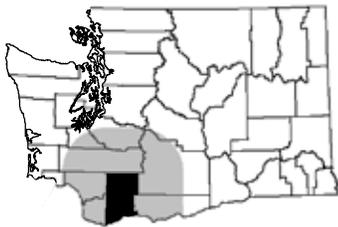
	Total Services		Deviated Fixed Route Services	
	Skamania County Public Transit	Statewide Averages	Skamania County Public Transit	Statewide Averages
Fares/Operating Cost	3.25%	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$14.76	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.97	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$47.90	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	24.33	18.53	24.33	15.32
Passenger Trips/Revenue Vehicle Hour	3.24	3.38	3.24	9.15
Passenger Trips/Revenue Vehicle Mile	0.13	0.18	0.13	0.60



Skamania County Senior Services

Darlene Dickson Director

PO Box 369
702 SW Rock Creek Drive
Stevenson, WA 98648
(509) 427-3990
Internet Home Page: www.skamaniacounty.org/senior_services.htm



System Snapshot

- Operating Name: Skamania County Senior Services
- Service Range: Skamania County and a 50-mile radius outside the county borders
- Congressional Districts: 3, 4
- Legislative District: 15
- Planning Region: Southwest Washington Regional Transportation Council
- Medicaid Brokerage Region: 7
- Type of Agency: General Purpose Government
- Governing Body: Three member board of county commissioners
- Types of Service and Eligibility: Demand response transportation for Skamania County residents
- Days of Service: Primarily Monday-Friday but weekend service can be arranged
- Base Fare: Donations

Current Operations

- Transportation for seniors, persons with disabilities, Medicaid recipients, and the general public.
- Dial-a-Ride services for access to basic necessities, medical needs, social service needs, training and education, and quality of life.

Revenue Service Vehicles

Seven vehicles total: three ADA accessible minivans (two 7-passenger and one 6-passenger), two 7-passenger ambulatory accessible minivans from the county motor pool, one 14-passenger ambulatory accessible bus, and one 26-passenger ADA accessible bus.

Intermodal Connections

Greyhound

Tri-met (Portland, OR)

C-TRAN (Vancouver, WA)

Partnerships

Mid Columbia Transportation Providers Committee: Skamania County Senior Services, Klickitat County Senior Services (Mt. Adams Transport), Hood River (Columbia Area Transit), the Dalles Transit, Greyhound, and representatives from Washington State Department of Transportation and Oregon Department of Transportation

Department of Social and Health Services

Employment Security, WorkSource

Skamania County Council on Domestic Violence and Sexual Assault

Klickitat Skamania Development Council

Skyline Hospital

Mid Columbia Family Physicians

Southwest Washington Health District

Skamania County Counseling Center

Rock Cove Assisted Living

Human Services Council

Medicaid Transportation Brokerage

Klickitat Senior Services

Southwest Washington Agency on Aging

Senior Saints Adult Family Home

Rock Creek Daycare

Mid Columbia Housing Agency

Wee Care Daycare

City of Stevenson

City of North Bonneville

Stevenson High School and Alternative School at WorkSource

Formal Plans

Skamania County Regional Transportation Plan

State Transportation Improvement Plan

Skamania County Transportation Feasibility Study

Mid Columbia Transportation Providers Coordination Plan

2005 Achievements

This project meets a majority of the needs of the elderly, disabled, and transportationally disadvantaged low-income residents of Skamania County regarding access to medical appointments, social service appointments, and basic life necessities. Training and education destinations as well as quality of life destinations are also routinely accessed through this program.

2006 Objectives

- Continue to meet the needs of the elderly, disabled, and low-income residents of Skamania County.

Long-range Plans

- Developing a project to meet the needs of the low-income population of Skamania County in accessing employment-related transportation.
- Coordinate with other transportation providers in the Columbia River Gorge to link transportation systems together.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	5	5309	\$0.00
Active Vehicles	7	5310	\$0.00
ADA Vehicles	5	5311	\$73,857.88
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	5	5316 (JARC)	\$0.00
Volunteer Hours	1,892	Other	\$0.00
Safety		Total	\$73,857.88
Fatalities	0	State Capital Assistance	
Major Incidents	0	Rural Mobility Competitive	\$0.00
Injuries	0	Paratransit	\$0.00
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$321,870.80	Total	\$0.00
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$92,322.35	Local Capital Funds	\$18,464.47
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$3,329.29	Total Capital Funds	\$92,322.35
Contract Revenues	\$139,705.86	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	209,516
5311	\$44,718.81	Revenue Vehicle Hours	10,244
5311 (f)	\$0.00	Passenger Trips	15,892
5316 (JARC)	\$0.00	Annual Service Totals	
Other	\$19,450.10	Revenue Vehicle Miles	209,516
Total	\$64,168.91	Revenue Vehicle Hours	10,244
State Operating Assistance		Passenger Trips	15,892
Rural Mobility Competitive	\$73,922.09		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$73,922.09		
Other Operating Funds			
Local Operating	\$40,744.71		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$321,870.86		

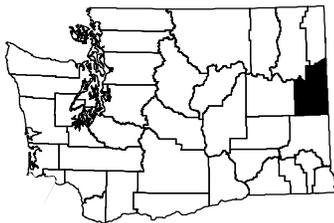
Performance Measures for 2005 Operations

	Total Services		Demand Response Services	
	Skamania County Senior Services	Statewide Averages	Skamania County Senior Services	Statewide Averages
Fares/Operating Cost	1.03%	11.76%	—	—
Contract Revenues/Operating Cost	43.40%	37.20%	—	—
Operating Cost/Passenger Trip	\$20.25	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$1.54	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$31.42	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	20.45	18.53	20.45	19.23
Passenger Trips/Revenue Vehicle Hour	1.55	3.38	1.55	1.94
Passenger Trips/Revenue Vehicle Mile	0.08	0.18	0.08	0.10



Dave Marrison
Program Manager

North 728 Fiske
Spokane, WA 99202
(509) 534-7171



System Snapshot

- Operating Name: Special Mobility Services, Inc. (SMS)
- Service Range: Spokane County, southern Pend Oreille County, and Priest River, Idaho
- Congressional Districts: 4, 5
- Legislative Districts: 3, 4, 6, 7
- Planning Regions: Spokane Regional Transportation Council, North East Washington RTPO, and Quad County RTPO
- Medicaid Brokerage Regions: 10, 11, 12
- Type of Agency: Non-profit
- Governing Body: Five-member Board of Directors
- Types of Service and Eligibility: Fixed route, deviated route, and demand response for Medicaid clients, people with disabilities, seniors, and the general public
- Days of Service: Seven days a week
- Base Fare: Free

Current Operations

- Provides subcontracted transportation in several locations in Oregon and Washington.
- Medicaid transportation broker for Regions 10 (Ferry, Stevens, and Pend Oreille Counties), 11 (Lincoln, Grant, and Adams Counties), and 12 (Spokane County).
- Spokane County Mental Health: 24 hours a day, seven days a week demand response service for crisis response emergency transportation.

Special Mobility Services, Inc.

- Newport Shuttle: Deviated fixed route shuttle between Spokane, Newport, and Priest River, Idaho twice daily, weekdays.
- Deer Park Service: Demand response service for residents living north of Spokane Transit Authority's public transit benefit area (PTBA), including the communities of Deer Park, Elk, Chattaroy, and Colbert.
- Eugene, Oregon: Paratransit service provided directly by SMS or subcontracted through SMS.

Revenue Service Vehicles

Total of 22 minibuses, all but the 12-passenger are ADA accessible: two 7-passenger, two 9-passenger, one 10-passenger, one 12-passenger, two 13-passenger, ten 14-passenger, and four 15-passenger.

Intermodal Connections

Northeast Rural Resources links residents of Pend Oreille County with the Newport Shuttle once a week

Greyhound station in Spokane

Airport in Spokane

Amtrak station in Spokane

Partnerships

Area Agency on Aging

Agency Council on Coordinated Transportation local planning coalition

Assisted living communities

City councils

Community colleges

Department of Social and Health Services Community Services office

Hospitals and other health care providers

Public transit districts

Local Medicaid brokers and/or providers

Metropolitan Planning Organizations

Non-profit organizations providing transportation

Tribal Councils

Formal Plans

2002 Area Plan for Ferry, Spokane, Stevens, Pend Oreille, and Whitman Counties as prepared by the Area Agency on Aging, Aging and Long-Term Care of Eastern Washington

Washington State Department of Transportation's report on Washington Intercity Public Transportation Network

Public Transportation and Intercity Rail Passenger Plan for Washington State, 1997-2016

Pend Oreille County Transportation Coalition needs assessment

2005 Achievements

- Initiated coordination discussions with Idaho Department of Transportation for the Kootenai County/Coeur d'Alene/Sandpoint area.
- Assisted other non-profit entities in southern Spokane County with capital grant applications to help sustain and expand their services.

2006 Objectives

- Increase service to Deer Park in order to meet growing demand.
- Continue coordination discussions with Idaho.

Long-range Plans

- Develop further coordinated services between Washington and Idaho.

Annual Operating Information	2005	Sources of Capital Funds	2005
Vehicles		Federal Capital Assistance	
Personal Vehicles In Service	0	5309	\$0.00
Active Vehicles	22	5310	\$138,167.59
ADA Vehicles	21	5311	\$0.00
Volunteer Resources		5311 (f)	\$0.00
Volunteer Drivers	0	5316 (JARC)	\$0.00
Volunteer Hours	0	Other	\$0.00
Safety		Total	\$138,167.59
Fatalities	0	State Capital Assistance	
Major Incidents	1	Rural Mobility Competitive	\$0.00
Injuries	1	Paratransit	\$0.00
Annual Operating and Administrative Expenses		Other State	\$0.00
Operating and Administrative Expenses	\$249,194.68	Total	\$0.00
Annual Capital Costs		Other Capital Funds	
Capital Costs	\$172,709.49	Local Capital Funds	\$34,541.90
Annual Operating Revenues		Other Capital Funds	\$0.00
Fare Revenues	\$25,772.00	Total Capital Funds	\$172,709.49
Contract Revenues	\$0.00	Demand Response Services	
Federal Operating Assistance		Revenue Vehicle Miles	24,164
5311	\$0.00	Revenue Vehicle Hours	1,454
5311 (f)	\$33,326.75	Passenger Trips	4,824
5316 (JARC)	\$0.00	Fixed Route Services	
Other	\$0.00	Revenue Vehicle Miles	48,505
Total	\$33,326.75	Revenue Vehicle Hours	2,919
State Operating Assistance		Passenger Trips	9,684
Rural Mobility Competitive	\$157,095.93	Intercity Services	
Paratransit	\$0.00	Revenue Vehicle Miles	52,105
Other	\$0.00	Revenue Vehicle Hours	2,082
Total	\$157,095.93	Passenger Trips	2,448
Other Operating Funds		Annual Service Totals	
Local Operating	\$33,000.00	Vehicle Miles	124,774
Other Operating	\$0.00	Vehicle Hours	6,455
Total Annual Operating Revenue		Passenger Trips	16,956
Total Operating Revenue	\$249,194.68		

Performance Measures for 2005 Operations

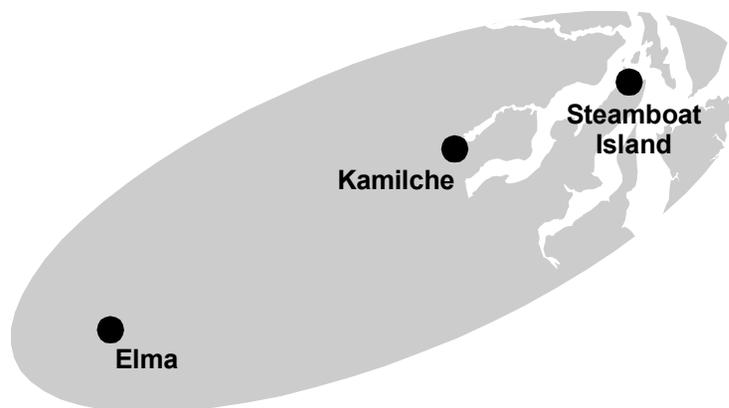
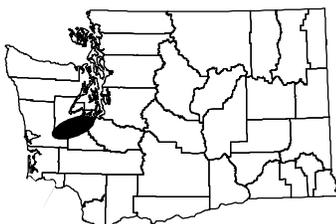
	Total Services		Demand Response Services		Fixed Route Services		Intercity Services	
	Special Mobility Services, Inc.	Statewide Averages						
Fares/Operating Cost	10.34%	11.76%	—	—	—	—	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—	—	—	—	—
Operating Cost/Passenger Trip	\$14.70	\$11.60	—	—	—	—	—	—
Operating Cost/Revenue Vehicle Mile	\$2.00	\$2.23	—	—	—	—	—	—
Operating Cost/Revenue Vehicle Hour	\$38.60	\$41.37	—	—	—	—	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	19.33	18.53	16.62	19.23	16.62	12.57	25.03	37.85
Passenger Trips/Revenue Vehicle Hour	2.63	3.38	3.32	1.94	3.32	1.58	1.18	2.94
Passenger Trips/Revenue Vehicle Mile	0.14	0.18	0.20	0.10	0.20	0.13	0.05	0.08



Raymond Peters
Executive Director

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(360) 426-9781

Internet Home Page: www.squaxinland.org



System Snapshot

- Operating Name: Squaxin Island Tribe
- Service Range: Kamilche, Mason County; Elma, Grays Harbor County; and Steamboat Island, Thurston County
- Congressional District: 6
- Legislative District: 35
- Planning Region: Peninsula RTPO
- Medicaid Brokerage Region: 6
- Type of Agency: Tribal Government
- Governing Body: Tribal Council consisting of seven members who are elected during annual general body meetings and serve staggered terms
- Types of Service and Eligibility: Fixed route and demand response for Squaxin Island Tribal members and Mason County service area residents with disabilities
- Days of Service: Monday through Friday
- Base Fare: Free

Current Operations

- Fixed route service with route deviations offered.
- Connects Squaxin Tribal Community with Mason County transit hub which offers service to Shelton and Olympia.
- One trip daily to Elma that connects with Grays Harbor Transit. A second trip is available by request.
- Contracted with Mason County Transportation Authority to provide dial-a-ride services within the service range.

Revenue Service Vehicles

Two vehicles total: one ambulatory accessible 10-passenger minibus and one 14-passenger ADA accessible minibus.

Intermodal Connections

Intercity Transit

Grays Harbor County Transit

Mason County Transportation Authority

Partnerships

Mason County Transportation Authority

Formal Plans

Tribal Transportation Plan

Technical memo from Mason County Transportation Authority

2005 Achievements

- Passenger count up 25 percent over same period of time last year.

2006 Objectives

- Increase service and balance cost effectiveness.
- Look for avenues to meet the needs of the community with the challenges faced by a rural area with a small service area population.
- Continue growing.

Annual Operating Information	2005		2005
Vehicles			
Personal Vehicles In Service	0		
Active Vehicles	2		
ADA Vehicles	2		
Volunteer Resources			
Volunteer Drivers	0		
Volunteer Hours	0		
Safety			
Fatalities	0		
Major Incidents	1		
Injuries	2		
Annual Operating and Administrative Expenses			
Operating and Administrative Expenses	\$202,660.31		
Annual Capital Costs			
Capital Costs	\$0.00		
Annual Operating Revenues			
Fare Revenues	\$0.00		
Contract Revenues	\$0.00		
Federal Operating Assistance			
5311	\$0.00		
5311 (f)	\$0.00		
5316 (JARC)	\$0.00		
Other	\$0.00		
Total	\$0.00		
State Operating Assistance			
Rural Mobility Competitive	\$102,685.49		
Paratransit	\$0.00		
Other	\$0.00		
Total	\$102,685.49		
Other Operating Funds			
Local Operating	\$102,161.10		
Other Operating	\$0.00		
Total Annual Operating Revenue			
Total Operating Revenue	\$204,846.59		
Sources of Capital Funds			
Federal Capital Assistance			
5309		\$0.00	
5310		\$0.00	
5311		\$0.00	
5311 (f)		\$0.00	
5316 (JARC)		\$0.00	
Other		\$0.00	
Total		\$0.00	
State Capital Assistance			
Rural Mobility Competitive		\$0.00	
Paratransit		\$0.00	
Other State		\$0.00	
Total		\$0.00	
Other Capital Funds			
Local Capital Funds		\$0.00	
Other Capital Funds		\$0.00	
Total Capital Funds		\$0.00	
Deviated Fixed Route Services			
Revenue Vehicle Miles		32,863	
Revenue Vehicle Hours		1,917	
Passenger Trips		9,501	
Annual Service Totals			
Revenue Vehicle Miles		32,863	
Revenue Vehicle Hours		1,917	
Passenger Trips		9,501	

Squaxin Island Tribe

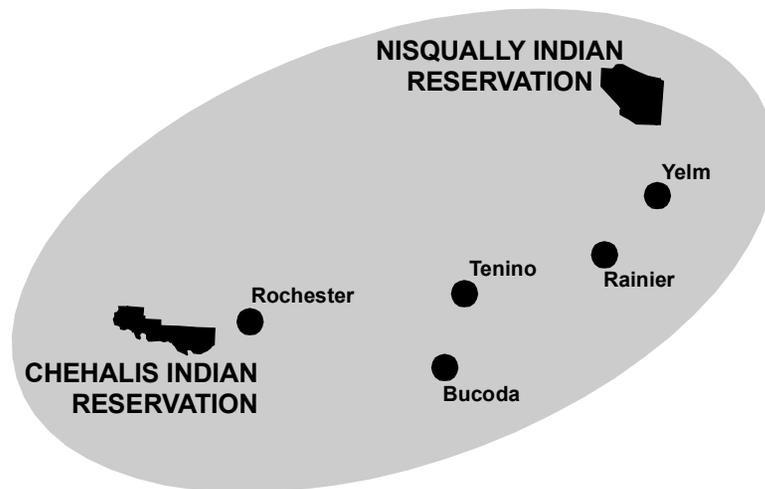
Performance Measures for 2005 Operations

	Total Services		Deviated Fixed Route Services	
	Squaxin Island Tribe	Statewide Averages	Squaxin Island Tribe	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$21.33	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$6.17	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$105.72	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	17.14	18.53	17.14	15.32
Passenger Trips/Revenue Vehicle Hour	4.96	3.38	4.96	9.15
Passenger Trips/Revenue Vehicle Mile	0.29	0.18	0.29	0.60



Karen Parkhurst
Senior Planner

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System Snapshot

- Operating Name: Thurston Regional Planning Council (TRPC)
- Service Range: Nisqually Reservation and surrounding rural areas of Yelm and Rainier and the Confederated Tribes of the Chehalis Reservation and adjacent rural communities of Tenino, Bucoda, and Rochester
- Congressional Districts: 3, 9
- Legislative Districts: 20, 22, 35
- Planning Region: Thurston Regional Planning Council
- Medicaid Brokerage Region: 6
- Type of Agency: Special District
- Governing Body: 21-member intergovernmental board made up of representatives from local government jurisdictions within Thurston County including the Nisqually Tribe and the Confederated Tribes of the Chehalis Reservation
- Types of Service and Eligibility: Route deviated and demand response service for the general public, focusing on low-income clients and work-related trips.
- Days of Service: Monday through Friday
- Base Fare: Free

Current Operations

- Transportation services contracted with Yelm Community Services which puts two vehicles on the road five days a week for approximately eight hours a day. One vehicle travels a variable fixed route loop that serves various stops on the Nisqually Reservation and then connects to hubs of Intercity Transit's larger public transportation system at Hawks Prairie and the Lacey Transit Center. The other vehicle is pre-scheduled on demand service that focuses on required work-related needs with regular trips to state offices for program compliance. When not needed for work-related trips, the vehicle is available for other community needs, such as senior and youth activities.
- Transportation services provided by the Confederated Tribes of the Chehalis Reservation include variable fixed route service on tribal lands to serve training and employment sites. It also provides connections to adjacent communities and to Intercity Transit's fixed route system for an even broader service area. Tribal Transportation also supports training and employment strategies for the surrounding rural communities of Rochester, Tenino, and Bucoda.
- Expanded service to adjacent counties opens up new training and job opportunities, as well as access to childcare and other essential services.

Revenue Service Vehicles

TRPC does not own vehicles as it does not provide service directly. This service is provided under contract. Six vehicles are used to provide regular service for this program. Of the six vehicles, four are ADA accessible. When needed for a specific trip, ADA accessible vehicles can be dispatched in place of the ambulatory accessible ones.

Intermodal Connections

Intercity Transit at Hawks Prairie, Tumwater Square, and Lacey Transit Center

Twin Transit in downtown Centralia

Partnerships

Nisqually Tribe

Confederated Tribes of the Chehalis Reservation

Child, Youth, & Family Cooperative Transportation Project

Intercity Transit's Village and Community Vans Programs

Area Agency on Aging

Senior Services of South Sound

Thurston County Human Services Transportation Forum (Intercity Transit, Paratransit Services, Area Agency on Aging, Choice Health Network, Rochester Weed and Seed, TOGETHER!, Thurston County Public Health and Social Services Department, and other social service providers)

WorkFirst Local Area Planning Partners

Communities of Yelm, Tenino, Rochester, and Bucoda

Yelm Community Services

State and local governments

Social service and transportation providers

Formal Plans

Thurston County Job Access and Reverse Commute (JARC) Plan

Draft Human Services Transportation Forum County Coordination Plan

Transportation Improvement Program (TIP)

State Transportation Improvement Program (STIP)

Regional Transportation Plan (2003)

2005 Achievements

- Expanded to serve additional geographical areas.
- Maintained the Thurston County Human Services Transportation Forum during the system expansion.
- Increased coordination between transportation and social service providers.

2006 Objectives

- Improve coordination among inter- and intra-county providers.
- Increase efficiency by analyzing historic ridership data and planning trips in a more efficient manner.
- Broaden base of community partners.

Long-range Plans

- Update regional rural transportation plan.
- Explore sustainability options.
- Coordinate these efforts with other programs, such as Commute Trip Reduction and Active Community Environments.



Annual Operating Information	2005
Vehicles	
Personal Vehicles In Service	0
Active Vehicles	0
ADA Vehicles	0
Volunteer Resources	
Volunteer Drivers	0
Volunteer Hours	0
Safety	
Fatalities	0
Major Incidents	0
Injuries	0
Annual Operating and Administrative Expenses	
Operating and Administrative Expenses	\$809,631.69
Annual Capital Costs	
Capital Costs	\$0.00
Annual Operating Revenues	
Fare Revenues	\$0.00
Contract Revenues	\$0.00
Federal Operating Assistance	
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$165,321.71
Other	\$0.00
Total	\$165,321.71
State Operating Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other	\$0.00
Total	\$0.00
Other Operating Funds	
Local Operating	\$609,505.29
Other Operating	\$0.00
Total Annual Operating Revenue	
Total Operating Revenue	\$774,827.00

Sources of Capital Funds	2005
Federal Capital Assistance	
5309	\$0.00
5310	\$0.00
5311	\$0.00
5311 (f)	\$0.00
5316 (JARC)	\$0.00
Other	\$0.00
Total	\$0.00
State Capital Assistance	
Rural Mobility Competitive	\$0.00
Paratransit	\$0.00
Other State	\$0.00
Total	\$0.00
Other Capital Funds	
Local Capital Funds	\$0.00
Other Capital Funds	\$0.00
Total Capital Funds	\$0.00
Deviated Fixed Route Services	
Revenue Vehicle Miles	393,898
Revenue Vehicle Hours	13,690
Passenger Trips	58,952
Annual Service Totals	
Revenue Vehicle Miles	393,898
Revenue Vehicle Hours	13,690
Passenger Trips	58,952

Performance Measures for 2005 Operations

	Total Services		Deviated Fixed Route Services	
	Thurston Regional Planning Council	Statewide Averages	Thurston Regional Planning Council	Statewide Averages
Fares/Operating Cost	N.A.	11.76%	—	—
Contract Revenues/Operating Cost	N.A.	37.20%	—	—
Operating Cost/Passenger Trip	\$13.73	\$11.60	—	—
Operating Cost/Revenue Vehicle Mile	\$2.06	\$2.23	—	—
Operating Cost/Revenue Vehicle Hour	\$59.14	\$41.37	—	—
Revenue Vehicle Miles/Revenue Vehicle Hour	28.77	18.53	28.77	15.32
Passenger Trips/Revenue Vehicle Hour	4.31	3.38	4.31	9.15
Passenger Trips/Revenue Vehicle Mile	0.15	0.18	0.15	0.60



Medicaid Transportation Brokers

Medicaid is a federal entitlement program that pays for basic health care services for low-income individuals and long-term care for elders and people with disabilities. Congress established Medicaid in 1965 by enacting the Medical Assistance Program under Title XIX of the Social Security Act (Public Law 89-97). States administer their own Medicaid programs and establish their own eligibility standards, benefits packages, payment rates, and rules consistent with federal requirements. The federal government requires states to provide non-emergency medical transportation (NEMT) for those Medicaid clients that could not otherwise access medical facilities and services.

The Health and Recovery Services Administration¹ (HRSA) of the Department of Social and Health Services (DSHS) administers Washington State's Medicaid program. Since 1989, Washington has used a regional brokerage system to coordinate its Medicaid transportation. HRSA divides the state into 13 transportation service regions and contracts with a network of brokers. The brokers verify Medicaid clients' eligibility for the transportation program and arrange the least costly method of transportation which is available and appropriate for each client. Transportation methods used by the brokers include public bus, gas vouchers, client and volunteer mileage reimbursement, non-profit providers, taxi, cabulance, ferry, and commercial bus and air. HRSA does not permit brokers to provide rides directly except in certain regions where there are not enough transportation options to meet the NEMT need. Brokers receive an administrative fee to coordinate the transportation program plus reimbursement for the direct trip costs.

¹In 2006, the Medical Assistance Administration (MAA) was renamed the Health and Recovery Services Administration (HRSA).

In 2005, eight agencies served as brokers for the 13 transportation service regions.

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

Total Medicaid Spending: Washington State spent over 5.7 billion dollars in 2005 for its Medicaid program. The federal government reimbursed the state at a 50 percent rate.

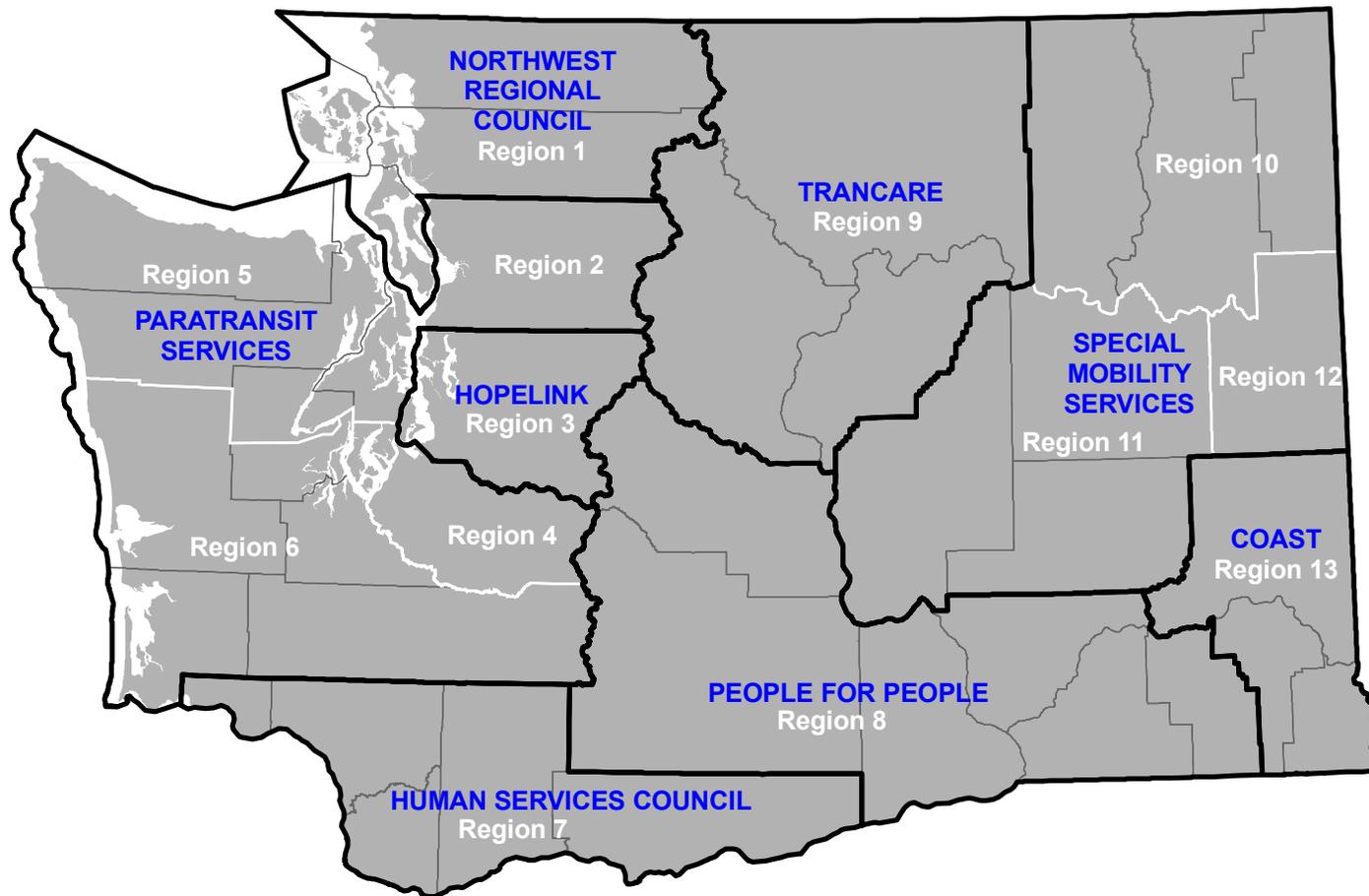
NEMT Expenditures: Washington State spent approximately 1 percent of its Medicaid budget on NEMT in 2005. This amounted to approximately \$57,954,386.

Utilization Rate: Approximately 5 percent of eligible Washington State Medicaid clients use NEMT services provided through the brokers.

Trip Costs: Washington State's brokers coordinated a total of 3,239,485 trips in 2005 at an average cost of \$17.89 per trip.

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration (HRSA).

Medicaid Transportation Brokers



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

**Gail Griggs
Transportation Director/
Medicaid Brokerage Manager**

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System Snapshot

- Operating Name: Council on Aging and Human Services dba COAST
- Service Area: Medicaid Brokerage Region 13 – Whitman, Garfield, and Asotin Counties
- Congressional District: 5
- Legislative District: 9
- Planning Regions: Palouse RTPO and Lewis-Clark Valley MPO
- Type of Agency: Non-profit
- Governing Body: Fourteen-member board, elected by existing board members throughout Whitman County

Current Operations

COAST is the Medicaid transportation broker in Region 13 which serves Whitman, Garfield, and Asotin Counties. COAST also serves five counties in Idaho (Nez Perce, Idaho, Clearwater, Lewis, and Latah) and provides the following services:

- Provides transportation for Medicaid clients in Idaho.
- Has subcontractors in all areas of service to provide the lowest cost, most appropriate transportation for all categories of clients.
- Provides demand response routes to and from specific communities to Spokane, Clarkston/Lewiston, and Moscow/Pullman service centers.
- Provides employment-related transportation for low-income Garfield residents.
- Contracts with area partners to provide transportation for older persons and persons with disabilities in Whitman, Asotin, and Garfield Counties and the southern region of Spokane County.

- Provides bi-monthly, demand response trips from isolated rural communities to urban service centers as well as daily routes linking Colfax and Pullman and flexible routed services in communities of Clarkston, Pullman, and Colfax.
- Coordinates volunteer drivers including the Community Van program which provides expanded access for all citizens of the City of Palouse and nearby Town of Garfield.
- Operates a regional dispatch/information center serving the counties of Whitman, Asotin, Garfield and the southern part of Spokane County in Washington as well as five north central Idaho counties.

Intermodal Connections

COAST makes active connections with all of the existing public transit systems and providers in the area.

Contracted Transportation Providers

Provides transportation for Medicaid clients directly as well as contracts with the following 12 providers:

- All-Ways Transportation – Lewiston, Idaho
- Black & White Cab – Lewiston, Idaho
- Classic Transportation – Genesee, Idaho
- Evergreen Towncar – Seattle, King County
- Garfield County Hospital District – Pomeroy, Garfield County
- Garfield County Transportation – Pomeroy, Garfield County
- Interlink – Clarkston, Asotin County
- TransTech – Lewiston, Idaho
- Pullman Transit – Pullman, Whitman County
- RSVP – Lewiston, Idaho
- Special Mobility Services – Spokane, Spokane County
- Wheelchair Transport – Spokane, Spokane County

Formal Plans

Washington Transportation Plan

ACCT Coordination Plans for Asotin and Whitman Counties
(2001-2003)

Asotin County Residential Developmental Services Interagency Plan
(2001-2003)

Aging and Long-Term Care of Eastern Washington Plan (2000-2003)

Southeastern Washington Aging and Long-Term Care Plan (2000-2003)

Palouse Economic Development Council, Economic Plan (1995)

Whitman County Alliance Provider Survey and Service Plan (1999)

2005 Achievements

- Successful competitive bidder to continue as the Medicaid broker for Region 13.
- Successful applicant for statewide competitive funding via the WSDOT Consolidated Grants Program for both operating and capital funding.
- Identified in Transportation Research Board (TRB) national study as the most coordinated rural/non-urban transportation system in the United States.
- Identified in Government Accountability Office (GAO) study as model program for coordination of services and funding for older persons.
- Included as a case study in a U.S. Administration on Aging (AoA) national study on transportation for senior services.
- Visited by representatives of the GAO in the process of studying Head Start transportation and utilization of multi-function school activity buses (MFSABs).

2006 Objectives

- Operate the system and purchase three vehicles including at least one MFSAB.

Long-range Plans

- Formation of a Whitman County Special Needs Transportation Benefit Area.



Region 13: Asotin, Garfield, Whitman Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	0	–	30.04%	\$ –	\$ –	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	17,093	60.44%	39.04%	298,354	17.45	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	2,106	7.45%	12.29%	54,432	25.85	35.44
Demand Response – Transit ³	955	3.38%	7.78%	1,432	1.50	1.16
Gas Voucher	34	0.12%	8.05%	285	8.39	4.78
Mileage Reimbursement	5,072	17.93%	0.82%	57,990	11.43	7.99
Volunteer – Agency	773	2.73%	1.07%	1,443	1.87	46.97
Volunteer – Broker	1,857	6.57%	0.62%	34,901	18.79	38.76
Airline	195	0.69%	0.02%	43,048	220.76	202.10
Commercial Bus	3	0.01%	0.01%	57	19.07	34.27
Train	44	0.16%	< .01%	88	2.00	28.20
Ferry	40	0.14%	0.26%	80	2.00	6.13
Foster Parent	109	0.39%	< .01%	218	2.00	2.26
Ancillary	–	–	–	280	–	–
Service Total	28,281	100%	100%	\$492,606	\$17.42	\$15.06
Administrative Costs	–	–	–	107,100	3.79	2.55
Subtotal	28,281	–	–	\$599,706	\$21.21	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	1,745	–	–	46,161	26.45	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$645,867	\$22.84	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Lynn Moody
Director of Transportation
and Interpreter Services

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System Snapshot

- Operating Name: Hopelink
- Service Area: Medicaid Brokerage Region 3 – King County
- Congressional Districts: 2, 7, 8
- Legislative Districts: 5, 11, 30, 32, 33, 34, 36, 37, 41, 43, 45, 46, 47, 48
- Planning Region: Puget Sound Regional Council
- Type of Agency: Non-profit
- Governing Body: Community Action Agency Structure—one third of the members represent clients, one third of the members represent the community at large, and one third represent government

Current Operations

- Special needs transportation brokerage for King County through contracts with DSHS for Medicaid Brokerage Region 3 as well as additional brokerage contracts held with three school districts (Auburn, Kent, and Northshore), Harborview Medical Center, Northwest Kidney Center, Lifelong Aids Alliance, and Boyer Children’s Clinic.
- Under contract with King County Metro, assists in the development and implementation of the Residential Transportation Coordinator Project in the City of Bellevue. Funding for this program is through a Job Access and Reverse Commute (JARC) grant from the Federal Transit Administration awarded to King County Metro.

Facilities

Hopelink’s Transportation Center is located at 14812 Main Street, Bellevue, Washington. This building was designed in part to accommodate the transportation brokerage’s round the clock operations. It has a secure telecommunications room as well as a generator sufficient enough to fuel 48 hours of continual operations.

Intermodal Connections

Washington State Ferry System
Commercial air, bus, and train services

Partnerships

Auburn School District
Boyer Children's Clinic
City of Seattle Human Services Department
Harborview Medical Center
Kent School District
King County Key Partners In Transportation
King County Metro
Mount Si Senior Center
Non-profit Insurance Pool (NPIP)
Northshore School District
Northwest Kidney Center
Puget Sound Educational Service District
Sound Transit
Seattle/King County Taxi Advisory Group
United Way
Various medical providers and facilities in King County
Washington State Department of Social and Health Services
Washington State Department of Transportation

Contracted Transportation Providers

Puget Sound Dispatch
Orange Cab
Farwest Taxi
North End Taxi
Trans-Medic Transportation
Northwest Transport, Inc.
Blue Risin Transportation
Tacoma Yellow Cab
Seattle Express
Starline Transportation
American Cabulance
Transpro Inc.
Neighborhood House
Transia
Northshore Senior Center
Paratransit Services

Formal Plans

Puget Sound Regional Council
Sound Transit

2005 Achievements

- Served over 32,746 unduplicated clients between the Transportation and Interpreter Services Brokerages.
- Served 166 children and provided 9,468 trips with McKinney-Vento/homeless student and special education student transportation contracts with Kent, Auburn, and Northshore School Districts.
- Served as the lead agency for federal capital assistance grants (5310), provided two new minibuses for our partners Neighborhood House and Northshore Senior Center, and wrote a successful grant for \$295,000 that will provide seven more replacement vehicles over the next two years.
- Assisted Mount Si Senior Center in developing a successful WSDOT grant for \$211,000 that will help fund the Mount Si Community Shuttle in the Upper Snoqualmie Valley for another two years.
- Procured a new phone system for the brokerage operations.
- Awarded the Metro/Bellevue Crossroads Residential Transportation Coordinator (RTC) Program Contract. Six bilingual RTC's provided information on transportation options to their local communities.

2006 Objectives

- Provide over 1,200,000 brokered trips.
- Procure Brokerage Reservations and Scheduling Software.
- Participate in the Puget Sound Educations Service District's McKinney-Vento Demonstration Project brokering transportation for homeless students.
- Expand the number of school districts receiving brokerage services.
- Expand the number of Residential Transportation Coordinator Contracts.
- Oversee the procurement of 5310 vehicles for Northshore Senior Center and Neighborhood House.
- Successful installation of new phone structure for the Transportation Contact Center.

Long-range Plans

- Develop systems and procedures that better prepare Hopelink to respond to community emergencies.
- Expand access to health care, education, employment, social services, and community activities.
- Expand the utilization of technology to optimize agency systems and processes and to improve customer service.
- Expand coordination efforts and partnerships.

Region 3: King County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	304,046	25.79%	30.04%	\$786,157	\$2.59	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	555,408	47.11%	39.04%	10,383,354	18.70	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	162,314	13.77%	12.29%	5,186,028	31.95	35.44
Demand Response – Transit ³	992	0.08%	7.78%	17,539	17.68	1.16
Gas Voucher	152,648	12.95%	8.05%	381,752	2.50	4.78
Mileage Reimbursement	2,510	0.21%	0.82%	7,895	3.15	7.99
Volunteer – Agency	939	0.08%	1.07%	5,628	5.99	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	1	< .01%	0.02%	222	222.40	202.10
Commercial Bus	19	< .01%	0.01%	666	35.03	34.27
Train	2	< .01%	< .01%	30	15.00	28.20
Ferry	136	0.01%	0.26%	1,534	11.28	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	74,513	–	–
Service Total	1,179,015	100%	100%	\$16,845,318	\$14.29	\$15.06
Administrative Costs	–	–	–	2,990,400	2.54	2.55
Subtotal	1,179,015	–	–	\$19,835,718	\$16.82	\$17.61
Out of State	6	–	–	1,616	269.33	363.85
Meals and Lodging – In State	1,531	–	–	56,253	36.74	37.31
Meals and Lodging – Out of State	72	–	–	1,232	17.11	36.09
Vehicle Modification/Lift	1	–	–	5,429	5,429.00	1,624.49
Grand Total	–	–	–	\$19,900,248	\$16.88	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

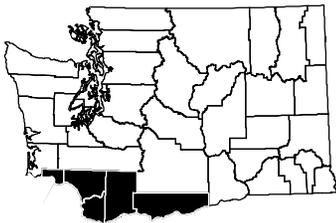
³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Gail Bauhs
Brokerage Director

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Internet Home Page: www.humanservicescouncil.com



System Snapshot

- Operating Name: Human Services Council (HSC)
- Service Area: Medicaid Brokerage Region 7 – Wahkiakum, Cowlitz, Skamania, Clark, and Klickitat Counties
- Congressional District: 3
- Legislative Districts: 15, 17, 18, 49
- Planning Regions: Southwest Washington RTPPO and Southwest Washington Regional Transportation Council
- Type of Agency: Non-profit
- Governing Body: Board of Directors consisting of 15 members representative of public and private agencies and volunteers in the fields of health, welfare, recreation, schools, business, labor, and other community groups

Current Operations

- Medicaid transportation broker for Region 7 (Clark, Cowlitz, Klickitat, Skamania and Wahkiakum Counties), brokering 223,582 trips in 2005.
- Employment transportation broker for low-income residents of Clark County, brokering 93,441 trips in 2005.
- Senior transportation broker, in partnership with the Southwest Washington Area Agency on Aging, brokering trips for seniors to area nutrition sites and adult day health centers.

Contracted Transportation Providers

American Medical Response – Clark and Cowlitz Counties
Catholic Community Services – Clark, Cowlitz, Skamania, and Wahkiakum Counties
City Taxi – Clark County
C-Tran – Clark County
CUBS (Community Urban Bus System) – Cowlitz County
Evergreen Services – Clark County
Golden Chariot Specialty Transport – Clark County
Hood River County Transportation District – Hood River County, Oregon
Klickitat County Senior Services – Klickitat County
Lower Columbia Community Action Council – Cowlitz and Wahkiakum Counties
Mercy 1 Transportation – Clark, Cowlitz, and Wahkiakum Counties
Metro West Ambulance – Clark County
Mick’s Wheelchair and Medical Transport – Clark County
Quad City Cab – Clark and Cowlitz Counties
Skamania County Senior Services – Skamania County
Southwest Washington Area Agency on Aging – Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties
TLC Wheelchair Services – Clark and Cowlitz Counties
Trans-Care – Cowlitz and Wahkiakum Counties
Woodland Wheelchair Service – Clark and Cowlitz Counties

Formal Plans

Southwest Washington Agency on Aging 2006-2007 Area Plan Update

2005 Achievements

- Provided record volume of Medicaid trips and served record number of clients in Medicaid Brokerage Region 7.
- Facilitated uninterrupted dialysis services for clients shut off from highway routes due to rock slides, through provider partnerships and ferry transports.
- Coordinated Medicaid tracking systems to minimize duplication of services.
- Upgraded brokerage call center computer hardware to reduce scheduling time.
- Implemented new billing module software to increase timeliness of vendor invoice processing.

2006 Objectives

- Coordinate with Ride Connection volunteer transportation program to broker trips for life-sustaining and other medically urgent services.
- Increase volume of shared Medicaid/Senior/JARC trips.
- Upgrade brokerage server to enhance trip scheduling and invoicing speed and capacity.
- Move to a new HSC office location.

Region 7: Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	73,893	33.25%	30.04%	\$65,205	\$0.88	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	72,999	32.85%	39.04%	1,565,966	21.45	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	25,427	11.44%	12.29%	893,343	35.13	35.44
Demand Response – Transit ³	27,180	12.23%	7.78%	18,611	0.68	1.16
Gas Voucher	13,552	6.10%	8.05%	88,850	6.56	4.78
Mileage Reimbursement	44	0.02%	0.82%	1,422	32.32	7.99
Volunteer – Agency	9,032	4.06%	1.07%	322,410	35.70	46.97
Volunteer – Broker	0	–	0.62%	0	0.00	38.76
Airline	0	–	0.02%	0	0.00	202.10
Commercial Bus	12	0.01%	0.01%	337	28.08	34.27
Train	102	0.05%	< .01%	4,065	39.85	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	222,241	100%	100%	\$2,960,210	\$13.32	\$15.06
Administrative Costs	–	–	–	699,372	3.15	2.55
Subtotal	222,241	–	–	\$3,659,582	\$16.47	\$17.61
Out of State	4	–	–	1,945	486.28	363.85
Meals and Lodging – In State	975	–	–	59,582	61.11	37.31
Meals and Lodging – Out of State	235	–	–	5,314	22.61	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total				\$3,726,423	\$16.77	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

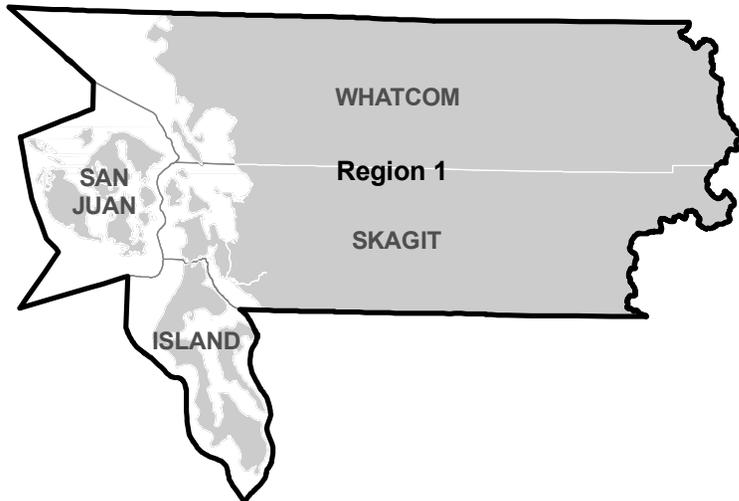
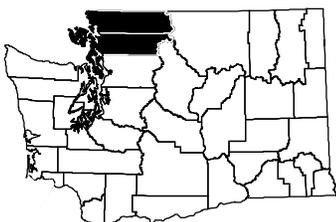
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Victoria Doerper
Executive Director

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Internet Home Page: www.nwrcwa.org



System Snapshot

- Operating Name: Northwest Regional Council
- Service Area: Medicaid Brokerage Region 1 – San Juan, Island, Whatcom, and Skagit Counties
- Congressional District: 2
- Legislative Districts: 10, 39, 40, 42
- Planning Regions: Whatcom Council of Governments, Skagit MPO, and Skagit-Island RTPO
- Type of Agency: Quasi-governmental entity
- Governing Body: Council composed of two elected officials from each member county (Island, San Juan, Skagit and Whatcom)

Current Operations

Medicaid transportation broker for Region 1 (Whatcom, Skagit, Island, and San Juan Counties).

Intermodal Connections

- Greyhound
- County Connect (inter-county transit connection)
- West-Isle Air
- Washington State Ferry Service

Contracted Transportation Providers

City/Yellow Cab
Cascade Specialized Transportation
Triangle/RGI Van Service
Valley Taxi +
Western Van Service
Catholic Community Services
Senior Services of Island County
Mercy Transportation

Partnerships

Transit Districts:

Whatcom Transportation Authority
Skagit Transit
Island Transit

Local Tribes:

Nooksack
Swinomish
Upper Skagit
Lummi
Sauk Suiattle
Samish

Whatcom Alliance for Healthcare Access:

St. Joseph Hospital
Local Physicians, dentists, and other healthcare providers
Legislative officials
Local elected official

WSDOT (JARC Grant to provide transportation to DSHS WorkFirst clients)

Formal Plans

The Northwest Regional Council does an Area Plan every four years. The last one covered the period of 2003-2007.

2005 Achievements

- Continued to provide low-cost transportation to Medicaid clients with exceptional use of transit services in the program.

2006 Objectives

- Create billing agreements with the last three of six targeted local Tribes who currently provide transportation to Medicaid eligible tribal members.
- Continue to provide cost-effective transportation.
- Improve internal processes through systems development and refinement.
- Participate in the volunteer dentist program to provide transportation to Medicaid eligible participants.

Long-range Plans

- Incorporate Medicaid transportation into discussions about total cost per patient for HRSA clients.
- Participate in Chronic Disease Management demonstration project.
- Increase outreach to local physicians' offices.
- Provide assistance to local Tribes to consider USDA tribal grants for vehicles.

Region 1: Island, San Juan, Skagit, and Whatcom Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	40,042	22.74%	30.04%	\$48,235	\$1.20	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	43,512	24.71%	39.04%	985,192	22.64	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	6,104	3.47%	12.29%	246,699	40.42	35.44
Demand Response – Transit ³	73,632	41.81%	7.78%	39,860	0.54	1.16
Gas Voucher	9,430	5.35%	8.05%	62,373	6.61	4.78
Mileage Reimbursement	677	0.38%	0.82%	3,824	5.65	7.99
Volunteer – Agency	812	0.46%	1.07%	35,907	44.22	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	4	< .01%	0.02%	860	215.00	202.10
Commercial Bus	6	< .01%	0.01%	107	17.83	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	1,902	1.08%	0.26%	17,452	9.18	6.13
Foster Parent	2	< .01%	< .01%	33	16.55	2.26
Ancillary	–	–	–	85	–	–
Service Total	176,123	–	100%	\$1,440,627	\$8.18	\$15.06
Administrative Costs	–	–	–	448,791	2.55	2.55
Subtotal	176,123	–	–	\$1,889,419	\$10.73	\$17.61
Out of State	6	–	–	3,034	505.65	363.85
Meals and Lodging – In State	1,396	–	–	76,086	54.50	37.31
Meals and Lodging – Out of State	33	–	–	2,057	62.33	36.09
Vehicle Modification/Lift	0	–	–	–	–	1,624.49
Grand Total	–	–	–	\$1,970,595	\$11.19	\$17.89

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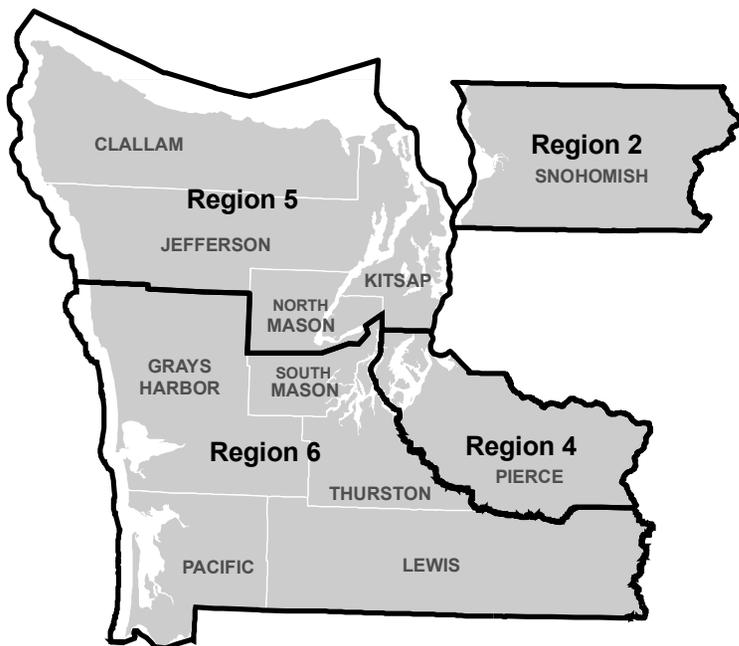
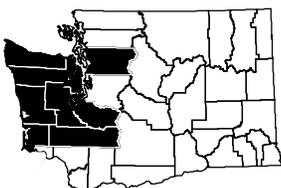
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

David Baker
President/Chief Executive Office

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Internet Home Page: www.paratransit.net



System Snapshot

- Operating Name: Paratransit Services
- Service Range: Medicaid Brokerage Region 2 – Snohomish County
Region 4 – Pierce County
Region 5 – Clallam, Jefferson, Kitsap, and North Mason Counties
Region 6 – Grays Harbor, Pacific, South Mason, Thurston, and Lewis Counties
- Congressional Districts: 1, 2, 3, 6, 7, 8, 9
- Legislative Districts: 1, 2, 10, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 31, 32, 35, 38, 39, 44
- Planning Regions: Puget Sound Regional Council, Peninsula RTPO, Thurston Regional Planning Council, and Southwest Washington RTPO
- Type of Agency: Non-profit
- Governing Body: Nine-member Board of Directors comprised of a diverse group of community and business leaders

Current Operations

- Broker of Medicaid transportation and interpreter services for ten counties in northwestern Washington with a total service area of 14,707 square miles and a population of over 2 million people.
- Operates accessible public transit systems in Alaska, Washington State, Oregon, and northern California.

Facilities

Paratransit Services' Washington State Non-emergency Medicaid Transportation brokerage center is located in Bremerton, Washington. This facility is equipped with state-of-the-art telecommunications and management information systems and is staffed with call-taking, brokerage, customer service, technical support, training, and administrative personnel.

Paratransit Services

Intermodal Connections

In Pierce County, the Beyond the Borders program provides linkages to the Roy “Y” transit center.

In Snohomish County, Paratransit Services has established a feeder route from Community Transit fixed route to the Island Crossing Methadone Clinic, Monday through Friday from 6:00 a.m. to 9:00 p.m.

Paratransit Services provides linkages for Medicaid transportation clients whenever possible to all fixed route systems in Pierce, Snohomish, Clallam, Jefferson, Thurston, Kitsap, Lewis, Pacific, Grays Harbor, and Mason Counties.

Contracted Transportation Providers

Region 2

- Advanced Mobility
- American Cabulance
- Catholic Community Services
- Medi Ride
- Mercy Transportation
- Nile Express
- NorthWest Transport
- Northshore Senior Services
- Pace Van Service
- Plaza Transportation
- Senior Services of Snohomish
- Sound Cabulance
- Sunrise Services
- White Express
- Yellow Cab

Region 4

- Advanced Mobility of Puyallup
- American Cab
- Best Care Transport
- Blue Waters Transportation
- CCS Volunteer Chore
- City Cabulance Transportation
- Community Healthcarriage
- JD Transport
- JFM Transportation
- Life Transportation
- Local Motion
- Magic Carpet
- Mercy Transportation
- NorthWest Transport
- PSESD
- Safe Transportation
- Share My Ride, Inc.
- SLM Transportation
- Tacoma Taxi Express
- Tacoma Medical Transportation
- Tacoma Yellow Cab
- Transpro, Inc.
- Transoft, Inc.
- WA Soldiers Home & Colony

Region 5

Arrow Transportation
Bainbridge Island Taxi
CCS Volunteer Chore
Clallam Transit System
Concerned Citizens
Jamestown S’Klallam Tribe
Jefferson Transit Authority
JFM Transportation
Lower Elwha Tribe
Makah Tribe
NorthWest Transport
Peninsula Transport Service
Port Gamble S’Klallam Tribe
PT Rocket Transportation
Transpro, Inc.
Troll’s Taxi
WA Veterans Home
West Sound Transportation

Region 6

Allen’s Cab
Blue Waters Transportation
CCSSW Volunteer Chore
CCS Volunteer Chore
Coastal Community Action Program
Coastal Transport
FarWest Transportation
Glenoma Medical Transport
Go Taxi of Lewis County
Horizon Medical Transportation
Lewis County Senior Services
L.E.W.I.S. Mountain Highway Transit
MEDIX Ambulance Service
NorthWest Transport
Shoalwater Bay Tribe
The Volunteer Center
Tours Plus
Transpro, Inc.

2005 Achievements

- Extended the hours of the Washington State Medicaid transportation brokerage center to 24 hours a day, seven days a week. With the addition of a night shift, the call center personnel are now available to screen after-hours non-life threatening emergency room requests. This change reduced the incidence of service misuse and lowered the cost for after-hour service providers. Also gained internal operational efficiencies by shifting work unrelated to call intake to the evenings, enhancing capacity to support high call volumes during peak daytime hours.
- Continued to expand coordination efforts in Pierce County through two contracts, Beyond the Borders and McKinney-Vento. The Beyond the Borders contract provides for a feeder route from areas outside of the Pierce Transit service area to the nearest Park & Ride, which allows south Pierce residents to have access to transit. The McKinney-Vento contract assists Pierce County school districts in transporting some of the homeless children back to their school of origin to provide some stability in their lives. These two coordination contracts have been very successful, with ridership continuing to grow in 2006.
- Provided emergency response transportation for Katrina evacuees both regionally and at the Olympia Welcome Center. Staff coordinated all demand response transportation services provided at the Welcome Center.
- Continued to expand the fuel voucher and bus pass programs in all four Medicaid Brokerage Regions, which helps reduce the overall cost for client trips to Medicaid appointments.
- Added a direct customer comment line in order to get direct feedback from Medicaid clients. The Ombudsman reviews all of the comments and directs them to the proper person, allowing quicker responses to client concerns.

- Streamlined the Medicaid Interpreter Services program. Established excellent working relationships with roster of interpreter agencies and clients' medical providers. Service volume continues to grow in all regions.
- Developed cost-allocation formula based on "seat-share" miles which allows different funders to purchase and share a ride for a fairly apportioned trip cost.
- Upgraded the Washington State Medicaid transportation brokerage center telephone system to enhance reporting capabilities and client access.
- Provided in-house Train the Trainer and Driver Training courses to 674 individuals from transit operations and Medicaid transportation providers in ten counties.
- Provided Drug and Alcohol Testing Consortium services to Medicaid transportation providers in Washington State.



2006 Objectives

- Complete the upgrade process for the Medicaid transportation scheduling software Trapeze™ by August 2006. Upgrade in-house software used to broker the Medicaid Interpreter Services program.
- Institute Automated Call Back program for 10 counties, which automatically contacts clients the day prior to service informing them of the time of pickup and name of the transportation provider.
- Institute web-access Trip Check that allows Clients to check the time of their trip and name of transportation provider on-line.
- Study SmartCard application to Medicaid transportation brokerage program.
- Enhance educational outreach to facilities and agencies in the ten counties served.
- Improve client access through technological improvements leading to shorter call center hold times and improved web services.
- Utilize technology to automate “seat-share” per mile cost calculations to support multifunder trip sharing.
- Connect the Beyond the Borders program to Yelm and L.E.W.I.S. Mountain shuttles in Pierce and Thurston Counties.

Long-range Plans

- Review funding and grant opportunities to support increased coordination and technological development designed to increase efficiency and quality of services.
- Continue to enhance and improve coordination with emergency response and evacuation plans for all ten counties in the event of a major catastrophic event or in the event of a massive repatriation.
- Coordinate with other Medicaid transportation brokerages in developing the I-5 Corridor Shuttle and statewide ride sharing.
- Increase local and regional coordination with community, transit, agency, school, and private partners.
- Continue to work with school districts and transportation providers to refine McKinney-Vento homeless schoolchildren transportation services.
- Continue as a non-profit organization to act in the public interest and ensure that persons with special needs have access to quality transportation services.

Paratransit Services

Region 2: Snohomish County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	39,765	19.34%	30.04%	\$113,047	\$2.84	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	123,916	60.27%	39.04%	2,628,963	21.22	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	31,739	15.44%	12.29%	1,175,823	37.05	35.44
Demand Response – Transit ³	262	0.13%	7.78%	652	2.49	1.16
Gas Voucher	1,717	0.84%	8.05%	6,389	3.72	4.78
Mileage Reimbursement	5,586	2.72%	0.82%	25,862	4.63	7.99
Volunteer – Agency	2,618	1.27%	1.07%	91,777	35.06	46.97
Volunteer – Broker	0	–	0.62%	–	–	38.76
Airline	0	–	0.02%	–	–	202.10
Commercial Bus	9	< .01%	0.01%	232	25.78	34.27
Train	0	–	< .01%	–	–	28.20
Ferry	2	< .01%	0.26%	16	8.00	6.13
Foster Parent	0	–	< .01%	–	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	205,614	100%	100%	\$4,042,760	\$19.66	\$15.06
Administrative Costs	–	–	–	428,496	2.08	2.55
Subtotal	205,614	–	–	\$4,471,256	\$21.75	\$17.61
Out of State	0	–	–	–	–	363.85
Meals and Lodging – In State	468	–	–	28,987	61.94	37.31
Meals and Lodging – Out of State	0	–	–	–	–	36.09
Vehicle Modification/Lift	0	–	–	–	–	1,624.49
Grand Total	–	–	–	\$4,500,243	\$21.89	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Region 4: Pierce County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	285,653	47.87%	30.04%	\$970,121	\$3.40	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	153,160	25.66%	39.04%	3,251,037	21.23	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	70,596	11.83%	12.29%	2,525,053	35.77	35.44
Demand Response – Transit ³	80,319	13.46%	7.78%	127,818	1.59	1.16
Gas Voucher	4,285	0.72%	8.05%	19,015	4.44	4.78
Mileage Reimbursement	2,533	0.42%	0.82%	11,658	4.60	7.99
Volunteer – Agency	230	0.04%	1.07%	11,658	50.69	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	0	–	0.01%	0	–	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	2	< .01%	0.26%	5	2.28	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	596,778	100%	100%	\$6,916,364	\$11.59	\$15.06
Administrative Costs	–	–	–	1,057,320	1.77	2.55
Subtotal	596,778	–	–	\$7,973,684	\$13.36	\$17.61
Out of State	49	–	–	9,436	192.57	363.85
Meals and Lodging – In State	1,082	–	–	55,619	51.40	37.31
Meals and Lodging – Out of State	139	–	–	1,175	8.45	36.09
Vehicle Modification/Lift	4	–	–	4,596	1,148.95	1,624.49
Grand Total	–	–	–	\$8,044,510	\$13.48	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Paratransit Services

Region 5: Clallam, Jefferson, Kitsap, and North Mason Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	47,608	34.64%	30.04%	\$203,439	\$4.27	\$2.65
Demand Response (ambulatory ¹⁾ – Community Transportation Provider	44,777	32.58%	39.04%	1,480,519	33.06	21.90
Demand Response (non-ambulatory ²⁾ – Community Transportation Provider	8,534	6.21%	12.29%	321,787	37.71	35.44
Demand Response – Transit ³	17,518	12.74%	7.78%	28,854	1.65	1.16
Gas Voucher	11,167	8.12%	8.05%	91,969	8.24	4.78
Mileage Reimbursement	1,171	0.85%	0.82%	10,583	9.04	7.99
Volunteer – Agency	459	0.33%	1.07%	25,234	54.98	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	19	0.01%	0.01%	519	27.32	34.27
Train	2	< .01%	< .01%	49	24.50	28.20
Ferry	6,195	4.51%	0.26%	31,598	5.10	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	137,450	100%	100%	\$2,194,551	\$15.97	\$15.06
Administrative Costs	–	–	–	467,472	3.40	2.55
Subtotal	137,450	–	–	\$2,662,023	\$19.37	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	1,561	–	–	46,619	29.86	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$2,708,642	\$19.71	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Region 6: Grays Harbor, Lewis, Mason–south, Pacific, and Thurston Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	76,158	39.23%	30.04%	\$104,173	\$1.37	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	62,913	32.41%	39.04%	2,236,858	35.55	21.90
Demand Response (non–ambulatory ²) – Community Transportation Provider	18,564	9.56%	12.29%	1,004,083	54.09	35.44
Demand Response – Transit ³	710	0.37%	7.78%	710	1.00	1.16
Gas Voucher	22,030	11.35%	8.05%	172,857	7.85	4.78
Mileage Reimbursement	4,978	2.56%	0.82%	43,118	8.66	7.99
Volunteer – Agency	8,676	4.47%	1.07%	658,218	75.87	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	0	–	0.01%	0	–	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	106	0.05%	0.26%	733	6.92	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	194,135	100%	100%	\$4,220,750	\$21.74	\$15.06
Administrative Costs	–	–	–	504,000	2.60	2.55
Subtotal	194,135	–	–	\$4,724,750	\$24.34	\$17.61
Out of State	3	–	–	1,349	449.73	363.85
Meals and Lodging – In State	1,131	–	–	37,020	32.73	37.31
Meals and Lodging – Out of State	142	–	–	10,771	75.85	36.09
Vehicle Modification/Lift	3	–	–	2,971	990.47	1,624.49
Grand Total	–	–	–	\$4,776,861	\$24.61	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

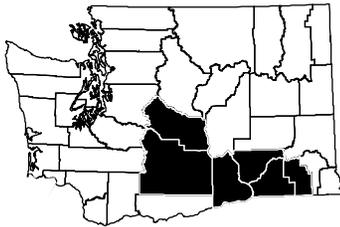
²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Marcy Durbin

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System Snapshot

- Operating Name: People For People (PFP)
- Service Area: Medicaid Brokerage Region 8 – Kittitas, Yakima, Benton, Franklin, Walla Walla, and Columbia Counties
- Congressional District: 4
- Legislative Districts: 13, 14, 15
- Planning Regions: Quad County RTPO, Yakima Valley Conference of Governments, and Benton-Franklin-Walla Walla RTPO
- Type of Agency: Non-profit
- Governing Body: Twelve-member volunteer Board of Directors consisting of broad representation of the counties served

Current Operations

Brokerage serves communities in six counties by arranging transportation for people of all ages that have current Washington State Department of Social and Health Services Medicaid coupons and need transportation to non-emergency medical services. Verification for proper eligibility is confirmed and then the most cost-effective, appropriate transportation is coordinated.

A primary goal of these services is to assist clients with vouchers for gasoline or mileage reimbursement if they have their own transportation resources. If that is not possible, transportation is arranged using contracted providers such as local transit and paratransit providers, volunteer drivers, non-profit providers, cabulance, and taxi companies.

People For People ensures that the lowest cost, most appropriate ride is arranged for the client. Trips may be shared with other riders.

Contracted Transportation Providers

In addition to providing transportation, People For People contracts with nine other transportation providers:

- A+ Transportation NW, Inc. – Pasco, Franklin County and City of Yakima, Yakima County
- ABC Taxi – Walla Walla, Walla Walla County
- Appointment Keepers – College Place, Walla Walla County
- Columbia County Public Transportation – Dayton, Columbia County
- Hopesource – Ellensburg, Kittitas County
- Medstar Cabulance – Zillah, Yakima County
- Transportation Solutions – Walla Walla, Walla Walla County
- Tri City Deluxe Cab – Pasco, Franklin County and City of Yakima, Yakima County



2005 Achievements

- PFP brokered 129,296 trips in the six county region.

2006 Objectives

- Continue providing safe, cost-effective transportation for DSHS eligible clients.



Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, and Yakima Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	4,037	3.12%	30.04%	\$6,170	\$1.53	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	64,643	50.00%	39.04%	2,174,677	33.64	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	20,268	15.68%	12.29%	850,643	41.97	35.44
Demand Response – Transit ³	26,414	20.43%	7.78%	18,800	0.71	1.16
Gas Voucher	7,431	5.75%	8.05%	83,951	11.30	4.78
Mileage Reimbursement	3,395	2.63%	0.82%	42,839	12.62	7.99
Volunteer – Agency	4	< .01%	1.07%	22	5.60	46.97
Volunteer – Broker	3,095	2.39%	0.62%	203,743	65.83	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	9	0.01%	0.01%	337	37.44	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	129,296	100%	100%	\$3,381,183	\$26.15	\$15.06
Administrative Costs	–	–	–	561,588	4.34	2.55
Subtotal	129,296	–	–	\$3,942,771	\$30.49	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	5,467	–	–	180,380	32.99	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$4,123,151	\$31.89	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

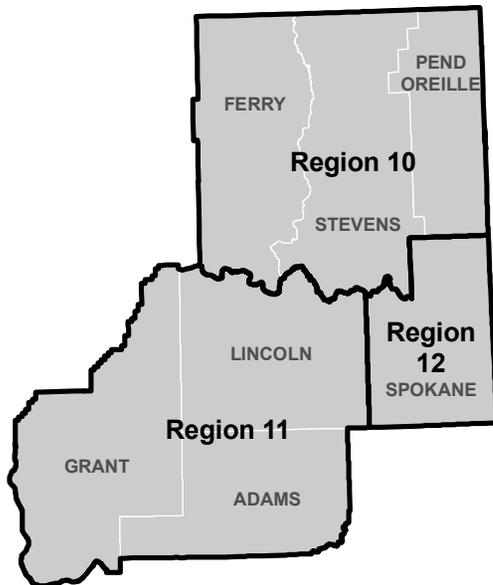
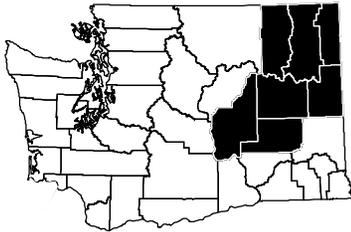
²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Rusty Koontz
Regional Manager

Medical Transportation Assistance Unit
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(509) 532-9505



System Snapshot

- Operating Name: Special Mobility Services, Inc.
- Service Area: Medicaid Brokerage Region 10 – Ferry, Stevens, and Pend Oreille Counties
Region 11 – Grant, Lincoln, and Adams Counties
Region 12 – Spokane County
- Congressional Districts: 4, 5
- Legislative Districts: 4, 6, 7, 9, 12, 13
- Planning Regions: North East Washington RTPO, Spokane Regional Transportation Council, and Quad County RTPO
- Type of Agency: Non-profit
- Governing Body: Five-member board of directors

Current Operations

Brokers transportation for Medicaid clients in Regions 10 (Ferry, Stevens, and Pend Oreille Counties), 11 (Grant, Lincoln, and Adams Counties), and 12 (Spokane County).

Intermodal Connections

Clients may use local transportation to connect to intercity bus, rail, or air for out-of-area appointments.

Contracted Transportation Providers

AAA Taxi
Affordable Cabs
Anytime Anywhere Taxi
Binder Transportation
Broadway Cab
Cheney Care Center
Eagle Connection
Evergreen Towncar
Fairfield Good Samaritan
Ferry County Community Services
Northern Star Transportation
On the Go
Pend Oreille County Mental Health
Precious Cargo
Rural Resources Community Action
SMS Adult Day Health
Special Mobility Services, Inc.
Specialty Transport
Spokane Dispatch Services
Spokane Guilds School
Stevens County Counseling
WheelchairTransport

2005 Achievements

- Coordinated with Spokane Transit Authority to reduce duplication of services, such as transportation to Adult Day Health program.

2006 Objectives

- Work with area volunteers and volunteer programs to fill unmet transportation needs.

Long-range Plans

- Continue work with neighboring areas such as Pend Oreille, Stevens, Ferry, Lincoln, Adams, and Grant County ACCT efforts.

Region 10: Ferry, Pend Oreille, and Stevens Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	870	2.97%	30.04%	\$731	\$0.84	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	5,635	19.22%	39.04%	134,491	23.87	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	2,655	9.05%	12.29%	273,820	103.13	35.44
Demand Response – Transit ³	31	0.11%	7.78%	233	7.50	1.16
Gas Voucher	11,744	40.05%	8.05%	116,251	9.90	4.78
Mileage Reimbursement	8	0.03%	0.82%	394	49.24	7.99
Volunteer – Agency	8,309	28.33%	1.07%	330,441	39.77	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	69	0.24%	0.02%	12,455	180.50	202.10
Commercial Bus	4	0.01%	0.01%	174	43.50	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	7	–	–
Service Total	29,325	100%	100%	\$868,996	\$29.63	\$15.06
Administrative Costs	–	–	–	94,776	3.23	2.55
Subtotal	29,325	–	–	\$963,772	\$32.87	\$17.61
Out of State	2	–	–	–	–	363.85
Meals and Lodging – In State	506	–	–	0.00	–	37.31
Meals and Lodging – Out of State	2	–	–	–	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$963,772	\$32.87	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Region 11: Adams, Grant, and Lincoln Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	402	1.25%	30.04%	\$629	\$1.57	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	17,439	54.13%	39.04%	902,881	51.77	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	6,638	20.60%	12.29%	353,911	53.32	35.44
Demand Response – Transit ³	51	0.16%	7.78%	1,275	25.00	1.16
Gas Voucher	5,962	18.51%	8.05%	69,114	11.59	4.78
Mileage Reimbursement	616	1.91%	0.82%	6,924	11.24	7.99
Volunteer – Agency	1,102	3.42%	1.07%	96,965	87.99	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	2	0.01%	0.02%	494	247.20	202.10
Commercial Bus	6	0.02%	0.01%	150	25.00	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	32,218	100%	100%	\$1,432,343	\$44.46	\$15.06
Administrative Costs	–	–	–	108,336	3.36	2.55
Subtotal	32,218	–	–	\$1,540,679	\$47.82	\$17.61
Out of State	4	–	–	3,535	883.75	363.85
Meals and Lodging – In State	2,327	–	–	47,463	20.40	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$1,591,677	\$49.40	\$17.89

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²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Region 12: Spokane County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	99,636	37.25%	30.04%	\$282,536	\$2.84	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	94,661	35.39%	39.04%	1,555,049	16.43	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	40,212	15.03%	12.29%	1,040,807	25.88	35.44
Demand Response – Transit ³	20,034	7.49%	7.78%	35,488	1.77	1.16
Gas Voucher	10,959	4.10%	8.05%	36,288	3.31	4.78
Mileage Reimbursement	0	–	0.82%	0	–	7.99
Volunteer – Agency	1,639	0.61%	1.07%	44,978	27.44	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	284	0.11%	0.02%	55,101	194.02	202.10
Commercial Bus	48	0.02%	0.01%	2,304	48.00	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	917	–	–
Service Total	267,473	100%	100%	\$3,053,467	\$11.42	\$15.06
Administrative Costs	–	–	–	544,920	2.04	2.55
Subtotal	267,473	–	–	\$3,598,387	\$13.45	\$17.61
Out of State	18	–	–	7,139	396.63	363.85
Meals and Lodging – In State	1,787	–	–	92,795	51.93	37.31
Meals and Lodging – Out of State	16	–	–	2,393	149.55	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$3,700,714	\$13.84	\$17.89

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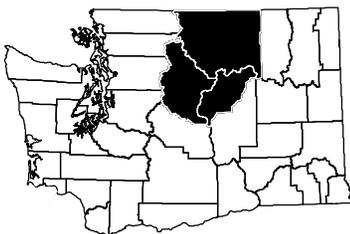
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

**Greg Wright
Director**

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Internet Home Page: www.trancare.org



System Snapshot

- Operating Name: Trancare
- Service Area: Medicaid Brokerage Region 9 – Okanogan, Chelan, and Douglas Counties
- Congressional District: 4
- Legislative Districts: 7, 12
- Planning Regions: North Central RTPPO and Wenatchee Valley Transportation Council
- Type of Agency: Non-profit
- Governing Body: Board of Directors

Current Operations

Transportation brokerage for Medicaid clients in Region 9 (Chelan, Douglas, and Okanogan Counties).

Intermodal Connections

Link Transit at the Columbia Station in Wenatchee

Contracted Transportation Providers

Link Transit – Chelan/Douglas Counties
Gateway Bus Company – E. Wenatchee
Wenatchee Mobility Services – Wenatchee
MEDSTAR Cabulance – Moses Lake
Classic Taxi – Wenatchee
Lake Chelan Taxi – Chelan
Omak Cab – Omak
Okanogan County Senior Nutrition Transportation – Omak
Okanogan Valley Transportation – Oroville
Smilequest – Warden
Colville Tribal Health – Omak
Colville Convalescent Center – Nespelem
Valley Care Center – Okanogan

2005 Achievements

- Received capitol grant through WSDOT's 2005-2007 Consolidated Public Transportation Grant Process for new call center communication equipment.
- Increased volunteer driver pool. Approximately 28 percent of all trips are brokered through the volunteer driver program.

2006 Objectives

- Increase efforts to coordinate connectivity with existing resources in the three county area.
- Develop agency website for general information on Medicaid transportation and interpreter services offered by Trancare.

Long-range Plans

- Focus on obtaining additional transportation resources in hard to serve rural areas.
- Strengthen Volunteer Driver Program (VDP) and increase percentage of brokered trips through the VDP.

Region 9: Chelan, Douglas, and Okanogan Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	953	2.30%	30.04%	\$705	\$0.74	\$2.65
Demand Response (ambulatory ¹) – Community Transportation Provider	8,538	20.60%	39.04%	95,784	11.22	21.90
Demand Response (non-ambulatory ²) – Community Transportation Provider	2,817	6.80%	12.29%	177,896	63.15	35.44
Demand Response – Transit ³	3,964	9.56%	7.78%	2,189	0.55	1.16
Gas Voucher	9,973	24.06%	8.05%	118,097	11.84	4.78
Mileage Reimbursement	0	–	0.82%	0	–	7.99
Volunteer – Agency	0	–	1.07%	0	–	46.97
Volunteer – Broker	15,166	36.59%	0.62%	541,165	35.68	38.76
Airline	1	< .01%	0.02%	190	189.91	202.10
Commercial Bus	30	0.07%	0.01%	772	25.72	34.27
Train	1	< .01%	< .01%	27	27.00	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	555	–	–
Service Total	41,443	100%	100%	\$937,379	\$22.62	\$15.06
Administrative Costs	–	–	–	242,736	5.86	2.55
Subtotal	41,443	–	–	\$1,180,115	\$28.48	\$17.61
Out of State	1	–	–	5,536	5,536.32	363.85
Meals and Lodging – In State	2,277	–	–	82,623	36.29	37.31
Meals and Lodging – Out of State	16	–	–	570	35.63	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$1,268,844	\$30.62	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Appendix 1	Glossary
Appendix 2	Community Transportation Providers' Statewide Operations Summary
Appendix 3	Community Transportation Providers' Operating Statistics
Appendix 4	Community Transportation Providers' Financial Statistics
Appendix 5	Medicaid Transportation Brokers' Statewide Operations Summary
Appendix 6	Medicaid Transportation Brokers' Regional Operating Statistics

5309

See Major Capital Investments (New Starts and Small Starts).

5310

See Transportation for Elderly Persons and Persons with Disabilities.

5311

See Rural and Small Urban Areas.

5311(f)

See Intercity Bus Program.

5316

See Job Access and Reverse Commute Program.

ACCT

See Agency Council on Coordinated Transportation.

ADA Accessible

Meeting the requirements of the Americans with Disabilities Act (ADA) of 1990 42 USC §§ 12101 et. seq. which requires facilities, vehicles, services, and certain information materials meet guidelines in order to be available to persons with disabilities.

Agency Council on Coordinated Transportation (ACCT)

A council of Washington State agencies, transportation providers, consumer advocates, and legislators that promote the coordination of special needs transportation. People who require special needs transportation include those who because of physical or mental abilities, income status, or age are unable to transport themselves or purchase transportation. Enacted by RCW 47.06B.

Ambulatory Accessible

Available to passengers who are able to walk. Ambulatory accessible vehicles do not have special accommodations to assist passengers with boarding or during transporting.

Capital Costs

The expenses related to the purchase of equipment having a useful life of more than one year and an acquisition cost which equals the lesser of \$5,000 or the capitalization level established by the government unit or the organization for financial statement purposes.

Complimentary Paratransit

Demand responsive services required by federal law. Transit agencies must provide complimentary services for people with disabilities who are not able to use fixed route services. The service must operate in the same general areas and during the same hours. The fare is limited to twice the fixed route fare. The transit agency can provide the service themselves or contract with a completely separate agency.

Contract Revenues

Reimbursement by any organization, government, agency, or company, as a result of a formal contractual agreement with the transportation service operator for trips provided to a specific passenger or group of passengers.

Demand Response

Shared use transportation services operating in response to requests from passengers or their agents to the transportation operator who schedules a vehicle to pick up the passengers to transport them to their destinations. Also called Dial-a-Ride.

¹These definitions are derived from requirements for the National Transit Database and from work with ACCT and member programs.

Deviated Fixed Route

Transportation service that operates along a fixed alignment or path at generally fixed times but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.

Dial-a-Ride

See Demand Response.

DSHS

Washington State Department of Social and Health Services

Fare Revenues

All income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc. It includes donations from those passengers who donate money on the vehicle and the reduced fares paid by passengers in a user-side subsidy arrangement.

Fatalities

A transportation-caused death confirmed within 30 days of a transportation incident which occurs under the collision, derailment, fire, evacuation, security incident, vehicle leaving the roadway, or not otherwise classified categories.

Federal Capital Assistance

Financial assistance from the Federal Transit Administration (FTA) to assist in paying the capital costs of providing transit service.

Federal Operating Assistance

Financial assistance from the Federal Transit Administration (FTA) to assist in paying the operating and administrative costs of providing transportation services.

Fixed Route

Transportation service using rubber tired passenger vehicles operating on fixed routes and schedules, regardless of whether a passenger actively requests a vehicle.

FTA

Federal Transit Administration

Health and Recovery Services Administration (HRSA)

A program of the Department of Social and Health Services (DSHS) which provides access to health care and recovery services for Washington's most vulnerable residents. Prior to 2006, this program was called the Medical Assistance Administration (MAA).

HRSA

See Health and Recovery Services Administration.

Injuries

Any physical damage or harm to persons as a result of a transportation-related incident which occurs under the collision, derailment, fire, evacuation, security incident, vehicle leaving the roadway, or not otherwise classified categories that requires immediate medical attention away from the scene.

Intercity

Regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas which are at least 20 miles apart or connecting one or more rural communities with an urban area which is at least 20 miles away. Intercity service has the capacity for transporting baggage carried by passengers and makes meaningful connections with other scheduled intercity bus service to more distant points.

Intercity Bus Program 49 USC §5311(f)

Federal grant program that provides formula funding to states for the purpose of supporting intercity services.

ITD

Idaho Transportation Department

JARC

See Job Access and Reverse Commute Program.

Job Access and Reverse Commute Program 49 USC §5316 (JARC)

Federal grant program focused on projects that transport welfare recipients and low-income individuals to and from jobs and job related services (training and daycare) and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities.

Local Capital Funds

Financial assistance from local entities to assist in paying capital. They can include, but are not limited to, tax levies, general funds, specified contributions, reserve funds, and donations.

Local Operating Funds

Financial assistance from local entities that support the operation of the transit system. They can include, but are not limited to, tax levies, general funds, specified contributions, donations, and reserve funds.

MAA

Medical Assistance Administration. See Health and Recovery Services Administration.

Major Capital Investments (New Starts & Small Starts) 49 USC §5309

Federal grant program that provides capital assistance for new and replacement buses and related equipment and facilities.

Major Incidents

Any event involving the operation of a transportation system if, as a result, one or more of the following occurs: an individual dies either at the time of the event or within 30 days of the event; two or more individuals suffer bodily damage as a result of the event requiring

immediate medical attention away from the scene; a collision, personal casualty, or fire causes property damage in excess of \$25,000; or a revenue service vehicle moving passengers is evacuated due to a serious life safety hazard that constitutes an imminent threat.

Medicaid

A federal entitlement program that pays for basic health care services for low-income individuals and long-term care for elders and people with disabilities. States administer their own Medicaid programs and establish their own eligibility standards, benefits packages, payment rates, and rules consistent with federal requirements.

Medicaid Brokerage Region

The Health and Recovery Services Administration (HRSA) divides Washington State into thirteen transportation service regions and contracts with a network of brokers to arrange non-emergency medical transportation (NEMT) for eligible Medicaid clients.

- Region 1: Island, San Juan, Skagit, Whatcom Counties
- Region 2: Snohomish County
- Region 3: King County
- Region 4: Pierce County
- Region 5: Clallam, Jefferson, Kitsap, and North Mason Counties
- Region 6: Grays Harbor, Lewis, South Mason, Pacific, and Thurston Counties
- Region 7: Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties
- Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, and Yakima Counties
- Region 9: Chelan, Douglas, and Okanogan Counties
- Region 10: Ferry, Pend Oreille, and Stevens Counties
- Region 11: Adams, Grant, and Lincoln Counties
- Region 12: Spokane County
- Region 13: Asotin, Garfield, and Whitman Counties

Medical Assistance Administration (MAA)

See Health and Recovery Services Administration.

Metropolitan Planning Organization (MPO)

A planning organization of elected officials in urbanized regions with populations of 50,000 or more. MPOs provide a forum for local decision-making on transportation issues of a regional nature. Created under 23 USC §135 to support coordinated transportation planning.

MFSAB

See Multifunction School Activity Bus.

MPO

See Metropolitan Planning Organization.

Multifunction School Activity Bus (MFSAB)

A school bus used for activities other than transporting students between home and school.

NEMT

See Non-Emergency Medical Transportation.

Non-Ambulatory Accessible

Available to passengers who cannot walk and rely on wheelchairs or other mobility devices for their personal mobility. Non-ambulatory accessible vehicles have special accommodations such as lifts to assist passengers with boarding and during transporting.

Non-Emergency Medical Transportation (NEMT)

Transportation for healthcare purposes (e.g. routine medical appointments, dental care, preventive services) and excluding unforeseen, emergency transportation.

Non-profit Insurance Pool (NPIP)

A Joint Insurance Purchasing Program for non-profit organizations wherein members pool their losses and claims. NPIP members also jointly purchase insurance, administrative and other services through the program including claims adjustment, risk management consulting, and loss prevention.

NPIP

See Non-profit Insurance Pool.

Operating and Administrative Expenses

The recurring costs of providing public transportation service. They include: all employees' wages and salaries; fringe benefits; operating supplies such as fuel, and oil; contractors' charges for services; taxes; repair and maintenance services, parts, and supplies; equipment leases and rentals; marketing; lease or rental costs; insurance; and administrative expenses. Operating and administrative expenses exclude costs of providing transportation services not available to the general public, interest paid on loans on capital equipment, and fixed costs such as depreciation on plant and equipment.

Paratransit

See Complimentary Paratransit.

ParaTransit/Special Needs Competitive or Formula Funds

Washington State grant program that supports public transportation for persons who, because of their age (youth or elders), disabilities, or income status are unable to provide or purchase their own transportation.

Passenger Trips

The number of passengers who board operational revenue vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Trips are counted regardless of whether an individual fare is collected for each leg of travel. It includes passenger trips on volunteer vehicles.

PTBA

See Public Transportation Benefit Area.

Public Transportation Benefit Area (PTBA)

The most common form of transit agency in Washington State. A municipal corporation of the state of Washington created pursuant to Chapter 36.57A RCW. These corporations may be less than county-wide, countywide, or comprise more than one county.

Regional Transportation Planning Organization (RTPO)

A planning organization formed through a voluntary association of local governments within a county or contiguous counties. RTPO members include cities, counties, Washington State Department of Transportation (WSDOT), tribes, ports, transportation service providers, private employers, and others.

Retired Senior Volunteer Program (RSVP)

A program of the Corporation for National and Community Service which matches the personal interests and skills of older Americans with opportunities to serve their communities.

Revenue Vehicle Hours

The amount of time in hours a vehicle travels from the time it pulls out to go into revenue service to the time it pulls in from revenue service. It includes hours of volunteer vehicles.

- For *fixed route* service, it only includes the time when the vehicle is actually on its route and available to pick up passengers.

- For *demand response* service, the revenue hours are generally considered from the time the vehicle is dispatched from the storage area to pick up the first passenger and continues until the last passenger is dropped off and the vehicle is no longer available to pick up passengers. Once the dispatcher releases the vehicle to return to the storage areas, the demand response vehicle is no longer in revenue service.

Revenue Vehicle Miles

The miles a vehicle travels from the time it pulls out to go into revenue service to the time it pulls in from revenue service. This includes miles of volunteer vehicles.

- For *fixed route* service, it only includes the miles from when the vehicle is actually on its route and available to pick up passengers.
- For *demand response* service, the revenue miles are generally considered from the location that vehicle is dispatched to pick up the first passenger and continues until the location where the last passenger is dropped off and the vehicle is no longer available to pick up passengers. Once the dispatcher releases the vehicle to return to the storage area, the demand response vehicle is no longer in revenue service.

RSVP

See Retired Senior Volunteer Program.

RTPO

See Regional Transportation Planning Organization.

Rural and Small Urban Areas 49 USC §5311

Federal grant program that provides formula funding to states for the purpose of supporting public transportation in areas with populations of less than 50,000 people.

Rural Mobility Competitive

Washington State grant program that supports projects which improve transportation in rural areas where public transportation is limited or does not exist.

State Capital Assistance

Financial assistance from any state agency to assist in paying capital costs.

State Operating Assistance

Financial assistance from any state agency that supports the operation of the transportation system. It includes, but is not limited to tax levies, general funds, and specified contributions.

Statewide Transportation Improvement Program (STIP)

A three-year, fiscally constrained and prioritized program of transportation projects, compiled from local and regional plans which provides a backbone for developing projects for the intermodal transportation network in the State of Washington. Projects listed in the STIP are the only projects that will be approved by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) to utilize federal funds. For more information, refer to 23 USC §135.

STIP

See Statewide Transportation Improvement Program.

TANF

See Temporary Assistance for Needy Families.

Temporary Assistance for Needy Families

The federal government's primary welfare program.

TIP

See Transportation Improvement Program.

Transportation for Elderly Persons and Persons with Disabilities 49 USC §5310

Federal grant program that provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities when no transportation services are available or those provided are insufficient or inappropriate in meeting these needs.

Transportation Improvement Program (TIP)

Six-year comprehensive transportation programs developed by Metropolitan Planning Organizations (MPOs) in urban areas and Regional Transportation Planning Organizations (RTPOs) in rural areas. TIPs are filed with the Washington State Department of Transportation (WSDOT) and combined to form a Statewide Transportation Improvement Program (STIP), which is submitted for approval annually to the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) for funding.

Transportation Research Board (TRB)

A division of the National Research Council, which serves as an independent adviser to the federal government and others on scientific and technical questions of national importance. The TRB promotes innovation and progress in transportation through research.

TRB

See Transportation Research Board.

VA

Department of Veterans Affairs

Vanpool

Transportation service operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. The vehicles have a minimum seating capacity of seven persons, including the driver.

WorkFirst

Washington State’s welfare reform program which helps financially struggling families find jobs, get better jobs, and stay employed.

WorkSource

A joint venture of organizations working to address Washington State’s employment needs.

WSDOT

Washington State Department of Transportation

Appendix 2

Community Transportation Providers' Statewide Operations Summary

Demand Response Services

Revenue Vehicle Miles	4,275,769
Revenue Vehicle Hours	222,336
Passenger Trips	431,583

Fixed Route Services¹

Revenue Vehicle Miles	1,070,763
Revenue Vehicle Hours	85,160
Passenger Trips	216,220

Deviated Fixed Route Services

Revenue Vehicle Miles	1,271,281
Revenue Vehicle Hours	82,992
Passenger Trips	759,729

Intercity Services

Revenue Vehicle Miles	1,172,572
Revenue Vehicle Hours	30,980
Passenger Trips	90,731

Vanpool Services

Revenue Vehicle Miles	59,877
Revenue Vehicle Hours	2,154
Passenger Trips	12,995

Safety

Fatalities	0
Major Incidents	5
Injuries	9

Volunteer Resources

Volunteer Drivers	559
Volunteer Hours	73,792

Vehicles

Personal Vehicles In Service	523
Active Vehicles	269
ADA Vehicles	214

Annual Operating and Administrative Expenses

Annual Operating and Administrative Expenses	\$17,525,082.41
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Annual Capital Costs

Annual Capital Costs	\$1,436,173.97
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Annual Operating Revenues

Fare Revenues	\$2,061,017.96
Contract Revenues	\$6,519,968.49
Federal Section 5311 Operating Grants	\$398,020.08
Federal Section 5311(f) Operating Grants	\$477,103.19
FTA JARC Program	\$938,462.32
Other Federal Operating Assistance	\$149,319.02
State Rural Mobility Grants	\$2,304,964.00
State Special Needs Grants	\$2,242,450.05
Other State Operating Grants	\$39,827.50
Local Operating Assistance	\$2,343,878.97
Other	\$695,518.06
Total	\$18,170,529.64

¹Due to unavailability of data, these fixed route service totals do not include the revenue vehicle hours and revenue vehicle miles associated with 81,295 passenger trips.

Community Transportation Providers' Statewide Operations Summary

Sources of Capital Funds

Federal Section 5309 Capital Grants	\$38,592.81
Federal Section 5310 Capital Grants	\$619,406.97
Federal Section 5311 Capital Grants	\$143,939.42
Federal Section 5311(f) Capital Grants	\$93.47
FTA JARC Program	\$0.00
Other Federal Capital Assistance	\$150.00
State Rural Mobility Grants	\$235,925.63
State Special Needs Grants	\$163,139.56
Other State Capital Grants	\$7,272.50
Local Capital Funds	\$240,458.35
Other	\$12,326.47
Total	\$1,461,305.18

Appendix 3

Community Transportation Providers' Operating Statistics

	Revenue Vehicle Miles	Revenue Vehicle Hours	Passenger Trips	Passenger Trips/ Revenue Mile	Passenger Trips/ Revenue Hour
2005 Demand Response Services					
Appointment Keepers Transportation Service	50,794	2,114	5,363	0.11	2.54
Career Path Services	7,015	137	410	0.06	2.99
Chelan-Douglas Developmental Services	23,084	1,912	17,210	0.75	9.00
COAST	727,822	18,408	55,224	0.08	3.00
Coastal Community Action Program	22,442	600	458	0.02	0.76
Columbia County Public Transportation	92,134	5,299	29,161	0.32	5.50
Colville Confederated Tribes	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable
HopeSource	120,000	8,652	20,076	0.17	2.32
Human Services Council	103,533	3,854	12,146	0.12	3.15
Lower Columbia Community Action Council	129,379	8,816	4,262	0.03	0.48
Mt. Adams Transportation Service	502,005	17,439	25,956	0.05	1.49
Mt. Si Community Shuttle	45,639	2,812	9,556	0.21	3.40
Okanogan County Transportation and Nutrition	63,667	4,993	18,059	0.28	3.62
People For People – Moses Lake	756,311	37,627	53,021	0.07	1.41
People For People – Yakima	268,710	15,184	39,198	0.15	2.58
Pierce County Community Services	75,449	2,264	4,346	0.06	1.92
Port Gamble S'Klallam Tribe	3,422	100	35	0.01	0.35
Pullman Senior Citizens Association	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable
Rural Resources Community Action	245,553	11,553	21,090	0.09	1.83
Samish Indian Nation	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable
Senior Services of Seattle/King County	606,829	57,260	77,724	0.13	1.36
Senior Services of Snohomish County	198,301	11,614	17,572	0.09	1.51
Skamania County Senior Services	209,516	10,244	15,892	0.08	1.55
Special Mobility Services, Inc	24,164	1,454	4,824	0.20	3.32
Statewide Demand Response Totals/Averages	4,275,769	222,336	431,583	0.10	1.94

Community Transportation Providers' Operating Statistics

	Revenue Vehicle Miles	Revenue Vehicle Hours	Passenger Trips	Passenger Trips/ Revenue Mile	Passenger Trips/ Revenue Hour
2005 Fixed Route Services					
Human Services Council	data unavailable	data unavailable	81,295	data unavailable	data unavailable
L.E.W.I.S. Mountain Highway Transit	32,174	931	2,360	0.07	2.53
Lower Columbia Community Action Council	112,371	3,312	9,327	0.08	2.82
Makah Public Transit	34,531	44,650	2,713	0.08	0.06
Olympic Bus Lines	243,146	8,522	9,644	0.04	1.13
People For People – Moses Lake	548,633	22,698	95,968	0.17	4.23
Rural Resources Community Action	51,403	2,128	5,229	0.10	2.46
Special Mobility Services, Inc	48,505	2,919	9,684	0.20	3.32
Statewide Fixed Route Totals/Averages	1,070,763	85,160	216,220	0.20	2.54
2005 Deviated Fixed Route Services					
Hopelink	766,355	64,172	680,850	0.89	10.61
Skamania County Public Transit	78,165	3,213	10,426	0.13	3.24
Squaxin Island Tribe	32,863	1,917	9,501	0.29	4.96
Thurston Regional Planning Council	393,898	13,690	58,952	0.15	4.31
Statewide Deviated Fixed Route Totals/Averages	1,271,281	82,992	759,729	0.60	9.15
2005 Intercity Services					
Northwestern Trailways	879,275	19,255	63,958	0.07	3.32
Okanogan County Transportation and Nutrition	31,699	1,252	2,055	0.06	1.64
People For People – Moses Lake	104,134	4,461	3,455	0.03	0.77
People For People – Yakima	73,185	2,999	16,455	0.22	5.49
Special Mobility Services, Inc	52,105	2,082	2,448	0.05	1.18
Statewide Intercity Totals/Averages	1,140,398	30,049	88,371	0.08	2.94
2005 Vanpool Services					
Columbia County Public Transportation	18,054	364	2,466	0.14	6.77
Olympic Community Action Programs	33,004	1,067	8,232	0.25	7.72
Senior Services of Snohomish County	8,819	723	2,297	0.26	3.18
Statewide Vanpool Totals/Averages	59,877	2,154	12,995	0.22	6.03

Community Transportation Providers' Operating Statistics

	Revenue Vehicle Miles	Revenue Vehicle Hours	Passenger Trips	Passenger Trips/ Revenue Mile	Passenger Trips/ Revenue Hour	Farebox Recovery Ratio	Contracts Recovery Ratio	Operating & Admin Cost/ Passenger Trip	Operating & Admin Cost/ Revenue Mile	Operating & Admin Cost/ Revenue Hour
2005 Service Totals										
Appointment Keepers Transportation Service	50,794	2,114	5,363	0.11	2.54	30.02%	90.06%	\$29.08	\$3.07	\$73.78
Career Path Services	7,015	137	410	0.06	2.99	N.A.	N.A.	\$19.48	\$1.14	\$58.29
Chelan-Douglas Developmental Services	23,084	1,912	17,210	0.75	9.00	N.A.	N.A.	data unavailable	data unavailable	data unavailable
COAST	727,822	18,408	55,224	0.08	3.00	1.16%	N.A.	\$4.69	\$0.36	\$14.07
Coastal Community Action Program	22,442	600	458	0.02	0.76	0.68%	N.A.	\$111.77	\$2.28	\$85.32
Columbia County Public Transportation	110,188	5,663	31,627	0.29	5.58	12.52%	39.65%	\$7.97	\$2.29	\$44.50
Colville Confederated Tribes	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable	N.A.	N.A.	data unavailable	data unavailable	data unavailable
Hopelink	766,355	64,172	680,850	0.89	10.61	4.26%	95.74%	\$5.10	\$4.53	\$54.15
HopeSource	120,000	8,652	20,076	0.17	2.32	1.22%	N.A.	\$20.42	\$3.42	\$47.39
Human Services Council ¹	103,533	3,854	93,441	0.12	3.15	N.A.	N.A.	data unavailable	data unavailable	data unavailable
L.E.W.I.S. Mountain Highway Transit	64,348	1,862	4,720	0.07	2.53	5.66%	N.A.	\$51.50	\$3.78	\$130.55
Lower Columbia Community Action Council	241,750	12,128	13,589	0.06	1.12	3.93%	N.A.	\$14.73	\$0.83	\$16.50
Makah Public Transit	34,531	44,650	2,713	0.08	0.06	0.93%	N.A.	\$67.54	\$5.31	\$4.10
Mt. Adams Transportation Service	502,005	17,439	25,956	0.05	1.49	3.39%	N.A.	\$25.25	\$1.31	\$37.59
Mt. Si Community Shuttle	45,639	2,812	9,556	0.21	3.40	1.73%	N.A.	\$15.81	\$3.31	\$53.72
Northwestern Trailways	879,275	19,255	63,958	0.07	3.32	84.81%	N.A.	\$26.41	\$1.92	\$87.71
Okanogan County Transportation and Nutrition	95,366	6,245	20,114	0.21	3.22	5.53%	N.A.	\$16.74	\$3.53	\$53.91
Olympic Bus Lines	243,146	8,522	9,644	0.04	1.13	60.50%	N.A.	\$39.46	\$1.57	\$44.65
Olympic Community Action Programs	33,004	1,067	8,232	0.25	7.72	N.A.	N.A.	\$19.98	\$4.98	\$154.14
People For People – Moses Lake	1,409,078	64,786	152,444	0.11	2.35	0.06%	71.36%	\$19.03	\$2.06	\$44.77
People For People – Yakima	341,895	18,183	55,653	0.16	3.06	0.12%	N.A.	\$22.23	\$3.62	\$68.04
Pierce County Community Services	75,449	2,264	4,346	0.06	1.92	N.A.	N.A.	\$89.05	\$5.13	\$170.94
Port Gamble S'Klallam Tribe	3,422	100	35	0.01	0.35	N.A.	N.A.	\$130.00	\$1.33	\$45.50
Pullman Senior Citizens Association	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable	3.91%	0.45%	data unavailable	data unavailable	data unavailable
Rural Resources Community Action	296,956	13,681	26,319	0.09	1.92	0.72%	N.A.	\$22.07	\$1.96	\$42.46
Samish Indian Nation	data unavailable	data unavailable	data unavailable	data unavailable	data unavailable	N.A.	N.A.	data unavailable	data unavailable	data unavailable
Senior Services of Seattle/King County	606,829	57,260	77,724	0.13	1.36	4.61%	74.46%	\$12.83	\$1.64	\$17.41
Senior Services of Snohomish County	207,120	12,337	19,869	0.10	1.61	1.08%	N.A.	\$23.42	\$2.25	\$37.71
Skamania County Public Transit	78,165	3,213	10,426	0.13	3.24	3.25%	N.A.	\$14.76	\$1.97	\$47.90
Skamania County Senior Services	209,516	10,244	15,892	0.08	1.55	1.03%	43.40%	\$20.25	\$1.54	\$31.42
Special Mobility Services, Inc	124,774	6,455	16,956	0.14	2.63	10.34%	N.A.	\$14.70	\$2.00	\$38.60
Squaxin Island Tribe	32,863	1,917	9,501	0.29	4.96	N.A.	N.A.	\$21.33	\$6.17	\$105.72
Thurston Regional Planning Council	393,898	13,690	58,952	0.15	4.31	N.A.	N.A.	\$13.73	\$2.06	\$59.14
Statewide Totals/Averages	7,850,262	423,622	1,511,258	0.19	3.57	11.76%	37.20%	\$11.60	\$2.23	\$41.37

¹Human Services Council provided both demand response and fixed route services in 2005. Revenue vehicle miles and revenue vehicle hours are unavailable for their fixed route services. The revenue vehicle miles and revenue vehicle hours are only associated with the 12,146 demand response passenger trips.

Appendix 4

Community Transportation Providers' Financial Statistics

2005 Revenues	Fare Revenue	Contract Revenue	Federal Operating	State Operating	Local Operating	Other Operating	Federal Capital	State Capital	Local Capital	Other Capital
Appointment Keepers Transportation Service	\$46,823.00	\$140,469.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$58,752.03	\$1,531.33	\$12,326.47
Career Path Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$27,498.96	\$0.00	\$6,874.74	\$0.00
Chelan-Douglas Developmental Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
COAST	\$3,000.00	\$0.00	\$142,595.00	\$131,406.00	\$5,000.00	\$649,988.00	\$0.00	\$0.00	\$0.00	\$0.00
Coastal Community Action Program	\$346.00	\$0.00	\$26,090.98	\$24,754.40	\$0.00	\$0.00	\$0.00	\$90,172.50	\$245.00	\$0.00
Columbia County Public Transportation	\$31,550.70	\$99,923.48	\$106,051.28	\$31,638.29	\$71,292.67	\$0.00	\$38,592.81	\$0.00	\$9,592.44	\$0.00
Colville Confederated Tribes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$36,267.20	\$0.00	\$0.00
Hopelink	\$148,001.00	\$3,327,210.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
HopeSource	\$5,000.00	\$0.00	\$0.00	\$225,000.00	\$190,000.00	\$0.00	\$38,000.00	\$26,599.45	\$11,228.85	\$0.00
Human Services Council	\$0.00	\$0.00	\$78,325.54	\$372,569.57	\$17,850.92	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
L.E.W.I.S. Mountain Highway Transit	\$13,759.50	\$0.00	\$95,468.61	\$129,618.61	\$4,232.03	\$43,965.00	\$0.00	\$0.00	\$0.00	\$0.00
Lower Columbia Community Action Council	\$7,870.64	\$0.00	\$0.00	\$192,257.04	\$0.00	\$0.00	\$0.00	\$77,006.40	\$19,251.60	\$0.00
Makah Public Transit	\$1,704.35	\$0.00	\$0.00	\$89,152.27	\$92,379.36	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Mt. Adams Transportation Service	\$22,195.43	\$0.00	\$281,081.41	\$164,533.38	\$219,449.69	\$0.00	\$70,081.54	\$1,592.00	\$17,923.39	\$0.00
Mt. Si Community Shuttle	\$2,618.35	\$0.00	\$0.00	\$120,077.94	\$26,592.21	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Northwestern Trailways	\$1,432,312.00	\$0.00	\$69,283.74	\$69,283.73	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Okanogan County Transportation and Nutrition	\$18,626.70	\$0.00	\$48,994.57	\$156,277.79	\$96,873.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Olympic Bus Lines	\$230,219.75	\$0.00	\$65,373.69	\$65,373.69	\$12,510.68	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Olympic Community Action Programs	\$0.00	\$0.00	\$88,854.87	\$19,117.09	\$56,492.58	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
People For People – Moses Lake	\$1,878.25	\$2,069,771.15	\$233,063.24	\$470,858.72	\$152,382.34	\$0.00	\$216,955.76	\$0.00	\$54,707.69	\$0.00
People For People – Yakima	\$1,531.24	\$0.00	\$352,626.02	\$732,292.63	\$145,967.35	\$0.00	\$87,113.44	\$3,600.00	\$23,340.74	\$0.00
Pierce County Community Services	\$0.00	\$0.00	\$4,521.45	\$327,194.53	\$55,298.62	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Port Gamble S'Klallam Tribe	\$0.00	\$0.00	\$0.00	\$0.00	\$4,550.00	\$0.00	\$0.00	\$64,000.00	\$2,728.00	\$0.00
Pullman Senior Citizens Association	\$4,320.00	\$500.00	\$0.00	\$54,393.91	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Rural Resources Community Action	\$4,185.70	\$0.00	\$39,293.92	\$397,011.62	\$140,469.11	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Samish Indian Nation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Senior Services of Seattle/King County	\$45,966.00	\$742,389.00	\$0.00	\$208,736.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Senior Services of Snohomish County	\$5,005.02	\$0.00	\$68,462.92	\$124,643.88	\$267,127.27	\$0.00	\$111,764.69	\$48,348.11	\$40,028.20	\$0.00
Skamania County Public Transit	\$5,003.04	\$0.00	\$0.00	\$147,346.95	\$0.00	\$1,565.06	\$0.00	\$0.00	\$0.00	\$0.00
Skamania County Senior Services	\$3,329.29	\$139,705.86	\$64,168.91	\$73,922.09	\$40,744.71	\$0.00	\$73,857.88	\$0.00	\$18,464.47	\$0.00
Special Mobility Services, Inc.	\$25,772.00	\$0.00	\$33,326.75	\$157,095.93	\$33,000.00	\$0.00	\$138,167.59	\$0.00	\$34,541.90	\$0.00
Squaxin Island Tribe	\$0.00	\$0.00	\$0.00	\$102,685.49	\$102,161.10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Thurston Regional Planning Council	\$0.00	\$0.00	\$165,321.71	\$0.00	\$609,505.29	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Statewide Revenue Totals	\$2,061,017.96	\$6,519,968.49	\$1,962,904.61	\$4,587,241.55	\$2,343,878.97	\$695,518.06	\$802,182.67	\$406,337.69	\$240,458.35	\$12,326.47

Appendix 5

Medicaid Transportation Brokers' Statewide Operations Summary

Transportation Type	Passenger Trips	Expenses	Average Cost Per Trip	Percent of Total Passenger Trips
Fixed Route – Transit (fare only) ¹	973,063	\$2,581,148.49	\$2.65	30.04%
Demand Response (ambulatory ²) – Community Transportation Provider	1,264,694	\$27,693,125.13	\$21.90	39.04%
Demand Response (non-ambulatory ³) – Community Transportation Provider	397,974	\$14,104,324.62	\$35.44	12.29%
Demand Response – Transit (fare only) ⁴	252,062	\$293,458.84	\$1.16	7.78%
Gas Voucher	260,932	\$1,247,191.20	\$4.78	8.05%
Mileage Reimbursement	26,590	\$212,508.76	\$7.99	0.82%
Volunteer – Agency	34,593	\$1,624,680.46	\$46.97	1.07%
Volunteer – Broker	20,118	\$779,808.74	\$38.76	0.62%
Airline	556	\$112,370.14	\$202.10	0.02%
Commercial Bus	165	\$5,654.40	\$34.27	0.01%
Train	151	\$4,258.70	\$28.20	< .01%
Ferry	8,383	\$51,417.83	\$6.13	0.26%
Foster Parent	111	\$251.09	\$2.26	< .01%
Ancillary	–	\$76,356.05		
Service Total	3,239,392	\$48,786,554.45	\$15.06	100%
Administrative Costs		\$8,255,307.83	\$2.55	
Subtotal		\$57,041,862.28	\$17.61	
Out of State	93	\$33,837.89	\$363.85	
Meals and Lodging – In State	22,253	\$830,358.37	\$37.31	
Meals and Lodging – Out of State	655	\$23,640.53	\$36.09	
Vehicle Modification/Lift	8	\$12,995.91	\$1,624.49	
Grand Total		\$57,942,694.98	\$17.89	

¹Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$4.89 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' fixed route services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

²Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on a wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

³Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

⁴Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

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

Appendix 6

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Fixed Route – Transit (fare only)¹				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	40,042	\$48,235	\$1.20
Region 2: Snohomish	Paratransit Services, Inc.	39,765	\$113,047	\$2.84
Region 3: King	Hopelink	304,046	\$786,157	\$2.59
Region 4: Pierce	Paratransit Services, Inc.	285,653	\$970,121	\$3.40
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	47,608	\$203,438	\$4.27
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	76,158	\$104,173	\$1.37
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	73,893	\$65,205	\$0.88
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	4,037	\$6,170	\$1.53
Region 9: Okanogan, Chelan, Douglas	Trancare	953	\$705	\$0.74
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	870	\$731	\$0.84
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	402	\$629	\$1.57
Region 12: Spokane County	Special Mobility Services, Inc.	99,636	\$282,536	\$2.84
Region 13: Whitman, Garfield, Asotin	COAST	0	N.A.	N.A.
Totals/Averages		973,063	\$2,581,147	\$2.65
2005 Demand Response (ambulatory²) – Community Transportation Provider				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	43,512	\$985,192	\$22.64
Region 2: Snohomish	Paratransit Services, Inc.	123,916	\$2,628,963	\$21.22
Region 3: King	Hopelink	555,408	\$10,383,354	\$18.70
Region 4: Pierce	Paratransit Services, Inc.	153,160	\$3,251,037	\$21.23
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	44,777	\$1,480,519	\$33.06
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	62,913	\$2,236,858	\$35.55
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	72,999	\$1,565,966	\$21.45
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	64,643	\$2,174,677	\$33.64
Region 9: Okanogan, Chelan, Douglas	Trancare	8,538	\$95,784	\$11.22
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	5,635	\$134,491	\$23.87
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	17,439	\$902,881	\$51.77
Region 12: Spokane County	Special Mobility Services, Inc.	94,661	\$1,555,049	\$16.43
Region 13: Whitman, Garfield, Asotin	COAST	17,093	\$298,345	\$17.45
Totals/Averages		1,264,694	\$27,693,116	\$21.90

¹Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$4.89 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' fixed route services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

²Ambulatory demand response services do not require vehicle with lifts. Passengers are able to walk and do not rely on a wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations.

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Demand Response (non-ambulatory³) – Community Transportation Provider				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	6,104	\$246,699	\$40.42
Region 2: Snohomish	Paratransit Services, Inc.	31,739	\$1,175,823	\$37.05
Region 3: King	Hopelink	162,314	\$5,186,028	\$31.95
Region 4: Pierce	Paratransit Services, Inc.	70,596	\$2,525,053	\$35.77
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	8,534	\$321,787	\$37.71
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	18,564	\$1,004,083	\$54.09
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	25,427	\$893,343	\$35.13
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	20,268	\$850,643	\$41.97
Region 9: Okanogan, Chelan, Douglas	Trancare	2,817	\$177,896	\$63.15
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	2,655	\$273,820	\$103.13
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	6,638	\$353,911	\$53.32
Region 12: Spokane County	Special Mobility Services, Inc.	40,212	\$1,040,807	\$25.88
Region 13: Whitman, Garfield, Asotin	COAST	2,106	\$54,432	\$25.85
Totals/Averages		397,974	\$14,104,325	\$35.44
2005 Demand Response – Transit (fare only)⁴				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	73,632	\$39,860	\$0.54
Region 2: Snohomish	Paratransit Services, Inc.	262	\$652	\$2.49
Region 3: King	Hopelink	992	\$17,539	\$17.68
Region 4: Pierce	Paratransit Services, Inc.	80,319	\$127,818	\$1.59
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	17,518	\$28,854	\$1.65
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	710	\$710	\$1.00
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	27,180	\$18,611	\$0.68
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	26,414	\$18,800	\$0.71
Region 9: Okanogan, Chelan, Douglas	Trancare	3,964	\$2,189	\$0.55
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	31	\$233	\$7.50
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	51	\$1,275	\$25.00
Region 12: Spokane County	Special Mobility Services, Inc.	20,034	\$35,488	\$1.77
Region 13: Whitman, Garfield, Asotin	COAST	955	\$1,432	\$1.50
Totals/Averages		252,062	\$293,461	\$1.16

³Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

⁴Expenses and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Gas Voucher				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	9,430	\$62,373	\$6.61
Region 2: Snohomish	Paratransit Services, Inc.	1,717	\$6,389	\$3.72
Region 3: King	Hopelink	152,648	\$381,752	\$2.50
Region 4: Pierce	Paratransit Services, Inc.	4,285	\$19,015	\$4.44
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	11,167	\$91,969	\$8.24
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	22,030	\$172,857	\$7.85
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	13,552	\$88,850	\$6.56
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	7,431	\$83,951	\$11.30
Region 9: Okanogan, Chelan, Douglas	Trancare	9,973	\$118,097	\$11.84
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	11,744	\$116,251	\$9.90
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	5,962	\$69,114	\$11.59
Region 12: Spokane County	Special Mobility Services, Inc.	10,959	\$36,288	\$3.31
Region 13: Whitman, Garfield, Asotin	COAST	34	\$285	\$8.39
Totals/Averages		260,932	\$1,247,191	\$4.78
2005 Mileage Reimbursement				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	677	\$3,824	\$5.65
Region 2: Snohomish	Paratransit Services, Inc.	5,586	\$25,862	\$4.63
Region 3: King	Hopelink	2,510	\$7,895	\$3.15
Region 4: Pierce	Paratransit Services, Inc.	2,533	\$11,658	\$4.60
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	1,171	\$10,583	\$9.04
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	4,978	\$43,118	\$8.66
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	44	\$1,422	\$32.32
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	3,395	\$42,839	\$12.62
Region 9: Okanogan, Chelan, Douglas	Trancare	0	N.A.	N.A.
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	8	\$394	\$49.24
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	616	\$6,924	\$11.24
Region 12: Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	5,072	\$57,990	\$11.43
Totals/Averages		26,590	\$212,509	\$7.99

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip	
2005 Volunteer – Agency					
Region 1:	Whatcom, Skagit, San Juan, Island	Northwest Regional Council	812	\$35,907	\$44.22
Region 2:	Snohomish	Paratransit Services, Inc.	2,618	\$91,777	\$35.06
Region 3:	King	Hopelink	939	\$5,628	\$5.99
Region 4:	Pierce	Paratransit Services, Inc.	230	\$11,658	\$50.69
Region 5:	Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	459	\$25,234	\$54.98
Region 6:	Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	8,676	\$658,218	\$75.87
Region 7:	Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	9,032	\$322,410	\$35.70
Region 8:	Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	4	\$22	\$5.60
Region 9:	Okanogan, Chelan, Douglas	Trancare	0	N.A.	N.A.
Region 10:	Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	8,309	\$330,441	\$39.77
Region 11:	Lincoln, Grant, Adams	Special Mobility Services, Inc.	1,102	\$96,965	\$87.99
Region 12:	Spokane County	Special Mobility Services, Inc.	1,639	\$44,978	\$27.44
Region 13:	Whitman, Garfield, Asotin	COAST	773	\$1,443	\$1.87
Totals/Averages			34,593	\$1,624,681	\$46.97
2005 Volunteer – Broker					
Region 1:	Whatcom, Skagit, San Juan, Island	Northwest Regional Council	0	N.A.	N.A.
Region 2:	Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3:	King	Hopelink	0	N.A.	N.A.
Region 4:	Pierce	Paratransit Services, Inc.	0	N.A.	N.A.
Region 5:	Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6:	Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 7:	Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	0	N.A.	N.A.
Region 8:	Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	3,095	\$203,743	65.83
Region 9:	Okanogan, Chelan, Douglas	Trancare	15,166	\$541,165	35.68
Region 10:	Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 11:	Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12:	Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13:	Whitman, Garfield, Asotin	COAST	1,857	\$34,901	\$18.79
Totals/Averages			20,118	\$779,809	\$38.76

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Airline				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	4	\$860	\$215.00
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	1	\$222	\$222.00
Region 4: Pierce	Paratransit Services, Inc.	0	N.A.	N.A.
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	0	N.A.	N.A.
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	1	\$190	\$190.00
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	69	\$12,455	\$180.51
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	2	\$494	\$247.00
Region 12: Spokane County	Special Mobility Services, Inc.	284	\$55,101	\$194.02
Region 13: Whitman, Garfield, Asotin	COAST	195	\$43,048	\$220.76
Totals/Averages		556	\$112,370	\$202.10
2005 Commercial Bus				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	6	\$107	\$17.83
Region 2: Snohomish	Paratransit Services, Inc.	9	\$232	\$25.78
Region 3: King	Hopelink	19	\$666	\$35.05
Region 4: Pierce	Paratransit Services, Inc.	0	N.A.	N.A.
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	19	\$519	\$27.32
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	12	\$337	\$28.08
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	9	\$337	\$37.44
Region 9: Okanogan, Chelan, Douglas	Trancare	30	\$772	\$25.73
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	4	\$174	\$43.50
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	6	\$150	\$25.00
Region 12: Spokane County	Special Mobility Services, Inc.	48	\$2,304	\$48.00
Region 13: Whitman, Garfield, Asotin	COAST	3	\$57	\$19.00
Totals/Averages		165	\$5,655	\$34.27

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Train				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	0	N.A.	N.A.
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	2	\$30	\$15.00
Region 4: Pierce	Paratransit Services, Inc.	0	N.A.	N.A.
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	2	\$49	\$24.50
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	102	\$4,065	\$39.85
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	1	27	\$27.00
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	44	\$88	\$2.00
Totals/Averages		151	\$4,259	\$28.21
2005 Ferry				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	1,902	\$17,452	\$9.18
Region 2: Snohomish	Paratransit Services, Inc.	2	\$16	\$8.00
Region 3: King	Hopelink	136	\$1,534	\$11.28
Region 4: Pierce	Paratransit Services, Inc.	2	\$5	\$2.50
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	6,195	\$31,598	\$5.10
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	106	\$733	\$6.92
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	0	N.A.	N.A.
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	0	N.A.	N.A.
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	40	\$80	\$2.00
Totals/Averages		8,383	\$51,418	\$6.13

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Trips	Expenses	Cost Per Trip
2005 Foster Parent				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	2	\$33	\$16.50
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	0	N.A.	N.A.
Region 4: Pierce	Paratransit Services, Inc.	0	N.A.	N.A.
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	0	N.A.	N.A.
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	0	N.A.	N.A.
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	109	\$218	\$2.00
Totals/Averages		111	\$251	\$2.26
2005 Ancillary				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	N.A.	\$85	N.A.
Region 2: Snohomish	Paratransit Services, Inc.	N.A.	\$0	N.A.
Region 3: King	Hopelink	N.A.	\$74,513	N.A.
Region 4: Pierce	Paratransit Services, Inc.	N.A.	\$0	N.A.
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	N.A.	\$0	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	N.A.	\$0	N.A.
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	N.A.	\$0	N.A.
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	N.A.	\$0	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	N.A.	\$555	N.A.
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	N.A.	\$7	N.A.
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	N.A.	\$0	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	N.A.	\$917	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	N.A.	\$280	N.A.
Totals/Averages		N.A.	\$76,357	N.A.

Medicaid Transportation Brokers' Regional Operating Statistics

			Passenger Trips	Expenses	Cost Per Trip
2005 Total Service Costs					
Region 1:	Whatcom, Skagit, San Juan, Island	Northwest Regional Council	176,123	\$1,440,627	\$8.18
Region 2:	Snohomish	Paratransit Services, Inc.	205,614	\$4,042,760	\$19.66
Region 3:	King	Hopelink	1,179,015	\$16,845,318	\$14.29
Region 4:	Pierce	Paratransit Services, Inc.	596,778	\$6,916,364	\$11.59
Region 5:	Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	137,450	\$2,194,551	\$15.97
Region 6:	Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	194,135	\$4,220,750	\$21.74
Region 7:	Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	222,241	\$2,960,210	\$13.32
Region 8:	Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	129,296	\$3,381,183	\$26.15
Region 9:	Okanogan, Chelan, Douglas	Trancare	41,443	\$937,379	\$22.62
Region 10:	Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	29,325	\$868,996	\$29.63
Region 11:	Lincoln, Grant, Adams	Special Mobility Services, Inc.	32,218	\$1,432,343	\$44.46
Region 12:	Spokane County	Special Mobility Services, Inc.	267,473	\$3,053,467	\$11.42
Region 13:	Whitman, Garfield, Asotin	COAST	28,281	\$492,606	\$17.42
Totals/Averages			3,239,392	\$48,786,554	\$15.06
2005 Administrative Costs					
Region 1:	Whatcom, Skagit, San Juan, Island	Northwest Regional Council	N.A.	\$448,791	\$2.55
Region 2:	Snohomish	Paratransit Services, Inc.	N.A.	\$428,496	\$2.08
Region 3:	King	Hopelink	N.A.	\$2,990,400	\$2.54
Region 4:	Pierce	Paratransit Services, Inc.	N.A.	\$1,057,320	\$1.77
Region 5:	Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	N.A.	\$467,472	\$3.40
Region 6:	Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	N.A.	\$504,000	\$2.60
Region 7:	Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	N.A.	\$699,372	\$3.15
Region 8:	Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	N.A.	\$561,588	\$4.34
Region 9:	Okanogan, Chelan, Douglas	Trancare	N.A.	\$242,736	\$5.86
Region 10:	Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	N.A.	\$94,776	\$3.23
Region 11:	Lincoln, Grant, Adams	Special Mobility Services, Inc.	N.A.	\$108,336	\$3.36
Region 12:	Spokane County	Special Mobility Services, Inc.	N.A.	\$544,920	\$2.04
Region 13:	Whitman, Garfield, Asotin	COAST	N.A.	\$107,100	\$3.79
Totals/Averages			N.A.	\$8,255,307	\$2.55

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Events	Expenses	Cost Per Event
2005 Out of State				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	6	\$3,034	\$505.67
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	6	\$1,616	\$269.33
Region 4: Pierce	Paratransit Services, Inc.	49	\$9,436	\$192.57
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	3	\$1,349	\$449.67
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	4	\$1,945	\$486.25
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	1	\$5,536	\$5,536
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	2	\$247	\$123.50
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	4	\$3,535	\$883.75
Region 12: Spokane County	Special Mobility Services, Inc.	18	\$7,139	\$396.61
Region 13: Whitman, Garfield, Asotin	COAST	0	N.A.	N.A.
Totals/Averages		93	\$33,837	\$363.84
2005 Meals and Lodging – In state				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	1,396	\$76,086	\$54.50
Region 2: Snohomish	Paratransit Services, Inc.	468	\$28,987	\$61.94
Region 3: King	Hopelink	1,531	\$56,253	\$36.74
Region 4: Pierce	Paratransit Services, Inc.	1,082	\$55,619	\$51.40
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	1,561	\$46,619	\$29.86
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	1,131	\$37,020	\$32.73
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	975	\$59,582	\$61.11
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	5,467	\$180,380	\$32.99
Region 9: Okanogan, Chelan, Douglas	Trancare	2,277	\$82,623	\$36.29
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	506	\$20,771	\$41.05
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	2,327	\$47,463	\$20.40
Region 12: Spokane County	Special Mobility Services, Inc.	1,787	\$92,795	\$51.93
Region 13: Whitman, Garfield, Asotin	COAST	1,745	\$46,161	\$26.45
Totals/Averages		22,253	\$830,359	\$37.31

Medicaid Transportation Brokers' Regional Operating Statistics

		Passenger Events	Expenses	Cost Per Event
2005 Meals and Lodging – Out of State				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	33	\$2,057	\$62.33
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	72	\$1,232	\$17.11
Region 4: Pierce	Paratransit Services, Inc.	139	\$1,175	\$8.45
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	142	\$10,771	\$75.85
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	235	\$5,314	\$22.61
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	16	\$570	\$35.63
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	2	\$130	\$65.00
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	16	\$2,393	\$149.56
Region 13: Whitman, Garfield, Asotin	COAST	0	N.A.	N.A.
Totals/Averages		655	\$23,642	\$36.09
2005 Vehicle Modification/Lift				
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council	0	N.A.	N.A.
Region 2: Snohomish	Paratransit Services, Inc.	0	N.A.	N.A.
Region 3: King	Hopelink	1	\$5,429	\$5,429
Region 4: Pierce	Paratransit Services, Inc.	4	\$4,596	\$1,149.00
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.	0	N.A.	N.A.
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.	3	\$2,971	\$990
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council	0	N.A.	N.A.
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People	0	N.A.	N.A.
Region 9: Okanogan, Chelan, Douglas	Trancare	0	N.A.	N.A.
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 12: Spokane County	Special Mobility Services, Inc.	0	N.A.	N.A.
Region 13: Whitman, Garfield, Asotin	COAST	0	N.A.	N.A.
Totals/Averages		8	\$12,996	\$1,624.55

Medicaid Transportation Brokers' Regional Operating Statistics

			Passenger Trips	Expenses	Cost Per Trip
2005 Grand Total					
Region 1: Whatcom, Skagit, San Juan, Island	Northwest Regional Council		176,123	\$1,970,595	\$11.19
Region 2: Snohomish	Paratransit Services, Inc.		205,614	\$4,500,243	\$21.89
Region 3: King	Hopelink		1,179,015	\$19,900,247	\$16.88
Region 4: Pierce	Paratransit Services, Inc.		596,778	\$8,044,510	\$13.48
Region 5: Clallam, Jefferson, Kitsap, North Mason	Paratransit Services, Inc.		137,450	\$2,708,642	\$19.71
Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason	Paratransit Services, Inc.		194,135	\$4,776,861	\$24.60
Region 7: Wahkiakum, Cowlitz, Skamania, Clark, Klickitat	Human Services Council		222,241	\$3,726,423	\$16.77
Region 8: Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia	People For People		129,296	\$4,123,151	\$31.89
Region 9: Okanogan, Chelan, Douglas	Trancare		41,443	\$1,268,844	\$30.62
Region 10: Ferry, Stevens, Pend Oreille	Special Mobility Services, Inc.		29,325	\$984,920	\$33.58
Region 11: Lincoln, Grant, Adams	Special Mobility Services, Inc.		32,218	\$1,591,677	\$49.40
Region 12: Spokane County	Special Mobility Services, Inc.		267,473	\$3,700,714	\$13.83
Region 13: Whitman, Garfield, Asotin	COAST		28,281	\$645,867	\$22.84
Totals/Averages			3,239,392	\$57,942,694	\$17.89

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

