Attachment C

INVENTORY OF SPECIAL NEEDS TRANSPORTATION SERVICES AND PROGRAMS

The following table, which is not exhaustive, lists various state, regional, and local organizations that support special needs transportation coordination. Where possible, contact information is provided since published material may not remain current.

For further information, updating information, or to assist in providing relevant information, PSRC’s Information Center is a clearinghouse for central Puget Sound regional data and has publications on population, housing, economy, and transportation—it is open to the public. Please contact the center for assistance as needed.

PSRC Information Center
info@psrc.org
206-464-7532
FAX: 206-587-4825
TTY Relay 711

<table>
<thead>
<tr>
<th>Organization</th>
<th>Supporting Statements or Links to Agency Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Council on Coordinated Transportation (ACCT)</td>
<td>In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. <a href="http://www.wsdot.wa.gov/acct/default.htm">http://www.wsdot.wa.gov/acct/default.htm</a></td>
</tr>
<tr>
<td>Health Care Authority</td>
<td>As the state Medicaid agency in Washington, the Health Care Authority (HCA) ensures the provision of necessary medical transportation in accordance with federal regulations. HCA provides this Medicaid benefit (non-emergency medical transportation or NEMT) through contracts with two regional transportation borkers. <a href="http://www.hca.wa.gov/medicaid/transportation/Pages/index.aspx">http://www.hca.wa.gov/medicaid/transportation/Pages/index.aspx</a></td>
</tr>
</tbody>
</table>
| Office of the Superintendent of Public Instruction (OSPI) | OSPI Values and Beliefs:
4. OSPI works in partnership with students, families, community members, business leaders, educators, and policy makers
Objective 1.5 Ensure that all schools implement a plan for continuous improvement that involves a whole community collaborative effort and results in increased student achievement.
Objective 3.3 Ensure that students have access to social and health services that reduce barriers to learning [http://www.k12.wa.us/](http://www.k12.wa.us/) |
| Northwest Educational Service District—includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish and Whatcom counties | [http://www nwesd.org nwesd site default asp](http://www.nwesd.org/nwesd/site/default.asp) |
| Puget Sound Educational Services District (PSESD)—includes 35 school districts and more than 200 private schools in King and Pierce counties plus Bainbridge Island 2008–2009 Ends Report | Improve Student Learning
Create and support high quality programs for:
Increase Leadership Capacity
Improve Safety, Civility & Support in Learning Environments
Increase Economic Efficiencies & Resources
<table>
<thead>
<tr>
<th>Puget Sound Regional Council Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) for the central Puget Sound region</th>
</tr>
</thead>
</table>
| **VISION 2040 Transportation Multicounty Planning Policies:**  
  MPP-T-22 Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.  
  MPP-T-25 Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young, and low-income populations.  

VISION 2040 [http://www.psrc.org/growth/vision2040](http://www.psrc.org/growth/vision2040)  
Transportation 2040 [http://www.psrc.org/transportation/t2040](http://www.psrc.org/transportation/t2040)  
Special Needs Transportation Program [http://www.psrc.org/transportation/special-needs](http://www.psrc.org/transportation/special-needs)  

Puget Sound Regional Council  
1011 Western Avenue, Suite 500  
Seattle, WA 98104-1035  
Reception: 206-464-7090  
FAX: 206-587-4825 TTY Relay 711  

<table>
<thead>
<tr>
<th>Local Information</th>
</tr>
</thead>
</table>
| **Cities**  
PSRC city members are numerous, so each city plan is not cited here. If you cannot locate city plans directly, or need assistance with any city plans, please contact the PSRC Information Center at:  
Puget Sound Regional Council  
1011 Western Avenue, Suite 500 Seattle, WA 98104-1035  
Reception: 206-464-7090  
FAX: 206-587-4825 TTY Relay 711  

King County  
Kitsap County  
Pierce County  
[http://www.co.pierce.wa.us/pc/](http://www.co.pierce.wa.us/pc/)  
Snohomish County  
[http://www1.co.snohomish.wa.us/](http://www1.co.snohomish.wa.us/)  

| **Counties**  
Kitsap County  
Pierce County  
[http://www.co.pierce.wa.us/pc/](http://www.co.pierce.wa.us/pc/)  
Snohomish County  
[http://www1.co.snohomish.wa.us/](http://www1.co.snohomish.wa.us/)  

| **Public Transportation Providers in central Puget Sound region:**  
Everett Transit  
[http://www.ci.everett.wa.us](http://www.ci.everett.wa.us)  
Community Transit (Snohomish County)  
King County Metro  
Kitsap Transit  
Pierce Transit  
City of Seattle  
Sound Transit  
Washington State Department of Transportation  
Local Coordinating Coalitions

King County
David Hull, Accessible Services Supervisor
King County Metro Transit
821 Second Ave. Seattle, WA 98104-1598
Tel: 206-205-6577 Fax: 206-205-6490
E-mail: david.hull@kingcounty.gov

King County Mobility Coalition
Jon Morrison Winters, Mobility Manager
Hopelink 14812 Main St. Bellevue, WA 98007
Tel: 425-943-6769 Fax: 425-644-9956
E-mail: JWinters@hope-link.org

Web: http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html

Kitsap County
Steve Womble
Kitsap Transit
ACCESS Service Coordinator
Tel: Work: 360-824-4927 Cell: 360-340-2710
E-mail: SteveW@KitsapTransit.com

Kitsap Information Referral Network (KIRN)
Jessica Lanzarotta
Crisis Clinic of the Peninsulas & Peninsulas 2-1-1
Tel: (360) 415-5816
E-mail: JessicaL@kmhs.org

Pierce County
Tim Renfro
Pierce Transit
3701 96th St. SW
Tacoma, WA 98449-0070
253.984.8216 or TDD 253.582.7951
E-mail: trenfro@piercetransit.org

Pierce County Coordinated Transportation Coalition (PCCTC)
Jerri Kelly, Transportation Program Specialist
Pierce County Community Connections
1305 Tacoma Ave, Suite 104 Tacoma, WA 98402
Tel: (253) 798-4465
E-mail: jkelly4@co.pierce.wa.us

Snohomish County
Sri Rome
Community Transit
Address 7100 Hardeson Rd, Everett, WA 98203
Tel: 425-348-2379
Email sri.rome@commtrans.org

Snohomish County Transportation Coordination Coalition (SNOTRAC)
SNOTRAC Mobility Manager
Senior Services of Snohomish County
11323 Commando Road, Suite 215
Everett, WA 98204 Tel: 425-265-2227 Fax: 425-353-1212
Web: http://www.sssc.org/snotrac.htm
The following inventory of services, programs, and resources is for the central Puget Sound region. Every attempt to update and include relevant information was made; still there may be omissions. For more information please refer to the contact information listed above, especially since printed information may not necessarily remain current.

Transportation Programs & Services

A wide-range of options—from service to information to programs—must be provided to ensure transportation is coordinated at the local, regional, and state levels. The central Puget Sound region offers a wide-range of services provided by public, non-profit, and private transportation operators.

Fixed-Route Service

Fixed-route is service provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pickup and deliver passengers to specific locations; each fixed route trip serves the same origins and destinations. Service includes: bus transit, passenger rail, and ferry.

Central Puget Sound public transportation providers are: Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, the City of Seattle, and Sound Transit (bus and passenger rail). Ferry services are provided by Kitsap Transit, King County, Pierce County, and WSDOT (Washington State Ferries). These systems are accessible and the fleet have wheelchair lifts and ramps. Transit agencies external to the region also operate services into central Puget Sound region, these include Skagit and Intercity Transit agencies.

Demand Response Service

Demand response service is a transit mode of passenger cars, vans, or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. This service includes ADA paratransit, curb-to-curb, door-to-door, door-through-door, or shared rides depending on the needs of the individual and what the provider offers.

ADA Paratransit

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability—note this requirement does not apply to commuter bus, commuter rail, or intercity rail services. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare. Each transit agency provides this type of service but there are some differences.

**Everett Transit:**

Everett Para Transit is a pre-scheduled bus service that provides curb-to-curb service for people who are unable to use an Everett Transit fixed route bus due to a medical condition or disability. To qualify for service one must meet one of the conditions established by the Americans with Disabilities Act (ADA) and have no other means of transportation. A person is eligible for all or some of your trips on Everett Para Transit if he or she meets the following conditions: 1. Unable to get on, ride, or get off an accessible transit bus by yourself. 2. Unable to get on a transit bus because it does not have a lift. (All Everett Transit buses are equipped with lifts.) 3. Unable to travel to or from a bus stop or find your way around the transit system by yourself because of a physical or cognitive functional disability. Everett residents age 65 and over are also eligible. Everett Para Transit buses operate the same days and hours as Everett Transit fixed-route buses. An application is required and can be requested by calling 425-257-8801 or by going to http://www.ci.everett.wa.us/default.aspx?ID=300

**Community Transit:**

Dial-A-Ride Transportation (DART) is a paratransit service that provides shared-ride transportation for people whose disability or condition prevents them from using Community Transit regular route buses. DART paratransit service can take a qualified customer to locations within 3/4 of a mile of a Community Transit local, non-commuter bus route, during the hours that the bus route runs in that area. A DART trip will take about as long as that bus ride. For more information on DART, operated by Senior Services of Snohomish County, visit www.dialaride.org or www.commtrans.org or call to request an application (425) 347-5912.
King County Metro:

Metro’s Access Transportation service is available for persons with disabilities who are unable to use the regular fixed route bus system or light rail due to their disability. It provides next-day shared rides within ¾ of a mile on either side of non-commuter fixed route bus service during the time and on the days those routes are operating. In addition, some service is provided in Eastern King County and other rural parts of the county not served by buses. Access Transportation service uses contractors to provide shared ride van transportation within most of King County. More information: http://metro.kingcounty.gov/tops/accessible/accesssvan.html Contact: 206-205-5000 (TTY Relay: 711) or 1-866-205-5001

Kitsap Transit:

ACCESS Service provides door-to-door or curb-to-curb transportation to the elderly and disabled unable to use the fixed route transit system to doctor’s appointments, shopping, visiting friends, or any other destination within Kitsap County. To schedule rides on Kitsap Transit ACCESS, one must first complete an eligibility application. Rides must be reserved at least one day in advance of your trip and transportation on ACCESS is shared with others in Kitsap County. Seats are limited certain times of the day, so call up to seven days ahead if possible. For more information http://www.kitsaptransit.org/AccessHome/AccessMainPage.html

Pierce Transit:

SHUTTLE is a shared-ride service for people who, because of their disability, are unable to ride a regular Pierce Transit bus. It provides door-to-door service, or, in some instances, transportation to Transit Centers to connect with regular bus service and operates oversized vans, all of which are wheelchair accessible. To qualify for SHUTTLE service one must meet one of the following conditions, as set by the federal Americans with Disabilities Act: Functionally unable to get on or off a transit bus, even with use of a wheelchair lift; physically unable to get to or from a regular Pierce Transit bus stop; unable to understand and follow transit directions or understand information signs for reasons other than language. To become eligible, one must complete a certification process. Contact Pierce Transit SHUTTLE Eligibility Phone 253.984.8216 or http://www.piercetransit.org/shuttle.htm

Sound Transit:

ADA Paratransit service is available for persons with disabilities who are unable to use the light rail due to their disability. The trips must have both a start and end within ¾ mile of the Central Link alignment. It provides next-day shared rides service during the time and on the days Link operates. The service is provided for Sound Transit riders by Access Transportation service. More information: http://metro.kingcounty.gov/tops/accessible/accesssvan.html Contact: 206-205-5000 (TTY Relay: 711) or 1-866-205-5001

Tribal Transportation

Muckleshoot Senior Service Program – Muckleshoot Indian Tribe

The Muckleshoot Senior Service Program provides a variety of services in support of tribal members and community elders 50 years old and older as well as elders with disabilities. Offered services include congregate and home delivered meals, food voucher assistance, chore services, recreational and cultural activities, senior trips and outings, medical transportation, health care visits, family support, caregiver support services, respite care for caregivers, and information and referral services. More information: http://www.muckleshoot.nsn.us/services/human-services/senior-services-program.aspx

Puyallup Tribe of Indians

The Puyallup Tribe of Indian provides a variety of human service transportation resources for tribal members including, Caregiver Support Assistance, Medical Emergency Travel Assistance, and Childcare Assistance Program. More information: http://www.puyallup-tribe.com/services/

Stillaguamish Tribe Transit Services – Stillaguamish Tribe of Indians

The Stillaguamish Tribe Transit Services (STTS) provides Demand-Response service to a variety of native and non-native individuals who need to travel to native businesses and facilities, or to other service facilities in the northern Snohomish County Stillaguamish Tribal area. STTS connects people to healthcare, shopping, employment, family and friends, and cultural and social activities. STTS provides safe and reliable mobility which allows individuals access to needed services and the opportunity to be involved in the community. Service is offered Monday through Friday from 6:00 am to 5:00 pm. The service is open to the general public. STTS operates an accessible fleet of 12 vehicles, which includes 5 hybrids. Please call 360-652-7362 Ex 249

Tulalip Transit Program – Tulalip Tribes

Tulalip Transit has received funding from The Federal Transit Administration Tribal Transit Program for FY 2009-2013 for operations. Tulalip also received ARRA funding for the purchase of two capitol bus purchases. Tulalip began participating in SNOTRAC Steering Committee in 2011. Tulalip Transit currently operates two fixed deviated routes entirely within the Tulalip Indian Reservation. Transit service accesses key housing, shopping, employment, and service centers. Please call 360-716-4206.

Also please see the transit agency links above for more information, since printed information may not remain current.

Deviated Fixed Route Service

Deviated fixed-route is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area.

The transit agencies listed above provide such services and some are described below. Human service and private transportation providers are also listed.
**Beyond the Borders—Pierce County**

The purpose of the PCCTC Beyond the Borders project is to serve the South and East Pierce County area that is outside of the Pierce Transit Service area. The primary focus of the project is to provide people with special transportation needs access to lifeline services such as dialysis as well as work and work-related activities.

**Dial-A-Ride Transit (DART)—King County**

DART (Dial-a-Ride Transit) is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area. DART service is available to everyone. Metro purchases DART services from private contractors. More information: [http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html](http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html) Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

DART routes 914 and 916 (originally called the Shopper Shuttle), provide a free circulating shuttle that travels in several loops to reach the Kent's many shopping areas, banks, medical facilities, and senior housing. Like other DART routes, the Circulating Shuttle can leave its route to pickup and drop off passengers in a defined service area. The Shuttle operates Monday through Saturday from 9am – 5pm, and is a joint effort of King County Metro Transit, the City of Kent and Hopelink. More information: [http://www.ci.kent.wa.us/transportation/index.aspx?id=2970](http://www.ci.kent.wa.us/transportation/index.aspx?id=2970) Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

The King County Water Taxi offers service between Seacrest Park in West Seattle and Pier 50 on the downtown Seattle waterfront. Crossing time is about 10 minutes. Two free Metro DART shuttles operate between local neighborhoods and the Water Taxi. Route 773 serves West Seattle Junction. Route 775 serves the Admiral District and Aiki Avenue SW. You can find schedules for both of these routes on Metro Online by entering the route numbers under "Get a Timetable." More Information: [http://www.kingcounty.gov/transportation/kdot/WaterTaxi/WestSeattleRoute.aspx](http://www.kingcounty.gov/transportation/kdot/WaterTaxi/WestSeattleRoute.aspx)

**Dial-A-Ride—Kitsap Transit**

Kitsap Transit ACCESS provides limited ADA service in the rural areas of Kitsap County. While providing the ADA service in the rural areas, ACCESS also provides general public Dial-A-Ride service between the hours of 10 am and 3 pm, Monday through Friday.

**Harborview Medical Center and Hopelink—King County**

Harborview Medical Center (the largest medical facility in King County) and Hopelink implemented a successful coordination project that begin with the transport of Medicaid eligible patients and grew to Hopelink brokering non-Medicaid patient transportation, package deliver, and staff transportation. Brokering service is provided 24/7. Monday though Friday two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink’s Bellevue facility. Off-hours and week-end service is provide at Hopelink’s Brokerage Service Center located in Bellevue.

**Hopelink — Medicaid Transportation in King and Snohomish Counties**

The HCA Medicaid Transportation Brokerage structure has created the one transportation system the covers the entire state. The broker acts as an administrator and is responsible for all aspects of a ride including: screening for eligibility, reservations and scheduling, billing and record keeping, quality assurance, and subcontractor procurement and management. Hopelink serves as the transportation broker for King County and Snohomish Counties. The Medicaid brokerage has served as the foundation on which the brokers have been able to expand brokering opportunities in their communities. Numerous organizations have elected to contract with the brokers rather than duplicate, within their own operations, the administrative and management structure the broker provides.

Contact: 1-855-766-7433

**King County Community Transportation (KCCT)—King County**

Paratransit provides eligible customers with paratransit services not mandated by the Americans with Disability Act (ADA) program. KCCT offers door-to-door, hand-to-hand, and subscription services. With door-to-door service the driver meets the customer at their door, and walks with them to the paratransit vehicle and then to the door of their destination. Hand-to-hand service goes one step further: the driver meets the customer and caregiver at their door, walks with them to the paratransit vehicle and then to the door of their destination, and hands the customer off to their caregiver. Subscription service, also called standing rides, is a service for customers who go to the same place at the same time on the same days. These rides are booked automatically; the customer only needs to cancel rides that will not be taken. KCCT also serves customers needing transportation in eastern King County and pockets of rural King County not served by buses.


**Mercy Transportation – Snohomish, King, Skagit and Whatcom Counties**

Mercy Transportation is private company providing non-emergency medical and special-needs transportation throughout Snohomish, King, Skagit, Whatcom and Island Counties, both wheelchair and ambulatory. They are committed to providing safe, timely transportation for those who do not qualify for public transportation or who live outside the ADA corridors. Mercy is a long-time member of the SNOTRAC Steering Committee. Contact: (425) 347-4700 or mercytransportation.net.

**Northshore Senior Center Transportation Program**

The Northshore Senior Center operates 16 lift-equipped minibuses, which transport people with special needs living in rural, outlying areas of Snohomish County and North King County to senior centers, adult day health programs, medical appointments, and essential shopping in both counties. The transportation program helps people who are not served by other providers and facilitates access to destinations across county lines that these riders otherwise would not be able to access. Partners include King County Metro; Hopelink; Puget Sound Regional Council; the Cities of Bothell, Kenmore, Kirkland, and Woodinville; and the State of Washington. More information: [http://www.northshoreseniorcenter.org/programs/services/transportation/overview.aspx](http://www.northshoreseniorcenter.org/programs/services/transportation/overview.aspx)

Contact: 425-286-1026
Shared Ride

**CAT Vanworks**
See CAT Vanworks under Program Transportation

**RideShare OnLine—Washington State/King County**
“RideShare” matches people who have a similar commuter or special event trip and schedule so people can get together and carpool, vanpool or use a Metro VanShare connector van. King County Metro uses RideshareOnline.com to do this matching and provides a free list of interested people in the requested area. King County Metro has purchased the rights to use this system statewide. More information: [http://www.rideshareonline.com](http://www.rideshareonline.com)

**Special Needs Van Pool Program—Pierce County**
The Puget Sound Educational Service District WorkFirst Van program is designed to benefit WorkFirst clients who receive transportation funds to get to their job or training site. For rural clients or clients who require transportation outside of public service hours, WorkFirst dollars are insufficient to pay for employment or training transportation for a full month. This program provides continuous and dependable transportation to clients who exceed their maximum transportation allowance, to help them keep their jobs and continue on their path toward self-sufficiency. The program is unique in that it is not only provides transportation to WorkFirst participants but also training WorkFirst participants to become drivers.

**Stilly Crews Line – Snohomish County**
The vanpool program called “Stilly Crews Line” offers Tribal employees a way to get to work in a cost effective manner. The program was started in 2009 with the aid of a 2008 Tribal Transit Program award through the Federal Transit Administration. All Tribal employees are eligible for the program. A Rideshare or vanpool group is a group of 2-8 commuters who ride to work together in a vehicle provided by the Stillaguamish Tribe. Rideshare groups generally follow a set schedule and route, but unlike a bus, these are
set by the riders themselves. Rideshare participants make only a month to month commitment. Eligible drivers are required to provide current driver’s abstracts and meet minimum driving qualifications to be eligible to operate a Tribal Rideshare vehicle. The fees are discounted and based on the daily round trip mileage per month and paid through automatic payroll deduction. The Tribe provides the vehicle, gas and maintenance. Rideshare is one of the most cost-effective, flexible and convenient commuting alternatives to driving to work alone. The Program has 17 vehicles which includes 12 alternative fueled vehicles; 10 hybrids and 2 clean diesels. A Rideshare Coordinator oversees the program. The Rideshare Coordinator also works with Tribal members, descendants, Tribal clients and Tribal employees who want or need help to determine efficient transportation strategies and education to access public, private or Tribal transportation services. Please call 360-652-7302 Ex 249.

Vanpool — Snohomish County
Community Transit vanpools must begin or end in Snohomish County. Vanpool coordinators provide support for group formation, driver orientation, vehicle maintenance, and river recruitment. Call 425-353-RIDE (7433) for more information. A vanpool is a group of 5-15 commuters who ride to work together in a van provided by Community Transit. Vanpools generally follow a set schedule and route, but unlike a bus, these are set by the riders themselves. Fares are based on the size of the van and the daily round-trip mileage. Fares cover all gas, maintenance and insurance. 425-353-RIDE(7433)

VanGo—Snohomish County
Community Transit, serving parts of Snohomish County, has donated surplus vans to community agencies for years. The application form asks applicants how they would plan to coordinate use of the van for community purposes. This is one way SNOTRAC is increasing their pool of available transportation resources to coordinate with throughout the county. (SNOTRAC stands for Snohomish County Transportation Coalition and is a partnership of transit, human service providers and schools working together to coordinate and maximize transportation resources.

VanPool—King County
Metro’s program provides the van and everything else for successful ridesharing: rider support services, maintenance, insurance, fuel, tires, and training. Groups of five to 15 people all over the Puget Sound region are choosing to vanpool.

VanShare—King County
Metro’s program bridges the gap between public transportation and a rider’s final destination. Like VanPool, groups of five or more commuters use a King County-provided van to get from public transit to their final destination. See Community Access Transportation under Program Transportation

VanLInk—Kitsap County
VanLink is a transportation alternative for Kitsap County low income and disabled residents. The VanLink program is designed to provide low income and disabled Kitsap County residents with vans for transportation. VanLink offers a comprehensive van pooling program that includes rider support services, vehicle maintenance, insurance, and driver orientation. This effort is underwritten by the Kitsap Transit District. SCOOT cars are available free during the weekday business hours to Smart Commuters who work in the Bremerton Central Business District. SCOOT cars can be used to go to lunch, doctors appointments, or for other personal errands. Reservations are made over the internet. Kitsap currently has eight hybrid vehicles for this program.

Wheelchair Accessible Taxicab Services—King County
In close partnership with King County Metro Transit, the Seattle regional office of ZipCar operates a fleet of more than 400 vehicles in more than a dozen neighborhoods in Seattle, Bellevue, Redmond, and Pierce County. ZipCar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one—without the cost and hassles of ownership. King County’s Jobs Access Program has contracted with Mobility, Inc. (ZipCar) to provide access to their car sharing program for low-income populations in King County and Seattle Housing Authority sites, as well as, with other social service and employment agencies.
Student Transportation

Since schools are required to pay for the transportation of students outside a one-mile radius of the school, many districts are no longer transporting their regular education students who live within the one mile radius. This has created safety concerns in particular for families who live in rural areas where there may not be sidewalks or other pathways to the school.

Contact: e-mail Mike Shahan at Mshahan@psesd.org.

McKinney-Vento Homeless Student Transportation

The McKinney-Vento Homeless Education Assistance Act (2001) requires school districts to provide transportation to homeless students wishing to remain in their school of origin. In collaboration with the PCCTC, Puget Sound Educational Service District (PSESD) is facilitating a voluntary partnership between King and Pierce school districts and the Medicaid transportation brokers—Hopelink and Paratransit Services—to arrange for unique or non-fixed route school-related trips, with specific focus on students experiencing homelessness.

Program Transportation

Community Access Transportation—King County

The Community Access Transportation (CAT) program funds a variety of transportation services for seniors and people with disabilities. All programs are for seniors and people with disabilities. Over 20 transportation services receive funding from the CAT program. Some of these include the Hyde Shuttle, Snoqualmie Valley Transportation, and the Southeast Regional Shuttle in Maple Valley. Through the CAT program, Metro provides vans, along with emergency response, vehicle maintenance and repairs, driver training, and technical assistance to participating agencies. Agencies agree to provide a minimum number of rides to Access users each month. Additional funding is available for agencies that commit to delivering more trips this additional funding can cover insurance, fuel, and administration and driver salaries. Rides are requested through the individual programs.


Contact: accessible.services@kingcounty.gov or 206-205-6578 CAT Vanworks

Community Access Transportation (CAT) pays the monthly cost of a standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access Transportation) and are traveling to work sites. The agency provides the driver and liability insurance.

More information: http://metro.kingcounty.gov/tops/accessible/access-ctp.html#{vanworks}

Contact: accessible.services@kingcounty.gov or 206-205-6578

Children’s Hospital—Seattle

Children’s Hospital provides a free, wheelchair-accessible van service to and from the hospital for patients and families traveling through SeaTac Airport, the Amtrak train station, ferry terminals, or the Greyhound bus station in Seattle. Families can schedule pick-ups or drop-offs over the phone or through email. Children’s Hospital requests that rides are reserved at least 24 hours in advance.

More information: http://www.seattlechildrens.org/visitors/transportation

Contact: airport.shuttle@seattlechildrens.org or 206-987-RIDE (7433)

East County Senior Center – Snohomish County

East County Senior Center offers a three-day per week transportation program for seniors (60+) and younger individuals with disabilities living in Monroe and the surrounding unincorporated area. This door-to-door service provides access to shopping, medical appointments, socializing and other activities. Service requires approval of a registration form and a telephone call to schedule. The program is free with a $1.50 donation suggested. Please call 360-794-6359.

Key Peninsula School Bus Connections - Puget Sound Educational Service District (PSESD) –Pierce County

The Key Peninsula Community Council, The Peninsula School District and the PSESD have partnered to provide the Key Peninsula School Bus Connections (KPSBC). The KPSBC utilizes off duty school busses to transport all special needs clients on the Peninsula to various stops on the key Peninsula as well as connects with both Pierce Transit and Sound Transit at the Purdy Park-n-Ride enabling riders to continue their travel to other local and regional destinations.

For more information please contact Marcia Harris 253-884-BUSS

Medicaid Transportation—King County

Hopelink serves as the Medicaid broker. Under contract with the Department of Social and Health Services’ Medical Assistance Administration, Hopelink coordinates transportation to and from medical appointments for low-income residents on Medicaid assistance. Hopelink uses contracted providers, fixed routine transit passes, gas cards, and volunteers to provide service.

More information: http://www.hope-link.org/gethelp/transportation Contact: 1-800-923-7433 (voice) or 1-800-246-1646 (toll-free)

Providence ElderPlace—King County

Providence operates 14 lift-equipped vehicles to transport seniors throughout King County to the ElderPlace Center for day health and doctor visits including dentistry, optometry, podiatry, rehab, and mental health appointments. Providence ElderPlace also transports its participants to specialist appointments and picks them up when they are discharged from the hospital. Additionally, Providence will transport its participants to the bank and to tour a new living situation such as an adult family home or assisted living facility.

Providence delivers medications, rehab supplies, and incontinence products to its participants. Providence ElderPlace is the only PACE (Program of All inclusive Care for the Elderly) site in Washington State.

Contact: 206-320-5325

King County, contact Jodi Trueblood: 206-296-3933. For general information about wheelchair accessible taxicabs in Seattle, contact Craig Leisy: 206-386-1296

PSRC Coordinated Transit-Human Services Transportation Plan, 2015–2018—Attachment C 9
Road to Independence – Puget Sound Educational Service District (PSESD) – King and Pierce Counties

A van program that the Puget Sound Educational Service District (PSESD) operates as part of their Early Childhood programs. Road to Independence functions as both a driving training program and a transportation program. The program trains WorkFirst participants as drivers who in turn transport other WorkFirst and special needs clients to their jobs or other employment related activities. The Road to Independence program is located in Pacific and serves both East Pierce County and South King County.

Contact: e-mail Jacqueline Mann jmann@psesd.org. 425-917-7886 (King County) or 253-778-7886 (Pierce County)

Seattle Cancer Care Alliance Shuttle

This shuttle provides transportation between Children’s Hospital, Seattle Cancer Care Alliance, Fred Hutchinson Cancer Research Center, and the University of Washington Medical Center. The shuttle leaves every 40 minutes from the Whale 6 entrance to Children’s Hospital from 7:35 a.m. to 6:55 p.m.

More information: http://www.seattlechildrens.org/visitors/transportation

Solid Ground

Solid Ground runs 30 programs and services help nearly 55,000 households each year overcome poverty and build better futures throughout King County and beyond. Solid Ground provides two transportation services:

- Downtown Circulator Bus - provides free rides for people living on low incomes and those who access health and human services in the downtown Seattle area.
- Solid Ground Transportation – provides door-to-door transportation for anyone unable to ride the regular King County Metro bus system.

Stanwood Community and Senior Center – Snohomish County

The Stanwood Community and Senior Center includes 84 housing units for low-income seniors. The Life Enhancement Assistance Program (LEAP) provides medical transportation to senior center members, its tenants, and the Stanwood/Camano Island community. All medical transportation trips begin at the senior center and destinations include Mount Vernon on Tuesdays for $12 roundtrip, Stanwood/Arlington on Wednesdays for $6 roundtrip, and Everett on Thursdays for $18 roundtrip. In addition, tenants can sign up for a weekly shopping trip to the Stanwood Haggens and Bartells for $1. This bus stops at another low-income senior apartment in Stanwood and the organization is open to expanding this on an as-needed basis. Please call 360-629-7403.

Stillaguamish Senior Center – Snohomish County

Stillaguamish Senior Center serves people age 55+ and people with disabilities. Group grocery shopping trips happen every Wednesday to Wal Mart and Safeway (along Smokey Point Boulevard in Arlington) by donation. Program uses volunteer drivers and Program Administrator occasionally drives when needed. Please call 360-653-4551.

Swedish Ballard Hospital Community Van

Swedish provides free patient transportation to and from patients’ homes and Swedish Ballard Hospital or for Swedish associated doctor appointments. Service is provided in Northwest Seattle (I-5 west to the water, Mercer Street north to Shoreline). Rides can be scheduled by the patient or through their medical provider.

Contact: 206-781-6116

Swedish Medical Center Van Service

Swedish Medical Center provides free patient transportation to and from patients’ homes and the Swedish First Hill campus, Swedish Cherry Hill campus, or for Swedish associated doctor appointments. Patients must live within the Seattle city limits. Rides can be scheduled by the patient or through their medical provider.

Contact: 206-386-6270

Transpro

Provides special needs transportation services throughout the northwest.

VA Hospital Beneficiary Travel

The VA’s Beneficiary Travel Department provides special mode transportation such as cabulance and ambulance service to eligible veterans going to VA medical appointments. It also provides travel expense reimbursement to qualified veterans.

Contact: 206-764-2120

Volunteer Programs

As of July 2009, there are 16 organizations that provide special needs volunteer driver transportation within King County: American Cancer Society, Bailey-Boushay House, Catholic Community Services, Group Health Cooperative, Mercer Island Parks & Recreation, Multifaith Works, Nikkei Concerns, Northshore Senior Center, Northwest Kidney Centers, Seatac Community Center-Senior Program, Seattle Parks & Recreation, Senior Services, Simon of Cyrene, US Veterans Administration, and Volunteers of America. These programs transport riders to medical appointments, grocery shopping and meal programs by engaging volunteer drivers, driving their own vehicles or program-owned vans, to serve those in need.

For more information, contact individual volunteer driver programs:
American Cancer Society: 425-322-1140 or amber.cook@cancer.org
Bailey-Boushay House: 206-720-2260 or david.pavlick@vmmc.org
Catholic Community Services: 206-328-6853 or eileenr@ccsww.org
Eastside Friends of Seniors: 425.369-9120 or info@eastsidefriendsofseniors.org
Group Health Cooperative: 206-326-2815 or hirohata.l@ghc.org
Mercer Island Parks & Recreation: 206-236-3545 or jeannette.egebretch@mercergov.org
Multifruit Works: 206-324-1520 or robert@multifruit.org
Nikkei Concerns: 206-726-6474 or naokou@nikkeiconcerns.org
Northshore Senior Center: 425-286-1026 or jims@seniorservices.org
Northwest Kidney Centers: 206-292-2771 x5355 or syrenka@nwkidney.org
SeaTac Community Center-Senior Program: 206.973.4690 or lcroasdill@ci.seatac.wa.us
Seattle Parks & Recreation: 206-615-0140 or david.jensen@seattle.gov
Senior Services: 206-448-5740 or cindyz@seniorservices.org
Simon of Cyrene: 360-794-8720 or lpmatthewhouse@aol.com
US Veterans Administration: 206-784-2564 or lindac.reed@va.gov
Volunteers of America: 206-329-0515 or cvasconcelos@voaww.org
Catholic Community Services of Western Washington
Provides limited transportation services for those who require transportation to and from a meal site, social and health care services, senior centers, and shopping centers. Services are provided by volunteers.
Contact: 425-374-6336, or email Nicolem@ccsww.org.
http://www.ccsww.org/site/PageServer?pagename=seniors_volunteertransportation

Catholic Community Services— Pierce County
(253) 502-2690 or JodieM@ccsww.org

Catholic Community Services Disabled Veterans Transportation – Snohomish County
The Disabled Veterans Transportation (DVT) provides veterans living in Snohomish County with a safe and reliable way to access critical healthcare services including medical and dental services, as well as life-sustaining appointments such as chemotherapy, radiation and dialysis. Volunteer drivers provide veteran access to the VA Health Care Systems in Seattle and Lake City, and the Community Outpatient Clinics, food banks, grocery shopping, and other errands such as personal hygiene appointments.
For more information, please contact our transportation department at 425-374-6336, or email Nicolem@ccsww.org.
http://www.ccsww.org/site/PageServer?pagename=seniors_volunteertransportation

Eastside Friends of Seniors
Eastside Friends of Seniors provides volunteer-based services for seniors facing the challenges of aging. Many seniors in our community struggle to get to the grocery store, to medical appointments, or simply to maintain a clean and safe home. Our volunteers support the independence of the elderly in the community by providing services at no cost to seniors in need. Eastside Friends of Seniors helps the elderly population living in the greater Issaquah, Sammamish, Snoqualmie Valley and Bellevue communities with volunteers, so that they may stay where they really want to be—in their own homes.

Pay Your Pal Program— Snohomish County
The *Pay Your Pal Rural Transportation Program (PYP) provides a safe and economic way transport people with disabilities living in Snohomish County. The program follows a model developed by the Association of Programs for Rural Independent Living. Riders eligible for this program live in rural parts of Snohomish County outside of the ADA corridor, live with a disability, and have a need for transportation for employment, health care, or educational reasons. Once an applicant applies for and accepted into the program, the Program Coordinator works with them to develop an individualized transportation plan. The rider is then given a “checkbook” with an allocation of miles that can be used any time during the month. Riders are responsible for finding their own volunteer drivers, documenting the volunteer hours of their drivers, monitoring their mileage balances, not exceeding their monthly mileage allocations, and ensuring that the vehicles they ride in are safe and the driver they select is insured and has a valid driver’s license. Typically riders find drivers within their network of friends, family, and associates. The volunteer driver is reimbursed a percentage of the standard federal mileage rate as determined by the IRS. Contact: 425-265-2226

Puget Sound Educational Service District (PSESD) – King and Pierce Counties
Puget Sound ESD offers volunteer driver opportunities for individuals who want to volunteer for the RTI program which provides transportation services to special needs clients in East Pierce and South King County. In exchange for volunteering as a driver volunteers can then be eligible for the class B CDL training offered by the PSESD. For more information contact Robin Dawson at rdawson@psesd.org or 425-917-7958.
**Road to Recovery American Cancer Society**

The Road to Recovery program uses volunteer drivers to provide transportation assistance to cancer patients. The volunteer drivers donate both their time and the use of their personal vehicles to help ensure the cancer patients get to and from their scheduled medical appointments. The American Cancer Society coordinates the program – from recruitment, screening, and training volunteer drivers to scheduling transportation pickups. The Road to Recovery program is a free service. Patients do not need a physician’s referral to use the program, but advance notice is required to schedule a trip. Transportation is provided door-to-door for patients. Escort assistance is not provided. However, a patient may bring an escort with them to their appointment. A patient may use a walker or a wheelchair providing the patient is able to transfer without assistance and that either the patient or their escort will load the wheelchair or walker into the vehicle. Contact 1-800-227-2345. In Snohomish County program questions and individuals interested in volunteering to be a driver may call – Jerri Wood at 425-404-2199.

**Senior Services Volunteer Transportation Program—King County**

Senior Services Transportation Program coordinates a volunteer driver program. Over 600 volunteers driving their own vehicles provide transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand and moral support. Community partners include the Senior Companion Program, Group Health Volunteer Transportation, the American Cancer Society and the Mt. Si Senior Center Senior Services: 206-448-5740 or cindyz@seniorservices.org

**Senior Companion Program, Lutheran Community Services—Pierce County**

The Senior Companion Program matches low income seniors, 60 and older, to work with frail elderly and disabled adults in our community. The companions are providing services such as transportation to doctor appointments, help with necessary shopping, friendly visits, phone calls and respite for care givers. In addition, the volunteers help make the lives of the people they are serving less lonely and isolated.

The Senior Companions often serve clients for several years and form the most meaningful friendships in their lives. Senior Companions usually visit two to four clients, providing an average of 20 hours of service a week.

http://www.lcsnw.org/tacoma/SeniorCompanion.html

**Training Programs**

**Orientation & Mobility Assessment & Training**

For all eligible residents of Washington State, the Department of Services for the Blind may provide assessment and training in orientation and mobility (O&M; i.e., skills used by people who are blind or have a low vision for safe and independent travel). Assessment and training can take place in the individual’s home environment, school, or workplace; or the individual may opt to receive instruction at the agency’s Orientation and Training Center in Seattle, where additional blindness skills training is offered. O&M training can include any aspect of a person’s need for travel, from traveling independently in the home and local neighborhood, to taking public transit for school or work. O&M assessment and training is usually conducted on a one-on-one basis.

More information: www.dsb.wa.gov
Contact: information@dsb.wa.gov, 1-800-552-7103, or 206-721-4056 (TDD)

**Getting Around Puget Sound—King County**

Connects King County residents with information about travel options, increasing independence and mobility. Volunteers and Hopelink provide drop-in transportation assistance at community outreach events and some advertised community locations.

Contact: mobility@hope-link.org or 425-943-6760
Website: http://www.hope-link.org/get_help/travel/program/

**Travel Options Training Program—King County**

Community based training provides an in-depth overview of travel options available in the area. To design and provide resources and information on transportation options that can be tailored to client needs.

Contact: mobility@hope-link.org or 425-943-6760
Website: http://www.hope-link.org/get_help/travel/program/

**Ride Around The Sound – King County**

Provides excursions to groups on public transportation in King County, to help clients learn how to use the bus systems. This program increases independence for people with barriers to transportation or who are new to King County. This program serves immigrants and refugees, limited English speakers, veterans, and low-income individuals.

Contact: mobility@hope-link.org or 425-943-6760
Website: http://www.hope-link.org/get_help/travel/program/

**Bus Buddy Program—Pierce County**

The Bus Buddy program recruits bus riders to serve as volunteers. The program is designed to give a safe, convenient and personal introduction to using public transit. The Bus Buddy program provides individuals with a personalized travel companion for seniors, people with special needs, youth and people with low income. The Bus Buddy accompanies the rider on their trip. The rider learns about boarding the bus, paying their fare, and the special accessibility features of the bus. The Bus Buddy is there to help the rider learn, discuss the experience and to answer any questions. This program provides greater options for travel needs, enhancing individual and increasing choices for getting to work, shopping and other activities. More information: www.ccsww.org or (253) 502-2741

**Puget Sound Educational Service District (PSESD) – King and Pierce Counties**

PSESD offers class B CDL training with an “S” endorsement to Community Jobs participants, Head Start and ECEAP parents enrolled in a PSESD program and volunteers who drive for the RTI program. For more information contact Robin Dawson at rdawson@psesd.org or 425-917-7958.
Travel Training—Pierce County
Pierce Transit’s Travel Training program is free and available to seniors and those with disabilities seeking independence by using transit. The type of training offered is tailored to the needs of the customers. Travel Training provides individualized destination-specific training as well as system-wide orientation for groups or individuals. The trainers are adept at teaching trainees how to use power mobility devices for travel on public transit. Participants receive training and support until they feel the individual is ready to ride the bus independently. More information: Customer Service: (253) 581.8000 TTY: 711

Travel Ambassador Program—Pierce County
The Travel Ambassador program, developed by Catholic Community Services, includes a mobility resource manual called “Getting Around the Sound,” developed with a grant from Sound Transit. Member agencies work together to provide half-day training sessions to educate individuals on the transportation options in Pierce County, including public transit, rail, medical transportation, volunteer transportation, employment transportation, taxis, and other services. The goal of the Travel Ambassador Program is to get information about the different transit options in Pierce County out to as many people as possible through the trained “Travel Ambassadors” who have attended these workshops. These Travel Ambassadors return to their workplaces with a wealth of knowledge that they can then share with coworkers, clients, and customers. Contact (253) 363-5967 or go to http://www.piercecountyrides.com/pages/case-managers-info/travel-ambassador-program.php

SNOTRAC Travel Ambassador Training—Snohomish County
The Regional Travel Ambassador Program recruits and trains case managers, advocates, teachers, information and referral specialists, and volunteers about transportation options and how to access them. The Travel Ambassador train-the-trainer program was developed by schools, transit agencies, and human services providers in order to effectively provide outreach an awareness regarding the transportation options within our region. 425-225-2226

SNOTRAC-Ride Around the Sound (RAS)
The Ride Around the Sound is a mobility travel program. Public transportation is fast, economical, safe, and energy efficient. The project offers monthly trips for participants from senior centers and senior housing locations utilizing the bus, ferry, train and light rail to travel to an interesting destination for the day. This program provides travel instruction to seniors in a friendly peer-centered group setting. Training addresses the topics of safety and awareness while traveling on public transit, along with tips for riding the bus. The rider learns strategies in preparing for independent travel, how to plan a trip using public transportation, instruction on bus stops and travel information, fare procedures, the reduced fare permit, the ORCA card application process, and other helpful information in using public transportation. Contact: 425-265-2226

Transit Instruction Program – Snohomish County
Community Transit offers a free travel training program, which is open to any individual with a disability, seniors, and limited-English-speaking individuals. Transit instruction has an array of services that aspire to increase a person’s mobility and knowledge to travel on public transportation independently. Providing free one-on-one training with an experienced travel trainer to offer personalized assistance that is adapted to each person’s individual needs and abilities. This is intensive and comprehensive training that monitors and mentors each skill. If the trainee is not deemed safe to ride public transportation, resources for additional options will be provided. Group presentations, and group rides are also available. To request training, please call 425-348-2379.

Get on Board!
Get on Board is a Metro transit instruction program for persons with mobility aids who want to practice boarding a Metro bus using the lift or a ramp. Once a month, a Metro bus will be parked at a destination frequented by persons with disabilities. A Metro driver and transit instructor will be there to assist persons using mobility devices to practice getting on and off the bus and to answer questions about how to ride the bus. Contact: 206-749-4242

Travel Training – King County
Metro and Sound Transit provide free training services to teach persons with disabilities and seniors how to ride regular public transit. The Transit Instruction Program offers:
Individual training that is designed to meet riders’ specific travel needs; and
Group orientation (including a trip on the bus to a destination the group selects).
Contact: 206-749-4242

Driver Training—King, Pierce and Snohomish
Numerous organizations providing paratransit services, due to size, are not in a financial position to employ a full-time driver trainer. King County Metro ACCESS service provider ATC, Paratransit Services, and Hopelink have extensive driver training programs in place and employ trainers. These three entities have elected to provide the opportunity for other organizations to enroll drivers in their classes.

Job Access Transportation Program—King and Snohomish Counties
The Jobs Access Transportation Program developed by the King County Department of Transportation works with social service agencies and employers in providing transportation resources to transition low-income and welfare reform clients into employment and to assist low-income employees to address reverse commute travel issues.

Seattle Lighthouse/The Lighthouse for the Blind, Inc
The primary purpose of orientation and mobility services is to provide Lighthouse employees, Deaf-Blind community members and individuals referred by King County Metro who are blind, low vision and Deaf-Blind with the skills needed to travel to/from work and within the community as safely and independently as possible. Secondary purposes include training for sighted individuals to enhance their abilities to support blind/Deaf-Blind individuals as sighted-guides and co-workers and consultation/collaboration with professionals in the community to improve transit services and systems.
Contact: 206-749-4242 (King County Metro) or 711 (TTY statewide relay)
Information, Referral, and Assistance

Working Wheels—King County

Working Wheels is a non-profit employment-support program that sells affordable used cars to low-income workers and job seekers. Working Wheels serves economically disadvantaged residents of King County who need a car to get to work. Many clients are current or former welfare recipients who are trying to stay employed and improve their lives. Eligible clients purchase a vehicle for an average of $1500 through a 3-year loan.

Financial Subsidies

Commuter Bonus Voucher Program—King County

The utilization of the Commuter Bonus Voucher program for social service agencies allowed King County Metro to facilitate the expenditure of $325,000 in state and local funds on bus and ferry passes for clients of the Department of Social and Health Services, Employment Securities Department, the King County Jobs Initiative and Seattle Jobs Initiative. The use of vouchers enables agencies to be responsive to the varying transportation needs of their clients. King County Metro administers the program. The Voucher Partnership has resulted in 182,500 transit trips for low-income populations in 2003 and 123,120 transit trips in 2004. KC Metro is currently working with agencies to convert them to Smart Card.

Medicaid Transportation Within King and Snohomish Counties

The private non-profit agency Hopelink serves as the Medicaid broker. Under contract with the Health Care Authority, Hopelink coordinates transportation to and from medical appointments for low-income residents on Medicaid assistance. Hopelink uses contracted providers, fixed route transit passes, gas cards, and volunteers to provide service.

Regional Reduced Fare Permit—Puget Sound Region

Sometimes called a senior or disabled bus pass, this entitles an eligible person to reduced fares on Metro Transit, Washington State Ferries, Clallam Transit, Mason Transit, Community Transit, Everett Transit, Intercity Transit, Jefferson Transit, Kitsap Transit, Pierce Transit and Sound Transit. Please see Attachment H for a copy of the eligibility form.

Taxi Scrip—King County

Metro’s Taxi Scrip Program serves low-income King County residents who are age 18-64 and have a disability or who are 65 years old or older. Riders must have a Regional Reduced Fare Permit (RRFP); if they do not already have one, they can apply for one at the same time as applying for Taxi Scrip. This program enables qualified participants to buy up to seven books of taxi scrip each month from Metro at a 50 percent discount. Taxi Scrip can be used like cash to pay for taxi rides from several local taxi companies.

Contact: 206-553-3000 (TTY Relay: 711)

Parkinson’s Taxi Voucher Program

The Washington State Chapter of the American Parkinson Disease Association offers a Taxi Voucher Program for people who are unable to drive due to Parkinson’s disease or the Parkinson’s medications they are taking. The program provides each client with $300 worth of Taxi Vouchers for one year. Eligibility is determined by a physician’s letter.

More information: http://www.waparkinsons.org/taxi_voucher.html
Contact: evedavis@gmail.com or 425-443-8269

Ticketbook Program—King County

The Human Services ticketbook program is a city and countywide program subsidized by King County. The King County Council approved the current allocation of $1,000,000.00 (in 2001) to subsidize bus tickets (at 80% of the total cost) for use by low-income and homeless persons. Human Services ticketbooks are sold only to approved human service agencies, who pay the remaining 20% of the total cost, for a combined value of $1.25 million dollars worth of tickets. The agencies are identified and approved by the City of Seattle’s Department of Housing and Human Services and King County’s Department of Community and Human Services. Individual tickets are then issued to clients by the staff at the participating agencies. An estimated 73,000 persons were assisted with this fund in 2004, including: low-income families, victims of domestic violence, disabled adults, unaccompanied youth and homeless veterans. Additionally, there were over 160 city and county agencies that participated in 2004.

Transportation for Victims of Domestic Violence—King County

Partners with the YWCA of King County, the King County Department of Community Services, the Coalition Against Domestic Violence to provide transportation alternatives for victims of domestic violence. New potential partner will be United Way of King County. The King County Metro Domestic Violence Transportation Program received the 2004 Take Action Workplace Award by the KC Coalition Against Domestic Violence.

Information, Referral, and Assistance

2-1-1 Health and Human Service Information and Referral (I&R)—Washington State

2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information about health and human services. Professional I & R specialists work with callers to assess their needs, determine their options and a best course of action, then direct them to appropriate programs/services, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed. Transportation information and referral is an integral service of 2-1-1, since access to services can be a tremendous barrier to people. Washington Information Network 2-1-1 is leading the effort in Washington State. (See also North Sound 2-1-1.)

5-1-1 Travel Information—Washington State

The 511 travel information system offers real time traffic and weather information to users by simply dialing 5-1-1 from most phones. The new system builds upon the highly successful Washington State Highway hotline that now manages 4.6 million calls each year.
All AAAs must fund a program that offers information and assistance about county resources for older adults and their caregivers. The AAA may operate this program in-house or contract out. Senior Information and Assistance for Snohomish counties includes transportation. These programs are usually known as Senior Information and Assistance or Aging and Disability Resource Centers (ADRC). The AAA may operate this program in-house or contract out. Senior Information and Assistance for Snohomish County is operated by Senior Services of Snohomish County 425-513-1900 or 1-800-422-2024 Serves older adults (60+) and adults with disabilities (18+).

### Information and Assistance Services provided by Area Agencies on Aging (AAAs)

Each county’s Area Agency on Aging (AAAs) plans and organizes services for older adults (60 and older) and administers federal and state funds. Many AAAs also serve younger people with disabilities.

All AAAs must fund a program that offers information and assistance about county resources for older adults and their caregivers including transportation. These programs are usually known as Senior Information and Assistance or Aging and Disability Resource Centers (ADRC). The AAA may operate this program in-house or contract out. Senior Information and Assistance for Snohomish County is operated by Senior Services of Snohomish County 425-513-1900 or 1-800-422-2024 Serves older adults (60+) and adults with disabilities (18+).

### King County Residential Transportation Coordinators (RTCs)

Language barriers often prevent non-English speaking residents from understanding and using the transportation options available in their community. King County Metro Transit, local city jurisdictions, and nonprofit organizations offer a number of programs that provide neighbor-to-neighbor transportation advice for people, in their native language. More information: [http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html](http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html) Contact: ref.lindmark@kingcounty.gov or 206-684-1104

### Mobility Managers

Mobility Management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services. Please refer to the local coalition contact information provided above.

### North Sound 2-1-1

North Puget Sound regional call center serving Island, San Juan, Skagit, Snohomish, and Whatcom Counties. A partnership of Volunteers of America Western Washington and United Way of Snohomish County. North Sound 2-1-1’s Information and Referral Specialists assist callers using a comprehensive database of health, welfare, and recreation resources. (See also 2-1-1.)

### ParaTransit Peer-to-Peer Network—King, Pierce and Snohomish

The four transit agencies in the region – King County Metro, Pierce Transit, Community Transit, and Everett Transit – are developing an automated solution for transfer of trip request and confirmation data, and to electronically share customer information. This “peer to peer network” will facilitate smoother transfers between ParaTransit systems. Contact your ParaTransit agency.
Regional Transit Trip Planner—King, Pierce, Snohomish Counties

The Puget Sound transit agencies provide on-line trip itineraries for public transit fixed-route in King, Pierce, and Snohomish counties, including Sound Transit's Regional Express bus routes, Sounder commuter and light rail, Washington State Ferries, and the Seattle Center Monorail. The site does not include demand-response trip planning. Utilizing the concept of the "MapQuest" website, the trip planner creates public transit itineraries from origin to destination throughout the Puget Sound.

Regional Accessibility Transit Guide—King, Pierce, Snohomish

This guide, produced by Sound Transit, assists the rider in navigating accessible transit trips throughout the region.

Ride Guide—King County

Created through a partnership between Senior Services and King County Metro, people visit Senior Services website at www.seniorservices.org to access the Ride Guide, an on-line transportation database where people can customize their search for the transportation option that best meets their needs. Although primarily developed for seniors, the website includes most of the major transportation providers in King County. Users identify their trip purpose, any special transportation needs they have, trip day, time, origin and destination to find providers that meet their specific transportation needs. Users are directed to call Senior Services Information and Assistance Program if they need personalized assistance.

Senior Information and Assistance Line—Pierce, Kitsap, and Snohomish Counties

Senior Information and Assistance (I&A) is a service of Pierce County Aging and Long Term Care. I&A is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Provides information, service referral assistance, client advocacy, and screening to determine whether an older person should be referred to the appropriate agency for a comprehensive assessment. Responsible for maintaining a community resource file and for providing outreach, education and program publicity. Part of the information and referral services includes senior transportation.

Senior Services Senior Information and Assistance

Senior Services Information and Assistance provides access to thousands of resources, services, and programs available to King County’s residents who are age 60+ including transportation services. It also maintains the Ride Guide, a searchable database of transportation resources for seniors in King County.

More information: http://www.seniorservices.org/financiallegalprograms/Home.aspx (general)

Contact: info@seniorservices.org , 206-448-3110 , 1-888-435-3377 (toll-free) or 206-448-5045 (TTY)

South Sound 2-1-1

Regional call center serving as the information and referral line for health and human services. Callers are assisted with accessing resources for basic needs such as food, shelter, health care and transportation. A 2-1-1 Transportation Specialist focuses on connecting seniors, people with disabilities, those with low incomes and other community members to transportation services needed to access jobs, schools, medical appointments, errands, etc. (See also 2-1-1 and North Sound 2-1-1)

Special Needs Transportation Hotline—Pierce County

A service of South Sound 2-1-1, the Special Needs Transportation Hotline provides in depth assessments and referrals for Pierce County transportation options. Callers are connected with resources such as public transportation services, medical transportation providers, trip planning assistance, rural options, and volunteer driver programs. Specialists offer information about travel training programs for case managers and the general public.

Special Transportation Needs – North Sound 2-1-1 Information & Referral—Snohomish County

Volunteers of America (VOA) provides Special Transportation Needs information in Snohomish County through North Sound 2-1-1 Information & Referral services. By dialing 211, Snohomish County residents are able to access transportation and human service information and referrals. VOA staff provides callers with information to meet their transportation and links them to the most appropriate provider(s).

Transportation Options—Snohomish County

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed; or by calling (425) 348-2379.

Travel Options, Transportation Resource Index—King County

Created by King County Metro, Travel Options is a transportation resources index at http://metro.kingcounty.gov/tops/travops.html. On this website, you can find a directory of public and non-profit transportation resources, including transit agencies, rideshare options, options for seniors or low-income individuals, trip planning, or city and neighborhood programs.

Travel Training Programs—Pierce, King, Kitsap, and Snohomish Counties

Pierce Transit, King County Metro and Community Transit manage travel training programs in their areas for people with disabilities. In Snohomish County, people who are non-English speaking also receive travel training. The training takes place on local fixed routes and regional modes of transportation such as Sounder, Sound Transit Express service and the ferries.

Transportation Options—Kitsap and Snohomish Counties

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.
Senior Information and Assistance Information Line—King & Kitsap County
Senior Services is a non-profit agency that offers a variety of services to seniors. Among these services is a comprehensive information and referral line. Senior Information and Assistance Advocates access a computerized database of over 7,000 community services. They can provide information on a number of available services for seniors in King County, including transportation.

Transportation Resources Training and Residential Transportation Coordinators Index—King County
King County Metro provides Transportation Resources Training to social service, human service, housing authority and community service support staff and case managers to help their clients or residents understand the resources available to them. The training equips staff with the ability to find and understand transit, ridesharing services throughout the Puget Sound Region. But, it also assists staff in understanding travel options available to seniors, low-income populations and neighborhoods that exist within transit agencies, jurisdictions, non-profits and private companies. King County Metro also provides training and incentives on a limited basis to individuals within communities and neighborhoods who would act as a resource to their neighbors or communities about transportation options. Frequently, the Residential Transportation Coordinators are fluent in languages other than English so that they are able to provide transportation guidance to limited and non-English populations. Metro has coupled the RTCs with the In-Motion Program that creates personalized marketing of transit, ridesharing and other travel options within neighborhoods.

Washington Adult Day Services Association
The Washington Adult Day Services Association is a coalition of adult day centers in Washington. www.adultday.org/ 206-461-3899

Streamlining Payment and Eligibility

Common Intake Form—Snohomish County
As partners in SNOTRAC, Everett Transit, Community Transit, Senior Services TAP program, the Medicaid transportation program, and Catholic Community Services are developing a common intake form for passengers needing a higher level of transportation service, using a common data base to share information. In this way, each organization can make its own determination about level of service, but the rider would only have to provide information once.

ORCA—Puget Sound Region
ORCA is a collaborative regional fare system involving seven Western Washington public transportation agencies – Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries. Those eligible for a regional reduced fare permit have this shown on their ORCA card. (Also see Regional Reduced Fare Permit.)

Paratransit Peer to Peer Network—King, Pierce and Snohomish
The four transit agencies in the region – King County Metro, Pierce Transit, Community Transit, and Everett Transit – are developing an automated solution for transfer of trip request and confirmation data, and to electronically share customer information. This “peer to peer network” will facilitate smoother transfers between paratransit systems.

Other Programs

Catholic Community Services of Western Washington
Catholic Community Services and Catholic Housing Services provide a variety of services to seniors and to people with disabilities, and to those who cannot afford services, needed to help extend independent living and promote physical and mental well being. CCS provides home care services that enable seniors and people with disabilities to remain in their own homes, and senior meal sites as well as Meals on Wheels program in Pierce County. Other services to seniors and people with disabilities include referrals through Volunteer Chore Services, a network of help that matches volunteers to the needs of seniors and others; low income housing, and volunteer transportation. www.ccww.org

Night Stop Program—King County
Available between the hours of 8:00 PM and 5:00 AM, King County Metro’s Night Stop allows the rider to ask the driver to let them off at any point along the bus route that it is safe for the bus to stop, even though it may not be a Metro bus stop.

Shared Maintenance, Training & Driver Pool—Pierce County
The Puget Sound Educational Service District (PSESD) has contracted with Dieringer School District. Dieringer will do all of the maintenance for the PSESD busses and vans. The busses are used to transport Head Start and Early Childhood Education and Assistance Program (ECEAP) children in programs that are not part of a school district and therefore can not access school district transportation services. The vans are used for the Beyond the Borders project (see below) as well as for WorkFirst participants to access. Dieringer School District will send drivers to the PSESD bus driver class that currently trains ECEAP. Head Start, WorkFirst and PSESD drivers. PSESD and Dieringer will then share a list of substitute drivers who attended the CDL class and have applied for a position either with the PSESD or Dieringer. The goal is to increase the substitute driver’s pool for both the PSESD and Dieringer transportation programs.

Special Needs Transportation Community Brokerage—King County
Hopelink operates a Special Needs Transportation Community Brokerage. The brokerage provides transportation assistance and management services. Services include eligibility screening; matching the needs of the client to the appropriate level of service (whether door-to-door, hand-to-hand, or curb-to-curb); service provider procurement and oversight; driver and vehicle screening; billing and record keeping; quality assurance; and risk management. Currently HCA, school districts, and medical facilities including Harborview Medical Center and Seattle Children’s Hospital contract for brokerage services. The brokerage operates 24/7 and
provides county-wide coverage. Hopelink uses contracted for-profit and nonprofit service providers, fixed route transit passes, gas cards, and volunteers to provide service. Contact: lmoody@hope-link.org (e-mail Lynn Moody) or 425-943-6789