Coordinated Transit-Human Services Transportation Plan
Covering Federal Fiscal Years 2015–2018

MAY 2014
Puget Sound Regional Council
Coordinated Transit-Human Services Transportation Plan
Covering Federal Fiscal Years 2015–2018

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## CHAPTER 1. Introduction

- What is the Puget Sound Regional Council? ................................................................. 1
- What are VISION 2040 and Transportation 2040? ...................................................... 2
- Coordinated Transit-Human Services Transportation Planning .................................. 5
- Urbanized Areas (UZAs) ............................................................................................... 7

## CHAPTER 2. What is Coordinated Planning?

- Who are the Transportation-Disadvantaged? ............................................................... 9
- What is Special Needs Transportation? ....................................................................... 9
- What is Coordinated Special Needs Transportation? ................................................ 10
- Planning for Emergencies .......................................................................................... 13
- SMART Corridors and Special Needs Transportation Planning ................................... 16

## CHAPTER 3. Mobility Today

- Special Needs Demographic Profiles ........................................................................ 19
- Major Destinations .................................................................................................... 27
- Transportation Providers ........................................................................................... 28
- Transportation Costs ................................................................................................. 31
- Special Needs Transportation Programmatic Cross-Check .......................................... 32

## CHAPTER 4. Needs, Gaps, and Duplications

- Needs ......................................................................................................................... 35
- Gaps .......................................................................................................................... 35
- Regional Examples of Addressing Needs and Gaps ................................................... 39

## CHAPTER 5. Mobility Tomorrow

- Planning for the Future ............................................................................................. 41
- PSRC’s Role ................................................................................................................ 42
- Stakeholders .............................................................................................................. 44
- Goals and Prioritized Strategies ............................................................................... 46
- Implementing the Goals and Strategies .................................................................... 49
- Measuring Success .................................................................................................... 49
- Next Steps ............................................................................................................... 51
- Funding ..................................................................................................................... 51

## 2015–2018 Coordinated Transit-Human Services Plan Attachments

- A. Glossary .................................................................................................................. A-1
- B. Plan Update Methodology ..................................................................................... B-1
- C. Inventory of Special Needs Transportation Services and Programs .................... C-1
- D. Environmental Justice .......................................................................................... D-1
- E. Major Destinations and Employment Densities ..................................................... E-1
- F. SMART Corridors and Special Needs Transportation Planning ............................ F-1
- G. Regional Reduced Fare Permit for Seniors and Disabled Persons ....................... G-1
- H. Projects Funded Through PSRC Grant Process ..................................................... H-1
Phyllis told me her story on one of our Ride Around the Sound (RAS) trips. She is a recently retired, 77-year-young senior with a low-income. She said she started planning for her retirement a year prior because she knew that on her retirement income she would not be able to keep her car and she needed some type of transportation. She started attending the RAS trips to learn how to ride the bus and to gain enough confidence to depend entirely on transit once she gave up her car. Now that she is retired she sold her car and takes the bus everywhere — she even took her cat to the vet in a cat carrier. The RAS program has definitely made a difference in her life.

Source: SNOTRAC Personal Communication
Chapter 1

Introduction

This is the central Puget Sound region’s Coordinated Transit-Human Services Transportation Plan. It serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, youth, and individuals with limited incomes. It lays out strategies for meeting those needs and prioritizes ways to meet them.

The plan was originally developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2015–2018 and addresses updated requirements and guidance contained in the 2012 federal transportation law — Moving Ahead for Progress in the 21st Century (MAP-21).

What is the Puget Sound Regional Council?

The Puget Sound Regional Council (PSRC) is the regional planning organization for the central Puget Sound region. PSRC is committed to creating a great future for central Puget Sound through planning for transportation, land use, and economic development, under authority embodied in state and federal laws. PSRC maintains a common vision for the region’s future, expressed through three connected major activities: VISION 2040, the region’s growth strategy; Transportation 2040, the region’s long-range transportation plan; and the Prosperity Partnership, which develops and advances the region’s economic strategy. PSRC also distributes about $160 million a year to transportation projects and provides regional data and technical assistance for planning.

PSRC is designated under federal law as the Metropolitan Planning Organization (required for receiving federal transportation funds) and under state law as the Regional Transportation Planning Organization (RTPO) for King, Kitsap, Pierce, and Snohomish counties. PSRC members include these four counties and over 70 cities within these counties, four port districts, the region’s transit agencies, the Washington State Department of Transportation, Washington State Transportation Commission, the Muckleshoot Indian Tribe, and the Suquamish Tribe. PSRC also supports the work of the region’s federally designated Economic Development District (EDD).
Environmental Justice

Addressing the needs of and impacts on minority and low-income populations is the cornerstone of Environmental Justice. This takes into account the fair distribution of costs and benefits, based on a concern for social equity. Presidential Executive Order 12898, signed in 1994, directs federal agencies to make environmental justice part of their missions by identifying and addressing the effects of all programs, policies, and activities on minority and low-income populations. This also applies to agencies and programs that receive assistance or funding from federal agencies, including the Puget Sound Regional Council. (See Attachment D, or in Transportation 2040, Appendix G — Environmental Justice Analysis.)

What are VISION 2040 and Transportation 2040?

VISION 2040 is the region’s growth, environmental, economic, and transportation strategy. Transportation 2040 is the Metropolitan Transportation Plan for the central Puget Sound region. VISION 2040 and Transportation 2040 respond to the Washington Growth Management Act and conform to federal transportation planning requirements. As the state-required Regional Transportation Plan, Transportation 2040 also meets substantive and procedural requirements in the Revised Code of Washington (RCW). In May 2014, PSRC completed an update of Transportation 2040, which examines the region’s transportation needs through 2040 and lays out a strategy to strengthen the current system by identifying future transportation improvements as well as how to finance them. It is a comprehensive and coordinated strategy for the region’s transit, roadway, port, ferry, rail, bicycle, and pedestrian facilities and programs. (See psrc.org for more information on VISION 2040 and Transportation 2040.)

Concurrent with the update of Transportation 2040, PSRC updated the region’s Coordinated Transit-Human Services Transportation Plan for 2015–2018. The Coordinated Plan is the region’s special needs transportation implementation plan. Updating both the overall regional transportation plan, Transportation 2040, and the special needs transportation plan at the same time allowed for enhanced integration and extensive combined outreach.

Transportation 2040 Integrated Framework

Using the guidance provided by VISION 2040 (see Multicounty Planning Policies above) and the Regional Economic Strategy, Transportation 2040 identifies the best ways to get people where they need to go while making our communities, environment, and economy stronger as the region grows. Building on the VISION 2040 framework, Transportation 2040 was shaped by three key strategies:

• Improving mobility.
• Protecting and enhancing the environment.
• Identifying sustainable funding.

These core strategies provided the framework for establishing the direction of the program areas in Transportation 2040, and for selecting and evaluating individual transportation projects.
IMPROVING MOBILITY

Congestion is an everyday occurrence in the central Puget Sound region and is a problem likely to become more challenging as regional population and employment are forecast to grow by 1.5 million and 1.2 million, respectively, between 2006 and 2040. Without adequate transportation options and supportive development patterns, congestion can affect the movement of people and goods, increase stress on critical infrastructure, cause delay and personal frustration, and result in more impacts to the natural environment. Simply adding roadway capacity will not solve all congestion challenges. Other cost-effective solutions must be a major part of the region’s strategy. As part of the region’s long-range transportation plan, decision-makers have addressed congestion and mobility issues within the constraints of available revenue, while balancing the need to support the areas where we anticipate future growth and to sustain the environment.

PSRC includes four counties, many cities, tribal organizations, and other agencies — the region is demographically and geographically (e.g., urban and rural) diverse. PSRC has a federal mandate to improve mobility by developing and maintaining a Congestion Management Process (CMP). Historically the CMP focused on highway congestion. Going forward, PSRC is planning to look at regional corridors more comprehensively, recognizing that such an approach will enhance the mobility of persons and goods to levels that meet state and local needs.

For the Coordinated Plan update, the 12 “SMART” corridors (in six regional subareas) are being used as one method to better understand the movement of people and goods in the central Puget Sound region.

INTEGRATING TRANSPORTATION SYSTEMS AND PROGRAMS

- **Land Use Planning:** VISION 2040 policies promote a more compact urban land use pattern with a wider variety of uses in close proximity to both homes and employment sites. Such approaches include Transit-oriented Development and Complete Streets, which aim to better integrate land use and transportation planning, leading to more livable and healthy communities.

- **Managing System Demand:** Managing the demand of the existing system can make alternatives to driving alone easier and more convenient. Such programs include providing bus passes to workers, reduced transit fares for persons with low incomes, telecommuting, and ridesharing.

- **System Management and Operations:** Recent advances in Intelligent Transportation Systems (ITS) technologies have shown that our current systems can be operated much more efficiently, effectively extending capacity without expensive capital investments.

- **Strategic Capacity Expansion:** Some capacity expansion is needed, particularly in centers, and in providing efficient transportation between centers. Capacity expansion should take place after efforts have been made to optimize capacity and use of existing facilities.

PROTECTING AND ENHANCING THE ENVIRONMENT

VISION 2040 reflects a heightened awareness of the relationship between transportation and the environment. A central focus of adopted regional growth management and transportation policy is reducing the potential environmental impacts associated with both transportation infrastructure and operation. Transportation 2040 addresses the environment through a transportation lens and its goals include:

- Maintaining air quality.
- Reducing greenhouse gas emissions (GHG).
- Improving water quality.
- Preserving public health.
Climate change is defined as a significant change in the earth’s long-term weather patterns. Increased levels of greenhouse gases in the atmosphere trap heat, causing the earth’s surface to warm to a greater extent than usual; as temperatures rise, the climate changes. The burning of fossil fuels is a significant contributor of greenhouse gases. In the United States, the transportation sector contributes 28 percent of all greenhouse gas emissions. In Washington state, transportation is responsible for 45 percent of greenhouse gas emissions, and in the Puget Sound region, the figure increases to approximately 50 percent. This difference among sectors can be explained in part due to our heavy use of hydropower for electricity, as opposed to the coal and other fossil fuels used in the rest of the country.

**TRANSPORTATION 2040 FOUR-PART GREENHOUSE GAS REDUCTION STRATEGY**

- **Land Use:** Building upon the VISION 2040 Regional Growth Strategy to further the goal of providing an improved jobs and housing balance, and to pursue additional refinements through strategies such as transit-oriented development.

- **User Fees:** Recognizing its critical role in reducing vehicle miles traveled (VMT) and emissions, transition the region over time to a user fee/roadway pricing system.

- **Choices:** Continue to provide travelers options to the single-occupant vehicle and continue research into the costs and benefits of various strategies.

- **Technology:** Recognizing that improvements to vehicles and fuels will play a crucial role in reducing emissions, PSRC has undertaken research with the Department of Ecology on the potential technological advances that may be likely in our region by the year 2040. See psrc.org for more information.

The transportation system is a significant source of pollutants that affect water quality. Transportation 2040 analysis identified the potential impacts to water quality of different transportation systems. A key finding was that as the region implements the system envisioned in Transportation 2040, it must do so in a way that avoids and mitigates harm to the region’s water resources.

Public health agencies work to prevent the spread of disease, to protect people from unsafe water, polluted air, and hazardous waste, and to help people live healthy lives. Transportation 2040 addresses public health from several perspectives, the most common of which are impacts to air quality and promotion of physical activity. The air quality impacts of the region’s transportation system on public health are well documented. In recent years, public health agencies and local land use and transportation planners have increasingly focused on the health implications of the built environment and the way we travel. Transportation 2040 supports the reintegration of public health into planning and implementation of transportation projects as a way to ensure the region’s communities are more sustainable and truly provide opportunities for improved quality of life.

Transportation 2040 promotes programs and investments that provide alternatives to driving, especially to improve the walkability and bikability of the region’s communities. These alternatives can result in mobility choices that are healthier and safer. The region’s built environment, including the design of communities, the completeness of sidewalk networks, and the provision of open space, affects both physical and mental well-being.

**SUSTAINABLE FUNDING**

Traditionally, the main transportation tax bases have been retail sales, registered motor vehicles, taxable motor fuel consumption, and the taxable value of motor vehicles. Nearly all existing transportation funding sources in the region are restricted to specific uses, by source, by expenditure, and often by geography or jurisdiction.

Transportation costs — capital and operating — have been on the rise over the last few decades for many reasons. Insufficient public resources have led to an increase in the unfunded backlog of maintenance projects,
leading to higher overall costs in the future and raising safety concerns. Meanwhile, existing transportation revenues are not keeping pace with travel demand and the infrastructure investments needed to support this growing demand. Like metropolitan regions throughout the nation, our region faces increasing problems with urban congestion and insufficient transit and other alternatives to driving.

As of the adoption of Transportation 2040 in May 2010, Washington state was facing significant budget shortfalls, and essential services for special needs populations were greatly at risk. At the same time, with the reliance on retail taxes and a slumping economy, the region’s public transportation agencies were forced to consider cuts to services. Since then, all of the region’s local transit agencies have had to make service cuts and restructure fixed-route services.

Since cuts to fixed-route service also affect ADA paratransit service, the overall impact of these cuts has affected special needs populations, resulting in new needs and gaps in critical transportation services. And while human transportation providers fill in gaps when public transportation providers cannot, the economic impacts are reaching beyond public agencies.

Investments in transportation infrastructure and services are strongly linked to growth in the broader economy. As the central Puget Sound region grows, it will be important to ensure that there is the fiscal capacity to make investments in transportation systems. Refer to Transportation 2040 (Chapter 4: A Sustainable Financial Framework) where it discusses financing in detail and how the region foresees funding transportation over the next 30 years.

Lastly, for special needs populations, transportation funding is not the only issue, since cuts in health care and senior services are affecting those who greatly rely on these services. For example, changes in health care provision where patients are kept in hospitals for shorter durations, thus relying on more outpatient care, require that patients travel to care facilities more frequently. For someone who cannot drive for himself or herself, this change places a bigger burden on transportation, when there may already be an excessive demand.

Coordinated Transit-Human Services Transportation Planning

In mid-2005, Congress passed the reauthorization of the federal surface transportation act (referred to by the acronym “SAFETEA-LU”). SAFETEA-LU required that a regional Coordinated Transit-Human Services Transportation Plan (Coordinated Plan) be an element of the Metropolitan Transportation Plan (MTP). This plan must serve as a strategy to map a course for improving coordination between transportation systems and providers, as well as strengthening transportation services for those with special needs.

To comply with these new requirements, PSRC developed the Coordinated Transit-Human Services Transportation Plan (Coordinated Plan). The first version, adopted in 2007, provided a comprehensive summary of the region’s special needs transportation system. PSRC incorporated and built upon information from a variety of local and regional sources. These included: “United We Ride in Puget Sound,” a plan that was developed by Sound Transit (regional transit agency) to address special needs transportation issues related to long-distance, inter-regional trips in King, Pierce, and Snohomish counties, countywide plans that addressed similar services and needs within their respective communities, as well as the Area-Wide Jobs Access and Reverse Commute Plan. By continuing to cover a diverse set of transportation topics pertinent to individual localities and the region as a whole, the
Coordinated Plan offers an inclusive snapshot of the region’s available services and a comprehensive vision of special needs transportation now and in the future. The Coordinated Plan will also be incorporated into WSDOT's Human Services Transportation Plan — the statewide plan to coordinate the needs, interests and visions of Washington’s 14 regional transportation planning organizations (RTPOs).

In mid-2012, Congress passed another reauthorization of the federal surface transportation act (referred to by the acronym "MAP-21"). MAP-21 retained the requirement for a Coordinated Transit-Human Services Plan and consolidated several of the special needs transportation programs identified under SAFETEA-LU. As a result of this funding program consolidation, the only FTA funding program dedicated to special needs populations that PSRC manages as a Designated Recipient is the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. MAP-21 encourages continued inclusion of the low-income population in coordinated plans because this demographic is accounted for in Section 5307 Urbanized Area Formula Grants and Section 5311 Formula Grants For Rural Areas. WSDOT continues to provide the latter grant funds as part of their Consolidated Grant funding program.

**Project Prioritization and Funding**

In addition to being an implementation document, the Coordinated Plan is also used as a framework for the prioritization and selection of projects for funding through one Federal Transit Administration (FTA) program and the WSDOT Consolidated Grant Program.

FTA and WSDOT require projects funded through these programs to be “included in a locally developed coordinated public transit-human services transportation plan.” The Coordinated Plan will be used by PSRC as the region’s framework for prioritizing and providing a fair and equitable process for selecting projects to receive these funds. The program encompassed in the Coordinated Plan is the Section 5310 — Enhanced Mobility of Seniors and Individuals with Disabilities.

MAP-21 consolidated the FTA dedicated special needs transportation programs that PSRC distributed under SAFETEA-LU. The Job Access Reverse Commute (JARC) program was consolidated with the Urbanized Formula program (Section 5307), and the New Freedom funding program was consolidated with Section 5310, which was renamed Enhanced Mobility of Seniors and Individuals with Disabilities. Under MAP-21, Enhanced Mobility of Seniors and Individuals with Disabilities funds are allocated to “designated recipients” in urbanized areas and states to select competitive projects within their respective boundaries. Under MAP-21, this is the only FTA funding source dedicated to special needs that PSRC will distribute new funds to for the 2015-2018 planning period.

Apportionments for the Enhanced Mobility of Seniors and Individuals with Disabilities programs are allocated to the designated recipients according to a formula based on the number of seniors and individuals with disabilities residing in either urbanized areas (UZAs) or non-urbanized areas within a state. In UZAs containing over 200,000 people, funds are distributed within that UZA through a fair and equitable process designed and carried out by the designated recipient of Enhanced Mobility of Seniors and Individuals with Disabilities funds.

<table>
<thead>
<tr>
<th>Program Goals of FTA Programs Dedicated to Funding Special Needs Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PSRC distributes these funds under MAP-21:</strong></td>
</tr>
<tr>
<td>• <strong>Enhanced Mobility of Seniors and Individuals with Disabilities (§ 5310)</strong></td>
</tr>
<tr>
<td>To improve mobility for seniors and individuals with disabilities, by removing barriers to transportation services and expanding the transportation mobility options available.</td>
</tr>
<tr>
<td><strong>PSRC distributed these funds under SAFETEA-LU:</strong></td>
</tr>
<tr>
<td>• <strong>Job Access Reverse Commute (§ 5316)</strong></td>
</tr>
<tr>
<td>Improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals. Provide financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals.</td>
</tr>
<tr>
<td>• <strong>New Freedom (§ 5317)</strong></td>
</tr>
<tr>
<td>To provide tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. Expand transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.</td>
</tr>
</tbody>
</table>
In the Seattle-Tacoma-Everett Urbanized Area, PSRC acts as the designated recipient and conducts the fair and equitable selection process. Funds apportioned to urbanized areas with fewer than 199,000 people and non-urbanized areas are distributed through a statewide competition. In the central Puget Sound, there are two small urbanized areas where funds will be distributed via a statewide competitive selection process. Eligible projects that use Enhanced Mobility of Seniors and Individuals with Disabilities funds are those that are located in the urbanized area or state to which the funds were apportioned.

Although the JARC and New Freedom programs have been repealed as separate funding sources, projects will continue to be funded by JARC and New Freedom funds through redistribution of returned funds from projects that achieve cost savings or for other reasons. However, by the end of the 2015-2018 planning period, all SAFETEA-LU JARC and New Freedom funds are expected to be expended and references to these programs will be removed.

Refer to Attachment H, which summarizes the JARC and New Freedom awards in the Seattle-Tacoma-Everett-UZA for federal fiscal years 2006–2012 and Enhanced Mobility of Seniors and Individuals with Disabilities awards for federal fiscal year 2013.

Urbanized Areas (UZAs)

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

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

FTA further delineates urbanized areas into three types:

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

KING COUNTY

Everyone here at the shelter uses the shuttle. We have to, the nearest bus stop is eight miles away. I take the bus everywhere. If I have appointments in Seattle or wherever it may be, the shuttle drops me off at the local bus stop and I take the bus from there. I think if I didn’t have the shuttle, in all honesty, I would probably go crazy. I would be completely lost without them, I would. I have appointments to go to every Tuesday and I have to be at the bus at 9 o’clock in the morning. If it wasn’t for the shuttle I don’t know how I would get there. It’s a lot easier having the shuttle and somebody there to pick you up and take you where you need to go.


Alyshia and Sharee
North Bend
Chapter 2
What is Coordinated Planning?

Who are the Transportation-Disadvantaged?

Transportation-disadvantaged people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to Washington state law, RCW 81.66.010, people with special transportation needs are “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.” For the purposes of this plan, the term “transportation-disadvantaged” and “persons with special transportation needs” are used interchangeably.

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

What is Special Needs Transportation?

It is a given that the primary mode of transportation for the majority of people in the Puget Sound region is a private vehicle. However, for those with special transportation needs, driving a car is not always an available or viable option.

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

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

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

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

What is Coordinated Special Needs Transportation?

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

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

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

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

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

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

As such, this plan brings together service providers, transportation funders, riders, and the community-at-large to improve special needs transportation throughout the Puget Sound region. Look for examples of successful coordinated transportation called out throughout the plan.

Coordination Efforts to Date

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

After the U.S. General Accounting Office issued its findings on multiple funding programs creating duplication of services and service fragmentation, more focus was placed on coordinating special needs transportation services...
and funding. Efforts to coordinate special needs transportation services have been occurring in Washington state and the Puget Sound region since the mid-1980s. While coordination efforts have been made at the state level, coordinating special needs transportation has not always been a priority at other levels of government.

Coordination at the Federal Level

In February 2004, former President Bush issued an Executive Order calling for the creation of an inter-agency council comprised of representatives from a number of federal departments and agencies. In response to the Executive Order, the Federal Interagency Coordination Council on Access and Mobility (CCAM) was created. Chaired by the Secretary of Transportation, the Council is composed of the secretaries of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice, as well as the Commissioner of the Social Security Administration, and the Chairperson of the National Council on Disability. The Council’s strategic goal for 2011-2013 is:

“To continue to improve mobility, employment opportunities, and access to community services for persons who are transportation disadvantaged.”

To achieve its strategic goal, the CCAM established the following three strategies:

1. Demonstrate federal leadership on transportation coordination.
2. Support presidential initiatives.
3. Expand the coordinated human-service transportation infrastructure.

Strategy #3 reaffirms the “United We Ride” initiative, which was created in 2004 to facilitate coordination among agencies and organizations involved in human-service transportation. The initiative provides funding for state and local governments in their transportation coordination efforts.

These federal initiatives trickle down to state and regional planning requirements through a variety of mechanisms. For more information, please go to http://www.unitedweride.gov. The provisions requiring coordinated planning were retained in the reauthorization of the surface transportation act, MAP-21, in 2012.

Coordination at the State and County Levels

Washington state is looked upon as a national example in coordinating special needs transportation services. State-level coordination is achieved through the Agency Council on Coordinated Transportation (ACCT). In 1998 the Washington State Legislature found that transportation systems for persons with special needs were not operated as efficiently as possible. In response, the Legislature created ACCT to develop a structure for communicating across organizational boundaries and facilitate coordination of special needs transportation services. ACCT is made up of state agencies, transportation providers, consumer advocates, and legislators with the mission to:

- Promote the coordination of special needs transportation.
- Provide a forum for discussing issues and initiating change.
- Provide oversight and direction to the state’s coordination agenda.

One way that ACCT promotes coordinated transportation is by supporting countywide coalitions to create local plans that inventory available services in their area and provide strategies to streamline service delivery.

In the central Puget Sound region three local coordinating coalitions serve this function: King County Mobility Coalition, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Transportation Coalition (SNOTRAC). Kitsap County has an active Information Referral Network (KIRN) that meets regularly. These coalitions serve an important role in the coordination of transportation services. Their primary responsibility is to
assess the needs of their local community and current transportation network and provide recommendations to improve the system. All four counties are represented on PSRC’s Special Needs Transportation Committee. For more information on ACCT, please go to [http://www.wsdot.wa.gov/ACCT/](http://www.wsdot.wa.gov/ACCT/).

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**Snohomish County Transportation Coordination Coalition (SNOTRAC)**
SNOTRAC Mobility Manager
Senior Services of Snohomish County
11323 Commando Road, Suite 215 • Everett, WA 98204
PHONE: 425-265-2227
WEB: [http://www.sssc.org/snotrac.htm](http://www.sssc.org/snotrac.htm)

To enhance regional planning efforts, some of the local coalitions have developed their own plans. These plans were instrumental in the original development of both Sound Transit’s “United We Ride in Puget Sound” and PSRC’s first 2006–2009 Coordinated Plan, and they continue to be a vital component of the plan update efforts. PSRC does not require that local coalitions adopt their own coordinated plans, and any projects submitted for federal or state special needs funding must be consistent with the regional plan; however, local plans allow for more detailed analysis, planning, and programming. Beyond local coordinated transportation coalition plans, other local plans such as county and city comprehensive plans, capital facilities plans, transportation and transit plans, social service plans, and school district plans are reviewed and incorporated into PSRC’s planning efforts.

In addition to working with local coalitions, state law mandates that ACCT work with other state agencies toward coordinated transportation and service efficiency. State agency coordination guidelines were formed in August 2000 to encourage state organizations to create policies for transportation coordination. Agencies create plans to meet their needs as well as to set goals, objectives and strategies for carrying out core government functions.
These plans also include strategies to assure that requirements of federal funding sources are met. State agency plans may also give direction to the local and regional agencies that are responsible for service delivery at the local level.

**Coordination at the Regional Level**

Regional plans address cross-jurisdictional issues and facilitate connectivity for a particular type of service, such as transportation or education. Regional bodies involve local agencies from multiple jurisdictions as regional plans are developed. Regional plans give direction to local plans, and local plans also feed into regional plans.

In 2008, PSRC adopted VISION 2040, the region’s strategy for accommodating the additional 1.5 million people and 1.2 million new jobs expected by the year 2040. VISION 2040 set the framework for the update to the region’s long-range transportation plan, Transportation 2040. VISION 2040 has in-depth multicounty planning policies for transportation, with which Transportation 2040 must be consistent. Among these policies are two that specifically address special needs transportation:

**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.

PSRC promotes and maintains an open dialogue between special needs transportation funding agencies, providers, and brokers in the region by facilitating discussions at the regional and local levels. This is of paramount importance to providing coordinated transportation for those with special needs.

As well as complying with the FTA requirements for coordinated plans, PSRC’s Coordinated Plan must be consistent with these regional plans. Given the policy framework VISION 2040 established, the timing of updating both Transportation 2040 and the Coordinated Plan coincided in 2010, allowing for better integration of issue identification, data collection and analyses, outreach, and development of programs and projects. PSRC continues to maintain an update cycle for the Coordinated Plan that parallels that of the Transportation 2040 update.

In addition, the Coordinated Plan serves as the framework for the prioritization of projects seeking funding through the FTA Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310), and WSDOT’s Public Transportation Division’s Consolidated Grant program.

**Planning for Emergencies**

From an earthquake to a localized weather event cutting off power and limiting transportation routes, an emergency in the central Puget Sound can vary in severity, geographic scope, and the time it takes to restore order. During these emergency events, individuals who cannot operate or afford a vehicle are reliant on public or human service transportation. As a result, special needs populations often need additional assistance during emergencies to evacuate or obtain vital resources, including food, water, shelter, and medical care.

During emergency events, transportation is coordinated through local and county-level emergency management agencies. The ability to effectively respond to the needs of the most vulnerable populations is contingent upon the level of coordination between the region’s transportation resource and service providers and local emergency managers as well as other stakeholders identified in the planning process. In the central Puget Sound region, transportation during an emergency is coordinated through emergency management departments at the city and county level.
Emergency Management at the County Level

**King County Office of Emergency Management**
3511 NE 2nd Street
Renton, WA 98056
PHONE: 206-296-3830
TOLL FREE: 800-523-5044
E-MAIL: ecc.kc@kingcounty.gov

The Emergency Management Program specializes in disaster mitigation, preparedness, response and recovery. In addition to natural and technological disasters, many homeland security issues are also coordinated through this office. In addition, a team of volunteers supports OEM during emergency activations of the Emergency Coordination Center. The Emergency Coordination Center (ECC) Support Team participates in trainings, exercises, and emergency coordination activities throughout the year. King County’s Comprehensive Emergency Management Plan is for use in mitigating, preparing for, responding to, and recovering from emergencies. The plan is a product of coordinated planning efforts between the King County Office of Emergency Management, county departments, emergency management representatives from various political jurisdictions, and selected private and nonprofit sector interests. In addition to the Comprehensive Emergency Management Plan, King County’s Emergency Management Program also houses the following plans:

- Regional Hazard Mitigation Plan.
- Regional Coordination (Disaster Plan).
- Critical Infrastructure Protection Plan.
- Disaster Debris Management Plan.
- King County Urban Area Security Initiative (UASI) Evacuation Template.
- King County Continuity of Operations Plan.

**Kitsap County Department of Emergency Management**
911 Carver Street
Bremerton, WA 98312
PHONE: 360-307-5870
E-MAIL: dem@kitsapdem.org
WEB: http://www.kitsapdem.org/

Kitsap County’s Department of Emergency Management is responsible for providing the emergency and disaster needs of the greater Kitsap County area, including the cities of Bainbridge Island, Bremerton, Poulsbo, Port Orchard, and the unincorporated areas of Silverdale. In this role the department develops and maintains the Kitsap County Comprehensive Emergency Management Plans (KC-CEMP) as a blueprint for response to a variety of emergency scenarios. They also assist the cities located in Kitsap County with the development and maintenance of their Comprehensive Emergency Management Plans.

**Pierce County Department of Emergency Management**
2501 S 35th Street, Suite D
Tacoma, WA 98409
PHONE: 253-798-6595
WEB: http://www.co.pierce.wa.us/Index.aspx?NID=104
It is the mission of the Department of Emergency Management to create sustainable communities and enhance public safety by empowering all who work, govern, live in and visit Pierce County to prevent, mitigate, prepare for, respond to and recover from all types of hazards, emergencies and disasters. Pierce County’s Comprehensive Emergency Management Plan specifies the purpose, organization, responsibilities and facilities of agencies and officials of Pierce County in the mitigation of, preparation for, response to and recovery from emergencies and disasters. In addition to the comprehensive plan, Pierce County’s Department of Emergency Management also houses the following plans:

- Hazard Identification and Risk Assessment.
- Emergency Operations Center Plan.
- Mount Rainier Volcanic Hazards Response Plan.
- Homeland Security Region 5 Strategic Plan.
- Pierce County Hazard Mitigation Plan.
- Region 5 Hazard Mitigation Plan.

**Snohomish County Department of Emergency Management**

720 80th Street SW  
Everett, WA 98203  
PHONE: 425-388-5060  
WEB: [http://www1.co.snohomish.wa.us/Departments/Emergency_Management/](http://www1.co.snohomish.wa.us/Departments/Emergency_Management/)

The Snohomish County Department of Emergency Management (DEM) provides emergency management service to unincorporated areas of the county, the municipalities of Arlington, Darrington, Gold Bar, Granite Falls, Index, Lake Stevens, Marysville, Monroe, Snohomish, Stanwood, Sultan, and the Tulalip and Stillaguamish Tribal communities. The purpose of Snohomish County’s department is to:

- Provide a leadership role in facilitating and coordinating a regional approach to emergency planning in Snohomish County.
- Provide guidance and coordination in the planning, mitigation, response, and recovery efforts of its member cities and the county before, during, and after an emergency or disaster.
- Acquire, allocate, and coordinate the appropriate resources in response to emergencies or disasters.

**OTHER EMERGENCY MANAGEMENT EFFORTS IN THE REGION**

**Emergency Service Coordinating Agency**

2901 228th Street SW, Suite A  
Brier, WA 98036  
PHONE: 425-776-3722  

The Emergency Services Coordinating Agency (ESCA) was created by interlocal agreement between participating cities. The agency currently serves the cities of Brier, Edmonds, Kenmore, Lake Forest Park, Lynnwood, Mill Creek, Mountlake Terrace, Mukilteo, Woodinville, and Woodway. ESCA is funded on a per capita basis through the city’s regular budgets with approximately 18 percent of the funding provided through federal grants. ESCA serves as the emergency management agency for each of its member cities. In cooperation with each city’s disaster coordinator, ESCA staff provides direction and coordination in the development and maintenance of these cities’ emergency operations plans and provides for coordination with outside agencies and organizations involved in emergency planning.
SMART Corridors and Special Needs Transportation Planning

The concept of “SMART Corridors” in Transportation 2040 emerged from the notion that transportation serves many people and purposes, and it must be closely integrated with land use planning and economic development. This approach must respond to evolving transportation needs while balancing the delicate state of our environment and the importance of fiscal constraint.

A corridor approach considers multiple facilities, transportation modes, strategies, jurisdictions, populations, and land use all to better understand the complexities of moving people and goods through our region. The objective of subarea-based analysis is to identify an effective mix of strategies, selected from a full range of capacity and system management approaches, that can demonstrate measurable results and that are consistent with the objectives of local and regional growth plans. With this framework for managing congestion and enhancing mobility, PSRC, working with multiple stakeholders, developed a set of 12 “SMART” corridors in six regional subareas. These corridors and subareas provide a mechanism to monitor and track transportation system performance at a narrower scale and to evaluate alternative solutions to particular mobility issues. Careful assessment of these and other conditions can point to “smarter” solutions to transportation issues.

PSRC will regularly issue SMART Corridor Reports to monitor changing conditions at the corridor scale. These reports will serve as a baseline for performance monitoring of the system, and help to identify new approaches to address congestion and improve mobility that meets local needs. Information and data generated through this ongoing program will support future updates of Transportation 2040 and other plans, such as the Coordinated Transit-Human Services Transportation Plan.

What does this mean for Coordinated Transportation Planning?

The corridor level approach allows PSRC to understand existing conditions and evaluate proposed transportation improvements for all modes and populations, including those individuals with special transportation needs, at a more detailed level than found at the regional scale. The SMART Corridor analysis can be used for special needs transportation planning purposes that include:

- **Transportation 2040**: focuses on future conditions and projects with special needs issues included.
- **Congestion Management Process**: revised as SMART Corridors, which includes special needs transportation and demographics.
- **Coordinated Transit-Human Services Transportation Plan**: provides more detailed information to help assess needs and gaps, and provide support for addressing needs and gaps.

SMART

**Safe and Sustainable** (communities, finance, environment, economy). The term “Liveable Communities” has been defined as “mixed-use neighborhoods with highly connected streets promoting mobility for all users.” “Financially sustainable” transportation investments must address the realities of financial resources both today and in the future. Finding transportation solutions that minimize or reverse harm to the environment is a clear priority to the central Puget Sound region.

**Multimodal**. Provide transportation that offers competitive travel choices to the traveling public.

**Accessible**. Provide mobility to all people, as well as maximizing existing facilities to support multiple modes of transportation.

**Reliable, Resilient**. The movement of people and goods is crucial to our growing economy. The system must have a prioritized transportation system that reliably moves people and goods. This includes a resiliency in times when one key facility may be unavailable.

**Technology**. We must make the most of our existing transportation system. This requires managing our assets as efficiently as possible 24 hours a day, seven days a week. It also includes the deployment of the most efficient technologies to provide information to the traveling public and to operators so they can make informed, smart transportation choices.
• **Grant Applications**: existing regional, subarea, and corridor information to help assess needs and gaps, and help identify services and programs to address them.

• **Planning and environmental assessments**: potential use for existing and future transit and special needs plans, programs, or projects.

Figure 2-1. SMART Corridors: Kitsap County, West Snohomish County, East Snohomish County, Northwest King, Eastside King County, Northeast King County, Cross Lake, Cross Sound, South King County, Southeast King County, West Pierce County, East Pierce County
South Sound 2-1-1
Information and Referral Services
PIERC\EC COUNTY

An elderly man called into 2-1-1 from Eatonville looking for transportation for him and his wife into Tacoma for an appointment to access and set up in-home care. They were outside Pierce Transit’s service area and had no personal resources to get them there. The 2-1-1 Specialist was able to connect him to the Volunteer Chore service through Catholic Community Services for a volunteer driver to pick them up, take them to the appointment, and bring them home again.

Source: Appendix J 2011–2014 Coordinated Plan
Chapter 3

Mobility Today

Mobility Today is an overview of the state of special needs transportation in the central Puget Sound region, including:

• Demographic profiles of special needs populations identified in the Coordinated Plan.
• Identification of major destinations in the region.
• Overview of transportation programs and services in the region.
• Documentation of special needs transportation funding in the region.

Special Needs Demographic Profiles

The Coordinated Plan for the central Puget Sound identifies special needs transportation populations as individuals with a disability, low-income individuals, youth age 5-17, and seniors age 65+. New to the 2015-2018 Coordinated Plan is the addition of veterans and individuals with limited English proficiency (LEP) as subset target populations. While not necessarily having a special transportation need, both of these population groups tend to be correlated with one or more special needs categories at a higher rate than the general population. For example, the respective figures for disabled veterans and low-income LEP populations in the central Puget Sound are more than double those for the general population.

A Note on Data

Unless noted otherwise, the data used in tables for each demographic profile are from Public Use Microdata Sample (PUMS) files, derived from American Community Survey (ACS) 1-year estimates. PUMS data were used because they allowed for more detailed cross tabulations — e.g., identifying individuals with a disability who are also veterans and low-income. For each of the maps, ACS 2007-2011 5-year estimate data were used because 5-year estimates are the only ACS datasets reporting at a unit of geography small enough to be meaningful when displayed on a census tract map.

Multiyear ACS data on individuals with a disability do not exist prior to 2008 due to a restructuring of how the ACS asks questions on disability. As a result, data on disability do not exist at the census tract level and therefore cannot be meaningfully displayed on a map. Because 2008 is the first year for which this scale of disability data exists, 2008 is used as a base year for demographic analysis purposes to maintain consistency in reporting.
A Growing Special Needs Population

Between 2008 and 2011 (the most recent years for which complete data exist), the special needs population in the central Puget Sound grew from 44 to 47 percent of the total population. As shown in Figure 3-1, this growth was driven primarily by increases in the low-income and senior populations. During the same time period the disabled population stayed relatively constant as a percentage of the total population, while the youth (age 5-17) population decreased slightly. While 47 percent of the region’s 3.6 million people fall into at least one special needs category, all of these individuals do not necessarily have a greater need for transportation. Approximately 1/3 of the region’s population has a mobility challenge related to disability, age, or income.

Table 3-1. Special Needs Populations as a Percent of Total Population, 2011

<table>
<thead>
<tr>
<th>REGION</th>
<th>KING</th>
<th>KITSAP</th>
<th>PIERCE</th>
<th>SNOHOMISH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>3,754,000</td>
<td>1,969,000</td>
<td>254,000</td>
<td>807,904</td>
</tr>
<tr>
<td>5–17</td>
<td>16%</td>
<td>15%</td>
<td>17%</td>
<td>18%</td>
</tr>
<tr>
<td>65+</td>
<td>11%</td>
<td>11%</td>
<td>14%</td>
<td>11%</td>
</tr>
<tr>
<td>Disabled</td>
<td>11%</td>
<td>10%</td>
<td>14%</td>
<td>13%</td>
</tr>
<tr>
<td>Low-Income</td>
<td>24%</td>
<td>23%</td>
<td>24%</td>
<td>27%</td>
</tr>
<tr>
<td>Veterans</td>
<td>9%</td>
<td>6%</td>
<td>17%</td>
<td>13%</td>
</tr>
<tr>
<td>LEP</td>
<td>4%</td>
<td>5%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>Total Special Needs</td>
<td>47%</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

Source: 2011 Census Public Use Microdata Sample.

Table 3-1 gives a sense for special needs population distribution by county within the central Puget Sound region. Pierce and Kitsap counties both have the highest percentages of special needs population in the region. Pierce County has the highest percentage of low-income and youth, while Kitsap County has the highest percentage of seniors and disabled within the region.

Children Age 5–17

Mobility options for children are generally limited to rides from parents, public transit, school bus, walking, or biking. In some instances these options may be unavailable, unreliable or unsafe. This segment of the regional special needs population is often neglected, as the school bus is seen as fulfilling the transportation needs of children. However, the school bus does not provide transport for after school activities, summer food programs, or after school employment. Furthermore, school districts have begun eliminating school bus service.
to households within one mile of a school. As a result, the need for investment in nonmotorized transportation and supporting programs, such as Safe Routes to School, has become increasingly important to ensure children are able to safely travel to and from school.

Transportation for children is further complicated for those that are also low-income or disabled. In Washington state, only 9.8 percent of kids eligible for reduced price meals get lunches in summer — one of the lowest rates in the country.¹ One reason for the low participation rate is a lack of transportation options to and from lunch sites. As evident in figure 3-2 this is a potential issue for many elementary students receiving reduced price lunches during the school year.

In 2011, children age 5-17 years comprised 16 percent of the regional population. Pierce County stands out as having the highest percentage children (18 percent of the total Pierce County population) and children who are low-income (36 percent of the total age 5-17 population in Pierce County). As can been seen in figure 3-3, the highest concentrations of children reside in the Rainier Valley area of south Seattle and in pockets throughout south King County.

¹ Zhang, Sarah. (2013, August 5). Free lunch programs funded, searching for kids to feed. The Seattle Times.
Seniors Age 65+

With the first of nearly 80 million baby boomers in the United States having turned 65 in 2011, the central Puget Sound, like the rest of the country, has entered an aging trend. While there is speculation that baby boomers will remain more active and mobile than previous generations of seniors, it is inevitable that their ability to drive will diminish over time. As a result, affordable alternatives to single-occupant vehicles are needed if the region’s seniors are to access essential services and maintain their independence for as long as possible.

The need for affordable alternatives to driving alone is further exemplified in research that states many seniors will choose to age in place rather than relocate to retirement facilities or communities where access to services is more convenient. This will be especially challenging in areas dominated by auto-centric land use patterns outside the central city where transit service is limited.

In 2011 seniors comprised 11 percent of the regional population. While Kitsap County had the highest proportion of senior residents at 14 percent (table 3-1), the majority of seniors are concentrated in the populated areas in King, Pierce, and Snohomish counties (figure 3-5). Beyond the complications associated with aging, many of the region’s seniors may have additional transportation needs resulting from low-income status or having a disability. As figure 3-6 shows, in 2011 25 percent of the region’s seniors were low-income and 37 percent had a disability.
Individuals With a Disability

The ability to access daily needs, including education, employment, and health care, is crucial to maintaining quality of life. Individuals with a disability are often at a disadvantage as their disability may limit their mobility and impede access to services and employment opportunities. In addition to social isolation, limited mobility can lead to higher levels of unemployment and poverty among disabled populations.

When compared to the general population, individuals with a disability are more likely to be low-income or unemployed. In the central Puget Sound, 41 percent of individuals with a disability are low-income, compared to 24 percent for the general population (figure 3-7). In terms of unemployment, as of 2011 the unemployment rate for the region’s disabled population was 21 percent compared to 9 percent for the general population (table 3-2).

Table 3-2. Unemployment for Individuals With a Disability

<table>
<thead>
<tr>
<th>REGION</th>
<th>KING</th>
<th>KITSAP</th>
<th>PIERCE</th>
<th>SNOHOMISH</th>
</tr>
</thead>
<tbody>
<tr>
<td>With a Disability</td>
<td>21%</td>
<td>17%</td>
<td>18%</td>
<td>27%</td>
</tr>
<tr>
<td>No Disability</td>
<td>9%</td>
<td>8%</td>
<td>9%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: 2011 American Community Survey.

Beyond employment, the transportation needs of individuals with a disability can be life threatening. If a medically vulnerable person is unable to get the medical attention he or she needs, lack of mobility may put a life at additional risk. In addition to employment and medical treatment, the ability to actively engage in a social life is an important part of life, regardless of ability. Individuals with a disability are more likely to be transit-dependent or rely on another specialized transportation service. As a result, it is crucial to provide appropriate transportation options, to ensure disabled individuals are able to access the same level of services and opportunity as the general population.

Low-Income Individuals

Transportation costs put a tremendous strain on the budgets of individuals with low incomes. A study by the Metropolitan Policy Program at the Brookings Institution found that the working poor spend a much higher portion of their income on commuting and that the combined cost of commuting and housing make up a larger portion of household budgets of the working poor than other households. According to the Surface
Transportation Policy Project, the poorest 20 percent of American households — those earning less than $13,908 (after taxes) per year — spend 42 percent of their take-home pay on transportation. For many people in this situation, owning a private vehicle, or being able to maintain a private vehicle, is not a reasonable option. Retaining employment can be difficult for low-income populations if they do not have a reliable private automobile and there are no transportation options. Transit-dependent employees who work late night or early morning hours are at a particular disadvantage due to inconsistent or unavailable transit service.

As of 2011, 24 percent of the central Puget Sound population was low-income (below 200 percent of federal poverty line) with 11 percent falling below the federal poverty line of $23,550 for a family of four. This represents a 4 percent increase in the low-income population since 2008. In part, this is a reflection of the economic recession which hit the nation in 2008 and continues to have lingering effects.

Pierce County has the highest proportion of low-income residents in the region at 27 percent. However, as figure 3-8 shows, the highest concentrations of low-income individuals in the region are located in downtown Seattle and adjacent to the University of Washington’s Seattle campus. High concentrations of low-income individuals also live in the Rainier Valley, Kent East Hill, SeaTac east of the airport, downtown Tacoma, north of Joint Base Lewis McChord in Pierce County, and pockets along State Route 99 in Snohomish County.

SUBURBANIZATION OF POVERTY

The suburbanization of poverty is a national trend that has recently gained attention. A major driver of this trend is employment decentralization. The suburban poor face transportation disadvantages unlike those of their urban counterparts. These include an overreliance on public transportation and a spatial mismatch between where they live and where they work or need to get to for social services. When looking at data for the Seattle-Tacoma-Bellevue Metropolitan area, the Metropolitan Policy Program at the Brookings Institution found that only 29 percent of jobs were accessible via transit from low-income suburbs.

3 A commonly used definition of low-income for environmental justice and special needs planning applications among Metropolitan Planning Organizations (MPOs), such as PSRC, is the number of persons below the federal poverty line. However, given that the poverty thresholds are very low, PSRC feels broadening the analysis to capture persons with incomes above the poverty line but who may reasonably still be considered low-income is appropriate. Since many public assistance programs base eligibility on some multiple (typically 200 percent) of the federal poverty line, PSRC uses this measure as a way to distinguish between and very-low-income and moderately low-income individuals.
Veterans

With the recent wind down of the Iraq and Afghanistan wars, many military veterans across the country are returning home and integrating back into civilian life. Transitioning from military service to civilian life can be a difficult process for many returning veterans. At the same time, World War II veterans are well into their 80’s and 90’s and Korean and Vietnam War veterans are nearly 70 or older. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship. Many veterans returning home are entering the work force or going back to school with the intent of entering the workforce at a later date.

Nationally, veterans make up 9 percent of the population; however, in the central Puget Sound region, that figure rises to 11 percent, with nearly one third of the region’s veterans living in Pierce County. When compared to the general population, a disproportionately higher percentage of veterans have a disability. This is evident in figure 3-9 which shows that, in the central Puget Sound region, the proportion of veterans with a disability is 22 percent compared to 11 percent for the region as a whole (table 3-1).

As the hub for veterans services in the northwest, the central Puget Sound region attracts veterans and their families from around the state. In addition to JBLM in Pierce County, the Veterans Administration’s two largest health care facilities in Washington are located in the region — the American Lake Division in Lakewood and the Seattle Division. The central Puget Sound is also home to a number of other veterans centers, health care facilities, and the Tahoma National Cemetery.

In response to the transportation needs of veterans, the Federal Transit Administration began the Veterans Transportation Community Living Initiative (VTCLI) in 2011. The VTCLI provides $29 million in grant funding to help local governments and transit agencies around
the country make better use of technologies that make it easier for veterans to access transportation options — such as mobile applications and electronic information kiosks. For the 2011-2013 biennium WSDOT administered $1.5 million in VTCLI funds, including several projects in the central Puget Sound.

**Limited English Proficient Individuals**

Limited English proficient (LEP) individuals are defined as people who either do not speak English well or do not speak any English. Language difficulties create substantial barriers to accessing employment opportunities, engaging in community or cultural activities, and performing daily tasks. Because they do not speak English well, LEP individuals tend to work lower-wage jobs and are more likely than the general population to have limited incomes. In the central Puget Sound, more than half of LEP individuals are low-income, compared to 24 percent for the region as a whole (figure 3-11). As a result of this lower-income status, LEP individuals are more likely to depend on public transportation as the cost of owning a vehicle is too expensive. According to the 2011 American Community Survey, more than 11 percent of LEP individuals reported public transportation as their primary means of getting to work compared to 8 percent for fluent English speakers. In addition, many LEP individuals also face barriers in accessing transportation information resources, which can prevent them from utilizing the transportation options that do exist.

Figure 3-11. Percent of Total LEP Population, 2011
Major Destinations

People with special transportation needs live throughout the region’s four counties in rural and urban areas alike. For those who cannot or do not drive a car, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about one’s daily life includes making trips to and from one’s home on a regular basis for a wide variety of reasons. People may go to these destinations daily, frequently, or occasionally. These trips include travel to work or school, personal errands, medical appointments, participating in recreational activities, and so on. Examples of trips include: seniors going to a local community center a few times a week, which may be the lifeline they need to remain independent. A family without a car facing economic hardship may need a reliable way to get to a food bank on a regular basis. A person whose mobility prevents him from driving still must get to work.

Given the many and varied reasons people travel, it is not possible to list every trip or destination. Therefore, only major destinations are discussed in the Coordinated Plan. These include medical facilities, employment or training centers, community and cultural centers, food stores and shopping centers, and parks. See the SMART Corridors analysis in Attachment F for a more detailed documentation of major destinations.

Transportation Programs and Services

A wide range of transportation options must be provided to ensure transportation is coordinated at the local, regional, and state levels. In the central Puget Sound region, special needs populations are served by a variety of distinct transportation programs and services, each with a discrete service area, target population, and operating authority. Listed below are categories of transportation programs and services currently offered in the region.

**Fixed-Route Bus and Rail Service.** Bus or rail service operating on an established route and schedule.

**Ferry Service.** Ferry service operating on an established route and schedule.

**Deviated Fixed-Route Bus Service.** Service with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area.

**Demand Response Services.** Demand response services operate in response to calls from passengers or their agents to the transportation provider, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. Demand response services are commonly provided through either ADA paratransit or non-ADA paratransit services.

- **ADA Paratransit Service** — complimentary paratransit service to people who are unable to use fixed-route service because of a disability. Service must be provided within 3/4 of a mile of non-commuter fixed-route bus service during the same hours and days as the fixed-route service. Any public transit agency providing fixed-route service is required to provide complimentary paratransit service.

- **Non-ADA Paratransit Service** — provides demand response transportation services to people with special needs. Non-ADA paratransit service is available to people who may not be eligible for ADA paratransit service.

**Shared Rides.** Vans or small buses operating as a ride sharing arrangement, providing transportation to a group of individuals directly to a regular destination.

**Door-to-Door Service.** Specialized form of paratransit service where a driver meets customers at their door and walks with them to the vehicle and then to the door of their destination.
Door–through-Door Service. More specialized form of paratransit service than door-to-door where driver escorts customer from inside residence to vehicle and then into their destination. Typically not available in ADA paratransit service.

Program Transportation. Specific program services as medical, community services, education (including school buses), and/or employment.

Training Programs. For individuals or groups to increase the skills, knowledge, and abilities for those using transportation services and travel training professionals.

Financial Subsidies. Financial assistance to support special needs transportation services and programs.

Information, Referral, and Assistance. Refers to ways to get information, resources, services, and support.

Transportation Providers

The transportation programs and services noted above are provided by a range of public, private, and nonprofit providers. The individual agencies and organizations providing these services fall into one of the following provider categories: public transportation, human services transportation, brokered transportation, transportation provided by schools, and other transportation providers. A brief description of each provider type is provided below. For a detailed inventory of individual providers in the central Puget Sound, see Attachment C — Inventory of Programs and Services.

Public Transportation Providers

Public transportation providers in the central Puget Sound region provide rail, fixed-route bus, ferry, ride share, and deviated fixed-route bus services for use by the general public. Agencies operating non-commuter fixed-route bus service also provide ADA paratransit service. Public transportation in the region is provided through the coordinated efforts of the following public agencies:

- City of Seattle.
- Community Transit.
- Everett Transit.
- King County Metro.
- Kitsap Transit.
- Pierce Transit.
- Sound Transit.
- Washington State Ferries.
- Pierce County Ferries.
- King County Ferry District.

Human Service Transportation Providers

Human service transportation includes a broad range of services designed to meet transportation needs such as transportation for people with a disability or transportation for seniors. Human service transportation in the central Puget Sound is provided by a vast array of faith-based organizations, not-for-profit organizations, veterans’ organizations, senior centers, community centers, and hospitals. Detailed information on human service transportation providers in King, Pierce and Snohomish counties can be found at www.findaride.org. Information and referrals to transportation resources for all counties in the central Puget Sound can be accessed by dialing 2-1-1.
Brokered Transportation

Transportation brokers arrange trips for clients from a wide assortment of qualified transportation providers. Depending on the client’s physical and mental condition, he or she is matched with the least costly ride. On average, in the state of Washington 30 percent of the trips are purchased through transit bus passes. Just over half of the brokered trips are demand-response, door-to-door trips. The remaining trips are either provided through gas vouchers, reimbursements, or other modes such as air, ferry, or train. The majority of brokered transportation in the central Puget Sound is related to the Medicaid program.

As the state’s Medicaid agency, the Health Care Authority (HCA) assures access to medical care for its clients by contracting through a competitive bid process with transportation brokers. Within the central Puget Sound, the Medicaid-brokered transportation services are provided by Paratransit Services in Kitsap and Pierce counties and by Hopelink in King and Snohomish counties. Responsibilities of the transportation brokers include the following:

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

Transportation Provided by School Districts

Although school districts are not required to provide transportation, they all have a transportation program. By state law, school districts that do provide transportation are responsible for complete operation of their transportation programs. Districts generally provide transportation services to K-12 students who reside within the district boundaries. However, it is not uncommon for districts to provide transportation for students attending their schools who live outside of the district boundaries. In addition, programs such as Head Start and Early Childhood Education Assistance Program (ECEAP) require school transportation above and beyond what school districts are normally required to provide. There are many rules and regulations governing school district transportation programs. In some cases, these requirements may inhibit a school district’s ability to coordinate transportation or may outright prohibit it.

Funding levels for student transportation are based on a formula allocation, which is calculated annually and applied by the Office of the Superintendent of Public Instruction (OSPI). The distribution formula is for allocation purposes only and does not mandate a specific level of transportation service. The formula is based on the cost of transporting an eligible student to and from school, between schools and learning centers for required
instruction, and to and from service agencies and medical facilities if the student is disabled. The allocation is driven by annual enrollment figures at each school within a district, collected each October. Districts receive funds in the form of a standard “student mile” allocation rate for each student living a mile or more from school.

Other Direct and Indirect Providers

Direct service transportation providers are those with a primary mission to transport people. There are a number of agencies providing direct transportation service other than the transportation providers listed above. Most have restricted service areas and do not serve the entire county. The volume of trips is less, but they nonetheless play a role in transportation of the region’s special needs populations. Examples of other direct transportation providers include:

- Taxis.
- Limousines.
- Airport shuttles.
- Charter bus companies.
- Ambulances.
- Rental cars.
- Car-sharing programs.
- Privately owned ferries.
- Private bus companies such as Laidlaw.
- Health and human service programs that offer transportation to their specific client populations.

In addition to the direct service providers, indirect service providers offer transportation-related services that aid individuals with limited mobility or bring services to a person’s home so a trip is not needed. Some also offer specialized transportation services, serving only particular clients under unique circumstances for specific purposes. Some of these indirect services include:

- Grocery and meal delivery services.
- Personal services and companion care programs in which a caregiver may take clients on errands.
- Donated vehicle programs.
- In-home hair care services.
- Pharmacies that deliver prescriptions and pharmaceutical supplies to the home.
- Hospital and medical clinics that will transport their patients to medical appointments.
- Residential, long-term care facilities and group homes that will take their own residents on outings.
- Senior and community centers that have vans for transporting their own clients to and from activities.
- Churches and faith-based organizations that may transport their affiliates to and from services or for other necessary purposes.
- Child care facilities that will transport children between school and the child care facility or on special outings.
- Supported employment facilities that transport their clients to training, work, and work related activities.
- Recreational agencies that transport people to and from activities.
Transportation Costs

Traditionally, the main transportation tax bases have been retail sales, registered motor vehicles, taxable motor fuel consumption, and the taxable value of motor vehicles. The allowable uses of nearly all existing transportation funding sources in the region are restricted to specific uses, by source, by expenditure, and often by geography or jurisdiction.

Transportation costs — capital and operating — have been on the rise over the last few decades for many reasons. Insufficient public resources have led to an increase in the unfunded backlog of maintenance projects, leading to higher overall costs in the future, and raising safety concerns. Meanwhile, existing transportation revenues are not keeping pace with travel demand nor infrastructure investments needed to support this growing demand. Like metropolitan regions throughout the nation, our region faces increasing problems with urban congestion and insufficient transit and other alternatives to driving.

As of 2013, Washington state is facing a long recovery from the recession that started in 2008. Funding essential services for special needs populations continues to face risks. At the same time, with the reliance on retail taxes and poor economic conditions, the region’s public transportation agencies have been forced to make cuts to fixed-route services. Since cuts to fixed-route service also affect ADA paratransit service, the overall impact to special needs populations includes a shifting of responsibility away from fixed-route service providers and their ADA paratransit providers. As a result, the provision of special needs transportation has increasingly been borne by a mixture of human services and private providers of transportation services oriented to special needs populations. Funding dedicated to special needs transportation purposes is forced to go farther and serve more people than ever. And while human service transportation providers fill in gaps when public transportation providers cannot, the economic impacts are reaching beyond public agencies. School transportation costs for basic and special services are rising, but allocations are falling, so a greater share of transportation funding is coming from general education sources.

Generally speaking, fixed-route transit, fixed-route student transportation, and vanpools are the most cost-effective method to provide wide transportation access. Because these are much less expensive trips, transit agencies invest in programs that promote and educate customers to use the fixed-route system, as well as provide support that allows them to do so. Conversely, paratransit, by its nature, is a much more expensive service to provide. These trips are scheduled by reservation and are typically provided to those with need for a higher level of service, such as door-to-door. Demand-response services can be as much as 5 to 10 times higher than fixed-route trips on a cost per trip basis, based on cost information in WSDOT’s 2011 Summary of Public Transportation.

Lastly, for special needs populations, transportation funding is not the only issue since cuts to health and senior services are affecting those who greatly rely on these services. For example, changes in health care provision where patients are kept in hospitals for shorter durations, thus relying on more outpatient care, requires that patients travel to care facilities more frequently. For someone who cannot drive for himself or herself, this change places a bigger burden on travel when there may already be an excessive demand. Currently, revenue is inadequate to meet federal transportation spending guarantees. Even though total gas tax revenues have increased in the past few years, the purchasing power of the state gas tax has declined since 1991.
Special Needs Transportation Programmatic Cross-Check

Transportation 2040 calls for adding funding for special needs transportation services into its financial strategy in proportion to the forecasted special needs population growth. The intent of the special needs transportation programmatic crosscheck is to evaluate the change in the population of those seeking special needs transportation services since the adoption of Transportation 2040 in relation to the level of investment in these types of projects and programs as called for in Transportation 2040.

People with special transportation needs are defined in RCW 81.66.010(3) as people, “including their personal attendants, who because of physical or mental disability, income, status, or age are unable to transport themselves or purchase transportation.” Special needs transportation serve the following demographics:

- Seniors — defined as those aged 65 or older.
- Youth — aged 5 to 17 years of age.
- Individuals with a Disability.
- Low-Income.

Although not specifically called out in these populations, other groups considered in this Coordinated Plan, which have special needs related to transportation, are Veterans and Limited English Proficiency (LEP) populations.

The regional trend in special needs population is an overall increase in that population. Between 2008 and 2011 there was an 11 percent increase in special needs population within the region. The largest increase has occurred in those defined as Low-Income, which rose from 20 percent of the population in 2008 to 24 percent of the total population in 2011. The only population which saw a decrease as a percentage of the region’s population was Youth, which declined slightly from 17 to 16 percent. The overall trend of an increase in special needs populations is expected to continue as the population of seniors alone is projected to increase from 11 percent of the region’s population to 21 percent by 2040.

At the same time that special needs transportation populations have increased, funding dedicated to special needs transportation projects in the region has also increased. Funding dedicated to special needs transportation funding in the Seattle–Tacoma–Everett urbanized area (UZA) increased by approximately 13 percent between 2008 and 2011. How-

On average, PSRC funds dedicated to special needs transportation represent 1.5 percent of total FTA funds to the Seattle–Tacoma–Everett UZA.
ever, this dedicated funding represented only approximately 1.5 percent of the overall FTA funding to this UZA.

As the special needs population is expected to increase over the long term, the short-term trend in dedicated special needs transportation funding since MAP-21 was enacted in 2012 indicates an increase in funding dedicated to special needs. Funding increased to dedicated special needs programs by approximately 8 percent between 2012 and 2013, the first year of MAP-21 apportionments. The first year of MAP-21 (FFY 2013) brings the annual regional allocation to approximately $2.3 million, exclusively in Section 5310 funding, which is dedicated to seniors and individuals with disabilities.

The funding program traditionally associated with low-income populations, the Jobs Access Reverse Commute (JARC), has been consolidated into the Urbanized Formula Program (Section 5307) as well as the Rural Formula program (Section 5311) under MAP-21. Although there is not a dedicated set-aside for JARC projects specified in MAP-21, JARC projects serving low-income individuals continue to be eligible activities under both the Urbanized Formula Program and the Rural Formula Program. At the time that this plan is being developed, PSRC is setting up a policy discussion on how to address JARC-eligible projects in the Urbanized Formula Program. Meanwhile, WSDOT has indicated that they will continue to see JARC projects contained within regional coordinated plans as one of the eligible projects under the Rural Formula Program (Section 5311).
Hopelink

KING COUNTY

I’m a Vietnam Air Veteran. I enlisted in the Air Force when I was 18, did four years, then I went to school under the GI Bill. I was one of the very few Women in the Air Force in my squadron. A person at King County Vets referred me to the Hopelink Transportation service. A lady there, she told me about it and I called. I had Medicaid so it was available to me. At first I received bus tokens and then later as time went on I wasn’t able to catch the bus as much. I talked to some people at Hopelink who were very nice. They gave me an opportunity to get some information from my doctor so I could get transportation provided to me door to door. I thought: Wow, this is great. It was like Christmas. Going to the doctor is not as much of a hardship now.

Chapter 4

Needs, Gaps, and Duplications

Federal law requires that the Coordinated Plan identify needs and gaps in the special needs transportation network. The needs and gaps outlined below were assessed throughout the planning process through outreach to transportation providers and local mobility coalitions. In addition, subject matter experts on PSRC’s Special Needs Transportation Committee provided insight into the needs and gaps throughout the special needs transportation network. The intent was to inform the creation of strategies that will guide transportation and information service providers in overcoming these gaps. These strategies can be found in Chapter 5 of this plan — “Mobility Tomorrow.”

Needs

Transportation needs differ among special needs transportation populations – senior, youth, low-income, and individuals with a disability. At the most basic level, all residents of the central Puget Sound region need to access daily necessities without an undue financial or time burden. However, each individual’s unique transportation needs are shaped by a variety of factors, including but not limited to where they live and work, personal or cultural obligations, and medical conditions.

Through consultation with human service transportation providers and local mobility coalitions in the region, the following transportation needs have been identified for the central Puget Sound region’s special needs transportation populations:

• Safe and convenient access to appropriate transportation options.
• Affordable transportation options.
• Reliable transportation.
• Safe and secure transportation.
• Reliable public transportation outside of peak hours.
• Clear information on available transportation options.
• Convenient trip planning.
• Reasonable travel times.
• Culturally relevant information resources.
• Accessible transportation infrastructure.
• Seamless connections between transportation services.

Gaps

Gaps in the special needs transportation network have been identified as falling into one of the following five categories: spatial, temporal, institutional, infrastructure, or awareness. This section of the Coordinated Plan explains
each gap in greater detail and identifies the specific gaps in the central Puget Sound region. Each gap was either identified through outreach to local mobility coalitions or was carried over from the previous Coordinated Plan.

**Spatial Gaps**

Spatial gaps refer to locations that are underserved, or not served at all, by transportation services. To be cost-efficient, public transportation service is oriented towards serving the region’s urban centers and major employment centers. This type of service provision creates spatial gaps in suburban and rural locations where transit service is either unavailable or inadequate to meet the daily needs of special needs populations. For special needs transportation populations, these gaps can be especially disruptive as alternative transportation options may not be available.

**SPATIAL GAPS IN THE CENTRAL PUGET SOUND**

- Transit service reductions have made it increasingly difficult to connect rural clients and riders to areas well served by fixed-route transit. This problem is particularly evident in Pierce and Snohomish counties.
- Transit service to destinations outside of major activity centers is inadequate to meet the needs of special needs populations.
- Direct transit service between medical facilities in the region is lacking. This is especially problematic for patients who need to travel between multiple medical facilities in one day.
- Fixed-route transit service operates primarily on a north-south orientation. As a result, east-west travel is cumbersome for transit-dependent populations and may require multiple transfers.

**Temporal Gaps**

Temporal gaps are caused when transportation service is not available at times when it is needed by special needs transportation populations. With public transit’s commute-hour focus, a substantial portion of the region’s transit service does not operate early enough in the morning or late enough in the evening for low-income individuals on alternative work schedules.

**TEMPORAL GAPS IN THE CENTRAL PUGET SOUND**

- Transportation options are inadequate outside of peak hours — very early in the morning, middle of the day, after 7 p.m., and on weekends.

**Institutional Gaps**

Institutional gaps are caused by the rules, regulations, and requirements that govern transportation service provision. Many institutional gaps go unnoticed by riders and clients, yet can inadvertently create obstacles to their mobility. Institutional gaps are not always clearly defined and can take many forms.

**INSTITUTIONAL GAPS IN THE CENTRAL PUGET SOUND**

- Connection with ferries is difficult for paratransit vehicles. Because they do not get priority boarding, paratransit vehicles often miss ferries during peak times, which can result in riders missing appointments. Furthermore, due to a lack of communication between transportation providers and the ferry system, coordinating docking time with a pick-up on the other end is difficult.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.
• Complimentary ADA paratransit service is funded locally through the transit district’s tax base. Since this service is federally mandated, without a separate funding base, ADA paratransit service both competes with funding for fixed-route service and adds to the cost of providing fixed-route service. This can result in decreased fixed-route service in order to maintain the minimum level of ADA paratransit service and discourage expansion of paratransit service beyond the minimum to comply with the ADA laws.

• **Common standards** do not exist among agencies, including but not limited to vehicle safety, driver training, and driver licensing.

• Transportation providers and brokers use different scheduling, dispatching, and reporting software, making information sharing difficult.

• Transportation providers do not group trips or offer shared rides among different special needs populations. This can result from eligibility requirements preventing shared trips, perceived increased liability, or an agency’s concern that funding will be jeopardized if they transport someone who is not their client.

• Statewide cost-sharing allocation formulas are lacking.

• Fixed-route transit service reductions are forcing individuals with special transportation needs onto higher-cost transportation services.

• **It is challenging for new projects to compete for funding.** As a result, new projects that effectively respond to recent changes in the special needs transportation landscape (e.g., transit service reductions) may not get off the ground.

• **Cross-county trips** outside the PSRC region are difficult due in part to a lack of coordination among service providers.

• **Transfer between different special needs transportation services** is cumbersome and may result in additional wait time for a customer to complete a trip.

**Infrastructure Gaps**

Infrastructure gaps are areas where a lack of physical or technological infrastructure prevents individuals from accessing needed transportation options. Infrastructure gaps can take the form of a major roadway acting as a barrier to accessing daily necessities, a lack of sidewalks adjacent to transit stops, or intersections not meeting ADA standards.

**INFRASTRUCTURE GAPS IN THE CENTRAL PUGET SOUND**

• Transit facilities and bus stops without accessible walkways and safe crossings.

• **Sidewalk ramps** that are not level or too steep.

• Bus stops and other transportation waiting areas lack benches.

• Bus stops lack adequate weather protection.

• Rural and suburban roads are unsafe for pedestrian and wheel chair users.

• Special needs populations have limited access to new travel information resources, including mobile and web-based applications.

• Public spaces lack amenities for seniors and individuals with disabilities.

• **Pedestrian crossing times at signalized intersections** are not long enough for seniors, children, and individuals with mobility impairments.

• Lack of affordable, accessible, or lift-equipped vehicles for people who are disabled, but who are not eligible for Medicaid or ADA paratransit services.
Awareness Gaps

Learning how to access and utilize transportation options can be a daunting task for individuals unfamiliar with all transportation programs and services available in the region. Gaps in awareness occur when individual riders and social service agencies are not fully informed on available transportation options. While awareness gaps can take many forms, they all stem from a lack of information.

AWARENESS GAPS IN THE CENTRAL PUGET SOUND

- **Language and cultural barriers** prevent riders and clients from accessing transportation options.
- Traveler information technologies are too advanced or are too difficult to acquire for some users.
- Social service agencies do not always have **adequate information regarding available transportation choices** for their clients, particularly if transportation is not offered by the social service agency. This may result in referral to less efficient transportation options than those that are actually available.
- Fixed-route transit, rideshares and vanpools are marketed to commuters and not to special needs populations. Furthermore, funding is not available to meet the demand for specialized paratransit, volunteer and other community transportation, and hence marketing is not encouraged.
- Rural communities are not aware of available transportation options due to limited funding available for marketing and coordination.
- Misinformation and unfounded fears create a negative perception of transit among older populations.
- Decision makers do not have full knowledge of where special needs populations reside in their community and may not be fully aware of their mobility needs.
- Special needs populations are not aware of all available information resources.
- Multiple efforts to provide transportation option information online.

Duplications

Demand for transportation service is increasing among special needs populations, competition is growing for limited funding opportunities, and substantial cuts to fixed-route transit service have occurred throughout the region. Each of these facts makes it increasingly difficult for special needs transportation providers to meet demand for their services. In some cases, duplicative services fill gaps where available options are inadequate to meet demand. However, there are instances where removing duplications could improve delivery of special needs transportation service. Various funding sources restrict different transportation services to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas.

EXAMPLES OF DUPLICATIONS

- Vehicles from different agencies may be traveling in the same corridor at the same time, but may be offering different services or serving different populations and cannot pick up additional riders.
- Schools, transit agencies, and Medicaid brokers operating separate but similar training programs for drivers.
- Schools, transit systems, and other transportation providers having their own in-house maintenance programs for vehicles when they could take advantage of economies of scale by combining resources.
- Brokers, transit systems, senior programs, and other agencies each having their own call center for people to call to arrange for transportation instead of having a one-stop shop.
- Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes.
Regional Examples of Addressing Needs and Gaps

Beyond the Borders — Pierce County

Beyond the Borders is a free transportation service provided by Pierce County Community Connections. Older adults, individuals with disabilities and people with low incomes living in rural Pierce County may be eligible for transportation from home to their destination or to the nearest bus stop and back. By providing trips to and from rural Pierce County, Beyond the Borders fills many of the spatial gaps created by transit service reductions in rural and suburban areas.

Community Travel Tips — King County

Community Travel Tips is a project of the King County Mobility Coalition, developed to raise awareness about how to use public transportation in King County, through YouTube videos and printable guides on King County’s website. Both resources are available in 13 languages to help new public transportation riders learn how to ride the bus, pay for the bus and light rail, and use other ways to travel. Community Travel Tips helps overcome gaps in awareness by providing information on using public transportation in formats that are accessible by many of the region’s LEP populations.

Transportation Assistance Program — Snohomish County

The Transportation Assistance Program (TAP) provides a special needs transportation safety net for older adults and people with disabilities outside the DART service area. TAP clients are picked up at their door and delivered to their destination, or transferred to another transportation provider – DART, Everett Paratransit, or ACCESS. By connecting people to services, health care, senior centers, shopping, recreation and more, TAP addresses spatial gaps that exist in rural areas of Snohomish County.

Life In Motion — King County

Life In Motion is a project of the King County Mobility Coalition, developed to raise awareness about transportation options in King County and to encourage people to get out and about. Life In Motion helps connect people with the most appropriate transportation option for them, whether it be fixed-route transit, demand response services, or volunteer transportation.

We are no longer housebound
— Gerry and Betty, Greenwood

Transporte Comunitario: Correcciones para Traslado
Este guía es una versión impresa de una serie de tres videos creada para ayudar a los residentes de King. Ver los videos en línea en www.youtube.com/user/Kcomobilitycoalition. Le ofrecemos estas guías gratuitamente en múltiples idiomas. ¡Definitivamente!

Cómo Viajar en Autobús
Por favor llegue a su parada de autobús con antelación. Cuando se acerque el autobús, cerciórese de que el número de ruta y el número de parada coincidan con el que indica su boleto. Si no habla inglés, pida la información de su parada a Muestra la tarjeta al conductor al subir.
Pay Your Pal Rural Transportation Program

SNOHOMISH COUNTY

A new Pay Your Pal client expressed how this program would make her life much easier. She lives in a very rural area and when she uses the DART system, it would take 6 hours for her to get to her 8 hour a day job in downtown Seattle. She works 5 days a week and with her disability tires easily and was thinking of quitting her job. Pay Your Pal will allow her to continue to work and is a good example of how with a little help people with a disability can be independent.

Source: SNOTRAC Personal Communication
Chapter 5  
Mobility Tomorrow

This chapter serves to outline the region’s approach for moving forward with coordinated transportation planning in the central Puget Sound. The plan’s Vision and Mission provide a high-level summary of what the region is trying to achieve with coordinated planning. The primary intent of the Mobility Tomorrow chapter is to guide implementation of this vision and mission via the Coordinated Plan’s goals and prioritized strategies. These goals and prioritized strategies are intended to address the needs, gaps, and duplications in the special needs transportation network identified in this plan. To that end, they guide regional special needs transportation investment decisions, particularly for the federal programs administered by PSRC.

Planning for the Future

In 2011 the first baby boomers turned 65, beginning what is to be a period of increasing senior populations not only in the central Puget Sound but the United States as a whole. Forecasts from the Washington State Office of Financial Management show the senior population (over age 65) reaching 21 percent of the regional population by 2040, nearly double the percentage in 2010. Within the over-65 age cohort, the population of individuals over the age of 75 will grow the fastest, increasing from 5 percent of the regional population in 2010 to 11 percent by 2040 (figure 5-1). As seniors represent the group with the largest proportion of individuals with special transportation needs, these increases will likely result in greater demand for specialized transportation services.

The central Puget Sound is forecast to add over 1 million residents by 2040, and as a result will likely see population increases in all special needs categories, not just seniors. These forecast population increases will create greater demand for both public transportation and special needs transportation services in the region. The region has already realized increased demand for transit as the number passenger trips on fixed-route and demand response service grew by 2 percent in 2012, nearly tying the record ridership year of 2008 after declines in 2009 and 2010, due to the effects of the economic recession. Meanwhile, fixed-route and demand response service hours were reduced, as most of the region’s transit agencies have had to cut back on service due to lower sales tax revenues.

Figure 5-1. Population Projections by Age Cohort

Vision
Mobility, quality, and efficiency through regional coordination.

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

While these figures show a short-term historic trend, the loss of fixed-route and demand response service hours in the region reflects an environment in which it has become increasingly difficult for special needs populations to travel around the region via public transportation. Some of the spatial and temporal gaps created by reductions in public transportation fixed-route service are being filled by the numerous human service and private organizations providing special needs transportation services in the region. However, these same agencies face a similar operating environment where demand is rising at a faster rate than available funding.

To ensure that existing and new transportation services are meeting the needs of the region’s special needs populations, agencies and organizations involved in special needs transportation will need to continue coordinating and planning efforts in an effective manner to deliver their services. At the same time, the region will need to become increasingly innovative in delivering transportation services while working to preserve the essential transportation programs that currently serve special needs populations.

**PSRC’s Role**

PSRC promotes and maintains an open dialogue among local special needs transportation funding agencies, providers, and brokers by facilitating discussions at the regional and local levels. PSRC is also responsible for developing and updating the Coordinated Plan. The Coordinated Plan serves as the unified, comprehensive strategy for special needs transportation service delivery. However, transportation for the region’s special needs populations is woven into many of PSRC’s planning efforts, including Transportation 2040 and the Growing Transit Communities Partnership.

**Transportation 2040**

The region’s long-range growth management, environmental, and transportation goals depend heavily on providing more and better public transportation services. Continuing to move from a region that is largely auto-dependent to one where numerous travel options are available and attractive will require the ongoing investment in fixed-route service for both bus transit and rail, ridesharing options, ferry service, and demand-response services and programs. Transit service supports VISION 2040 by making it easier for people to get around for both work and non-work trips within and between the region’s growth centers. The transit network both supports the regional growth centers and benefits from them as strong attractors of home-to-work trips and dense enough populations to support local circulator buses for non-work trips.

Transportation 2040 also recognizes that transit service and how it is provided are influenced by a number of variables that are not within direct control of transit agencies. These factors can have an enormous impact on transit operations and use. Transportation 2040 encourages transit-oriented development because of the possible impact it could have on the future success of regional high-capacity transit investments. Infrastructure that provides full accessibility to transit facilities, such as sidewalks, can broaden the transit market share for all users of public transportation and reduce the demand for very costly demand-response services. Using the existing system to its most efficient potential will also require looking to technology to better control movement through intersections, and rider information to facilitate transit use.

Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system that provides a wide range of benefits. There are three general types of fixed-route service: Core, Community Connector, and Specialized. Core and Community Connector Service provide the greatest mobility options for people who rely on transit.
CORE TRANSIT SERVICE

Light rail, bus rapid transit, and high-frequency local buses are considered core transit services. Core services are generally routed to or through areas with higher density population and/or employment. By providing frequent and efficient service to areas with higher densities and mixed uses, core services are expected to draw high ridership. Typically running all day, core service is intended to operate at high frequency and at the higher speeds to the extent practical.

COMMUNITY CONNECTOR TRANSIT SERVICE

Community Connector Transit Service is routed between or through areas that are not dense enough to warrant core service but that the operator is required or has chosen to serve for policy reasons. Because of the land use pattern it serves, it is less likely to draw large numbers of people. Typically running through much (but not all of) the day, it tends to be lower frequency but can operate at higher or lower speed depending on individual routes. Community Connector routes may evolve into core service when transit demand and land use changes warrant it.

SPECIALIZED TRANSIT SERVICE

Specialized Transit Service is routed to serve very specific users at specific times, such as peak period commutes from park-and-ride lots to employment centers. Running only at specific times, it is generally high speed and express and is typically designed to carry high volumes of passengers. Specialized services are generally seen as complementary to core service; however, reducing duplicative service is encouraged where possible.

Transportation 2040 calls for increasing the types of transit described above to significantly improve local and regional transit services over the plan’s timeline. Fixed-route transit is a considerable part of coordinated transportation services. The better the fixed-route system is, the less demand there is on other services that are more costly to provide. Transportation 2040 recommends an aggressive increase in fixed-route service. The plan includes special needs transportation funding into the financial strategy in proportion to the forecast special needs population growth.

While the region continues to invest in public transportation as a practical mobility option, there will always be segments of the special needs population who cannot rely on fixed-route transit as a primary mode of travel. These individuals rely on alternative forms of transportation, such as paratransit or community-based services. Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth in special needs populations is incorporated into Transportation 2040’s financial strategy.

Growing Transit Communities

Growing Transit Communities (GTC) is an effort to make the most out of the region’s $15 billion investment in rapid transit by locating housing, jobs, and services close enough to transit that it is a viable travel option for many people. A major product of this effort was the Growing Transit Communities Strategy, which calls for regional and local actions that respond to the challenges and opportunities in transit communities and represent major steps toward implementing VISION 2040. The Strategy was developed by the Growing Transit Communities Partnership, an advisory body of diverse stakeholders which established the following three goals:

1. Attract more of the region’s residential and employment growth near high-capacity transit.
2. Provide housing choices affordable to a full range of incomes near high-capacity transit.
3. Increase access to opportunity for existing and future community members in transit communities.

Embedded in the Growing Transit Communities Strategy are 24 strategies and supporting actions for PSRC, transit agencies, local governments, and other regional partners. The 24 strategies are intended to:
• Create a regional framework for supporting transit communities.
• Attract housing and employment growth.
• Provide affordable housing.
• Increase access to opportunity.

While the Growing Transit Communities effort supports enhanced mobility for individuals with special needs, many of the individual strategies and actions specifically address populations identified in the Coordinated Plan, notably strategy #22. The strategies are a call to action for partners across the region to redouble efforts to create great urban places and build equitable communities around transit. Fully recognizing the strong policy foundation embodied in regional and local plans, as well as the innovative work implementing those plans to date, the Partnership makes these recommendations as a challenge to do more than is being done today.

Stakeholders

The Coordinated Plan was developed in light of the principles and values of the stakeholders involved in special needs transportation: riders, transportation purchasers, transportation providers, and the community at large. Each of these stakeholder groups has different principles and values, depending on their viewpoint. These four viewpoints have been balanced throughout planning efforts and the building of a coordinated special needs transportation system in the region.

Riders

People who need transportation, including those with physical and mental disabilities, youth, older adults, and people who simply can’t afford to own or maintain a car, or are unable to operate a vehicle.

RIDERS VALUE:

Choice: A range of mobility options that are usable, effective, and affordable.

Easy: The ability to easily plan, arrange, and pay for trips, regardless of mode.

Reliability: Transportation services that dependably arrive and depart within predictable timeframes.

Safety: Transportation services that are safe and secure with drivers who are respectful and helpful.

Service: Sufficient service levels to meet needs.

Privacy: Confidentiality and respect with regard to how their personal information is used.

Transportation Purchasers

 Agencies, including counties and cities, employers, and others who pay for transportation, including taxpayers, social service agencies, transit agencies, school districts, service providers, area agencies on aging, nursing homes, and hospitals.
TRANSPORTATION PURCHASERS VALUE:

- **Client Needs:** Representing client interests and providing transportation options that meet their needs.
- **Cost:** Coordinating to achieve cost savings for participating agencies.
- **Standards:** Agreeing upon and enforcing driver and vehicle standards to ensure that special needs transportation services are at least equal to fixed-route services.
- **Trust:** Ensuring costs and responsibilities are not shifted to other purchasers without adequate compensation.
- **Equity:** Ensuring that the costs of providing grouped trips are shared equitably.
- **Appropriate and Low-Cost Trips:** Ensuring that passengers are provided the most appropriate and lowest cost service.
- **Funding:** Seeking additional funding to supplement federal, state, and local funds.
- **Regulations:** Ensuring that federal, state, and local regulations are consistent and support the coordination of transportation services.
- **Options:** Ensuring that trips are provided on a range of transportation options, including, but not limited to, carpools, transit, taxi cabs, community businesses, nonprofits, cabulances, school buses, volunteer drivers, gas vouchers, and nonmotorized alternatives.

Transportation Providers

Agencies that arrange and provide the trips, including transit agencies, school districts, transportation brokers, nonprofits, private transportation companies, volunteer driver programs, community shuttles, and social service agencies.

TRANSPORTATION PROVIDERS VALUE:

- **Fairness:** Fair competition among those providing publicly funded rides.
- **Simplicity:** Simple and streamlined procedures for collecting fares, reporting data, and complying with regulations.
- **Public/Private Rides:** Continuing to publicly fund rides provided by both public and private providers.
- **Information:** The ability to help people access different transportation programs without having to know the details about each program.
- **Shared Resources:** Leveraging opportunities to share resources with other providers, such as vehicles, training, maintenance, and drivers.
- **Inclusion:** Pedestrian-friendly accessible communities with a full range of mobility options.
- **System Approach:** Sharing the responsibility of transportation with the community.
- **Healthy Communities:** Federal, state, and local planning processes recognizing that mobility is integral to achieving healthy communities.
- **Accountability:** Community accountability for working together to meet mobility needs.
- **Coordination:** Coordinating transportation to ensure the least amount of work by riders.

Communities at Large

Those who serve people with special transportation needs, including hospitals, nursing homes, colleges and universities, pharmacies and medical facilities, retail and grocery stores, community programs, family and friends, government agencies, and employers.
Vision and Mission

As part of the work developing the 2015-2018 Coordinated Transit-Human Services Transportation Plan, the PSRC Special Needs Transportation Committee affirmed the existing Vision and Mission statements.

**Vision:** Mobility, Quality and Efficiency through Regional Coordination.

**Mission:** We are multiple organizations working together for shared benefit to gain economies of scale, eliminate duplication, expand service, and improve the quality of service in order to better address the regional transportation needs of transportation-disadvantaged people in the greater Puget Sound region.

Goals and Prioritized Strategies

The goals and prioritized strategies within the Coordinated Plan support the overall Vision and Mission Statement for coordinating special needs transportation in the central Puget Sound. To continue to move the region closer to the vision of mobility, quality, and efficiency through regional coordination, this plan lays out three overarching goals and corresponding strategies prioritized as high, medium, and low. For each goal, a series of desired outcomes have been identified which will serve to gauge progress in implementing the plan.

**GOAL #1 — Put People First**

People should be able to afford transportation, use it safely, and get to where they need to go without an overly burdensome process or trip time. Providers should ensure fairness, justice, and equity in delivering transportation programs and services.

**High-Priority Strategies**

A. Develop and deliver affordable, accessible, and innovative transportation programs and projects that address the needs and gaps identified in the Coordinated Plan.

B. Improve connections to and within the regional transportation system.

**Other Priority Strategies**

C. Improve functionality of passenger facilities, traveler information resources, and ride share programs.

D. Encourage and respond to stakeholder feedback.

**Desired Outcomes**

- More affordable transportation options for special needs populations.
- Improved transportation reliability for special needs populations.
- Easier to use transportation services and information resources.
- Increased geographic coverage of transportation services.
- Increased availability of transportation options outside of peak transit hours.
- Improved cross-jurisdictional connections.
- Faster trips made by special needs populations.
• Improved access to transportation options and common destinations.
• Improved accessibility at passenger facilities for special needs populations.
• Effective travel instruction programs that familiarize special needs populations with available transportation options.
• Innovative traveler information resources for special needs populations.
• Improved functionality of special needs transportation programs and services.
• Innovative approaches to service delivery and coordinated planning.

GOAL #2 — Move People Efficiently

Resources for regional special needs transportation should be maximized through coordination in planning, service delivery, and reporting. Networks should be created that are seamless for the customer, but operationally and organizationally sound for providers. Coordination creates efficiencies that enable more trips within available funds. Coordinating regional trips offers the greatest potential for efficiency, with fewer vehicles on the road and more people on each vehicle. Agencies can also coordinate such things as driver training, purchasing, standards, requirements, eligibility determinations, and technology.

High-Priority Strategies

A. Create new and maintain existing partnerships that address the needs and gaps identified in this plan.
B. Develop and implement performance measures that track program and service efficiency.

Other Priority Strategies

C. Identify common standards, opportunities for coordination, and/or effective planning tools for addressing the needs and gaps identified in the Coordinated Plan.
D. Enable shared trips among different special needs populations.
E. Develop and deploy assistive technologies that make it easier for mobility-impaired individuals to fulfill their transportation needs.
F. Collect and share data and resource information.
G. Educate the special needs community on efficient use of transportation resources and services.

Desired Outcomes

• More mobility options for special needs populations.
• Improved resource coordination among existing transportation providers.
• Efficient use of existing special needs transportation resources.
• More affordable transportation options for special needs populations.
• Fewer duplications in service and program delivery.
• Better assessment of program and service efficacy.
• Better use of limited resources as client and rider needs evolve.
• Common standards for service and program operations.
• Innovative approaches to service delivery and coordinated planning.
• Effective and meaningful performance measures.
• Increased awareness among special needs population on efficient use of transportation options.
• Easier to use transportation services and information resources.
• Innovative traveler information resources for special needs populations.

**GOAL #3 — Move More People**

To meet current and future demand, the region must develop the capacity to deliver more trips within a constrained funding environment. In order to stretch limited transportation dollars further, the region’s special needs populations should use less expensive modes of transportation as a first option — meaning those that are less expensive for transportation providers to deliver.

**High-Priority Strategies**

A. Reduce the cost of providing special needs transportation services.
B. Support mobility management in the region.

**Other Priority Strategies**

C. Include transportation for special needs populations in program planning, funding applications, and program budgets.
D. Increase awareness of cost-effective and appropriate mobility options.
E. Improve accessibility to transportation options.
F. Maintain or replace vehicles, equipment, and other resources needed to sustain existing services.

**Desired Outcomes**

• More cost-efficient transportation options.
• Better accounting of special needs transportation costs and benefits in state, regional, and local planning efforts.
• More mobility options for special needs populations.
• Improved resource coordination among existing transportation providers.
• Increased stakeholder coordination.
• Targeted marketing and travel instruction for special needs populations.
• Improved access to transportation options and common destinations.
• Greater transportation independence for individuals with limited mobility options.
• Improved transportation reliability for special needs populations.
Implementing the Goals and Strategies

The goals and strategies will be implemented through a wide range of services and programs. These transportation services and programs cover the range of mobility options necessary for those needing special needs transportation:

- Fixed-route bus and rail service.
- ADA paratransit.
- Demand response.
- Shared rides.
- Program transportation (including school buses).
- Volunteer programs.
- Travel training programs.
- Technology.
- Language assistance.
- Financial subsidies.
- Information, referral, and assistance.

Many factors influence the particular program or service. All must be taken into consideration when developing, implementing, and operating services and programs, including an individual’s specific need, geographic area, destination, costs, and existing transportation options.

Measuring Success

MAP-21 identifies performance measures to be used in measuring success of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. The performance measures FTA must consider in its report to Congress on the Section 5310 program require the collection of quantitative and qualitative information, as available, concerning:

- Modification to geographic coverage of transportation service, the quality of transportation service or service times that increase the availability of transportation services for seniors and individuals with disabilities.
- Ridership.
- Accessibility improvements.
- Other measures, as the Secretary of Transportation determines appropriate.

As described in the Draft Section 5310 Circular published by FTA in the July 11, 2013 Federal Register, until new measures are established, FTA intends to continue to use the following indicators:

1. **Gaps in Service Filled**: Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support.

2. **Ridership**: Actual or estimated numbers of rides (as measured by one-way trips) provided annually for seniors and individuals with disabilities on Section 5310 supported vehicles and services.

3. **Physical Improvements**: Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services as a result of projects implemented in the current reporting year.
This Coordinated Plan incorporates the measures listed above. PSRC will continue to monitor developments in performance planning for the Section 5310 program and other programs related to special needs transportation and will continue to update and refine performance measures for the special needs transportation program in the central Puget Sound region.

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

**Quality Measures**

- Number of seniors and individuals with disabilities afforded mobility they would not have without program support.
- Transportation service customer comments.
- Vehicle dwell times.
- Customer wait time (at beginning of trip, and for transfers).
- Accident reports.
- Ability for transportation disadvantaged people to meet medical, employment, and social needs.
- Ability for seniors and people with disabilities to remain independent.
- Rider satisfaction.

**Efficiency Measures**

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

**Mobility Measures**

- Actual or estimated numbers of rides (measured in one-way trips) provided annually to seniors or individuals with disabilities.
- Number of people using public transportation in the region, by mode.
- Number of public transportation trips in the region, by mode.
- Ratio of trips to population density, by mode and area (rural and urban).
- Transportation referenced as a barrier in human service needs assessments.
- Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services as a result of projects implemented in a special needs grant funding cycle.
Next Steps

Special needs transportation is an integral part of the long-range transportation vision. Federal transportation legislation requires that the Coordinated Plan be updated every four years. This Plan covers federal fiscal years 2015 to 2018. The next plan update will occur as part of the 2018 Transportation 2040 update.

In addition to the regional planning efforts of PSRC, the central Puget Sound region has three local coordinating coalitions: King County Mobility Coalition, Pierce County Coordinated Transportation Coalition, and the Snohomish County Transportation Coalition. Kitsap County has a similar group called Kitsap Information Referral Network (KIRN). The groups’ primary responsibility is to assess the needs of their local community and current transportation network and provide recommendations to improve the system, serving as the first step towards improvement. This local information is provided to PSRC in its updates to the Coordinated Plan. Further, these groups serve an important role in the coordination of special needs transportation services, where they may use a combination of federal, state, and local funds to provide services to meet needs and fill gaps that exist. All four counties are represented on PSRC’s Special Needs Transportation Committee.

While there may not be a reliable way to include demand-response trips into traditional travel demand models, this does not mean that PSRC cannot use other quantitative and qualitative approaches to provide useful data for special needs transportation planning. Going forward, PSRC intends to leverage available resources and utilize the Special Needs Transportation Committee to obtain special needs transportation data that will enhance coordination and planning efforts.

Funding

In fall 2014, PSRC will conduct a competitive process to distribute FTA Section 5310 Funds (Enhanced Mobility of Seniors and Individuals with Disabilities) to eligible projects that are consistent with the goals and prioritized strategies outlined in the Coordinated Plan. As part of this process, PSRC will also rank regional projects applying for Washington State Department of Transportation’s Consolidated Grant Program 2013-2015 funds. For more information on PSRC’s Coordinated Grant Program and WSDOT’s Consolidated Grant Program, go to http://www.psrc.org/funding/special.
Volunteer Transportation

KING COUNTY

I would cancel an appointment before I would take a cab, because to go by cab would probably cost me $80 roundtrip from where I live. With Volunteer Transportation, I don’t have to worry how to get there or bother my family because they all work full-time. And I can’t be asking friends, they don’t live close to me. I don’t know what I would do without the service, I really appreciate it.

Grace
Magnolia
