

# Appendix C

## INVENTORY OF SPECIAL NEEDS TRANSPORTATION SERVICES AND PROGRAMS

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

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

PSRC Information Center  
[info@psrc.org](mailto:info@psrc.org)  
 206-464-7532  
 FAX: 206-587-4825  
 TTY/TTD: 206-464-5409

Organization	Supporting Statements or Links to Agency Plans
Agency Council on Coordinated Transportation (ACCT)	In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. <a href="http://www.wsdot.wa.gov/acct/default.htm">http://www.wsdot.wa.gov/acct/default.htm</a>
Department of Social and Health Services (DSHS)  DSHS <i>Strategic Plan for 2009 to 2013</i>	VISION Our vision is a <b>healthy, safe, and productive Washington</b> . The people we serve are members of families, students in schools, and residents in communities. In most cases, they are more strongly connected to those institutions than they are to DSHS programs. Therefore, to achieve our mission and vision, we are committed to providing our clients with <b>coordinated services through partnerships</b> with communities, tribes, counties, service providers, schools, the criminal justice system, and other agencies in the private and public sectors. <a href="http://www.dshs.wa.gov/ppa/currentplan.shtml">http://www.dshs.wa.gov/ppa/currentplan.shtml</a>
Office of the Superintendent of Public Instruction (OSPI)  <i>Preparing Washington's Students for the 21<sup>st</sup> Century – Five Year Strategic Plan for the Office of the Superintendent of Public Instruction 2002-2007</i> April 2003	OSPI Values and Beliefs: 4. OSPI works in partnership with students, families, community members, business leaders, educators, and policy makers Objective 1.5 Ensure that all schools implement a plan for continuous improvement that involves a whole community collaborative effort and results in increased student achievement. Objective 3.3 Ensure that students have access to social and health services that reduce barriers to learning <a href="http://www.k12.wa.us/">http://www.k12.wa.us/</a>
Northwest Educational Service District—includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish and Whatcom counties	<a href="http://www.nwesd.org/nwesd/site/default.asp">http://www.nwesd.org/nwesd/site/default.asp</a>
Puget Sound Educational Services District (PSESD)—includes 35 school districts and more than 200 private schools in King and Pierce counties plus Bainbridge Island  2008–2009 Ends Report	Improve Student Learning Create and support high quality programs for: Increase Leadership Capacity Improve Safety, Civility & Support in Learning Environments Increase Economic Efficiencies & Resources Increase Family & Community Engagement <a href="http://www.psesd.org/">http://www.psesd.org/</a>

<p>Puget Sound Regional Council Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) for the central Puget Sound region</p>	<p><b>VISION 2040 Transportation Multicounty Planning Polices:</b>  <u>MPP-T-22</u> Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.  <u>MPP-T-25</u> Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young, and low-income populations.</p> <p>VISION 2040 <a href="http://www.psrc.org/growth/vision2040">http://www.psrc.org/growth/vision2040</a>  Transportation 2040 <a href="http://www.psrc.org/transportation/t2040">http://www.psrc.org/transportation/t2040</a>  Special Needs Transportation Program <a href="http://www.psrc.org/transportation/special-needs">http://www.psrc.org/transportation/special-needs</a></p> <p>Puget Sound Regional Council  1011 Western Avenue, Suite 500  Seattle, WA 98104-1035  Reception: 206-464-7090  FAX: 206-587-4825 TTY/TDD: 206-464-5409  <a href="http://www.psrc.org/">http://www.psrc.org/</a></p>
<p><b>Local Information</b></p>	
<p>Cities</p>	<p>PSRC city members are numerous, so each city plan is not cited here. If you cannot locate city plans directly, or need assistance with any city plans, please contact the PSRC Information Center at:  Puget Sound Regional Council  1011 Western Avenue, Suite 500 Seattle, WA 98104-1035  Reception: 206-464-7090  FAX: 206-587-4825 TTY/TDD: 206-464-5409  <a href="http://www.psrc.org/">http://www.psrc.org/</a></p>
<p>Counties</p>	<p>King County  <a href="http://www.kingcounty.gov/">http://www.kingcounty.gov/</a>  Kitsap County  <a href="http://www.kitsapgov.com/">http://www.kitsapgov.com/</a>  Pierce County  <a href="http://www.co.pierce.wa.us/pc/">http://www.co.pierce.wa.us/pc/</a>  Snohomish County  <a href="http://www1.co.snohomish.wa.us/">http://www1.co.snohomish.wa.us/</a></p>
<p>Public Transportation Providers in central Puget Sound region:</p>	<p>Everett Transit  <a href="http://www.ci.everett.wa.us">http://www.ci.everett.wa.us</a>  Community Transit (Snohomish County)  <a href="http://www.commtrans.org/">http://www.commtrans.org/</a>  King County Metro  <a href="http://metro.kingcounty.gov/">http://metro.kingcounty.gov/</a>  Kitsap Transit  <a href="http://www.kitsaptransit.org/">http://www.kitsaptransit.org/</a>  Pierce Transit  <a href="http://www.piercetransit.org/">http://www.piercetransit.org/</a>  City of Seattle  <a href="http://www.seattle.gov/">http://www.seattle.gov/</a>  Sound Transit  <a href="http://www.soundtransit.org/">http://www.soundtransit.org/</a>  Washington State Department of Transportation  <a href="http://www.wsdot.wa.gov/">http://www.wsdot.wa.gov/</a></p>

Local Coordinating Coalitions

**King County**

Bob Sahm, Accessible Services Supervisor  
King County Metro Transit  
821 Second Ave Seattle, WA 98104-1598  
Tel: 206-205-6577 Fax: 206-205-6490  
E-mail: [bob.sahm@kingcounty.gov](mailto:bob.sahm@kingcounty.gov)

King County Mobility Coalition  
Michelle Zeidman, Mobility Manager  
Hopelink 14812 Main St Bellevue, WA 98007  
Tel: 425-943-6737 Fax: 425-644-9956  
E-mail: [mzeidman@hope-link.org](mailto:mzeidman@hope-link.org)  
Web: <http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html>

**Kitsap County**

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

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

**Pierce County**

Tim Renfro  
Pierce Transit  
3701 96th St. SW  
Tacoma, WA 98499-0070  
253.984.8216 or TDD 253.582.7951  
E-mail: [trenfro@piercetransit.org](mailto:trenfro@piercetransit.org)

Pierce County Coordinated Transportation Coalition (PCCTC)  
Marge Tully, Transportation Coordinator  
Pierce County Community Services  
3602 Pacific Avenue, Suite 200  
Tacoma, WA 98418  
Tel: (253) 798-7658  
E-mail: [mtully@co.pierce.wa.us](mailto:mtully@co.pierce.wa.us)

**Snohomish County**

Stephanie Cicka  
Community Transit  
Address 7100 Hardeson Rd, Everett, WA 98203  
Tel: 425-348-7196  
Email [stephanie.cicka@commtrans.org](mailto:stephanie.cicka@commtrans.org)

Snohomish County Transportation Coordination Coalition (SNOTRAC)  
Danette Klemens, SNOTRAC Mobility Manager  
Senior Services of Snohomish County  
8225 44th Ave W, Suite O  
Mukilteo, WA 98275-2847  
Tel: 425-265-2227 Fax: 425-353-1212  
Web: <http://www.sssc.org/snotrac.htm>

The following inventory of services, programs, and resources is for the central Puget Sound region. Every attempt to update and include relevant information was made; still there may be omissions. For more information please refer to the contact information listed above, especially since printed information may not necessarily remain current.

## Transportation Programs & Services

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

### Fixed-Route Service

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

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

### Demand Response Service

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

### ADA Paratransit

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

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

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

King County Metro: Metro’s Access Transportation service is available for persons with disabilities who are unable to use the regular fixed route bus system or light rail due to their disability. It provides next-day shared rides within ¼ of a mile on either side of non-commuter fixed route bus service during the time and on the days those routes are operating. Access Transportation service uses contractors to provide shared ride van transportation within most of King County.

More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html>

Contact: 1-866-205-5001 (voice) or 1-877-749-4286 (TTY)

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

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

Sound Transit: ADA Paratransit service is available for persons with disabilities who are unable to use the light rail due to their disability. The trips must have both a start and end within ¼ mile of the Central Link alignment. It provides next-day shared rides

service during the time and on the days Link operates. The service is provided for Sound Transit riders by Access Transportation service. More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html>  
Contact: 1-866-205-5001 (voice) or 1-877-749-4286 (TTY)

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

#### **Deviated Fixed Route Service**

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

The transit agencies listed above provide such services and some are described below. Human service and private transportation providers are also listed.

#### ***Beyond the Borders—Pierce County***

The purpose of the PCCTC Beyond the Borders project is to utilize the current Medicaid transportation brokerage infrastructure to serve the South Pierce County area that is outside of the Pierce Transit Service area. The primary focus of the project is to provide people with special transportation needs access to critical life sustaining services. As resources become available, the focus will expand to include access to employment and job-related activities, access to youth activities, general purpose trips, as well larger community and regional access.

#### ***Common Ground—Pierce County***

The purpose of this project is to assess and demonstrate potential efficiencies, without substantially reducing service quality, when transit ADA and Medicaid eligible trips are scheduled together on the same vehicle within common service areas. The two common destination areas this project focuses on are the Adult Day Health Center on Yakima Avenue and the St. Josephs Hospital Kidney Dialysis Center. A cost allocation formula has been agreed upon, and operational details are being identified.

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

DART (Dial-a-Ride Transit) is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area. DART service is available to everyone. Metro purchases DART services from private contractors.

More information: <http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html> Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

DART routes 914 and 916 (originally called the Shopper Shuttle), provide a free circulating shuttle that travels in several loops to reach the Kent's many shopping areas, banks, medical facilities, and senior housing. Like other DART routes, the Circulating Shuttle can leave its route to pickup and drop off passengers in a defined service area. The Shuttle operates Monday through Saturday from 9am – 5pm, and is a joint effort of King County Metro Transit, the City of Kent and Hopelink.

More information: <http://www.ci.kent.wa.us/transportation/index.aspx?id=2970> Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

#### ***Dial-A-Ride—Kitsap Transit***

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

#### ***Dial-A-Ride—Pierce Transit***

Pierce Transit offers free dial-a-ride service between Orting and the South Hill Mall, and to the Mel Korum YMCA. The Orting Loop is open to all who want to ride. At the South Hill Mall one can transfer to buses serving destinations all over Pierce County. Vans operate: Tuesdays, Thursdays, & Saturdays (by reservation). Every two hours from 8 am to 8 pm. And on a schedule to connect with Pierce Transit bus service at the South Hill Mall Transit Center. Call 253.581.8100 between the hours of 8 am and 5 pm to schedule a ride on the Orting Loop—up to 5 days in advance.

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

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

#### ***Hopelink and Paratransit Services: Medicaid Brokers—King, Kitsap, Pierce and Snohomish***

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

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

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

More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html>

Contact: 1-866-205-5001 (voice) or 1-877-749-4286 (TTY)

#### ***Mt. Si Community Shuttle—King County***

Mount Si Community Shuttle, a program WISDOM helped fund with a Special Needs grant to Mount Si Senior Center, is the result of a long-term effort between Mt Si Senior Center, Hopelink, and United Way of King County, and recent partners; King County Metro,

Senior services of Seattle/King County and the City of Snoqualmie. Mount Si operates the shuttle services as a general public dial-a-ride serving the Upper Snoqualmie Valley. This project included funding for a scheduler, located in a dedicated office at Mt. Si Senior Center, to process ride requests, schedule, and dispatch for four programs and vehicles: Mt. Si Community Shuttle, Mt Si Senior Shuttle, Sno-Valley Senior Shuttle, and WISDOM Special Needs Grant funded shuttle. As part of the project King County Metro provided a lift-equipped minibus, vehicle maintenance, the City of Snoqualmie provides a secured lot for parking the vehicle, Hopelink provides on going technical assistance and staff training, Senior Services provides support for the senior programs, and United Way funded initial research and program development.

**Northshore Senior Center Transportation Program**

The Northshore Senior Center operates 16 lift-equipped minibuses, which transport people with special needs living in rural, outlying areas of Snohomish County and North King County to senior centers, adult day health programs, medical appointments, and essential shopping in both counties. The transportation program helps people who are not served by other providers and facilitates access to destinations across county lines that these riders otherwise would not be able to access. Partners include King County Metro, Hopelink, Community Transit, the Cities of Bothell and Kenmore, and the State of Washington.

More information: <http://www.northshoreseniorcenter.org/programs/services/transportation/overview.aspx>

Contact: 425-286-1026

**Senior Shuttles/Hyde Shuttles—King County**

Senior Services offers demand-response transportation for seniors 55 years of age and older and people with disabilities of all ages, transporting eligible riders to medical appointments, hot lunch programs, senior center activities, grocery shopping, food banks and other social and cultural activities. The Shuttles target un-served and under-served people who fall through gaps in public transportation, including refugee and immigrant populations, limited English proficiency, and rural populations. The vans are lift-equipped and operate Monday through Saturday, 8 a.m. to 4 p.m. Riders register for Shuttle service by phone. Rides are donation based. The Shuttles fall into two categories: Nutrition Vans and Community Vans. The Nutrition Vans transport people to ethnic meal programs supported by Aging and Disability Services. Community Vans provide transportation within specific geographic areas, including First Hill, International District, Capitol Hill, Central Area, Southeast Seattle, West Seattle and North Seattle (starting May 2010). The r Shuttles are part of King County Metro's Community Access Transportation program. Other Partners include Aging and Disability Services, the State of Washington, and many senior centers and other human service agencies in King County, including Mt. Si Senior Center, Shoreline/Lake Forest Park Senior Center, Des Moines Senior Activity Center, Burien Community Center, PAEP, SeaMar, El Centro de la Raza, ACRS and ReWa.

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/senior\\_shuttles.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/senior_shuttles.aspx)

Contact: 206-727-6262 (voice) or 1-800-282-5815 (toll-free)

**Snoqualmie Valley Transportation (SVT)—King County**

Provides dial-a-ride service for transportation dependent people of all ages. SVT serves the Snoqualmie Valley from North Bend to Monroe. Buses are on the road from 6 a.m. until 8 p.m. Monday through Friday. Same day ride requests are accepted on a space available basis. Mt. Si Senior Center began the program in 2003 using operating funds from WSDOT's Nonprofit Paratransit Special Needs Fund and buses provided by Metro's Community Access Transportation program. In 2008, the program's capacity doubled due to a partnership with the Snoqualmie Indian Tribe that supplied additional operating funds and buses. Three Senior Services Shuttles operate in the Snoqualmie Valley primarily providing service to the two area senior centers. These Senior Shuttles are scheduled and dispatched by SVT.

**Stillaguamish Transportation Program—Snohomish County**

In cooperation with SNOTRAC, the Stillaguamish Tribe received a grant to purchase a hybrid van, meeting all criteria for FTA and School Bus transportation. The vehicle would start doing the run from the last transit stop to the Methadone Treatment Center, a 12-mile triangular loop. With more experience, the service will be expanded to provide service to community members. They will also work with Paratransit services to become a Medicaid provider.

**Transportation Assistance Program—Snohomish County**

Transportation Assistance Program (TAP) originally started with ACCT funding and is operated by Senior Services of Snohomish County. TAP covers most rural areas of Snohomish County and provides limited transportation for seniors and people with disabilities who live outside public transit service areas. It is primarily used to connect people with DART and sometimes the Community Transit fixed-route system. TAP is working with Paratransit Services to provide Medicaid trips.

**Shared Ride**

**RideShare OnLine—Washington State/King County**

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

**Special Needs Van Pool Program—Pierce County**

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

**VanGo—Snohomish County**

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

**VanPool—King County**

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

More information: <http://metro.kingcounty.gov/tops/van-car/commutervans.html>

Contact: [vanpool.information@kingcounty.gov](mailto:vanpool.information@kingcounty.gov) , 206-625-4500 (voice), 1-800-427-8249 (toll-free), 1-800-833-6388 (TTY) or 206-684-2166 (fax)

#### **VanShare—King County**

Metro's program bridges the gap between public transportation and a rider's final destination. Like VanPool, groups of five or more commuters use a King County-provided van to get from public transit to their final destination.

More information: <http://metro.kingcounty.gov/tops/van-car/commutervans.html>

Contact: [vanpool.information@kingcounty.gov](mailto:vanpool.information@kingcounty.gov), 206-625-4500 (voice), 1-800-427-8249 (toll-free), 1-800-833-6388 (TTY) or 206-684-2166 (fax)

Contact: [rideshare@rideshareonline.com](mailto:rideshare@rideshareonline.com) , 1-888-814-1300 (voice) or 1-800-833-6388 (TTY)

#### **VanWorks—King County**

The King County Metro Jobs Access Transportation funds mileage-priced vanpools targeting mixed populations of low-income and people with disabilities entering the workforce.

#### **VanLink—Kitsap County**

VanLink is a transportation alternative for Kitsap County low income and disabled residents. The VanLink program is designed to provide low income and disabled Kitsap County residents with vans for transportation. VanLink gives the flexibility to schedule work programs, client outings, daycare and training as their schedule dictates. Each client who rides in the VanLink van must have a bus pass. VanLink is more cost effective for Kitsap Transit compared to ACCESS service. Currently Kitsap Transit has forty-four VanLink vans in service. All drivers must take a six hour orientation and fall within insurance guidelines.

#### **Community Partnership Program**

King County Metro's Community Partnership Program (CPP) expands transportation options for people with disabilities and seniors by developing partnerships with community agencies in the region. Metro has programs that provide vehicles and operating expenses to assist agencies set up their own transportation programs. Agencies benefit because they can customize their transportation programs to meet their clients' needs. The direct community benefits because these programs are more cost effective than Metro's ACCESS Transportation. In 2004, the program which includes 22 non-profit community agencies and 46 vehicles, provided over 117,000 rides for seniors and people with disabilities. Following are some of CPP's van programs:

**CPP AddVANTage Vans:** Metro provides retired ACCESS vans, emergency response service, vehicle maintenance, driver training, and technical assistance to participating agencies that serve seniors or people with disabilities. Agencies agree to provide a minimum number of rides to ACCESS users each month. For those committing to a higher level of rides, Metro provides a small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision and liability insurance.

**CPP Special Use Vanpools:** CPP pays the monthly cost of a standard Vanpool agreement on behalf of local agencies that have a number of clients who are ADA eligible and are traveling to worksites. The agency provides the driver and liability insurance.

#### **ZipCar—King and Kitsap Counties**

In close partnership with King County Metro Transit, the Seattle regional office of ZipCar operates a fleet of more than 100 vehicles in more than a dozen neighborhoods in Seattle, Bellevue, Kirkland, Redmond, West Seattle, and Kitsap County. ZipCar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one—without the cost and hassles of ownership. King County's Jobs Access Program has contracted with Mobility, Inc. (ZipCar) to provide access to their car sharing program for low-income populations in King County and Seattle Housing Authority sites, as well as, with other social service and employment agencies.

#### **SCOOT—Kitsap County**

Scout is a program that offers the use of a car to Smart Commuters who are doing their job fighting air pollution and traffic congestion. SCOOT cars are available free during the weekday business hours to Smart Commuters who work in the Bremerton Central Business District. SCOOT cars can be used to go to lunch, doctors appointments, or for other personal errands. Reservations are made over the internet. Kitsap currently has eight hybrid vehicles for this program.

#### **Wheelchair Accessible Taxicab Services—King County**

In 2007 and 2008, Seattle and King County jointly created a demonstration project with Yellow Cab to operate 16 wheelchair accessible taxicabs throughout most of King County. Professional, licensed taxicab drivers provide curb-to-curb service, including assisting passengers in boarding the taxis and securing their wheelchairs. Fares for these accessible taxicabs are the same as standard taxi rates. Seattle and King County intend to issue permanent licenses for wheelchair accessible taxicabs so this service can continue to be available after the temporary licenses from the demonstration project expire in June 2010.

More information: <http://metro.kingcounty.gov/tops/accessible/access-taxi.html>

For wheelchair-accessible taxicab service through June 2010, call Yellow Cab: 206-622-6500

For general information about wheelchair accessible taxicabs in King County, contact Barbara A. DeLauter: 206-296-2992

For general information about wheelchair accessible taxicabs in Seattle, contact Craig Leisy: 206-386-1296

### **Student Transportation**

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

Contact: e-mail Randolph Millhollen [rmillhollen@psesd.org](mailto:rmillhollen@psesd.org)

#### **McKinney-Vento Homeless Student Transportation**

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

## Program Transportation

### **CAT Advantage Vans—King County**

The Community Access Transportation (CAT) program is an effort to make use of an increasing number of high-quality retired Access and vanpool vehicles, as well as create new, innovative programs, such as the Hyde Shuttle. Through the CAT program, Metro provides vans, along with emergency response, vehicle maintenance and repairs, driver training, and technical assistance to participating agencies. Agencies agree to provide a minimum number of rides to Access users each month. For those committing to a higher level of rides, Metro provides a small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision, and liability insurance.

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#cat>

Contact: [accessible.services@kingcounty.gov](mailto:accessible.services@kingcounty.gov) or 206-205-6578

### **CAT Vanworks**

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

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

Contact: [accessible.services@kingcounty.gov](mailto:accessible.services@kingcounty.gov) or 206-205-6578

### **Children's Hospital—Seattle**

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

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

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

### **Medicaid Transportation—King County**

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

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

### **Providence ElderPlace—King County**

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

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

Contact: 206-320-5325

### **Road to Independence—PSESD**

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

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

### **Seattle Cancer Care Alliance Shuttle**

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

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

### **Swedish Ballard Hospital Community Van**

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

Contact: 206-781-6116

### **Swedish Medical Center Van Service**

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

Contact: 206-386-6270

### **VA Hospital Beneficiary Travel**

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

Contact: 206-764-2120

## Volunteer Programs

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

For more information, contact individual volunteer driver programs:  
American Cancer Society: 425-322-1140 or [amber.cook@cancer.org](mailto:amber.cook@cancer.org)  
Bailey-Boushay House: 206-720-2260 or [david.pavlick@vmmc.org](mailto:david.pavlick@vmmc.org)  
Catholic Community Services: 206-328-6853 or [eileenr@ccsww.org](mailto:eileenr@ccsww.org)  
Faith in Action: 425.369-9120 or [Margie@faithinaction4seniors.org](mailto:Margie@faithinaction4seniors.org)  
Group Health Cooperative: 206-326-2815 or [hirohata.l@ghc.org](mailto:hirohata.l@ghc.org)  
Mercer Island Parks & Recreation: 206-236-3545 or [jeannette.eggebrecht@mercergov.org](mailto:jeannette.eggebrecht@mercergov.org)  
Multifaith Works: 206-324-1520 or [robert@multifaith.org](mailto:robert@multifaith.org)  
Nikkei Concerns: 206-726-6474 or [naokou@nikkeiconcerns.org](mailto:naokou@nikkeiconcerns.org)  
Northshore Senior Center: 425-286-1026 or [jims@seniorservices.org](mailto:jims@seniorservices.org)  
Northwest Kidney Centers: 206-292-2771 x5355 or [syrenka@nwkidney.org](mailto:syrenka@nwkidney.org)  
SeaTac Community Center-Senior Program: 206.973.4690 or [lroasdill@ci.seatac.wa.us](mailto:lroasdill@ci.seatac.wa.us)  
Seattle Parks & Recreation: 206-615-0140 or [david.jensen@seattle.gov](mailto:david.jensen@seattle.gov)  
Senior Services: 206-448-5740 or [cindy@seniorservices.org](mailto:cindy@seniorservices.org)  
Simon of Cyrene: 360-794-8720 or [lpmatthewhouse@aol.com](mailto:lpmatthewhouse@aol.com)  
US Veterans Administration: 206-764-2564 or [lindac.reed@va.gov](mailto:lindac.reed@va.gov)  
Volunteers of America: 206-329-0515 or [cvasconcelos@voaww.org](mailto:cvasconcelos@voaww.org)

**Catholic Community Services of Western Washington**

Provides limited transportation services for those who require transportation to and from a meal site, social and health care services, senior centers, and shopping centers. Services are provided by volunteers.

<http://www.ccsww.org/site/PageServer?pagename=homepage>

**Catholic Community Services—Pierce County**

(253) 502-2690 or [JodieM@ccsww.org](mailto:JodieM@ccsww.org)

<http://www.piercecountyrides.com/pages/how-to-get-a-ride/senior-transportation-service/volunteer-driver--chore-services.php>

**Pay Your Pal Program—Snohomish County**

The "Pay Your Pal, Rural Transportation Program" provides a mileage stipend for volunteers that transport disabled adults and seniors to medical appointments, work or school on a regular basis. Once a client is determined eligible for the program, they meet with the coordinator to establish an average number of miles used per month. The volunteer is then trained on the necessary paperwork required by this program for the client and the volunteer to complete. Clients needs, use and eligibility will be reassessed on an annual basis to assure each person enrolled in this program benefits from the service. The program is based on available funding.

**Senior Services Transportation Program—King County**

Senior Services Transportation Program coordinates a volunteer driver program. Over 400 volunteers driving their own vehicles provide transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand and moral support. CommuFity Partners include Nikkei Concerns, the Senior Companion Program, Group Health Volunteer Transportation, the American Cancer Society, and the Mt. Si Senior Center. Senior Services: 206-448-5740 or [cindy@seniorservices.org](mailto:cindy@seniorservices.org)

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

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

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

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

## Training Programs

**Orientation & Mobility Assessment & Training**

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

More information: [www.dsb.wa.gov](http://www.dsb.wa.gov)

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

**Travel Training Programs**

**Bus Buddy—King County**

The Bus Buddy program is designed to give a safe, convenient and personal introduction to using public transit with individual assistance or in groups within King County. Training is available in 17 languages. The program's goal is to give riders the confidence to travel in and around the area. Participants receive training and support from their Bus Buddy until they feel they are ready to ride solo. The program also offers group excursions.

More information: <http://www.hope-link.org/gethelp/busbuddy>

Contact: [busbuddy@hope-link.org](mailto:busbuddy@hope-link.org) or 425-943-6769

**Travel Ambassador—King County**

The Travel Ambassador "train-the-trainer" program is designed to give an in-depth overview of travel options available in the area. The Travel Ambassador program is for social service professionals, resource agencies, accessibility programs, medical professionals, and anyone helping travelers in King County who wants to give their clients information on transportation options that can be tailored

to each client's needs. The Travel Ambassador program can be adapted for agencies and organizations working with non-English speaking clients.

More information: <http://www.hope-link.org/gethelp/gethelp/bb/travelambassador>

Contact: [busbuddy@hope-link.org](mailto:busbuddy@hope-link.org) or 425-943-6769

#### Bus Buddy Program—Pierce County

The Bus Buddy program recruits bus riders to serve as volunteers. The program is designed to give a safe, convenient and personal introduction to using public transit. The Bus Buddy program provides individuals with a personalized travel companion for seniors, people with special needs, youth and people with low income. The Bus Buddy accompanies the rider on their trip. The rider learns about boarding the bus, paying their fare, and the special accessibility features of the bus. The Bus Buddy is there to help the rider learn, discuss the experience and to answer any questions. This program provides greater options for travel needs, enhancing individual and increasing choices for getting to work, shopping and other activities. More information: [www.ccsww.org](http://www.ccsww.org) or (253) 502.2741

#### Travel Training—Pierce County

Pierce Transit's Travel Training program is free and available to seniors and those with disabilities seeking independence by using transit. The type of training offered is tailored to the needs of the customers. Travel Training provide individualized destination specific training as well as system wide orientation for groups or individuals. The trainers are adept at teaching trainees how to use power mobility devices for travel on public transit. Participants receive training and support until they feel the individual is ready to ride the bus independently. More information: Customer Service: (253) 581.8000 TTY: 711

#### Travel Ambassador Program—Pierce County

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

<http://www.piercecountyrides.com/pages/case-managers-info/travel-ambassador-program.php>

#### SNOTRAC Travel Ambassador Training—Snohomish County

This program provides presentations for human services agencies, civic groups, medical professionals, education providers, case managers, volunteers, advocates, etc. on travel options within the Snohomish community for disabled adults, seniors, veteran's and low-income individuals. Our program additionally holds periodic workshops for providers, personal care givers, and other professionals who serve these same individuals listed above needing transportation assistance. It provides valuable information about transportation programs and eligibility criteria that are available in Snohomish County.

SNOTRAC-Ride Around the Sound (RAS) Bus Buddy The Ride Around the Sound Bus Buddy program is a regional travel tour program. Once a month the program takes riders for assigned locations from within Snohomish County on a bus trip to various locations within the area. We take inexperienced riders and "buddy them up" with experienced riders so they can assist the new rider in feeling at ease on the trip. We teach individuals how to plan bus trips using bus books or the online trip planner system, how to complete bus transfers easily and how to the various modes of transportation such as the public bus system, the ferry system and the light link rail system. This program provides travel instruction in a friendly peer-centered group setting. Training addresses the topics of safety and awareness while traveling on these various transit systems. For more information contact:

<http://www.sssc.org/snotrac.htm> or call 425-265-2226 or 425-265-2227 for the SNOTRAC Ride Around the Sound Bus Buddy Program.

#### Lift & Ramp Training

##### Get on Board!

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

Contact: 206-205-6496

#### First Transit

Metro and Sound Transit provide free training services to teach persons with disabilities and seniors how to ride regular public transit. The Transit Instruction Program offers:

Individual training that is designed to meet riders' specific travel needs; and

Group orientation (including a trip on the bus to a destination the group selects).

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#training>

Contact: 206-749-4242

#### ***Driver Training—King, Pierce and Snohomish***

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

#### ***Job Access Transportation Program—King and Snohomish Counties***

The Jobs Access Transportation Program developed by the King County Department of Transportation is a comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment. The County created the Metro Jobs Access Transportation Program to: Make transit affordable for low-income and welfare recipients, improve access to information about transportation options, especially for non-English speaking clients, provide personalized services to help individuals join or form carpools and vanpools, develop transportation alternatives that better link low-income individuals to job centers, subsidize leased vans or establish vanpools with community agencies, partner with employers, jurisdictions, housing authorities and social service agencies on innovative transportation strategies for low-income individuals.

The Jobs Access Program also has an agreement with Seattle School Districts Interagency Academy to provide funding support for their van that is used to transport young people to a WorkSource training program in Rainier Valley.

**Seattle Lighthouse/The Lighthouse for the Blind, Inc**

The primary purpose of orientation and mobility services is to provide Lighthouse employees, Deaf-Blind community members and individuals referred by King County Metro who are blind, low vision and Deaf-Blind with the skills needed to travel to/from work and within the community as safely and independently as possible. Secondary purposes include training for sighted individuals to enhance their abilities to support blind/Deaf-Blind individuals as sighted-guides and co-workers and consultation/collaboration with professionals in the community to improve transit services and systems.

Contact: 206-749-4242 (King County Metro) or 711 (TTY statewide relay)

**Working Wheels—King County**

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

## Financial Subsidies

**Commuter Bonus Voucher Program—King County**

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

**Medicaid Transportation Within King County**

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

**Regional Reduced Fare Permit—Puget Sound Region**

Sometimes called a senior or disabled bus pass, this entitles an eligible person to reduced fares on Metro Transit, Washington State Ferries, Community Transit, Everett Transit, Intercity Transit, Jefferson Transit, Kitsap Transit, Pierce Transit and Sound Transit.

Please see Appendix H for a copy of the eligibility form

**Taxi Scrip—King County**

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

More information: [http://metro.kingcounty.gov/tops/accessible/taxi\\_scrip.html](http://metro.kingcounty.gov/tops/accessible/taxi_scrip.html)

Contact: 206-553-3060 or 206-684-2029 (TTY)

**Parkinson's Taxi Voucher Program**

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

More information: [http://www.waparkinsons.org/taxi\\_voucher.html](http://www.waparkinsons.org/taxi_voucher.html)

Contact: [evedavis@gmail.com](mailto:evedavis@gmail.com) or 425-443-8269

**Ticketbook Program—King County**

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

**Transportation for Victims of Domestic Violence—King County**

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

## Information, Referral, and Assistance

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

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

#### **5-1-1 Travel Information—Washington State**

The 511 travel information system offers real time traffic and weather information to users by simply dialing 5-1-1 from most phones. The new system builds upon the highly successful Washington State Highway hotline that now manages 4.6 million calls each year. Updated every few minutes, 511 currently allows callers to obtain a variety of information: Puget Sound traffic conditions, statewide construction impacts, incident information, mountain pass conditions, the state's ferry system information, 800 numbers for passenger rail and airlines, and weather.

#### **Bi-State Trip Planner—Washington and Oregon**

WSDOT joined Oregon's DOT (ODOT) to develop a bi-state Regional Trip Planner system. The Trip Planner tool will improve coordination and use of public transportation. A multiyear project Trip Planner is the Internet-based, integrated transportation information system. It will reduce barriers to travel and services by capitalizing on the efficiencies of the Internet for the planning of trips including schedules, routes, and fares. Participating agencies can access Trip Planner to plan necessary trips when a wheelchair lift, infant car seat, or daycare stop is needed.

#### **Crisis Clinic Information and Referral—King County**

The Crisis Clinic operates the Community Information Line to provide information and referral assistance to people seeking help with community resources Monday through Friday, from 8:00 AM-6:00 PM. Transportation is one of the resources included in the Crisis Clinic referral data base.

#### **FindARide.Org—King, Pierce, Snohomish**

Sound Transit developed a searchable web-based, database called FindARide.Org to help people in King, Pierce and Snohomish counties to identify providers that can meet their particular transportation needs. This site will be particularly useful to people that are not able to use the fixed-route services provided by the Regional Transit Trip Planner. Users identify their origin and destination, check off the special transportation needs they have, and FindARide.Org provides a list of public and private transportation providers that can meet that need.

#### **Getting There Transportation Resource Center—King County**

Metro's Access Transportation Resource Center connects customers to the most efficient transportation resources in their area so they can choose the services that best meet their needs. Getting There is located in Harborview Medical Center in downtown Seattle. Customers receive a free ride to Harborview on the day of their ADA eligibility evaluation. Getting There customers are provided with services that include:

- Assistance or information about other transportation services that include but are not limited to Senior Services senior shuttles, neighborhood van programs, and accessible taxicabs
- Assistance with the application process for other transportation services, such as Metro's Taxi Scrip program or a reduced fare bus pass for senior citizens
- Information on who to contact to make traveling more accessible, such as contacting the city or county to request an accessible audible light signal at their crosswalk or fixing damaged sidewalks or curb cuts
- Information on who to contact to obtain equipment that makes travel safer, such as safety flags when crossing streets or safety vests that increase visibility for people who use wheelchairs
- Referrals to transit instruction programs for customers who are eligible and would like to learn to ride the bus

Contact: Jodi Connolly, 206-744-TRIP (8747)

#### **King County Residential Transportation Coordinators (RTCs)**

Language barriers often prevent non-English speaking residents from understanding and using the transportation options available in their community. King County Metro Transit, local city jurisdictions, and nonprofit organizations offer a number of programs that provide neighbor-to-neighbor transportation advice for people, in their native language. More information:

<http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html> Contact: ref.lindmark@kingcounty.gov or 206-684-1104

#### **Mobility Managers**

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

#### **North Sound 2-1-1**

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

#### **Regional Transit Trip Planner—King, Pierce, Snohomish Counties**

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

#### **Regional Accessibility Transit Guide—King, Pierce, Snohomish**

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

#### **Ride Guide—King County**

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

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

Senior Information and Assistance (I&A) is a service of Pierce County Aging and Long Term Care. I&A is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Provides information, service referral assistance, client advocacy, and screening to determine whether an older person should be referred to the appropriate agency

for a comprehensive assessment. Responsible for maintaining a community resource file and for providing outreach, education and program publicity. Part of the information and referral services includes senior transportation.

**Senior Services Senior Information and Assistance**

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

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/information\\_and\\_assistance.aspx](http://www.seniorservices.org/getting_assistance/all_programs/information_and_assistance.aspx) (general) or [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/online\\_ride\\_guide.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/online_ride_guide.aspx) (Ride Guide)

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

**South Sound 2-1-1**

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

**Special Needs Transportation Hotline—Pierce County**

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

**Special Transportation Needs Hotline—Snohomish County**

In 2005, the Volunteers of America (VOA), in collaboration with SNOTRAC partners, have implemented a Special Transportation Needs Hotline in Snohomish County. VOA staff provides callers with information on their transportation choices and link them to the most appropriate provider. VOA is also slated to be the 2-1-1 center for the northern region. When the 2-1-1 line is up and running, VOA plans to incorporate the transportation hotline under this umbrella. By dialing 2-1-1, Snohomish County residents will be able to access transportation and human service information and referrals – hopefully by late 2006.

**Transportation Options—Snohomish County**

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

**Travel Options, Transportation Resource Index—King County**

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

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

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

**Transportation Options—Kitsap and Snohomish Counties**

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

**Senior Information and Assistance Information Line—King & Kitsap County**

Senior Services is a non-profit agency that offers a variety of services to seniors. Among these services is a comprehensive information and referral line. Senior Information and Assistance Advocates access a computerized database of over 7,000 community services. They can provide information on a number of available services for seniors in King County, including transportation.

**Transportation Resources Training and Residential Transportation Coordinators Index—King County**

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

**Washington Adult Day Services Association**

The Washington Adult Day Services Association is a coalition of adult day centers in Washington.

[www.adultday.org/](http://www.adultday.org/) 206-461-3899

## Streamlining Payment and Eligibility

**Common Intake Form—Snohomish County**

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

**ORCA—Puget Sound Region**

ORCA is a collaborative regional fare system involving seven Western Washington public transportation agencies – Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries. Those eligible for a regional reduced fare permit have this shown on their ORCA card.

(Also see Regional Reduced Fare Permit.)

***Paratransit Peer to Peer Network—King, Pierce and Snohomish***

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

## **Other Programs**

***Catholic Community Services of Western Washington***

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

***Night Stop Program—King County***

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

***Nutrition Coordination—King County***

Nutrition Coordination Program staff work with seniors to find the best way to get them to one of the over 50 senior hot lunch programs throughout the county, which serve delicious, balanced meals that meet one-third Recommended Daily Allowances. The program coordinates transportation services with many different providers to improve access to the lunch programs. These services include:

Assistance applying for Metro’s Access Transportation program

Troubleshooting difficulties with any transportation provider

Arranging rides on Access Transportation while awaiting eligibility certification

Arranging rides with volunteers driving their own vehicle

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/nutrition\\_transportation.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/nutrition_transportation.aspx)

Contact: 206-448-5740 (local) or 1-800-282-5815 (toll-free)

***Shared Maintenance, Training & Driver Pool—Pierce County***

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

***Special Needs Transportation Community Brokerage—King County***

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