

# Appendix J

## EXAMPLES OF COORDINATED TRANSPORTATION IN CENTRAL PUGET SOUND REGION

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### Regional Focus

The 1996 federal welfare-to-work legislation generated significant debate regarding what role public transportation should play in facilitating lower welfare rates, where transportation is considered to be the “to” component of welfare-to-work. This debate led to the Access-to-Jobs and Reverse Commute (JARC) programs. Recent research published in the Journal of Public Transportation (Volume 12, No. 4, 2009) presented findings from case studies that examined job accessibility and reverse commute transportation programs in three metropolitan regions. The study explored how institutional and/or grassroots support prevented or fostered the innovation and implementation of non-traditional Access-to-Jobs and Reverse Commute (JARC) programs. The findings suggest that institutional support and grassroots support are necessary ingredients for the implementation of innovative transportation programs for low-income families. PSRC has had success programming the JARC funds that have been appropriated to the region through a combination of both public and non-profit transportation providers.

The long-range regional growth and transportation strategies for the central Puget Sound region explicitly address environmental justice and special needs populations.

### Pilot Studies

The Pierce County Coordinated Transportation Coalition is currently conducting a pilot project, as directed by the Washington State legislature, to assess the challenges of coordinating public transit and Medicaid funded transportation.

### Programs

#### **Client Success Stories:**

I continue to hear from the RAS seniors of how the bus has helped them to remain independent by providing transportation to the mall, the senior center to exercise or to the doctor’s office or grocery store. They no longer have to depend on their children for a ride and it feels like an adventure each time they take the bus. They are so eager to try new destinations. One senior even saves all of her trip planner guides that are handed out at each trip so she can use them again on her own or with a friend. This handout is the information from Trip planner, which lists the departure/arrival times and transfers along with the transfer bay location. I usually add an earlier and later departure time from when we will leave our trip destination so seniors can venture out on their own.

#### **Client Success Stories:**

The Special Project volunteers were so excited after hearing about the great SNOTRAC programs that we are offering that they are telling their friends and taking the *Getting Around Puget Sound* notebook to any meetings that they attend. I have decided to use them for marketing the SNOTRAC programs. I cannot think of a better way to spread the word about SNOTRAC programs than through an enthusiastic volunteer.

#### **Client Success Stories:**

On my recent Ride Around the Sound trip to the Seattle Art Museum, one of the participants took the time to tell me her story. She had just moved here from California and had given her car to her son before she left. She joined the RAS group because she no longer had a car and had never used public transportation. She took her first RAS trip last summer to the Mill Creek Town Center where her bus buddy was also new to the area so they became fast friends. With the confidence, she gained by traveling with her bus buddy using the RAS program, she now uses the bus to get to her medical appointments and grocery shop. She took the Seattle Art Museum RAS trip because

she wanted to venture farther from home and learn how to go to Seattle by bus. This program has really enhanced her life and she no longer misses her car.

**Client Success Stories:**

When I attended the follow up meeting for the Monroe Sky Valley Transportation portion of the forum, I was pleased to hear how many people valued our Travel Ambassador Program. Transportation is an important issue in this rural area and ranked second on the list of priorities named at the forum. One of the first steps we need to take is to educate the public about what transportation options and programs are out there. The Travel Ambassador Program is one way that SNOTRAC is getting this information out to the public.

**Client Success Stories:**

SNOTRAC Volunteer Pat Stevens, South County Senior Center has been promoting the RAS tours and explaining to people the ease and advantage of using the bus. I encouraged her to use the new Travel Ambassador notebook as a guide and reference and she is now using this knowledge when talking with friends and others at the Senior Center about public transit. . It always helps to have an extra voice encouraging people to sign up for a RAS tour.

**Client Success Stories:**

I worked with Pat Stimpston, case manager of DVR, in developing a transportation plan for a developmentally disabled young man in Arlington for our Pay Your Pal Program. We had our face-to-face meeting in their Smokey Point office where I met Willie and his mom to explain how the program works. I took a few extra steps to ensure that all of the paper work was explained so he could understand. I also developed a calendar with the dates outlined of when he would need to send in his transaction register and when his volunteer driver would need to submit the traveler's checks so the driver can be paid promptly. Willie will be doing some training and job searching and the Pay Your Pal Program will assist him with his transportation needs. He was so excited about the program since he did not realize that we would reimburse his volunteer driver for miles driven for his training sessions and for interview appointments. It was very fulfilling to see Willie becoming closer to achieving his employment goals with the Pay Your Pal transportation assistance.

**Client Success Stories:**

Deb Gall of the Snohomish County Transition Council made a special effort at the Transition Fair to seek me out and let me know how pleased her clients are that she has referred to the Pay Your Pal Program. They like how easy the program is to use and two of the parents of the developmental delayed kids can now have their kids transitioning into the workforce much more easily by knowing they have a ride to work or training. Deb also made sure that Pay Your Pal was listed in the Snohomish County Developmental Disabilities Resource Guide. She has been a good advocate for this program.

**Client Success Stories**

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.

A woman called 2-1-1 saying that she felt she fell through the cracks as far as transportation goes. Temporarily disabled, not on Medicaid and in the process of applying to Dial-a-Ride service, she needed to get physical therapy appointments scheduled before the application process could be completed. She needed a service to provide the ride but also expressed frustration with process she was involved with and very much wanted to share her experience with someone who could make a difference in the system. On a follow-up call, 2-1-1 found out that she had been successful in getting to therapy using a volunteer driver program the Specialist referred her to. From 2-1-1 she had also learned about a Citizens Advisory Committee at the transit agency and was pleased to have provided her input about the service where it mattered.

South Sound 2-1-1 <http://www.uwpc.org/Transportation.htm>

**Maintain State Senior Citizens Services (SCSA) and Special Needs Transportation:**

I have seen firsthand how the Senior Citizens Services Act (SCSA) has helped seniors remain in their own homes. After my father died my 86 year old homebound mother remained in her own home for three years with the help of weekly volunteer transportation rides to the doctor (where the volunteer waits during the appointment), and SCSA supported case management services. My brother and I took turns making meals, shopping, and completing household chores for mother who used a cane and walker to get around. The SCSA supported volunteer transportation and case management kept her out of more expensive long term care facilities; she maintained her independence and lived a fairly high quality of life.

Then one day mother fell. The fall crushed her ankle. She was taken to the hospital and was discharged the next day to a nursing facility. While we hoped she would heal and eventually go home, instead she became wheelchair bound. She now needed special transportation options. After many frustrating and expensive private pay options including two hour waits after doctor appointments and the \$500 round trip ride to Christmas dinner. The family chipped in to buy a used wheelchair van operated by my brother. This gave her the opportunity to participate in weekly Sunday dinners with family, go on other family outings, and arrive at health care appointments on time.

There are many people who cannot or do not have families able to buy wheelchair accessible transportation. With the expected surge of older people due to the aging of baby boomers, accessible transportation options need to be maintained and enhanced as revenues increase.

Information and Referrals

One call to North Sound 2-1-1 connects people to a wide array of health and human service information in Snohomish County (and also Island, San Juan, Skagit, and Whatcom counties). This link provides extensive information on the North Sound 2-1-1 program <http://www.voaww.org/voa5.cfm?SectionGroupsID=16>