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Executive Summary

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

The Plan was first developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This re-authorization of the federal surface transportation programs enacted a number of either new or restructured planning requirements for metropolitan planning organizations such as the Puget Sound Regional Council, one of which is an increased emphasis on planning for special needs transportation.

Beginning in fiscal year 2006, projects funded through three Federal Transit Administration (FTA) programs—Job Access Reverse Commute (§5316), New Freedom (§5317), and the capital program for Elderly Individuals and Individuals with Disabilities (§5310)—are required to be derived from a locally developed, coordinated transit-human services transportation plan. The Coordinated Plan is consistent with these federal requirements and serves as the framework for the prioritization of projects seeking funding through the FTA Job Access Reverse Commute (JARC), New Freedom, and Washington State Department of Transportation’s (WSDOT) Public Transportation Division’s Consolidated Grant program. Along with the FTA requirements, PSRC’s Coordinated Plan must be consistent with VISION 2040 and Transportation 2040, respectively the region’s long-range growth and transportation strategies. The Coordinated Plan and Transportation 2040 were updated on the same timeline, which allowed for enhanced integration, improved issue identification, better coordination on data collection and analyses, outreach, and development of programs and projects.

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

VISION 2040 and Transportation 2040

In 2008, PSRC adopted VISION 2040. It is the central Puget Sound region’s growth, environmental, economic, and transportation strategy for accommodating the additional 1.5 million people and 1.2 million new jobs expected by the year 2040. VISION 2040 has in-depth multicounty planning policies for transportation, with which Transportation 2040 must be consistent. Among these broad and deep policies are two that specifically address special needs transportation:

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<td>MPP-T-22 Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.</td>
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<td>MPP-T-25 Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young, and low-income populations.</td>
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1 People with special transportation needs are defined in RCW 47.06B as people “including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.”
Transportation 2040 Integrated Framework

VISION 2040 established the framework for the update to the region’s long-range transportation plan, Transportation 2040. Transportation 2040 is the Metropolitan Transportation Plan (MTP) for the central Puget Sound region. Transportation 2040, and VISION 2040, respond to the Washington Growth Management Act and conform to federal transportation planning requirements. As the state-required Regional Transportation Plan, Transportation 2040 also meets substantive and procedural requirements in the Revised Code of Washington (RCW). (For more information on VISION 2040 and Transportation 2040 see psrc.org.)

In May 2010, PSRC completed an update of Transportation 2040. The Plan examines the region’s transportation needs through 2040 and lays out a strategy to strengthen the current system by identifying future transportation improvements as well as how to finance them. It is a comprehensive and coordinated strategy for the region’s transit, roadway, port, ferry, rail, bicycle and pedestrian facilities and programs.

Many lessons were learned during the Transportation 2040 update. Transportation 2040 demonstrates the value of thinking differently about the future of transportation. This approach must respond to evolving transportation needs while balancing the delicate state of our environment and the importance of fiscal constraint. While the region has had successes recently in funding key transportation programs, major challenges remain. Sustaining transportation mobility continues to be a fundamental element of Transportation 2040. Transportation serves many people and purposes, and it must be closely integrated with land use planning and economic development.

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

- Improving mobility for all users of the system
- Protecting and enhancing the environment
- Identifying sustainable funding

SMART Corridors

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

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

Careful assessment of these and other conditions can point to “smarter” solutions to transportation issues.
SMART stands for:

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

Multimodal—Provide transportation that offers competitive mode choices to the traveling public.

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

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

Technology—We must make the most of our existing transportation system. This requires managing our assets 24 hours a day, seven days a week as efficiently as possible. It also includes the deployment of the most efficient technologies to provide information to the traveling public and to operators so they can make informed, smart transportation choices.

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

**Special Needs Demographics in the Central Puget Sound**

According to the 2000 Census, of the over 3.5 million people living in the central Puget Sound region in 2006, up to one-third have a greater need for transportation services due to income status, age, or disability. Of these, over 19 percent have a disability, over 11 percent are over the age of 65, nearly 10 percent have been classified as low-income, and over 20 percent are children aged 5 through 17. Some of these individuals may be in multiple groups—such as a senior with a disability.

A major challenge associated with providing special needs transportation is that individuals with special needs are dispersed throughout the region, often in rural or isolated areas due to soaring housing costs in the region’s urban centers. Unfortunately, these high-cost areas are usually where the most necessary and sometimes critical specialized services are located, consequently creating long and expensive trips from outlying locales.

Given these challenges, there is no single uniform solution that can be applied to the entire region. To provide efficient services for our special needs populations, we need to identify and implement innovative and effective strategies and or projects that work for individual communities. By taking part in local coalition discussions, PSRC is in a unique position to apply best practices from one part of the region and introduce them in another. PSRC is also able to promote and maintain an open dialogue between special needs transportation funding agencies, providers, and brokers in the region.

Figure ES-2 Regional Populations typically with higher transportation needs. Percent of Census Block Groups.
Source: 2000 Census Data. Note: Some individuals may be in more than one group; e.g., a senior with a disability.
Available Services
“Special Needs Transportation” is broadly defined as any transportation service designed to provide
mobility for those individuals who are unable to transport themselves due to age, income, disability, or
physical condition. The central Puget Sound region is served by a variety of distinct transportation
services, each with a discrete service area, target populations, and operating authority. Special needs
transportation services are generally provided by three types of agencies: public transportation providers,
community-based services, and private transportation companies.

Public Transportation
Public transportation providers provide multiple services; however, the bulk of their resources are
dedicated primarily to fixed-route and demand-response transportation. Fixed-route transit provides the
majority of the region’s non-automobile personal transportation and includes local and express buses,
commuter and light rail, and ferry services throughout the Puget Sound region.

The network provides the most cost-effective form of mass transportation in the region and is required by
the Americans with Disabilities Act of 1990 (ADA) to be fully accessible by individuals with limited mobility
including, but not limited to, individuals in wheelchairs and motorized scooters. For buses, this is primarily
accomplished using mechanized lifts that allow the individual to step on and be raised to the floor level of
the vehicle. For other modes of transportation, a variety of lifts and ramps are employed to assist
individuals in need. Next-generation accessibility improvements include low-floor buses and light rail
vehicles that permit the use of lifts, and also make boarding the vehicle easier for those who do not rely
on mobility aids but who still might be mobility challenged, such as a person with a mental disability or an
elderly individual walking with a cane.

In addition to operating the fixed-route transit network, central Puget Sound transit agencies operate one
of the most highly efficient and effective vanpool/rideshare networks in the country. Designed to get
commuters out of single-occupancy vehicles, these services provide peak period transportation for
individuals commuting to and from similar locations and are an alternative to driving for those commuting
from outside the region.

Demand-response services are different from fixed-route transit. Rather than using a standard route with
set stops at particular times, individuals may call ahead and arrange for a vehicle to stop at their home or
an alternative location and drop them off at the door of their destination. The ADA requires public
transportation providers to provide this curb-to-curb complementary paratransit service within ¾-mile of
any of their fixed routes. The ADA also establishes a minimum set of qualifications that determine if an
individual is eligible for complementary paratransit service. Due to the rapidly increasing costs associated
with paratransit, many public operators are choosing to adopt the ADA minimum qualifications in an
attempt to control the number of trips they are legally required to provide. These minimum ADA
qualifications and transit agencies’ reluctance to go above and beyond what the ADA requires leave
many individuals with special transportation needs ineligible for this service. Human service, community,
faith-based and non-profit transportation providers such as senior centers, and other governmental
agencies attempt to fill gaps in the transportation network.

Human Services, Community, Faith-Based, and Non-Profit Transportation
Human service and non-profit agencies such as Senior Services of King County and Catholic Community
Services operate a variety of transportation programs that provide mobility for the elderly community and
individuals with disabilities. Both agencies operate volunteer transportation programs, which are widely
accepted as an effective alternative for individuals who might not qualify for either Medicaid or ADA
complementary paratransit service. Volunteer transportation has proven to be extremely cost-effective,
costing these agencies a fraction of the amount of a typical demand-response trip. In some rural areas
where no fixed-route transportation exists and complementary paratransit is not required, volunteer
transportation is one of the only types of services available.

Besides volunteer transportation, Senior Services and Catholic Community Services, as well as other
human service, non-profit, and faith-based agencies, operate shuttles and programs designed to assist
their clients with a variety of needs. These trips can be scheduled through a number of channels, including local offices or one of the region’s transportation brokerages.

In addition to programs for the elderly and disabled communities, similar community-based and government-sponsored programs exist with the intent of providing transportation to and from work sites for individuals with low incomes or working wage jobs. Transit-dependent individuals may find it particularly difficult to operate within the constraints of the fixed-route network on a daily basis. For example, a trip to and from work can involve multiple stops at other types of employment-related services. In addition, there are large numbers of people with lower incomes living in rural areas with limited or no access to the fixed-route transit network. This additional constraint on mobility can have a drastic effect on an individual’s ability to maintain employment or access facilities or services such as the grocery store or childcare. Shuttles provided through programs such as Community Jobs and the WorkFirst Van program are designed to provide temporary transportation to and from employment facilities as well as allow individuals to access these other types of employment-related services.

While these less expensive forms of transportation greatly supplement the public transportation network, human service, community, faith-based, and non-profit organizations currently do not serve the entire population. While many of these programs aim to assist a wide variety of individuals, others are designed to provide service to a very specific client base for specialized purposes. Examples of these specialized programs range from hospital and clinic shuttles, transporting clients to and from medical appointments, to employment facilities or support services transporting eligible workers to and from their homes and jobs. There is consensus that coordination among these providers could realize the maximum benefit and savings.

Transportation Brokerages and Private Transportation Services
The transportation brokerage network was created in Washington during the early 1990s to serve the needs of the Department of Social and Health Services (DSHS) Health and Rehabilitative Services Administration (HRSA) in scheduling transportation for Medicaid clients. Within the central Puget Sound region, there are two transportation brokerages: Hopelink, serving King County, and Paratransit Services Inc., serving Snohomish, Pierce, and Kitsap counties.

The brokerage model works by a central agency (broker) contracting with government and other transportation funding agencies to arrange transportation for their clients. The HRSA is the largest client for the region’s transportation brokerages; however, other funding agencies include school districts, medical centers, and community service departments. A brokerage will screen clients to determine the programs they are eligible to receive free or subsidized transportation through, and then schedule a trip for the client and bill the appropriate program for the trip. To provide the transportation service, the broker holds contracts with a variety of transportation providers, including taxi companies, Cabulance, private paratransit services, public transit agencies, or even volunteer transportation services available through local senior service agencies. The broker will balance the client’s particular physical and mental needs and schedule the trip on the most appropriate, cost-effective mode available.

Brokerages provide a huge benefit to the coordination of services, including providing a central call center, eligibility screening, trip scheduling, and agency referral functions in a single location. Any future efforts to coordinate services will undoubtedly use the transportation brokerages in one capacity or another.

Indirect Transportation Services
In addition to providers of direct transportation, there are a number of indirect providers that either deliver services to the client or assist individuals in their own homes. Services such as grocery or hot meal delivery and in-home companion care programs reduce the need for some trips. Beyond in-home care and delivery services, other programs such as “Working Wheels” provide access to transportation by selling refurbished automobiles to qualified low-income individuals at a drastically reduced price. Working Wheels receives donated vehicles and repairs them to a working condition so that individuals with low incomes have the ability to purchase reliable and safe transportation. In addition, these programs offer
zero-down car loans through local banks and provide reduced-cost maintenance to further facilitate low-income individuals’ purchase and upkeep of a vital transportation resource.

**Information Services**

With a wide-range of available services, customers and clients need resources to see what types of services are available and what might be the best fit for them. To that end, Sound Transit has created a searchable database of transportation providers in King, Pierce, and Snohomish counties called “Find-A-Ride.” This interactive database serves two purposes: to keep an active inventory of available transportation providers in the region and to facilitate public access to agencies that provide specific transportation services. Find-A-Ride contains information on a wide array of providers serving the region, including over 131 direct and indirect transportation programs as well as client eligibility requirements. (See findaride.org.)

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. In 2003, the North Sound 2-1-1 regional call center expanded to include the Special Needs Transportation Hotline, which is designed as a one-stop call center for transportation information and referral services. In 2006, North Sound 2-1-1 took an average of 94 transportation related calls per month, indicating its growing importance to the community. South Sound 2-1-1 launched the Special Needs Transportation Hotline to serve their region in 2007. In 2009 the service took an average of 140 transportation related calls a month.

Information services such as these serve a vital role for the special needs population as they provide a “gateway” to a multitude of services. Without these avenues for information dissemination, it would be much more difficult to reach individuals with special needs. Ultimately, the goal is to provide a single point of entry to “the system”.

**Inadequate Service Coordination**

The inability to effectively serve every person with a special transportation need underscores the necessity for all transportation funders, brokers, and providers to coordinate with each other to fill the voids left between service areas, eligibility requirements, and available services. A lack of coordination has produced a variety of needs and gaps in the special needs transportation network ranging from services being unavailable to customers falling through eligibility gaps, to potential customers being unaware of services available to them. Through extensive outreach efforts, these needs and gaps have been identified by a number of stakeholders, including customers, transportation providers, funding agencies, and transportation brokers.

**Needs, Gaps, and Duplication**

SAFETEA-LU requires that a portion of the Coordinated Plan be dedicated to identifying existing and perceived needs and gaps in the special needs transportation network. These needs were reassessed and reconfirmed throughout the planning and update process through a variety of efforts. In addition, the expertise on PSRC’s Special Needs Transportation Committee was tapped to provide additional insight into the needs and gaps throughout the special needs transportation network. Through these efforts, the three types of common needs and/or gaps were defined: customer needs, operational efficiencies, and awareness.

**Customer Identified Needs and Gaps**

Many times it is difficult for individuals with special transportation needs to arrange a trip for themselves or their loved ones simply due to the location of their residence. Strict eligibility requirements and uncoordinated service areas lead to gaps in coverage that in many cases prevent individuals from accessing employment, related services such as childcare, social activities, or medical care.

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3 www.findaride.org
Even if customers are successful in navigating eligibility requirements and locating a provider that can accommodate their needs, other obstacles may still exist. These include fluctuating trip times (making it difficult for an individual to maintain employment), pain or discomfort associated with the quality of the vehicle or ride, or transferring between providers or modes at jurisdictional boundaries. Customer and driver eligibility requirements, vehicle standards, service boundaries, levels of service, and accessibility expectations should be better coordinated to provide an easier system to understand and a higher quality experience for the region's special needs populations. This can be accomplished through a host of channels ranging from coordination meetings within the region to legislative briefings and statutory reform.

Customer needs and gaps include:
- Unserved or underserved geographical areas
- Ease of system use (including the simplification of eligibility)
- Physical access to the system (e.g., sub par design standards or non-lift equipped vehicles)
- Trip length and transfers
- Ferry connections
- Safety and supervision

**Operational Needs and Gaps**

Public and private providers of transportation services have also seen inefficiencies in the way their systems operate in conjunction with one another. These inefficiencies can be attributed to three types of barriers: funding, information exchange, and agency or policy barriers.

Public transit agencies generally cannot afford to provide services in outlying geographic areas due to low ridership, greater travel distances, and high costs. The lack of low-cost, fixed-route service in any one area can place a tremendous strain on private and community-based transportation providers that must stretch limited resources to satisfy the needs of those who could otherwise be using fixed-route services. In turn, this can reduce transportation resources available for those individuals who truly need them. Currently, there is insufficient funding for the expansion of the fixed-route network into these less-than-optimal service areas that would allow non-profit and community resources to be deployed into services or areas that may be more effective. In addition, since the ADA requires transit agencies to offer complementary paratransit services without providing additional resources, the services may compete for funding, therefore discouraging any expansion of paratransit above and beyond what the ADA requires.

While supplementing the under-funded fixed-route network, community-based and private transportation providers must navigate an increasingly complex series of funding “silos” in which only targeted populations (e.g., Medicaid or low-income) are eligible to receive services in particular areas for particular purposes. This lack of universal special needs transportation funding source results in service duplication, with similar vehicles traveling to and from similar locations, but offering varying levels of service. Funding “silos” also contribute to various transportation programs having slightly different eligibility requirements that prevent particular individuals from using a service. This also contributes to customer confusion for which services they are eligible.

A regional special needs transportation system must support the exchange and flow of information throughout the network. Currently, there are a number of technologies and statutes that prevent free exchange of these key elements. For example, transportation providers and brokers use a variety of incompatible software, which makes sharing information such as schedules and eligibility requirements extremely difficult. Laws such as the Health Insurance Portability and Accountability Act (HIPAA) prevent the exchange of sometimes crucial client information that would allow the system to flow more smoothly.

Further compounding operational inefficiencies are agency-level barriers that impede the implementation of a coordinated system. These barriers include differing policies on vehicle safety standards, driver certifications, and background checks. There are also perceptions that agencies have concerning liabilities and an effective compensation method for grouped trips, the latter of which contributes greatly to single-occupant and duplicative trips.
The following have been identified as major deficiencies or impediments to coordination:

- Lack of universal funding
- Duplication and redundancy (both service and infrastructure)
- Agency-specific barriers
- Software information exchange
- Customer privacy information exchange
- Reporting requirements

### Awareness Needs and Gaps

Needs and gaps associated with awareness can be generalized into two broad categories: access to information and the customer perception of services.

A problem affecting the special needs population, particularly in rural communities, is that potential clients are sometimes simply unaware of available transportation services. Often, caseworkers and customer service managers, who are primarily the first point of contact for individuals with special transportation needs, are not well informed concerning the breadth of services that might be available to their clients, including adequate, less-expensive options such as the fixed-route network. At times, these “gatekeepers” may be scheduling trips to and from a location with an expensive paratransit provider where the fixed-route could just as easily provide the trip at a fraction of the cost.

While marketing materials are widespread for commuter services such as vanpools and alternative rideshare options, there is minimal budget for the marketing of the fixed-route network, volunteer, or other community-based services to the special needs population. Alternatively, when marketing resources are available, some agencies choose not to make the special needs population widely aware of their service due to a fear that any increase in demand will prevent them from effectively serving their existing clients. This fear of failing clients underscores the need for increased operational funding.

Another hindrance to coordinating services is that there are no clear levels of service standards for the region. This results in different interpretations of various standards such as “adequate” wait time or the appropriate frequency of service, as well as customers who have expectations potentially exceeding what a transportation provider’s system may be designed to meet. Universal levels of service may be unattainable, but the region can move towards shrinking the gap between the various providers.

Gaps associated with awareness can be grouped into one of the three following categories:

- Information partners
- Awareness of available services
- Service levels and expectations
Mobility Tomorrow

An Aging Population
As stated previously, of the more than 3.5 million people living in the central Puget Sound region in 2006, up to one-third have a greater need for transportation services due to income status, age, or disability.

According to the Federal Transit Administration, nearly one-third of the population in the United States does not drive a car. The estimate is similar for the central Puget Sound region. Included are those who do not want to drive, seniors who no longer have licenses, people with disabilities who depend on transit or other transportation services, lower-income people who cannot afford a car, and children under the driving age.

The region will continue to experience an increase in elderly residents as the baby-boomer generation ages (see Figure ES-3). According to research published in the American Journal of Public Health, the fastest growing segment of our population is the over 80 age group. People are increasingly outliving their ability to drive—men by an average of six years and women by an average of 11 years. PSRC’s regional forecasts show the population aged 65 and over reaching 17 percent of the total regional population by 2040—double the number compared to 2006. The elderly also represent the group with the largest proportion of those needing special needs transportation, so with an increase in seniors the region will see a greater increase in demand for such services. The number of children under the age of 16 will also continue to grow. An increase in the overall number of people living in poverty will also have implications for a greater need for transit service for those without access to automobiles.

While the region continues to invest in public transportation as a practical mobility option, there will always be segments of the special needs population who cannot rely on fixed-route transit as a primary mode of travel. These individuals rely on alternative forms of transportation, such as paratransit or community-based services.

Bridging the Gap—A Regional Vision
Because the special needs transportation network currently operates with inefficiencies, including duplication and service redundancy, and is expected to experience growing demand for services, the region must create a structured and comprehensive strategy for coordination and system reform. Further, this strategy must be highly representative of the values of all stakeholders. PSRC’s Special Needs Transportation Subcommittee has helped create a regional blueprint on how to collectively move from...
Identifying Stakeholders
Stakeholders have traditionally held varying values and interests depending on a number of factors ranging from how they fit into the special needs transportation network to their political beliefs. Garnering input from each of these diverse groups is essential in creating an effective strategy that works for everyone touched by the system. In this case, four general groups of stakeholders were identified, each bringing unique perspectives and core sets of principles on which to base a regional strategy for coordination:

Riders and customers: It is important to capture customers’ actual experiences with riding and using the existing network and gather ideas on how to improve it from a customer’s perspective.

Purchasers: Agencies, including social service agencies, school districts, local, state, and federal governments, taxpayers, and individuals who actually pay for transportation services comprise this group of stakeholders.

Providers: This group includes a wide range of agencies such as transit, transportation brokerages, private providers, and faith-based, community, or non-profit organizations.

Community-at-large: The community-at-large is an important element of any public process. These individuals contribute new ideas that someone with an outside perspective can offer. In this case, this group primarily included individuals who serve people with special transportation needs, such as case managers, representatives from community agencies, hospital employees, as well as family and friends of individuals with special transportation needs.

As part of the public involvement efforts for Transportation 2040 and the Coordinated Plan, focused outreach for environmental justice and special needs populations were held. In the Coordinated Plan, these reports can be found in Appendix D; In Transportation 2040, Appendix G.

Goals and Strategic Objectives
The strategies listed in Figure ES-1 are recognized as key ways to ensure implementation of the identified goals over the course of the life of the Plan. Through the coordination of the update to this Plan and the region’s long-range transportation plan, Transportation 2040, (see Appendix B), the public, as well as special needs populations, were given the opportunity to provide essential input and participate.

Defining Success—How will we know how we are doing?
While each project and program is expected to identify outcomes and specific measures of performance, indicators measuring overall success will focus on a variety of aspects of the special needs transportation network. This will include measuring:

1. 
   **Quality**: Indicators that portray how service operates on the ground from a customer’s perspective. These will consist of qualitative data such as customer comments and rider satisfaction as well as quantitative statistics including vehicle dwell times, trip times, wait times, and the number of jobs or services accessed.

2. 
   **Efficiency**: Indicators such as average cost per trip and per rider, cost per mile, and numbers of passengers per day. This information will allow PSRC to analyze which services are the most cost-effective and to help shape future project implementation.

3. 
   **Mobility**: Indicators such as the number of individuals using the various services and the ratios of those trips to population density.

In each case, attention will be paid to how we have improved over time, which in turn will provide a benchmark of how we are moving towards the regional vision of mobility, quality, and efficiency through coordination.
Next Steps
Special needs transportation is an integral part of the long-range transportation vision. Federal transportation legislation requires that the Coordinated Plan be updated every four years. This frequent update cycle allows the Coordinated Plan to adapt quickly to emerging trends and respond meaningfully with funding priorities.

Over the course of the updates to Transportation 2040 and the Coordinated Plan, representatives of those with special transportation needs and users of the systems identified several issues. These issues will require continued monitoring and planning so mobility needs for all are ensured.

Funding
- Transportation
- Special Needs Transportation
- Human Services

Health Care
- Health care funding
- Changes in health care provision has created an increase in the demand for transportation services

Demographics
- Aging population: as people age, they are more likely to develop disabilities that affect driving, even using public transportation.
- Limited English Proficiency: as our population becomes more diverse, we may see more people who do not speak English as their primary language. These individuals may have language and cultural barriers accessing the mobility options they need.

Affordability
- Aging in Place

Hard to reach and/or vulnerable populations
- Homeless families
- McKinney-Vento students4
- Families of domestic violence
- Veterans

Enhanced and diverse methods for reaching vulnerable populations
- Recognize the role that enhanced access to services and programs play in reaching certain groups, such as language assistance and technology.

Emergency Management Planning for Vulnerable Populations

In addition, during the the Coordinated Plan's timeframe Congress is expected to draft a replacement bill to SAFETEA-LU that may result in changes to special needs funding programs. Also, the 2010 Census will provide more current demographic data than is currently available. Given these factors added to the areas to watch (listed above) the region may opt to update the Coordinated Plan sooner than the required four-year timeframe.

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

4 Please see: Subtitle B of Title VII of the McKinney-Vento Homeless Assistance Act (Title X, Part C, of the No Child Left Behind Act)
The transit network both supports the regional growth centers and benefits from them as strong attractors of home-to-work trips and dense enough populations to support local circulator buses for non-work trips.

Transportation 2040 encourages transit-oriented development because of the probable impact it could have on the future success of regional high capacity transit investments. Infrastructure that provides full accessibility to transit facilities, such as sidewalks, can broaden the transit market share for all users of public transportation and reduce the demand for very costly demand-response services. Using our existing system to its most efficient potential will also require looking to technology to better control movement through intersections, and rider information to facilitate transit use. While all these efforts will provide a wide-range of options for those with special needs, because of the increase in demand for services a specific outcome of the Transportation 2040 financial strategy is funding for special needs transportation services proportional to the growth in special needs populations.

Conclusion
The special needs population is presented with specific and acute mobility challenges that force a reliance on public, private, and non-profit transportation services. Demographic trends, particularly in the area of an aging population, will bring these challenges to the forefront of many individuals’ daily lives in the coming years. As needs continue to outpace financial resources, funding agencies must begin to closely examine how their programs affect the ability of transportation providers to coordinate services and eligibility requirements. Our local providers must engage in practices and coordination efforts that will reduce the level of duplication of existing services. In addition, we must continue investing in coordinated, efficient, and effective community-based programs that continue to supplement the fixed-route transit network. The state of Washington and communities in the central Puget Sound region have extensive experience (see Appendix J for some examples of Coordinated Transportation successes) in collaboration and innovation in addressing challenges associated with the coordination of special needs transportation services. PSRC can draw upon these resources to assist in creating an effective special needs transportation network based on stakeholder values of increased mobility, quality, and efficiency.
PSRC Transit-Human Services Coordinated Plan Goals

Mobility, Quality, and Efficiency through Regional Coordination

Transportation providers, purchasers, riders, and the community-at-large in the greater Puget Sound region will work together for mutual benefit to gain economies of scale, eliminate duplication, expand service, and improve the quality of service to address the transportation needs of people with transportation challenges.

<table>
<thead>
<tr>
<th>Put People First</th>
<th>Move People Efficiently</th>
<th>Move More People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make sure that riders are aware of their transportation options, and are safe and satisfied with their trip</td>
<td>Coordinate transit, school, and human service transportation so that transportation resources are used for maximum effectiveness</td>
<td>Match the needs of riders with the most appropriate transportation choice so that resources can go further</td>
</tr>
</tbody>
</table>

Prioritized Strategies

<table>
<thead>
<tr>
<th>Better Connections</th>
<th>Infrastructure Changes</th>
<th>Targeted Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase and improve connections to and within the regional transportation system for everyone</td>
<td>Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination</td>
<td>Provide targeted marketing and travel training to people with disabilities, seniors, youth, and those with low-incomes, and Limited English Proficient (LEP) populations.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Better Amenities &amp; Planning Tools</th>
<th>Integrated Planning</th>
<th>Clarified Service Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve functionality and use of existing passenger facilities, trip planning websites, and ride and vehicle share programs</td>
<td>Incorporate special needs transportation plans into state, regional, and local planning efforts that have an impact on the ability of people to engage in the community</td>
<td>Improve rider and provider understanding of transportation service levels based on different parts of the region</td>
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<tr>
<th>Seamless Fares</th>
<th>Making Providers Available</th>
<th>More People Helping</th>
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<tbody>
<tr>
<td>Work towards a fare structure that makes it easy for a rider to pay for travel among the different transportation modes, including specialized transportation</td>
<td>Encourage development of service provider networks to all groups</td>
<td>Help case managers and service providers to refer clients to the most cost effective and appropriate mobility option</td>
</tr>
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</table>

Results

| More people will know about available transportation options and more riders will be satisfied with their transportation services. | The public will support more investments to ensure more people can engage in their community, regardless of age, income, or disability. | More people will be served by mass transportation services, and as a result, more funds will be available to provide specialized services to those who need it. |
For a full list and map of all Transportation 2040 investments, see Transportation 2040 Appendix B: Program and Project List.
Chapter 1—Introduction

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

The plan was originally developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2011–2014.

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

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

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

See Appendix D or in Transportation 2040, Appendix G—Environmental Justice Analysis.

**What are VISION 2040 and Transportation 2040?**

VISION 2040 is the region’s growth, environmental, economic, and transportation strategy. Transportation 2040 is the Metropolitan Transportation Plan for the central Puget Sound region. VISION 2040 and Transportation 2040 respond to the Washington Growth Management Act and conform to federal transportation planning requirements. As the state-required Regional Transportation Plan, Transportation 2040 also meets substantive and procedural requirements in the Revised Code of Washington (RCW).

In May 2010, PSRC completed an update of Transportation 2040, which examines the region’s transportation needs through 2040 and lays out a strategy to strengthen the current system by identifying future transportation improvements as well as how to finance them. It is a comprehensive and coordinated strategy for the region’s transit, roadway, port, ferry, rail, bicycle and pedestrian facilities and programs. (See psrc.org for more information on VISION 2040 and Transportation 2040.)
Concurrent with the update of Transportation 2040, PSRC updated the region’s Coordinated Transit-Human Services Transportation Plan for 2011–2014. The Coordinated Plan is the region’s special needs transportation implementation plan. Updating both the overall regional transportation plan, Transportation 2040, and the special needs transportation plan at the same time allowed for enhanced integration and extensive combined outreach.

**VISION 2040 Transportation Multicounty Planning Policies**

<table>
<thead>
<tr>
<th>MPP-T-22</th>
<th>Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.</th>
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<tbody>
<tr>
<td>MPP-T-25</td>
<td>Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, young, and low-income populations.</td>
</tr>
</tbody>
</table>

**Transportation 2040 Integrated Framework**

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

- Improving mobility
- Protecting and enhancing the environment
- Identifying sustainable funding

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

**Improving Mobility**

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

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

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

Please see the remaining chapters on how this approach is being used for the region’s special needs transportation plan. Appendix F contains the full SMART Corridor reports.
How can we better integrate transportation systems and programs?

<table>
<thead>
<tr>
<th>Land Use Planning</th>
<th>Managing System Demand</th>
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<tbody>
<tr>
<td><strong>VISION 2040 policies</strong> promote a more compact urban land use pattern with a wider variety and mix of uses in close proximity to both homes and employment sites. Such approaches include Transit-oriented Development and <strong>Complete Streets</strong>, which aim to better integrate land use and transportation planning, leading to more livable and healthy communities.</td>
<td>Managing the demand of the existing system can make alternatives to driving alone easier and more convenient. Such programs include providing bus passes to workers, reduced transit fares for persons with low incomes, telecommuting, and ridesharing.</td>
</tr>
<tr>
<td><strong>Transportation System Management and Operations</strong></td>
<td><strong>Strategic Capacity Expansion</strong></td>
</tr>
<tr>
<td>Recent advances in Intelligent Transportation Systems (ITS) technologies have shown that our current systems can be operated much more efficiently; effectively extending capacity without expensive capital investments.</td>
<td>Some capacity expansion is needed, particularly in centers, and in providing efficient transportation between centers. Capacity expansion should take place after efforts have been made to optimize capacity and use of existing facilities.</td>
</tr>
</tbody>
</table>

Protecting and Enhancing the Environment

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

- Maintaining Air Quality
- Reducing Greenhouse Gas Emissions (GHG)
- Improving Water Quality
- Preserving Public Health

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

Transportation 2040 4-Part GHG Reduction Strategy

- **Land Use**: building upon the VISION 2040 Regional Growth Strategy to further the goal of providing an improved jobs and housing balance, and to pursue additional refinements through strategies such as transit oriented development
- **User Fees**: recognizing its critical role in reducing VMT and emissions, transition the region over time to a user fee/roadway pricing system
- **Choices**: continue to provide travelers options to the single occupant vehicle, and continue research into the costs and benefits of various strategies
- **Technology**: recognizing that improvements to vehicles and fuels will play a crucial role in reducing emissions, PSRC has undertaken research with the Department of Ecology on the potential technological advances that may be likely in our region by the year 2040. See psrc.org for more information.
The transportation system is a significant source of pollutants that affect water quality. Transportation 2040 analysis identified the potential impacts to water quality of different transportation systems. A key finding was that as the region implements the system envisioned in Transportation 2040, it must do so in a way that avoids and mitigates harm to the region’s water resources.

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

Transportation 2040 promotes programs and investments that provide alternatives to driving, especially to improve the walkability and bikability of the region’s communities. These alternatives can result in mobility choices that are healthier and safer. The region’s built environment, including the design of communities, the completeness of sidewalk networks, and the provision of open space, affects not only physical well-being, but also mental well-being.

**Sustainable Funding**

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

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

As of the adoption of both Plans in May 2010, Washington State was facing significant budget shortfalls, and essential services for special needs populations were greatly at risk. At the same time, with the reliance on retail taxes and a slumping economy the region’s public transportation agencies were being forced to consider cuts to services. Since cuts to fixed-route service also affect ADA Paratransit service, the overall impact to special needs populations could result in critical shortages of services. And while human transportation providers fill in gaps when public transportation providers cannot, the economic impacts are reaching beyond public agencies.

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

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

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

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

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

FTA and WSDOT require projects funded through these programs to be “derived from a locally developed coordinated public transit-human services transportation plan.” The Coordinated Plan will be used by PSRC as the region’s framework for prioritizing and competitively selecting projects to receive these funds. The three programs encompassed in the Coordinated Plan are as follows:

- Section 5310—Elderly Persons and Persons with Disabilities
- Section 5316—Job Access and Reverse Commute (JARC)
- Section 5317—New Freedom

5 Federal Register/ Vol. 71, No. 50/pg. 13458
The passing of SAFETEA-LU changed the nature of the Job Access Reverse Commute (JARC) program, and created the New Freedom funding category. Prior to SAFETEA-LU, JARC projects were funded via a competitive grant process at the federal level and distributed via earmarks. Eligible grantees were local governments and non-profit organizations for the development of transportation services to connect welfare recipients and low-income persons to employment and support services. While the goal of the JARC program remains the same, the funding methodology has changed. Under SAFETEA-LU, JARC funds are allocated to “designated recipients” in urbanized areas and states to select competitive projects within their respective boundaries.

Apportionments for JARC and New Freedom programs are allocated to the designated recipients according to a formula based on the number of low-income individuals, youth or elderly, and persons with disabilities residing in either urbanized areas (UZAs) or non-urbanized areas within a state. In UZAs containing over 200,000 people, funds are distributed within that UZA through a competitive selection process designed and carried out by the designated recipient of JARC and New Freedom funds. In the Seattle-Tacoma-Everett Urbanized Area, the PSRC acts as the designated recipient and conducts the competitive selection process. Funds apportioned to urbanized areas with fewer than 199,000 in population, or non-urbanized areas, are distributed through a statewide competition. In the central Puget Sound, there are two small urbanized areas where funds will be distributed via a statewide competitive selection process. Eligible projects that use JARC and New Freedom funds are those that are located in the urbanized area or state to which the funds were apportioned.

Elderly Persons and Persons with Disabilities funds (§ 5310) are apportioned directly to the state based on a formula that accounts for the number of elderly persons and individuals with disabilities living in that state. These funds are distributed via a statewide competitive selection program and are eligible to be spent anywhere in the state, including urbanized areas. Eligible project sponsors applying for state funds must have their projects ranked through a regional process conducted by PSRC.

Refer to Appendix I, which summarizes the JARC and New Freedom awards in the Seattle-Tacoma-Everett-UZA for federal fiscal years 2006–2008.

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

- Core census block groups or blocks that have a population density of at least 1,000 people per square mile.
- Surrounding census blocks that have an overall density of at least 500 people per square mile.
FTA further delineates urbanized areas into three types:

- UZAs with 1 million or more in population (Seattle-Tacoma-Everett)
- UZAs with 200,000-999,999 in population (none in region)
- UZAs with 50,000 to 199,999 in population (Bremerton and Marysville)
Chapter 2—What is Coordinated Transportation?

Who are the “transportation disadvantaged”? 
Many people mistakenly assume that individuals with special transportation needs are only those with disabilities. In fact, the term “transportation disadvantaged” covers a much larger spectrum.

Transportation disadvantaged people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to Washington state law, RCW 47.06B, people with special transportation needs are “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.” For the purposes of this plan, the term “transportation disadvantaged” and “persons with special transportation needs” are used interchangeably.

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

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

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

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

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

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

What is coordinated special needs transportation?
Coordinated special needs transportation is when multiple organizations work together to their mutual benefit, gaining economies of scale, eliminating duplication of, expanding, and/or improving the quality of service in order to better address the transportation needs of the special needs population their agencies serve.
According to United We Ride\textsuperscript{6}, coordination makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources.

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

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

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

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

As such, this plan brings together service providers, transportation funders, riders, and the community-at-large to improve special needs transportation throughout the Puget Sound region.

See Appendix J for examples of successful coordinated transportation.

**Coordination Efforts to Date**

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

An increased focus on coordinating special needs transportation services and funding resulted after the U.S. General Accounting Office issued its findings on multiple funding programs creating duplication of services and service fragmentation. Efforts to coordinate special needs transportation services have been occurring in Washington state and the Puget Sound region since the mid-1980s, when the Washington State Agency Council on Coordinated Transportation (ACCT) was created. While these efforts have been made here in Washington, coordinating special needs transportation has not always been a priority at other levels of government.

**Coordination at the Federal Level**

In February 2004, former President Bush issued an Executive Order calling for the creation of an inter-agency council comprised of representatives from a number of federal departments and agencies. In response to the Executive Order, the Federal Interagency Council on Access and Mobility (CCAM) was created. Chaired by the Secretary of Transportation, the Council is composed of the Secretaries of Health

\textsuperscript{6} www.unitedweride.gov
and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice as well as the Commissioner of the Social Security Administration, and the Chairperson of the National Council on Disability. The Council’s mission is to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of federal programs and services so that transportation-disadvantaged persons have access to more transportation services.
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources.
- Encourage enhanced customer access to the variety of transportation and resources available.
- Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels.
- Develop and implement a method for monitoring progress on achieving the goals of this order.

To fulfill one portion of its charge, CCAM launched the “United We Ride” initiative in 2004 to facilitate coordination between transportation funders, brokerages, and providers. The initiative provides funding for state and local governments in their transportation coordination efforts. In addition to serving the above-listed functions, CCAM was also charged to produce a report that outlined:

- Those federal, state, tribal and local laws, regulations, procedures, and actions that have proven to be most useful and appropriate in coordinating transportation services for the targeted populations.
- Substantive and procedural requirements of transportation-related federal laws and regulations that are duplicative or restrict their most efficient operation.
- The results achieved, on an agency and program basis, in:
  - simplifying access to transportation services for persons with disabilities, persons with low income, and older adults
  - providing the most appropriate, cost-effective transportation services within existing resources
  - reducing duplication to make funds available for more services
- Recommendations to simplify and coordinate applicable substantive, procedural, and administrative requirements.
- Any other recommendations that would, in the judgment of CCAM, advance the principles set forth in section 1 of the order.

Per its directive, CCAM issued its report in response to the Human Service Transportation Coordination Executive Order. In that report, CCAM provided recommendations to support the goals of simplifying access, reducing duplication, and improving cost-effectiveness in order to increase special needs transportation services. These types of federal recommendations and requirements trickle down to state and regional planning requirements through a variety of mechanisms. In this case, recommendations were incorporated into the reauthorization of the surface transportation act SAFETEA-LU, which in turn required new aspects to be added to state and regional plans for those areas to be eligible to receive federal funds. For more information, please go to http://www.unitedweride.gov/.

**Coordination at the State and County Levels**

When CCAM was writing its report, it turned to a number of programs and organizations to guide their research and recommendations. Washington was looked upon as a state that was already coordinating special needs transportation services and was incorporated into the report as one of the nation’s best practices.

The Agency Council on Coordinated Transportation (ACCT) was created in the 1998 Washington state legislative session and found that transportation systems for persons with special needs were not operated as efficiently as possible. Often people could not access needed services because of transportation barriers. A structure was needed that could communicate across organizational boundaries and facilitate coordinated special needs transportation systems through collaborative state and
community processes. ACCT is a council of state agencies, transportation providers, consumer advocates, and legislators with the mission to:

- Promote the coordination of special needs transportation
- Provide a forum for discussing issues and initiating change
- Provide oversight and direction to the state's coordination agenda
- Report to the Legislature and propose legislative remedies

One way that ACCT promotes coordinated transportation and service efficiencies is to provide funding to countywide special needs coalitions to create local plans that inventory available services in their area, and provide strategies to streamline service delivery, through vehicle sharing or other means. Three local coordinating coalitions are in the central Puget Sound region: King County Mobility Coalition, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Special Needs Transportation Coalition (SNOTRAC). Kitsap County has an active Information Referral Network (KIRN) that meets regularly. These coalitions serve an important role in the coordination of transportation services. Their primary responsibility is to assess the needs of their local community and current transportation network and provide recommendations to improve the system, serving as the first step towards improvement. All four counties are represented on PSRC's Special Needs Transportation Committee. For more information on ACCT, please go to http://www.wsdot.wa.gov/acct.

Local special needs transportation contacts in the central Puget Sound region are:

**King County**
- Bob Sahm, Accessible Services Supervisor
  King County Metro Transit
  821 Second Ave
  Seattle, WA 98104-1598
  Phone: 206-205-6577
  E-mail: bob.sahm@kingcounty.gov

  King County Mobility Coalition
  Michelle Zeidman, Mobility Manager
  14812 Main St
  Bellevue, WA 98007
  Phone: 425-943-6737
  E-mail: mzeidman@hope-link.org
  Web: http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html

**Kitsap County**
- Steve Womble
  Kitsap Transit
  ACCESS Service Coordinator
  Phone: 360-824-4927
  E-mail: SteveW@KitsapTransit.com

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

**Pierce County**
- Tim Renfro
  Pierce Transit
  3701 96th St. SW
  Tacoma, WA 98499-0070
  Phone: 253.984.8216 or TDD 253.582.7951
  E-mail: 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
  Phone: (253) 798-7658
  E-mail: mtully@co.pierce.wa.us

**Snohomish County**
- Gretchen Weber
  Community Transit
  Address 7100 Hardeson Rd, Everett, WA 98203
  Phone 425-348-7196
  E-mail: gretchen.weber@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
  Phone: 425-265-2227
  E-mail: dklemens@sssc.org
  Web: http://www.sssc.org/snotrac.htm
To enhance regional planning efforts, some of the local coalitions have developed their own plans. These plans were instrumental in the original development of both Sound Transit’s “United We Ride in Puget Sound” and PSRC’s Coordinated Plan, 2006–2009, and they continue to be part of the Plan update efforts. PSRC does not require that local coalitions adopt their own coordinated plans, and any projects submitted for federal or state special needs funding must be consistent with the regional plan; however, local plans allow for more detailed analysis, planning, and programming. Beyond local coordinated transportation coalition plans, other local plans such as county and city comprehensive plans, capital facilities plans, transportation and transit plans, social service plans, and school district plans are reviewed and incorporated into PSRC’s planning efforts.

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

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

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

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

VISION 2040 Transportation Multicounty Planning Polices
MPP-T-22 Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.
MPP-T-25 Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young and low-income populations.

As well as complying with the FTA requirements for coordinated plans, PSRC’s Coordinated Plan must be consistent with these regional plans. Given the policy framework VISION 2040 established, the timing of updating both Transportation 2040 and the Coordinated Plan coincided, which has allowed for better integration of issue identification, data collection and analyses, outreach, and development of programs and projects.

In addition, the Coordinated Plan serves as the framework for the prioritization of projects seeking funding through the FTA Job Access Reverse Commute (JARC), New Freedom, and WSDOT’s Public Transportation Division’s Consolidated Grant program.
SMART CORRIDORS—AND HOW THIS APPROACH WILL BE USED FOR SPECIAL NEEDS TRANSPORTATION PLANNING

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

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

Careful assessment of these and other conditions can point to “smarter” solutions to transportation issues.

SMART stands for:

- **Safe and Sustainable** (communities, finance, environment, economy). The term “Livable Communities” has been recently defined as “mixed-use neighborhoods with highly connected streets promoting mobility for all users.”7 “Financially sustainable” transportation investments must address the realities of financial resources both today and in the future. Finding transportation solutions that minimize or reverse harm to the environment is a clear priority to the central Puget Sound region.
- **Multimodal**—Provide transportation that offers competitive mode choices to the traveling public.
- **Accessible**—Provide mobility to all people, as well as maximizing existing facilities to support multiple modes of transportation.
- **Reliable, Resilient**—The movement of people and goods is crucial to our growing economy. The system must have a prioritized transportation system that reliably moves people and goods. This includes a resiliency in times when one key facility may be unavailable.
- **Technology**—We must make the most of our existing transportation system. This requires managing our assets as efficiently as possible 24 hours a day, seven days a week. It also includes the deployment of the most efficient technologies to provide information to the traveling public and to operators so they can make informed, smart transportation choices.

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

**What does this mean for coordinated transportation planning?**
The corridor level approach allows PSRC to understand existing conditions and evaluate proposed transportation improvements for all modes and populations, including those individuals with special transportation needs, beyond the regional scale.

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The SMART Corridor analysis can be used for special needs transportation planning purposes that include:

1. Transportation 2040: focuses on future forecast conditions and projects with special needs issues included.
2. Congestion Management Process: revised as SMART Corridors, which includes special needs transportation and demographics.
3. Coordinated Transit-Human Services Transportation Plan: provides detail beyond regional information to help assess needs and gaps, and provide support for addressing needs and gaps.
4. Grant Applications: Existing regional, subarea, and corridor information to help assess needs and gaps, and help identify services and programs to address them.
5. Planning and environmental assessments: potential use for existing and future transit and special needs plans, programs, or projects.

SMART Corridors

- Kitsap County
- West Snohomish County
- East Snohomish County
- Northwest King (North Seattle)
- Eastside King County
- Northeast King County
- Cross Lake
- Cross Sound
- South/Southwest King County
- Southeast King County
- West Pierce County
- East Pierce County
Figure 2-1: SMART Corridors Map
Chapter 3—Mobility Today: The Current Special Needs Transportation Landscape

Table 3-1: 2008 Estimates for Population and Employment and total area in square miles.

<table>
<thead>
<tr>
<th></th>
<th>2008 Population Estimates</th>
<th>2008 Employment Estimates</th>
<th>Area (square miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Puget Sound Region</td>
<td>3,633,000</td>
<td>2,016,000</td>
<td>6,290</td>
</tr>
<tr>
<td>King County</td>
<td>1,884,000</td>
<td>1,311,000</td>
<td>2,126</td>
</tr>
<tr>
<td>Kitsap County</td>
<td>247,000</td>
<td>100,000</td>
<td>396</td>
</tr>
<tr>
<td>Pierce County</td>
<td>805,000</td>
<td>324,000</td>
<td>1,679</td>
</tr>
<tr>
<td>Snohomish County</td>
<td>697,000</td>
<td>281,000</td>
<td>2,089</td>
</tr>
</tbody>
</table>


Figure 3-1 Central Puget Sound Region, PSRC

Regional Demographic Characteristics
According to the 2000 Census, of the more than 3.5 million people living in the central Puget Sound region in 2006, up to one-third have a greater need for transportation services due to income status, age, or disability. Of these, over 19% have a disability, over 11% are over the age of 65, nearly 10% have been classified as having a low income, and over 20% are children aged 5 to 17. Some of these individuals may be in multiple groups—such as a senior with a disability. According to the Federal Transit Administration, nearly one-third of the population in the United States does not drive a car. The estimate is similar for the central Puget Sound region. This estimate includes those who cannot or do not want to drive, seniors who no longer have licenses, people with disabilities who depend on transit or other
transportation services, people with lower incomes who cannot afford a car, and children under the driving age.

![Map showing regional populations with higher transportation needs](image)

**Figure 3-2 Regional Populations typically with higher transportation needs: Percent of Census Block Groups. Source: 2000 Census Data. Note: Some individuals may be in more than one group; e.g., a senior with a disability.**

**Table 3-2: People typically with higher transportation needs—Age and Disability (See Table 3-3 for Income levels) Source: 2000 Census Data**

<table>
<thead>
<tr>
<th>Population by Special Need Category—Age and Disability</th>
<th>King</th>
<th>Kitsap</th>
<th>Pierce</th>
<th>Snohomish</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth (5-17 years)</td>
<td>350,424</td>
<td>46,654</td>
<td>205,992</td>
<td>133,297</td>
<td>736,367</td>
</tr>
<tr>
<td>Seniors (65+)</td>
<td>198,406</td>
<td>24,463</td>
<td>88,626</td>
<td>57,497</td>
<td>368,992</td>
</tr>
<tr>
<td>People with Disabilities</td>
<td>306,057</td>
<td>66,605</td>
<td>161,531</td>
<td>101,206</td>
<td>635,399</td>
</tr>
<tr>
<td>Total Population</td>
<td>1,737,034</td>
<td>231,969</td>
<td>700,820</td>
<td>606,024</td>
<td>3,275,847</td>
</tr>
<tr>
<td><strong>Percentage of Total Population</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth (5-17 years)</td>
<td>20.17%</td>
<td>20.11%</td>
<td>29.39%</td>
<td>22.00%</td>
<td>22.47%</td>
</tr>
<tr>
<td>Seniors (65+)</td>
<td>11.42%</td>
<td>10.54%</td>
<td>12.65%</td>
<td>9.49%</td>
<td>11.26%</td>
</tr>
<tr>
<td>People with Disabilities</td>
<td>17.62%</td>
<td>28.71%</td>
<td>23.05%</td>
<td>16.7%</td>
<td>19.39%</td>
</tr>
</tbody>
</table>
Income Demographics

Table 3-3: Low and Very Low-Income Population Summary by County in 1999

<table>
<thead>
<tr>
<th>County</th>
<th>Very Low-Income¹ (Total)</th>
<th>Very Low-Income¹ (Percent)</th>
<th>Low-Income² (Total)</th>
<th>Low-Income² (Percent)</th>
<th>Combined³ (Total)</th>
<th>Combined³ (Percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County</td>
<td>142,546</td>
<td>8</td>
<td>191,879</td>
<td>11</td>
<td>334,425</td>
<td>20</td>
</tr>
<tr>
<td>Kitsap County</td>
<td>19,601</td>
<td>9</td>
<td>33,583</td>
<td>15</td>
<td>53,184</td>
<td>24</td>
</tr>
<tr>
<td>Pierce County</td>
<td>71,316</td>
<td>10</td>
<td>105,718</td>
<td>16</td>
<td>177,034</td>
<td>26</td>
</tr>
<tr>
<td>Snohomish County</td>
<td>41,024</td>
<td>7</td>
<td>68,969</td>
<td>12</td>
<td>109,993</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Based on 2000 Census data (Table 3-3), the regional population had 9% in the very low-income category and 12% in the low income. Pierce County has the highest percentage in the very low-income (10%) and low-income categories (16%), followed by Kitsap County with 9% very low-income and 15% low income. The low-income and very low-income population is less than 20% in most census tracts. The census tracts with the highest percentages of low-income and very low-income residents are located in Auburn, Bremerton, Des Moines, Everett, Kent, Lakewood, Seattle, Sumner, and Tacoma (listed alphabetically). Because of the regional scale of this data, some communities with high concentrations of low-income and very low-income populations may not be apparent. Maps of areas of those with low and very low income (by census tract) are in Appendices E and F.

Transportation costs put a tremendous strain on low-income budgets. According to the Surface Transportation Policy Project, the poorest 20% of American households—those earning less than $13,908 (after taxes) per year—spend 40.2% of their take-home pay on transportation. For many people in this situation, owning a private vehicle, or being able to maintain a private vehicle, is not a reasonable option. Retaining employment can be difficult for the low-income population if they do not have a reliable private automobile and there are no transportation options. Transit-dependent employees who work late night or early morning hours are at a particular disadvantage due to inconsistent or unavailable transit service.

Figure 3-3: Transportation costs as a percent of personal income.

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

**Children:** Approximately 23% of the region’s population is children aged 5 to 17. This population group either does not have a driver’s license, or in the case of young adults, have just left home for the first time and are perhaps without a vehicle. Parents, school buses, transit, walking, and bicycling are all part of this age group’s mobility options. In some cases, these choices are either unavailable or unsafe.

**Older Adults:** Projections from the Washington State Office of Financial Management show significant growth in this segment of the population, with approximately 621,000 in the same age cohort (65 and over) in 2020, almost twice the number of those in that age group today. In 2002, the American Association of Retired Persons (AARP) Public Policy Institute published a report that estimates one in five (21%) Americans age 65 and older do not drive, and more than 50% of non-drivers aged 65 and older stay home on any given day due to a lack of adequate transportation options. Further compounding the problem, people generally outlive their ability to drive an average of six to 11 years. These statistics indicate that our aging population will rely more and more on transportation services in the near- and long-term.

**Our Population is Aging**

- 35.9 million People aged 65 and over lived in the United States on July 1, 2003. That is 12% of the total population. It is expected that by the year 2050, this sector of the population will grow to 21%.
- 11.2% of the population of Washington State is over aged 65, 7.4% has a physical disability that may affect mobility, and 10.6% has an income below the poverty level.
- The fastest growing segment of our population is the over-80 age group.
- People outlive their ability to drive: men, an average of six years; women, an average of 11 years. More than one in five Americans aged 65 or more do not drive.
- Half of all non-drivers aged 65 or more stay home because they report having no mobility options.
- Compared with older drivers, older non-drivers in the United States make: 15% fewer trips to the doctor; 59% fewer shopping trips and visits to restaurants; 65% fewer trips for social, family and religious activities.

Source: PSRC

Source: Coordinated Transportation Fact Sheet Leadership Forum on Coordinated Special Needs Transportation June 14, 2004
**Disability Demographics**

For a more detailed description of those with disabilities in the region see Figures 3-5 to 3-8, and Appendices E and F.

A disability as defined by the U.S. Census means a sensory, physical, mental, self-care, or going outside the home disability. While accessibility offers more enriched lives for people with disabilities, the economy also benefits. If health and transportation options allow it, people with disabilities can be very active participants in the community. Roughly 60% of people with disabilities, aged 21-64, are employed. For every six employed people without a disability in the region, there is one employed person with a disability.

Beyond employment, the transportation needs of people with disabilities can be life threatening. If a medically vulnerable person is unable to get the medical attention he or she needs, lack of mobility may put a life at additional risk. In addition, the ability to actively engage in a social life outside of employment and medical treatment is an important part of everyone’s life, regardless of ability.

<table>
<thead>
<tr>
<th></th>
<th>King County</th>
<th>Kitsap County</th>
<th>Pierce County</th>
<th>Snohomish County</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 21–64 yrs</td>
<td>1,092,800</td>
<td>100%</td>
<td>124,016</td>
<td>100%</td>
<td>355,833 100%</td>
</tr>
<tr>
<td>With a disability</td>
<td>165,148</td>
<td>15.1%</td>
<td>22,412</td>
<td>18.0</td>
<td>79,383 20.4%</td>
</tr>
<tr>
<td>Percent employed</td>
<td>62.6%</td>
<td>52.2%</td>
<td>58.3%</td>
<td>63.3%</td>
<td>61.4%</td>
</tr>
<tr>
<td>No disability</td>
<td>927,652</td>
<td>84.9%</td>
<td>101,604</td>
<td>81.9</td>
<td>389,033 79.6%</td>
</tr>
<tr>
<td>Percent employed</td>
<td>80.9%</td>
<td>75.9%</td>
<td>77%</td>
<td>80.1%</td>
<td>79.3%</td>
</tr>
</tbody>
</table>

Source: 2000 US Census

**Demographics and Destinations**

Following is a series of maps that show total special needs populations as a percent of the overall populations by county and by specific category. Unless otherwise noted, this information is from the 2000 Census. Refer to Appendices E and F that have the following information:

Appendix E Destinations and Demographics:
Section One: Major Destinations and Employment Densities
Section Two: Special Needs Populations
  Part 1: Special Needs Populations by County (as percent of total population)
  Part 2: Special Needs Populations by Age, Disability, and Income by County and SMART Corridor (as percent of total population)
Appendix F: SMART Corridors
Figure 3-5: Kitsap Corridor Special Needs Populations (Percent of Total Population)
Figure F-3-6-a: King County Special Needs Populations (Percent of Total Population)
Figure F-3-6-b-d: King County Special Needs Populations (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Figure F-3-6-e-g: King County Special Needs Populations (Percent of Total Population)

Seattle Metropolitan Area

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Figure 3-7-a Pierce County Special Needs Populations (Percent of Total Population)
Figure 3-7-b-d Pierce County Special Needs Populations (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Figure 3-8-a: Snohomish County Special Needs Populations (Percent of Total Population)
Figure 3-8-b-d: Snohomish County Special Needs Populations (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
MAJOR DESTINATIONS
People with special transportation needs live throughout the region’s four counties in rural and urban areas alike. For those who cannot or do not drive a car, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about one’s daily life includes making trips to and from one’s home on a regular basis for a wide variety of reasons. People may go to these destinations daily, frequently, or occasionally. These trips include going to work or school, doing personal errands, going to medical appointments, participating in recreational activities, and so on. Examples of trips include: seniors going to a local community center a few times a week, which may be the lifeline they need to remain independent. A family facing economic hardship may need to get to a food bank on a regular basis, but having no car needs a reliable way to get to and from. A person whose mobility prevents him from driving still must get to work.

Given the many and varied reasons people travel, it is not possible to list every trip people need to make or the destination to which they need to go, therefore only major destinations are discussed in the Coordinated Plan. These include:

- Specialized medical facilities
- Employment or training
- Personal, social, shopping, recreational, and cultural activities

See Appendix E for mapped locations of major regional destinations.

TRANSPORTATION SERVICES
This section discusses various available transportation services and resources. The Puget Sound area is served by a variety of distinct transportation programs, each with a discrete service area, target population, and operating authority. Service levels differ within and between each transportation program.

Transportation Providers
Public, human services, and private transportation providers offer numerous options for interlinked travel depending on the traveler’s needs, origins, and destinations.

Public Transportation comprises publicly funded passenger transportation services available for use by the general public, as opposed to private use, such as automobiles or vehicles for hire (including taxis or car services).

Central Puget Sound public transportation providers are:
- Community Transit
- Everett Transit
- King County Metro
- Kitsap Transit
- Pierce Transit
- City of Seattle
- Sound Transit

Kitsap Transit, King County, Pierce County, and WSDOT (Washington State Ferries) provide ferry services. Other public transportation includes adjacent transit agencies serving some of the counties in the central Puget Sound region; these include Skagit Transit and Intercity Transit.

Human Services Transportation includes service organizations, faith-based organizations, private for-profit entities, residential facilities, public transit programs, senior centers and programs, colleges and universities, community action programs, school districts, low-income housing projects, childcare centers, veteran’s organizations, and head start programs. Information on these providers in King, Pierce, and Snohomish counties including the type of service provided and other relevant information is at findaride.org, sponsored by Sound Transit. For Kitsap Transit please see: http://www.kitsaptransit.org.
Information and referrals to transportation resources for all counties can also be accessed by dialing 2-1-1.

**Private Transportation** includes airlines, taxi companies, for-hire car services, charter buses, and intra- and interstate bus and rail companies. There are also intercity services such as Amtrak and Greyhound.

**Transportation Programs and 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, summarized below. For a more detailed inventory of services in central Puget Sound region, see Appendix C.

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

**ADA Paratransit Service** is a requirement of the Americans with Disabilities Act (ADA) and requires that any public transit agencies which provides fixed-route service (excluding commuter bus, commuter rail, and intercity rail) must provide “complementary paratransit” services to people with disabilities who cannot use fixed-route service because of a disability. ADA complementary paratransit service must be provided within ¾-mile of a bus route or rail station at the same hours and days as the fixed-route service, and for no more than twice the regular fixed-route fare.

**Shared Rides** is a transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly to a regular destination within the same geographical area. Vanpool(s) operated by public transit agencies must also comply with mass transit rules, including ADA provisions, and be made available to the public.

**Door-to-Door Service** is when the driver meets the customer at their door, and walks with them to the vehicle and then to the door of their destination.

**Door–through-Door Service** is for those who have significant mobility limitations. It can allow frail and disabled individuals to continue living in their own homes and still stay connected to essential services and activities. Not usually a public transit service.

**Program Transportation** are services related to specific programs such as medical, community services, education (including school buses), or employment.

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

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

**Information, Referral, and Assistance** mean ways to get information, resources, services, and support.
Brokered Transportation

The state’s Health and Rehabilitative Services Administration (HRSA), located within the Department of Social and Health Services (DSHS), assures access to medical care for its clients by contracting through a competitive bid process with transportation brokers. Within the central Puget Sound region, two Medicaid brokerages hold contracts to arrange for medically related transportation services for Medicaid eligible clients. Paratransit Services, Inc. is a non-profit agency and serves as the Medicaid broker for Pierce, Snohomish, and Kitsap counties. Hopelink serves as the broker for the King County service area.

Responsibilities of the HRSA transportation broker include the following:

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

Due to the high costs of transporting clients by paratransit, transportation brokers arrange trips on a wide array of transportation modes. Depending on the client’s physical and mental condition, he or she is matched with the least costly ride. On average, in the state of Washington 30% of the trips are purchased through transit bus passes. Just over half of the brokered trips are demand-response, door-to-door trips. The remaining trips are either provided through gas vouchers, reimbursements, or other modes such as air, ferry, or train.

In addition to the brokering of transportation for Medicaid clients, human service transportation brokers can, and do, contract with a variety of other agencies. These other agencies, like the Medicaid program, have client populations with specific transportation needs. During contract negotiations, the various terms and conditions are decided upon. Generally these include:

• Eligible clients
• Parameters for the types of transportation clients receive
• Safety and quality standards
• Required documentation and reporting
• How much money can be spent
• Rules and regulations that must be followed according to each agency’s own operating authority

Once the contract has been negotiated and terms have been laid out, the brokers arrange for appropriate transportation from the wide assortment of qualified transportation providers in the community. The state HRSA is the transportation brokers’ largest client and most of the broker-arranged trips are for Medicaid purposes.

However, there are many other types of agencies that also contract with transportation brokers to arrange rides for clients through different programs and funding sources. Some of these different types of programs utilizing transportation brokers are listed here:

• McKinney-Vento transportation: School districts in Pierce and King counties contract with transportation brokers to arrange for transportation of homeless students to their school of origin so that their education will not be disrupted because of homelessness.

• Harborview Medical Center: The hospital contracts with Hopelink to arrange transportation for patients being discharged from the hospital.

• Beyond the Borders: Pierce County Community Services contracts with a brokerage to arrange transportation for people living in east Pierce County, outside of the transit service area.
Brokers are primarily funded through their contracts with state and local public agencies. However, they are also eligible for a variety of federal and state grants that allow them to provide additional services within communities.

**Transportation Provided by School Districts**

There are many school districts in the region. Boundaries were created many years ago and seldom change. As a result, school district boundaries generally do not line up with city or county lines. Figures 3-11 and 3-13 illustrate this point.

Although each of these school districts is not required to provide transportation, they all have a transportation program. By state law, school districts are responsible for complete operation of their transportation programs. Each district determines which students are transported, what routes are used, and how transportation is provided. For the most part, districts provide services to students attending grades K-12 at one of the district’s schools, who reside within the district boundaries. However, they may also provide transportation for students attending their schools who live outside of the district boundaries. School districts may also be involved in a number of special programs that require additional transportation services. Programs such as Head Start and Early Childhood Education Assistance Program (ECEAP) require school transportation above and beyond what school districts are normally required to provide. School districts may also serve out-of-district children who must travel to a school within the district to access educational programs unavailable in their home district.

In addition, legislation requires school districts to assure continuity of the educational program by making provisions for foster children and homeless students to continue attending their school of origin. This is evidenced by the aforementioned McKinney-Vento transportation demonstration project in which school districts contract with transportation brokers to provide these additional, and in some cases, out-of-district trips.

School districts provide transportation services to and from a variety of locations, including:

- From home or day care center to school and back
- To and from required educational, medical or social services which occur in other facilities during the school day for students who have an Individualized Education Plan (IEP).
- To and from school of origin, regardless of where the student resides, if the student is homeless and covered under the McKinney Vento Act or is a child in foster care
- Between school districts if a student needs service from a program that is not offered in the home district
- On an elective basis, home from after-school activities or to and from extracurricular events. Due to costs, these trips are becoming rare.

See the Office of the Superintendent of Public Instruction (OSPI) Office of Student Transportation for more information
http://www.k12.wa.us/transportation
School districts provide these trips in a variety of ways, including:

- Operating a complete in-house transportation program
- Owning buses and other vehicles, but contracting for the operation of the transportation program
- Contracting for a complete transportation program with one entity
- Contracting for different program elements with different entities
- Bus passes and mileage reimbursements

There are many rules and regulations governing school district transportation programs. In some cases, these requirements may inhibit a school district’s ability to coordinate transportation or may outright prohibit it. The below listed regulations are located in the Revised Code of Washington (RCW), Chapter 28A.160, and generally pertain to a district’s ability to lease its buses to outside users.

Funding levels for pupil transportation are based on a formula allocation, which is calculated annually and applied by the Office of the Superintendent of Public Instruction (OSPI). The distribution formula is for allocation purposes only and does not mandate a specific level of transportation service. The formula is based on the cost of transporting an eligible student to and from school, between schools and learning centers for required instruction, and to and from service agencies and medical facilities if the student is disabled.

The allocation is driven by annual enrollment figures at each school within a district, collected each October. Districts receive funds in the form of a standard “student mile” allocation rate for each student living a mile or more from school. The standard “student mile” rate can be adjusted to include factors such as distance, restricted passenger load, and circumstances that require the use of special types of transportation vehicles.

For students living beyond a one-mile radius from school, the allocation is based on the number of students in kindergarten through fifth grade living within one radius mile. If hazardous conditions prevent other students who live less than a mile from school from walking to school, adjustments can be made to the allocation formula. The allocation formula does not include after school activities or extra-curricular activities.

Figure 3-12: Statewide Student Transportation Costs

Comparing Funding for Student Transportation 2007-08 to 2008-09

Percent Funded
Less than 65% 65% to 95% Over 95%
Source: OSPI
Most school districts cannot fully fund their transportation program using funds received from the OSPI; consequently, they must supplement their costs with local funds. Many also utilize grant funding to support special programs such as the McKinney-Vento or other transportation services.

Figure 3-13: School Districts
Sample of Washington State Statutes Governing School District Transportation
Chapter 28A.160 RCW

When children are transported from one school district to another, the districts may enter into a written contract providing for a division of the transportation costs between the districts.

A district may contract to furnish its school buses to other users who are conducting an educational or recreational program supported wholly or in part by tax funds, or programs for elderly persons, provided it is at a time when those buses are not needed by the district.

School districts can lease school buses to nonprofit organizations to transport children with disabilities and elderly persons to and from the site of activities.

If the district leases out its buses it must be fully reimbursed for all costs.

School district buses can’t be leased out unless no other public or private transportation certificated or licensed by the Washington utilities and transportation commission is reasonably available to the user.

No user is required to accept any charter bus for services that the user believes might place the health or safety of the children or elderly persons in jeopardy. This provision affects what other public or private transportation is “reasonably available”.

If students or others are transported by the school district in its own motor vehicles and by its own employees, the district can provide insurance to protect the district against loss.

If the transportation of children or elderly persons is arranged for by contract with the district, the district can require the contractor to procure whatever insurance the district deems appropriate.

The lease of buses is handled by the school districts at the local level. The district establishes criteria for bus use and lease, including, but not limited to, minimum costs, and driver requirements. However, the lease must not conflict with regular school purposes.

Districts can use school buses and drivers hired by the district to transport the general public to and from interscholastic events and activities along with children and school employees, as long as members of the public reimburse the school district not less than the district's actual costs. Again, this is only when private transportation certified or licensed by the utilities and transportation commission or public transportation is not reasonably available.

School districts can enter into agreements with any city, town, county, metropolitan municipal corporation, and any federal or other state governmental entity for the purpose of providing for the transportation of students and/or members of the public through the use, in whole or part, of the school district's buses, transportation equipment and facilities, and employees. The district must be reimbursed an amount not less than the district's actual costs. Further, wherever public transportation, or private transportation certified or licensed by the Washington utilities and transportation commission is not reasonably available, school districts may transport members of the public so long as they are reimbursed for the cost the transportation has been approved by any metropolitan municipal corporation performing public transportation in the area to be served by the district.

If a district contracts for pupil transportation services with a private nongovernmental entity, the district must engage in an open competitive process at least once every five years. This requirement does not prohibit a district from entering into a pupil transportation services contract of less than five years in duration with a district option to renew, extend, or terminate the contract.

In addition, federal and state laws address school bus construction requirements and school bus driver training and licensing requirements.

Other Direct and Indirect Providers
Direct service transportation providers are those with a primary mission to transport people. There are a number of agencies providing direct transportation service other than public transportation providers. Most have restricted service areas and do not serve the entire county. The volume of trips is less, but they contribute to overall community mobility. These types of direct transportation providers include:

- Taxi companies
- Accessible taxis
• Private and nonprofit providers that have wheelchair lift vans and can transport people who need a higher level of service
• Airport shuttles
• Charter bus companies
• Ambulances
• Rental cars
• ZipCar and other car-sharing programs
• Privately owned ferries
• Private bus companies such as Laidlaw
• Health and human service programs that offer transportation to their specific client populations

In addition to the direct service providers, there are indirect service providers that offer transportation-related service that aid individuals with limited mobility or bring services to a person’s home so a trip is not needed. Some also offer specialized transportation services, only serving particular clients under unique circumstances for specific purposes. These organizations generally operate within a target client group, whose needs they can meet through effective partnerships. These include:

• Grocery stores providing home deliveries
• Hot meal delivery services provided by Catholic Community Services and Lutheran Community Services
• Personal services and companion care programs in which a caregiver may take clients on shopping trips, errands, or activities. There are over 20 such agencies in Pierce County
• Donated vehicle programs
• In-Home Hair Care Services
• Programs where someone will come to the home to provide care services for people, including bringing goods and running errands
• Pharmacies that deliver prescriptions and pharmaceutical supplies to the home
• Hospital and medical clinics that will transport their patients to medical appointments
• Residential, long-term care facilities and group homes that will take their own residents on outings
• Senior and community centers that have vans for transporting their own clients to and from activities
• Churches and faith-based organizations that may transport their affiliates to and from services or for other necessary purposes
• Child care facilities that will transport children between school and the child care facility or on special outings
• Supported employment facilities that transport their clients to training, work, and work related activities
• Recreational agencies such as the Boys and Girls Club and the YMCA that will transport people to and from activities

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

Transportation costs—capital and operating—have been on the rise over the last few decades for many reasons. Insufficient public resources have led to an increase in the unfunded backlog of maintenance projects, leading to higher overall costs in the future, and raising safety concerns. Meanwhile, existing transportation revenues are not keeping pace with travel demand nor infrastructure investments needed to support this growing demand. Like metropolitan regions throughout the nation, our region faces increasing problems with urban congestion and insufficient transit and other alternatives to driving.
As of May 2010, Washington State was facing significant budget shortfalls, and cuts to essential services for special needs populations were greatly at risk. At the same time, with the reliance on retail taxes and a slumping economy, the region's public transportation agencies were considering cuts to services. Since cuts to fixed-route service also affect ADA Paratransit service, the overall impact to special needs populations could result in critical shortages of services. And while human transportation providers fill in gaps when public transportation providers cannot, the economic impacts are reaching beyond public agencies.

School transportation costs for basic and special services costs are rising but allocations are falling, so a greater share of transportation funding is coming from general education sources.

Generally speaking, fixed-route transit, fixed-route student transportation, and vanpools are the most cost-effective method to provide wide transportation access. Because these are much less expensive trips, transit agencies invest in programs that promote and educate customers to use the fixed-route system, as well as provide support that allows them to do so.

Conversely, paratransit, by its nature, is a much more expensive service to provide. These trips are scheduled by reservation and are typically provided to those with need for a higher level of service, such as door-to-door. Demand-response services can be as much as 5 to 10 times higher on a cost per trip basis, based on cost information in WSDOT's Summary of Public Transportation.

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

Figures 3-14 to 3-16: Transportation Funding, Source: PSRC
Currently, revenue is inadequate to meet federal transportation spending guarantees. Even with recent increases, the purchasing power of the state gas tax has declined since 1991.
Chapter 4—Needs, Gaps, and Duplications

What do we mean when we say gaps?

Here is guidance for assessing where gaps may exist in the access to, and the provision and use of special needs transportation:

**Vulnerable Populations and Eligibility:** Are there increasing, emerging, or underrepresented special needs populations who need services, or are some eligibility requirements creating or widening gaps?

**Knowledge and information:** What difficulties are there in obtaining information about services offered, routes and schedules, or arranging trips? Do people know how to use the services offered? Are appropriate methods available for all users? Are there needs for training of trainers or clients?

**Spatial or geographic gaps:** Are there large areas not served by public transportation and or ADA Paratransit? Are there origins and destinations that are underserved? Are rural areas included when planning for special needs transportation? Are facilities that support special needs populations sited where there is existing public transportation?

**Time (temporal) gaps:** Are service hours geared towards regular commute hours? Are there needs for all day (early morning through late evening and weekend) services? Are there lengthy waits to schedule service? Are there long wait times once a rider has been taken to his or her destination?

**Fixed-route service:** Is there adequate fixed-route service? Is there a shrinking footprint of fixed-route service?

**ADA Paratransit service:** Are there more demands on ADA services from those who are reluctant to ride fixed-route service? Does the ¾-mile service requirement create islands or service “doughnuts”?

**Paratransit beyond ADA requirements:** Are there needs for paratransit service beyond the ADA-mandated level of service (¾-mile of fixed route service)?

**Frequency and Transfers:** Is more frequent transit service needed to make certain types of trips? Is there difficulty transferring between transit or paratransit services? Are lengthy transfer times common?

**Accessibility and Connectivity:** Safe and accessible pedestrian access to transit and destinations are essential. Are amenities missing that prevent or hinder people from traveling to and from transit stops and their destinations, such as missing or damaged sidewalks, lack of curb ramps, etc.? Lack of signalized intersections or not enough “green time” for people who move more slowly to cross streets?

**Other:** Are there other emerging trends that may create more gaps? For example, cuts to transportation funding and Adult Day Health Centers? Restrictions on Medicaid Brokerage funds (cost sharing formulas)? Or changes in health care provision? Siting of new facilities where public transportation does not operate?

Adapted from the Coordinated Public Transit/Human Services Transportation Plan—Elderly and Disabled Component, Metropolitan Transportation Commission, December 2007
Appendix K

Figures 4-1-a-d: Major Destinations

**Major Destinations — Medical Facilities**

**Major Destinations — Higher Education Institutions, Community and Technical Colleges**

**Major Destinations — Regional Shopping Centers**

**Major Destinations — Parks and Sports Facilities**
Major Destinations — Cultural Facilities

King County Major Destinations — Employment Density

Major Destinations — Employment Density

Appendix K
General destinations where people most need to go fall in these categories:

- Medical facilities/appointments/pharmacies
- Grocery store/shopping
- Social/recreation
- Employment
- Childcare
- Places of worship
- Community activities
- To/from other counties/districts
- Airport

People living outside of transit service areas typically have greater transportation difficulties due to their limited options. The transportation difficulties of people living inside transit service areas typically are service-related (e.g., same-day reservations, pickup windows, long travel or wait times, eligibility restrictions, transfers and connections between modes).

People who are employed generally need transportation more frequently than people who have other types of transportation needs. Transportation needs typically are spread throughout the day, but timeframes with the most transportation difficulty (although less traveled) are evening hours and weekends. The following provides a general summary of the needs, gaps, and duplications in the four counties.

Refer to the following Appendices for supporting information:
Appendix C: Inventory of Services
Appendix E: Major Destinations (Section 1) and Demographics (Section 2)
Appendix F: SMART Corridors
**RIDER NEEDS AND GAPS**  
**Unserved or Underserved Areas**  
People often live in rural areas or the edges of cities due to lower cost housing options. To provide cost-efficient service, transit agencies typically provide more frequent service in areas with more people, such as in urban areas. However, many individuals outside these urban areas are without transit service. Even within transit service areas, service levels may not meet the travel needs of people. For example, the ADA Paratransit services footprint typically extends three quarters of a mile on either side of the fixed-route network, so those people living inside, but at the edge of the urban area, may still be outside of the service area.

There are also people who are eligible for ADA paratransit services, but need a higher level of service than a transit agency provides (e.g., door-to-door service). Human service agencies typically provide those higher levels of service, but are often designated for a specific target population (e.g., veterans) or specific destination type (e.g., medical trips). Specialized transportation services are also limited on weekends and for social or other activities, such as going to a place of worship.

In fall 2009, the King County Mobility Coalition conducted a survey for those with special transportation needs. Since these issues are most likely common to all those with special transportation needs, some of the results are included here.

![Figure 4-3: King County Needs Assessment Survey Results, October 2009](image-url)
Question: What else has kept you from getting to where you need to go?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent of Respondents</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trips take too long, too many transfers required</td>
<td>38%</td>
<td>807</td>
</tr>
<tr>
<td>Money</td>
<td>28%</td>
<td>604</td>
</tr>
<tr>
<td>No service nights/weekends</td>
<td>19%</td>
<td>405</td>
</tr>
<tr>
<td>No problem</td>
<td>14%</td>
<td>298</td>
</tr>
<tr>
<td>Language</td>
<td>13%</td>
<td>270</td>
</tr>
<tr>
<td>I don't know bus/train schedules</td>
<td>12%</td>
<td>265</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
<td>223</td>
</tr>
<tr>
<td>I don’t know if there is transportation in my neighborhood</td>
<td>8%</td>
<td>162</td>
</tr>
<tr>
<td>My mobility aids will not fit on bus, van</td>
<td>3%</td>
<td>68</td>
</tr>
</tbody>
</table>

Number of Respondents (N) 2128

Source: Coordinated Transit-Human Services Transportation Plan King County 2010 Update; King County Mobility Coalition

These responses help identify the issues those dependent on transportation services face. The solutions will come from many approaches—services, programs, and projects. And, while “weather” may be seen as an obstacle that may be hard to address in the central Puget Sound region, providing accessible connections and sheltered waiting areas may alleviate such concerns for many people.

Ease of Use

Once a person figures out how to use “the system,” whichever transportation system works for them, transportation becomes less challenging. However, learning to use the system can be difficult for several reasons.

- Different transit systems have different fare schedules, which is confusing and difficult for riders
- Riders eligible for multiple transportation programs must make multiple trip arrangements depending on their transportation need, not with a single provider
- Riders potentially need help getting on and off the vehicle, but there is often nobody available to help them at transfer points
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel
- Language or cultural barriers
- Technology too advanced or difficult to acquire (cost, rural location, for example) for some users

Access

There are not enough affordable, accessible, or lift-equipped vehicles for people who are disabled, but who are not eligible for Medicaid or ADA paratransit services. Some of these people could ride fixed-route transit, but are unable to access it for a variety of reasons. The Center for People with Disabilities conducted a 2005 Bus Stop Survey that found that problems at bus stops made it difficult for people with disabilities to ride the bus.

However, access is not just about the vehicle, a rider must also be able to get to and from the vehicle safely. The lack of accessible walkways with safe crossings is a barrier for all users, not just those with special transportation needs. Many areas do not have fully accessible streets, which prevents many people from being able to access public transportation.

9 The King County survey target audience were those with special transportation needs; therefore the survey respondents are not representative of the general population in King County. Specifically, individuals who responded to the survey were more likely to be over age 65, unemployed, have a disability, or have a lower income than the general population of King County. Individuals under age 16 were under-represented in the survey.

For more information please see: http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html
Access issues include:

- Lack of accessible walkways that include safe crossings, to and from transit facilities
- Blocked access to a transit stop by such things as broken or missing sections of sidewalks, poorly maintained landscaping, retaining walls, slip hazards (such as water, moss, or ice)
- Residue on the boarding surface, cracked pavement, uneven joints, pebbles or other rough surfaces that make traveling difficult
- Ramps that are not level or too steep
- Bus stops that are too far from the accessible path of travel
- Some bus drivers don’t provide boarding help at stops where boarding is difficult and may even refuse to stop

Trip Length and Transfers—Transit/Paratransit

Transfers among the different transit systems may add time, inconvenience, confusion, and frustration to regional travel. Fortunately, transit systems operate several regional express services to reduce ride times for many of the longer trips. This is beneficial for people with special needs, the majority of whom use fixed-route transit. However, regional ADA Paratransit services for transit agencies do not mirror regional express services. Consequently, transfers are necessary among systems and tend to be more lengthy and difficult for people who, by definition, have more severe challenges. Also, transfers can be physically painful for some individuals.

Connections with Ferries

Paratransit trips that involve ferries present a series of difficulties. The ferry system does not give priority to paratransit vehicles, so the vehicles may have to wait for subsequent ferries if they can’t board the intended sailing. This happens frequently on holidays and weekends. Riders can miss appointments, and if they are frail, the trip may be painful when extended. It is difficult to coordinate docking time with a pick-up at the other end due to lack of communication between providers and the ferries.

Regional Transfer Site Amenities

Riders whose trips involve a transfer are more likely to want amenities, access to information, or other features to help make their trip seamless. Transfers can add unreliability into one’s trip since there may be delays getting to the next service or the next service may not arrive on schedule.

Safety and Supervision

The fear of crime and difficulty boarding are two significant reasons people are reluctant to use public transportation. Busy cross streets, lack of amenities, and lack of assistance or enforcement are all safety hazards that are barriers for potential riders. In addition, transportation of children requires additional supervision beyond what is available on fixed-route transit, due to age, behavior issues, or disabilities that require assistance to travel.

In 2006, the Snohomish County Special Needs Transportation Coalition (SNOTRAC) issued an online survey with the intent of gathering information on transportation issues as they relate to employment. SNOTRAC collected 700 responses from this Snohomish countywide effort. The results of this survey can likely be generalized for the region due to a highly representative sample of the special needs population and inclusion of King County participants.

Part of this research indicated that the perception of safety and security had a huge impact on willingness to use public transportation. Of the participants who responded, 58% “strongly or somewhat agreed” that they would be more likely to ride the bus if they “felt safe and secure.” This was more important than having more bus stops available, being taught how to use the bus, knowing what is available, ease of making multiple stops, and disability friendliness. It ranked as the second after shorter trips as reasons participants were likely to ride the bus. Survey participants who were disabled and/or were women “strongly agreed” that safety and security was an important factor at a statistically significant level compared to those that were not. In addition, many expressed concerns about safety, security, and
customer service in the “additional comments” section. For example, a user stated, “I was harassed on the bus and the driver did not help me.”

**OPERATION EFFICIENCY NEEDS AND GAPS**

**Funding**

Coordination results in efficiencies, which in turn result in lower cost-per-unit of service. However, building the infrastructure for coordination requires an up-front investment. Without that investment, communities cannot do the work, invest in the technology, and build the community infrastructure to realize the efficiencies. The most effective coordination builds on existing resources and infrastructure, using the fixed-route transit system as the backbone, and filling in the transportation gaps with other community transportation services. However, funding is insufficient for:

- Expanding fixed-route services and equivalent paratransit services
- Meeting specialized student transportation services such as transportation for homeless students, foster care, early learning students, and special educational centers
- Volunteer and other community transportation that provides higher levels of transportation service

In addition, ADA Paratransit service generally is funded locally through the transit district’s tax base, although it is a mandated service due to required compliance with civil rights laws. Since it is required service without a separate funding base, it competes with funding for fixed-route service, resulting in the potential for a decrease in fixed-route service to maintain the minimum level of ADA Paratransit service. This discourages expansion of the service beyond the minimum to comply with the ADA laws.

A transportation funding system that funds multiple transportation options (fixed-route, paratransit, schools, non-profit, and so on) through various mechanisms would reduce the burden on the current transit districts’ tax bases, and would support coordination in planning.

**Duplication and Redundancy**

Various sources of funding restrict different transportation service to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas. However, while a service may be duplicated where it is being provided, the duplication may not extend to the provision or use of the service or the way in which it is financed. Duplications may include:

- Vehicles from different agencies may be traveling in the same corridor at the same time, but may be offering different services or serving different populations so cannot pick up additional riders. Schools, transit agencies, and Medicaid brokers operate their own training programs for drivers.
- Schools, transit systems, and other transportation providers have their own in-house maintenance programs for vehicles.
- Brokers, transit systems, senior programs, and other agencies each have their own call center for people to call to arrange for transportation.
- Schools, transit systems, and community providers purchase vehicles and equipment individually.
- Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes. For example, some applications accept self-reported disabilities while others require a doctor’s verification, and others require an evaluation.
Agency Barriers
In order to maximize economies of scale, a regional system supporting the exchange of information could allow transportation providers and brokers to share scheduling information and provide the most cost-efficient trip utilizing the range of transportation options available. The central Puget Sound region has significant barriers to overcome before such a system could be put into place. Specifically:

- Different agencies have different requirements for vehicle safety, driver training, driver licensing, or other standards. For example, schools require fingerprinting of drivers and FBI background checks, but Medicaid does not. Some agencies require that drivers have a Commercial Drivers License (CDL) and others don’t.
- Agencies believe that liability will increase or funding will be jeopardized if they transport passengers who are not their clients.
- A mechanism is needed to fairly distribute the cost of grouped trips.
- Perceptions about grouping trips with students are inconsistent. For example, brokered trips for homeless students are not allowed to be grouped with other riders. However, these same students are grouped with other riders for medical appointments funded under the Medicaid program.
- There is a lack of statewide cost-sharing allocation formulas.

Exchanging Information—Technology
The role of technology as a solution for special needs transportation services and programs (including access to them) needs to be expanded. Transportation 2040 calls for aggressive ITS investments, and this should also include special needs transportation services and programs.

Transportation providers and brokers use different scheduling, dispatching, and reporting software, which makes sharing information more difficult. Consequently, transferring regional eligibility and scheduling data between and among ADA Paratransit providers, Medicaid brokers, school districts and others is not automated.

Exchanging Information—Privacy
A primary barrier in sharing information has been addressing confidentiality and privacy requirements. Privacy Acts, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA), prohibit sharing client information and authorize penalties for offenders.

Reporting Requirements
Federal, state, and local agencies that fund special needs transportation have different reporting requirements attached to their funds. Agencies that receive funds from multiple funding sources must set up labor intensive and costly data collection mechanisms to meet multiple reporting requirements. Money spent on additional staff time to meet such requirements means less money to provide services.

Awareness Needs and Gaps
Information Partners
“Gatekeepers,” the people who work with seniors, youth, people with disabilities, and populations with low-income, are often the first point of contact for people with special transportation needs. Gatekeepers often do not have adequate information about the appropriate transportation choices and referrals for clients, or do not have the time to learn about them. Some social service agencies and other support services may not agree that a fixed-route bus is appropriate for their client. For these and other reasons, case managers and customer service representatives from social and health service agencies may advocate for modes of transportation that are more expensive because they fear the client will not get to the service if there is any inconvenience in using other transportation modes.

Awareness of Available Services
Marketing of less expensive modes, such as fixed-route transit, rideshare, and vanpools, is mostly targeted to commuters and not people with special transportation needs. Furthermore, funding is not available to meet the demand for specialized paratransit, volunteer and other community transportation,
and hence marketing is not encouraged. Rural communities in particular are not aware of the options available to them due to the limited funding available for marketing and planning coordination.

**Service Levels and Expectations**
There are no established criteria for public transportation service levels in central Puget Sound region, such as defining acceptable wait times, appropriate service frequency by area, reasonable trip lengths, or numbers of transfers for any one trip. Without service levels clarified and broadly publicized, people develop expectations of the public transportation system that it may not be designed to meet. Nevertheless, expecting those who rely most on public transportation to use services that are not reliable, safe, or frequent enough is not sound public policy.

PSRC worked extensively with the region’s public transportation providers and conducted analyses of potential growth in transit markets to estimate future demand for increased transit service. The work was based on the philosophy that future different types of service increases should be focused in locations that will best support productive routes, optimize local service delivery, and serve multiple purposes, including feeding into high capacity transit lines (such as Bus Rapid Transit or Light Rail). The results of this work and broad stakeholder participation are reflected in the policy direction and specific recommendations described in Transportation 2040. See the description of fixed-route service types in the following Chapter—Mobility Tomorrow, or in Transportation 2040’s Chapter 5: Regional Programs and Projects, under the Public Transportation section.
Chapter 5—Mobility Tomorrow

We are growing.
Our population will increase from 3.5 million people to 5 million by 2040 and our workforce will grow from 2 to 3 million jobs.

Source: PSRC

We are aging and changing.
The 65 and over population will reach 17% of the total by 2040—double in number compared to today. Our region must accommodate the transportation, housing, and human health needs of our elders and those with special needs.

Figure 5-1: Regional Centers

VISION 2040’s Regional Growth Strategy advances a development pattern that would enhance the region’s existing communities, reduce incompatible development in rural areas, preserve the natural environment, and provide a wider variety of housing and community choices.
### Population Projections

#### Table 5-1: State and County Population Estimates

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2015</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>Washington</td>
<td>6,792,318</td>
<td>7,255,672</td>
</tr>
<tr>
<td></td>
<td>King</td>
<td>1,934,124</td>
<td>2,029,053</td>
</tr>
<tr>
<td></td>
<td>Kitsap</td>
<td>249,050</td>
<td>262,052</td>
</tr>
<tr>
<td></td>
<td>Pierce</td>
<td>836,688</td>
<td>899,190</td>
</tr>
<tr>
<td></td>
<td>Snohomish</td>
<td>725,963</td>
<td>786,476</td>
</tr>
<tr>
<td><strong>19 &amp; Under</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>King</td>
<td>23.3%</td>
<td>22.8%</td>
</tr>
<tr>
<td></td>
<td>Kitsap</td>
<td>25.2%</td>
<td>23.9%</td>
</tr>
<tr>
<td></td>
<td>Pierce</td>
<td>27.6%</td>
<td>26.8%</td>
</tr>
<tr>
<td></td>
<td>Snohomish</td>
<td>27.4%</td>
<td>26.2%</td>
</tr>
<tr>
<td><strong>Over 65</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>King</td>
<td>11.4%</td>
<td>13.3%</td>
</tr>
<tr>
<td></td>
<td>Kitsap</td>
<td>12.6%</td>
<td>15.3%</td>
</tr>
<tr>
<td></td>
<td>Pierce</td>
<td>10.7%</td>
<td>12.2%</td>
</tr>
<tr>
<td></td>
<td>Snohomish</td>
<td>10.3%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

#### Percent of Total Population

|        | King      | 34.7%     | 36.1%     | 41.9%     |
|        | Kitsap    | 37.8%     | 39.1%     | 44.8%     |
|        | Pierce    | 38.3%     | 39.0%     | 44.4%     |
|        | Snohomish | 37.7%     | 38.6%     | 45.4%     |

Source: State of Washington—Office of Financial Management (OFM)

Based on estimates from the State of Washington’s Office of Financial Management shown in Table 5-1, significant population growth is expected in the state and the four counties of central Puget Sound. Special needs populations are a percentage of each age group, and as the general population increases so too will special needs populations.

Of particular interest is the projected growth in the population of older adults; 65-and-over population will reach 17% of the total by 2040—double in number compared to today. From the information in Table 5-2, people with a disability as a percent of total population, senior populations have a larger representation of those with special needs.

Such demographic characteristics and trends affect the demand for transportation services. Likewise, changes in certain population cohorts affect the demand for different types of transportation services, most notably the correlation between the elderly and the demand for paratransit services.

#### Table 5-2: People with a disability as percent of total population, regionally and by county

<table>
<thead>
<tr>
<th>Region</th>
<th>0-19 years</th>
<th>20-64 years</th>
<th>65+ over</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County</td>
<td>3.1%</td>
<td>7.4%</td>
<td>21.6%</td>
</tr>
<tr>
<td>Kitsap County</td>
<td>5.6%</td>
<td>10.4%</td>
<td>21.8%</td>
</tr>
<tr>
<td>Pierce County</td>
<td>4.0%</td>
<td>9.7%</td>
<td>25.9%</td>
</tr>
<tr>
<td>Snohomish County</td>
<td>2.7%</td>
<td>7.8%</td>
<td>20.1%</td>
</tr>
</tbody>
</table>

Source: Source: 2008 American Community Survey 1-Year Estimates

**Note:** Not everyone with a disability requires special needs transportation services.
Planning for the Future
From information provided by all the public transportation providers in the Summary of Public Transportation, published by the Washington State Department of Transportation, the reported and estimated fixed-route and demand response trips provided in 2007 and estimated through to 2013 are shown in Table 5-3.

In addition to these trips provided by public transportation agencies, many other agencies provide transportation options to those with special needs. But getting an accurate total of these trips poses challenges. Transportation demand models are not readily accessible for special needs transportation providers, including Medicaid, social and human service agencies, senior programs, faith-based organizations, or schools. In addition, demand-response trips of all kinds, for example, shuttles, taxis, dial-a-ride services—are not represented in traditional travel demand models, including those at PSRC.

According the Community Transportation Association of America\(^\text{10}\) (CTAA), demand response services should be based on a needs analysis that includes demographic information; trip generators (locations where riders would get on and off the vehicle, especially in large numbers); service-area geography; and size and extent of existing transportation services. Coupled with population and employment projections, more reliable demand estimates in the near-term—the Coordinated Plan timeframe of four years, and longer-range, Transportation 2040’s timeframe—are achievable. This update to the Coordinated Plan was done at the same time as Transportation 2040. An outcome of this was the development of the SMART Corridors approach to looking at how people and goods move through our region.

<table>
<thead>
<tr>
<th></th>
<th>2007 Reported</th>
<th>2010 Estimated</th>
<th>2013 Estimated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed-route Passenger Trips</td>
<td>157,287,604</td>
<td>181,769,869</td>
<td>193,010,779</td>
</tr>
<tr>
<td>Demand Reposes Passenger Trips</td>
<td>2,328,550</td>
<td>2,564,398</td>
<td>2,822,479</td>
</tr>
<tr>
<td>ALL Passenger Trips</td>
<td>159,616,154</td>
<td>184,334,267</td>
<td>195,833,258</td>
</tr>
</tbody>
</table>

Source: WSDOT Summary of Public Transportation and central Puget Sound Transit Agencies

What information is in the SMART Corridors report?
The intent of using the SMART Corridors approach is to identify existing conditions, which include land use and demographics, in addition to the transportation system. For the SMART Corridors in the Coordinated Plan, included are a description of the corridor; special needs populations; and the existing transportation system, which includes a description of the transit and special needs transportation services. Maps include the corridor; overall special needs populations by county, and broken out by age, disability, and income at the county and corridor level; employment densities; and major destinations.

The long-range Transportation 2040 programs for transit, special needs, and the nonmotorized network are summarized. The shorter-term strategies specific to special needs transportation will come from this comprehensive regional, subarea, and corridor information.

The corridor reports, which include mapped and narrative descriptions of the demography, transportation system, and current operating environment, are provided to identify needs and gaps for special needs transportation planning.

Corridor description.
Special Needs Populations in the Corridor. Identification where there are areas with people who may require need special needs transportation. This information is provided through a narrative and by mapping.

\(^{10}\) www.ctaa.org

53
Countywide and corridor level maps that show percentages of special needs populations as a percentage of the whole:
- Ages 5 to 17 and 65 and over
- People with disabilities
- People with low and very low incomes

Major destinations.

Existing Conditions.
- Roadway congestion (congestion information is provided since reliability can be affected by a provider and the user of a service)
- Ferries
- Transit system and transit congestion (in addition to roadway congestion, transit can be affected by other ways)
- Special Needs Transportation
- Bicycle and Pedestrian Facilities (Non-motorized)
- Park and Ride Lots

Transportation 2040. Corridor level summary for Transit, Special Needs, and Nonmotorized facilities.

Special needs transportation strategies:
The goals and strategies in Chapter 5: Mobility Tomorrow will be implemented through a wide range of services and programs. Its goals are broad, providing for the multitude of daily mobility needs, regardless of the purpose of the trip or destination (see below Transportation Services and Programs). Many factors influence the particular program or service—all of which must be taken into consideration when developing, implementing, and operating services and programs. These include:
- The individual’s specific need, such as age, income, or disability
- Geographic area
- Destination
- Existing transportation options

These transportation services and programs cover the range of mobility options necessary for those needing special needs transportation:
- Fixed-route Bus & Rail Service
- ADA Paratransit
- Demand Response
- Shared Rides
- Program Transportation (including school buses)
- Volunteer Programs
- Travel Training Programs

\[11\] A commonly used definition of low income for environmental justice and special needs planning applications among Metropolitan Planning Organizations (MPOs), such as PSRC, is the number of persons below the federal poverty line. However, given that the poverty thresholds are very low, PSRC feels broadening the analysis to capture persons with household incomes above the poverty line but who may reasonably still be considered low income is appropriate. Since many public assistance programs base eligibility on some multiple (typically 200%) of the federal poverty line, PSRC uses this measure as a way to distinguish between low and very-low income individuals.

\[12\] Through the Transit Concepts Group, a working group of the region’s public transportation providers, the PSRC solicited identification of corridors where the transit agencies experience congestion. It became clear that prior to identifying corridor congestion, the group needed to identify the types of transit congestion they were experiencing. With the perspective that transit congestion is anything that results in longer travel times in the peak hour versus the non-peak mid-day hour, the Transit Concepts Group came up with the following definitions:
- Re-entry Congestion. Transit vehicles stopped at station pull-outs unable to re-enter general purpose travel lane due to roadway congestion.
- High-volume loading congestion. Loading congestion with high volume of customers (peak hour – standing room only, bus bypass, etc.) causing longer vehicle dwell times at stops and stations.
- Mobility device loading congestion. Loading congestion due to customers with mobility devices requiring special loading or securing (wheelchairs, lift use, bicycles, etc.).
- Bus Queuing congestion. Transit vehicles lined up to access a bus stop that another bus is occupying, or multiple vehicles trying to make conflicting movements in and out of a bus stop.
The vision of the SMART Corridors use for the Coordinated Plan is to provide deeper and broader levels of detail for the region’s special needs transportation providers, be they public, non-profit, or private.

Regional Strategy for Coordinating Special Needs Transportation

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

It is PSRC’s responsibility to develop and update the Coordinated Plan, which serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes. The Coordinated Plan must lay out strategies for meeting those needs, and prioritizes services, and implementation strategies to guide investment decisions, particularly for the federal Job Access and Reverse Commute (JARC) and New Freedom programs administered by PSRC.

The Coordinated Plan must be updated every four years. This frequent update cycle allows the Coordinated Plan to adapt quickly to emerging trends and respond meaningfully with funding priorities. As the SMART Corridor work evolves, this analytic tool is expected to provide the detailed information necessary to support this; going forward, special needs transportation planning will continue to be integrated into PSRC’s processes.

Transportation 2040 is the region’s long-range transportation strategy, with which the Coordinated Plan must be consistent. The Coordinated Plan, which implements special needs transportation for the central Puget Sound region, covers a shorter period. The following section discusses the shorter-term regional strategy for coordinating special needs transportation.

Given the current and growing demand for special needs transportation, and the opportunities to better coordinate these services in central Puget Sound, the Coordinated Plan’s Vision, Mission, Goals, and Objectives were reviewed and presented during the update. PSRC’s Special Needs Transportation Committee and diverse stakeholders reaffirmed the guidance for how to move from mobility today to the mobility of the future.

The Vision, Mission, Goals, and Objectives are as follows:

**Vision**

Mobility, Quality, and Efficiency through Regional Coordination

**Mission**

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

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

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

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

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

Guiding Principles and Values
Transportation stakeholders have different principles and values, depending on their viewpoint. The values from each stakeholder perspective are listed below and stated as “forward-looking” statements—the ideal environment for coordinated special needs transportation to be most effective. These four viewpoints have been balanced throughout planning efforts and the building of a coordinated special needs transportation system in the region.

RIDER VALUES

Choice
A range of available mobility options that is usable, effective, and affordable to meet the needs of eligible individuals.

Easy
Riders can easily plan, arrange, and/or pay for trips, regardless of mode.

Reliable and Dependable
Transportation services can be depended upon to arrive and depart within agreed upon timeframes. Drivers are consistently respectful and helpful.

Safe
Services are safe and secure.

Service
Gaps in service areas are filled, and services are sufficient to meet the need.

Privacy
Passenger information is kept confidential and is treated respectfully.

Coordination
Coordination takes place “behind the scenes” – it is handled to the greatest degree possible by the agencies—not the riders.

PURCHASER VALUES

Client-focused
Agencies continue to represent client interests and get them the most appropriate transportation that meets their specific needs.

Cost
Coordination will be cost neutral or result in cost savings for all participating agencies. Where possible, cost savings realized by the plan will be reinvested into more mobility.

Standards
Driver and vehicle level of standards are agreed upon and enforced. The service quality of publicly funded special needs transportation services should be at least equal to fixed-route services.

Market-driven
Competition is a good thing.

Trustworthy Partners
Costs and responsibilities are not shifted to other purchasers without adequate compensation. (“Budgets are not balanced on the backs of others.”)

Equitable
No one entity is solely responsible for special needs transportation. Costs of providing grouped trips are shared equitably.

Lowest Cost, Most Appropriate
Publicly funded rides are provided by the lowest cost, most appropriate service for the passenger.

Funding
Agencies and local transportation coalitions have the responsibility to participate in local and regional efforts to seek additional funding to supplement federal, state, and local funds.

Regulations
Federal, state, and local regulations are consistent and support the coordination of transportation services.

Options
A range of transportation options are available, including but not limited to, carpools, transit, taxi cabs, community businesses, non-profits, cabulances, school buses, volunteer drivers, gas vouchers, and non-motorized alternatives.
PROVIDER VALUES

<table>
<thead>
<tr>
<th>Provider Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair</td>
<td>Competition for providing publicly funded rides remains fair – everyone has an equal chance to compete for a share of the market in a sustainable manner.</td>
</tr>
<tr>
<td>Simple</td>
<td>The administrative burden of collecting fares, reporting data, and complying with regulations are simplified and streamlined.</td>
</tr>
<tr>
<td>Public/Private Information</td>
<td>Publicly funded rides will continue to be provided by both public and private providers.</td>
</tr>
<tr>
<td>Information</td>
<td>It is easy to help people access different transportation programs without having to know the details about each program.</td>
</tr>
<tr>
<td>Share Resources</td>
<td>Opportunities to share resources among providers are leveraged, such as vehicles, training, maintenance, and drivers.</td>
</tr>
<tr>
<td>Inclusive</td>
<td>Everyone benefits from pedestrian-friendly accessible communities with a full range of mobility options.</td>
</tr>
<tr>
<td>System Approach</td>
<td>Responsibility of transportation is shared among the community.</td>
</tr>
<tr>
<td>Healthy Communities</td>
<td>All federal, state, and local planning processes recognize that mobility is integral to achieving healthy communities.</td>
</tr>
<tr>
<td>Accountability</td>
<td>The community is held accountable for working together to meet mobility needs.</td>
</tr>
<tr>
<td>Coordination</td>
<td>Mobility choices are usable and presented in effective ways. Coordination of choices is efficient and requires the least amount of work by riders.</td>
</tr>
</tbody>
</table>

To continue to move the region closer to the vision of mobility, quality, and efficiency through regional coordination, this plan supports the three goals and nine strategies, illustrated in Figure 5-2.

The agreed upon strategies are key ways to implement the goals and objectives over the timeframe of the plan. The strategies were ranked into first, second, and third priority levels for each goal area.

QUALITY

Strategic Goal #1: Put People First
People should be able to afford transportation, use it safely, and get to where they need to go without an overly burdensome process or trip time.

**People with special transportation needs are satisfied with regional transportation service when**

- They have a range of choices to choose from
- Trip length is reasonable and transfers are efficient
- It is easy to use
- Waiting and riding is comfortable and safe

**Goal Statement:** Improve availability, safety, ease of use, and affordability of regional special needs transportation services within existing budget constraints.

**Long-Term Outcome:** More people will know about available transportation options and more riders will be satisfied with their transportation services.

**First Priority: Better Connections**—Increase and improve connections to and within the transportation systems for everyone. This strategy supports projects that:

- simplify how to plan, reserve, and pay for trips with a single phone call or one website visit
- establish more centralized and coordinated regional transfer points between all transportation modes
- reduce wait and trip times for paratransit regional trips
- improve access to regional medical facilities, employment centers, and social activities
- connect rural areas to regional and local connection points
Figure 5-2: Vision, Mission, Goals, and Objectives

PSRC Transit-Human Services Coordinated Plan Goals
Mobility, Quality, and Efficiency through Regional Coordination

Transportation providers, purchasers, riders, and the community-at-large in the greater Puget Sound region will work together for mutual benefit to gain economies of scale, eliminate duplication, expand service, and improve the quality of service to address the transportation needs of people with transportation challenges.

<table>
<thead>
<tr>
<th>Put People First</th>
<th>Move People Efficiently</th>
<th>Move More People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make sure that riders are aware of their transportation options, and are safe and satisfied with their trip</td>
<td>Coordinate transit, school, and human service transportation so that current transportation resources are used for maximum effectiveness</td>
<td>Match the needs of riders with the most appropriate transportation choice so that resources can go further</td>
</tr>
</tbody>
</table>

Prioritized Strategies

Better Connections
Increase and improve connections to and within the regional transportation system for everyone

Better Amenities and Planning Tools
Improve functionality and use of existing passenger facilities, trip planning websites, and ride and vehicle share programs

Seamless Fares
Work towards a fare structure that makes it easy for a rider to pay for travel among the different transportation modes, including specialized transportation

Infrastructure Changes
Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination

Integrated Planning
Incorporate special needs transportation plans into state, regional, and local planning efforts that have an impact on the ability of people to engage in the community

Making Providers Available
Encourage development of service provider networks to all groups

Targeted Outreach
Provide targeted marketing and travel training to people with disabilities, seniors, youth, and those with low-incomes, and Limited English Proficient (LEP) populations.

Clarified Service Levels
Improve rider and provider understanding of transportation service levels based on different parts of the region

More People Helping
Help case managers and service providers to refer clients to the most cost effective and appropriate mobility option

Results
More people will know about available transportation options and more riders will be satisfied with their transportation services.
The public will support more investments to ensure more people can engage in their community, regardless of age, income, or disability.
More people will be served by mass transportation services, and as a result, more funds will be available to provide specialized services to those who need it.
Second Priority: Better Amenities and Planning Tools—Improve functionality and use of existing transfer stops, trip planning websites, and ride and vehicle share programs. This strategy supports projects that:

- improve facilities and amenities at bus stops and transfer stations
- increase use of supervised or personal attendants on challenging trips or at transfer points
- coordinate and enhance existing trip planners, resource guides, or rideshare programs

Third Priority: Seamless Fares—Work towards a fare structure that makes it easy for a rider to pay for travel among the different transportation modes, including specialized transportation. This strategy supports projects that:

- simplify the ability for riders to use multiple systems
- simplify the ability of riders to make multiple stops (chain trips)
- help agencies come to agreement on common fare structures, or seamless systems that support various fare structures

EFFICIENCY

Strategic Goal #2: Move People Efficiently

Transportation budgets are limited. In order to maximize the amount of service provided, transportation systems must operate as efficiently as possible. Networks should be created that are seamless for the customer, but operationally and organizationally sound for providers.

Coordination can create efficiencies that enable more trips within available funds. Coordinating regional trips offers the greatest potential for efficiency, with fewer vehicles on the road and more people on each vehicle. Agencies can also coordinate such things as driver training, purchasing, standards, requirements, eligibility determinations, and technology.

Special needs regional transportation is more efficient when:

- Providers can easily exchange information so that schedules can allow for smooth connections at transfer points
- Economies of scale can be applied such as joint purchasing, filing seats on a vehicle, or grouping trips geographically instead of by program eligibility
- Funders coordinate their reporting requirements
- Duplication and redundancy among and between systems is avoided
- Enhanced technological solutions appropriate to the service and user

Goal Statement: Maximize the resources available for regional special needs transportation through coordination in planning, service delivery, and reporting.

Long-Term Outcome: The public will support more investments to ensure more persons can engage in their community, regardless of age, income, or disability.

First Priority: Infrastructure Changes—Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination. This strategy supports projects that:

- provide tiered vehicle and driver standards that are consistent throughout the region and that respond to varying levels of service needs
- utilize technology to share ride demand data between agencies and non-profits while maintaining rider privacy
- leverage existing taxpayer investments, such as 2-1-1, 5-1-1, smart card technology, etc.
- increase coordinated trip scheduling and billing among and among school districts, transit agencies, and human service agencies
- support implementation of a coordination model

**Second Priority: Integrated Planning**—Incorporate special needs transportation plans into state, regional, and local planning efforts that have an impact on the ability of people to engage in the community. This strategy supports projects that:

- jointly support multiple special needs transportation objectives in different state, regional, or local plans (e.g., local growth management plans and human services plans)
- support ongoing dialogue, planning and decision-making between human service agencies, transit agencies, school districts, non-profit agencies, land use agencies, transportation providers, and others

**Third Priority: Make Providers Available**—Encourage development of provider networks to all groups. This strategy supports projects that:

- utilize technology to connect providers in an area with any transportation system dispatch
- increase the available pool of qualified drivers and providers
- help small transportation providers with developing quality programs
- increase the ability of school districts to be part of the community transportation provider pool

Figure 5-3: Vision of a regional coordinated transportation system: Plan, reserve, and pay for a trip with a single phone call or website visit.
MOBILITY

Strategic Goal #3: Move More People
To meet current and future demand, the region must develop the capacity to deliver more trips. This plan supports the use of less expensive modes of transportation as a first option, so that transportation funds can be stretched further.

Less expensive modes mean the service modes that are less expensive for transportation providers to deliver. Lower cost modes include bus routes, commuter trains, and ride share programs. If the system is as efficient as possible and more people are comfortable in using the bus or other lower cost modes, it is more likely that funds for more specialized transportation modes are available to serve people who require a higher level of assistance.

People with special transportation needs use the lower cost transportation modes when:
- They are aware of the available services
- They know how to use the lower cost services
- They feel it is a good option for them
- Their expectations match the service delivery policies of the transportation programs.

Goal Statement: Increase use of lower cost trip options—such as regional buses, trains, and ride/vehicle share programs—by seniors, children and teenagers, people with disabilities, and people living on limited incomes.

Long-Term Outcome: More people will be served by mass transportation services, and as a result, more funds will be available to provide specialized services, such as paratransit, to those who need it.

First Priority: Targeted Outreach—Provide targeted marketing and travel training towards people with disabilities, active seniors, middle-aged adults, and children and their parents. This strategy supports projects that:
- expand existing travel training, bus buddy, or ambassador programs throughout the region
- develop new and innovative marketing and information partnerships or strategies
- expand exposure of regional fixed-routes, trains, and ride-share programs to policy makers and “untapped” markets

Second Priority: Clarified Service Levels—Improve rider and provider understanding of transportation service levels based on different parts of the region. This strategy supports projects that:
- establish and communicate urban/rural transportation service levels
- establish and inform future residents about limited transportation
- help people make better location decisions based on their transportation needs

Third Priority: More People Helping—Help case managers and service providers to refer clients to the most cost effective and appropriate mobility option. This strategy supports projects that:
- provide caseworkers and other “gatekeepers” with travel information resources or tools
- help caseworkers and other “gatekeepers” better understand the value of utilizing the lowest cost transportation options, when appropriate for the client.
- engage community members or other partners in spreading the word about available mobility options

Defining Success
While each funded project is expected to identify outcomes and measurements of performance, the overall performance indicators for coordinated transportation in the Puget Sound region will continue to focus on:
Quality Measures
- Transportation service customer comments
- Dwell times
- Trip times
- Accident reports
- Ability for transportation disadvantaged people to meet medical, employment, and social needs
- Ability for seniors and people with disabilities to remain independent
- Rider satisfaction

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

Mobility Measures
- Number of people using public transportation in the region, by mode
- Number of public transportation trips in the region, by mode
- Ratio of trips to population density, by mode and area (rural and urban)
- Transportation referenced as a barrier in human service needs assessments

Appendix I is a listing of Job Access and Reverse Commute (JARC) and New Freedom funded projects through PSRC’s Coordinated Grant Program for the years FFY 2006 to 2008. Appendix J has examples of successfully implemented projects and programs.

Transportation 2040
The region will continue to experience an increase in elderly residents as the baby-boomer generation ages. According to research published in the American Journal of Public Health, the fastest growing segment of our population is the over-80 age group. People are increasingly outliving their ability to drive—men by an average of six years and women by an average of 11 years. PSRC’s regional forecasts show the population aged 65 and over reaching 17% of the total regional population by 2040—double the number compared to 2006. The elderly also represent the group with the largest proportion of those needing special needs transportation, so with an increase in seniors, the region will see a greater increase in demand for such services. The number of children will also continue to grow. An increase in the overall number of people living in poverty will also have implications for a greater need for transit service for those without access to automobiles.

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

Transportation 2040 also recognizes that transit service and how it is provided are influenced by a number of variables that are not within direct control of transit agencies. These factors can have an enormous impact on transit operations and use. Transportation 2040 encourages transit-oriented development because of the probable impact it could have on the future success of regional high capacity transit investments. Infrastructure that provides full accessibility to transit facilities, such as sidewalks, can broaden the transit market share for all users of public transportation and reduce the demand for very costly demand-response services. Using our existing system to its most efficient potential will also require looking to technology to better control movement through intersections, and rider information to facilitate transit use.
Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system that provides a wide range of benefits. There are three general types of fixed-route service: Core, Community Connector, and Specialized. Core and Community Connector Service provide the greatest mobility options for people who rely on other forms of transportation than driving a car.

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

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

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

Transportation 2040 calls for increasing the types of transit described in the typology to significantly improve local and regional transit services over the plan’s timeline.

Fixed-route transportation service is a considerable part of coordinated transportation services. The better the fixed-route system is, the less demand there is on other services that are more costly to provide. Transportation 2040 recommends an aggressive increase in fixed-route service and direction to include special needs transportation funding into the financial strategy in proportion to the forecasted special needs population growth.

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

In addition to Transportation 2040’s detailed public transportation chapter, please see other sections of Transportation 2040 for additional discussion of Bicycle and Pedestrian investments—including the regional vision for “Complete Streets,” transit oriented development (TOD), transportation demand management (TDM), and transportation system management and operations. These strategies all support mobility for those whose rely on means other than driving a car.

For a full list and map of all Transportation 2040 investments, by corridors, see Transportation 2040 Appendix B: Program and Project List.
Figure 5-4: Transportation 2040 Selected Potential Transit Station Areas

This map illustrates a selection of existing and planned transit station areas associated with major regional Transportation 2040 transit investments. Additional transit station areas will likely be identified as planning and implementation of the region’s high capacity transit system progresses. This map displays light rail stations, bus transit centers of various types and sizes, and ferry terminals. Over the next 10 to 20 years, as many as 100 new transit stations will be constructed throughout the region. These and other potential locations that may be identified should be considered as potentially appropriate areas for transit oriented development.
Figure 5-5: Transportation 2040 Nonmotorized Transportation Investment Map
Next Steps

Special needs transportation is an integral part of the long-range transportation vision. Federal transportation legislation requires that the Coordinated Plan be updated every four years. This frequent update cycle allows the Coordinated Plan to adapt quickly to emerging trends and respond meaningfully with funding priorities.

Over the course of the updates to Transportation 2040 and the Coordinated Plan, representatives of those with special transportation needs and users of the systems identified several issues. These issues described below, and other emerging issues, will require continued monitoring, inclusion, and planning so that mobility needs for all are ensured.

Funding

- Transportation
- Special Needs Transportation
- Human Services

Health Care

- Health care funding
- Changes in health care provision has created an increase in the demand for transportation services

Demographics

- Aging population: as people age, they are more likely to develop disabilities that affect driving, even using public transportation as an option.
- Limited English Proficiency: as our population becomes more diverse, we may see more people who do not speak English as their primary language. These individuals may have language and cultural barriers accessing the mobility options they need.

Affordability

- Aging in Place

Hard to reach and/or vulnerable populations

- Homeless families
- McKinney-Vento students
- Families of domestic violence
- Veterans

Enhanced and diverse methods for reaching vulnerable populations

- Recognize the role that enhanced access to services and programs play in reaching certain groups, such as language assistance and technology.

Emergency Management Planning for Vulnerable Populations

Planning

The Coordinated Plan must be updated every four years. This Plan covers federal fiscal years 2011 to 2014; however, during the Coordinated Plan's timeframe Congress is expected to draft a replacement bill to SAFETEA-LU that may result in changes to special needs funding programs. Depending on the requirements of the new national transportation law, the region’s special needs transportation representatives may decide to update this Plan before 2014. Added to this, the 2010 Census will provide more current demographic data than is currently available. Nevertheless, the expectation is that the Coordinated Plan will continue to be a working document, which will evolve over time, to provide a long-range vision; a framework to move foreword and the tools to do so; and an accurate assessment of our progress. If you, or your agency, have suggestions on how we can improve our efforts for those with special transportation needs, please contact us. Together, we can work to plan, design, and implement a seamless network of transportation services for those individuals with special needs in our community.

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13 Please see: Subtitle B of Title VII of the McKinney-Vento Homeless Assistance Act (Title X, Part C, of the No Child Left Behind Act)
In addition to the regional planning efforts of PSRC, the central Puget Sound region has three local coordinating coalitions: King County Mobility Coalition, Pierce County Coordinated Transportation Coalition, and the Snohomish County Special Needs Transportation Coalition. Kitsap County has a similar group called Kitsap Information Referral Network (KIRN). The groups’ primary responsibility is to assess the needs of their local community and current transportation network and provide recommendations to improve the system, serving as the first step towards improvement. This local information is provided to the PSRC in its updates to the Coordinated Plan. Further, these groups serve an important role in the coordination of special needs transportation services, where they may use a combination of federal, state, and local funds to provide services to meet needs and fill gaps that exist. All four counties are represented on PSRC’s Special Needs Transportation Committee.

SMART Corridors: This was the first attempt at broadening the Congestion Management Process (CMP) to include issues other than congestion on limited-access facilities. PSRC expects to continue this comprehensive look at how we move people and goods through the region, and to include special needs transportation issues as part of this. While there may not be a reliable way to include demand-response trips into traditional travel demand models; this does not mean that PSRC cannot use other quantitative and qualitative approaches to provide useful data for special needs transportation planning. This first step determined baseline information so that going forward trends, changes, emerging issues, implemented programs and projects can be monitored and evaluated.

Funding
In its financial strategy, Transportation 2040 calls for indentifying special needs transportation funding proportional to the special needs population growth. PSRC has yet to design the process whereby the prioritization process outlined in Transportation 2040 will be developed. The Plan proposes that this be completed within the next two years, and PSRC will continue to work the Transportation Operators and the Special Needs Transportation Committees on this effort.

Summer 2010, PSRC will conduct a competitive process to distribute Job Access and Reverse Commute (JARC) and New Freedom funds to eligible projects that are consistent with the goals outlined in this Plan, and rank regional projects applying for Washington State Department of Transportation’s Consolidated Grant Program 2011-2013 funds. For more information on PSRC’s Coordinated Grant Program and WSDOT’s Consolidated Grant Program, go to http://www.psrc.org.
# Appendix A

## Glossary

### 2-1-1

The Federal Communications Commission (FCC) assigned 2-1-1 on July 21, 2000, to be used for access to community information and referral services. The Washington State Legislature passed and the governor signed comprehensive 2-1-1 enabling legislation that went into effect on July 1, 2003. The legislation creates 2-1-1 as the official state number for people to call for information and referral for health and human services and to get information about accessing services after a natural or non-natural disaster. Communities across the state are developing 2-1-1 systems. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. There are seven unique regions within Washington's 211 Statewide Information and Referral System. Each region supports local human service programs for residents in that area.

http://www.win211.org/

### 5-1-1

On March 8, 1999, the U.S. Department of Transportation (USDOT) petitioned the Federal Communications Commission (FCC) to designate a nationwide three-digit telephone number for traveler information. On July 21, 2000, the FCC designated 5-1-1 as the national traveler information number. The FCC ruling leaves nearly all implementation issues and schedules to state and local agencies and telecommunications carriers. Consistent with the national designation of 5-1-1, the FCC expects that the transportation industry will provide the traveling public with a quality service that has a degree of uniformity across the country. 5-1-1 began operations in Washington State in 2003. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers.

http://www.wsdot.wa.gov/Traffic/511/

### Accessibility

The extent to which facilities, including transit vehicles are barrier-free and can be used by people who have disabilities, including wheelchair users.

### Accessible Vehicle

The requirements for accessibility features differ with the type of vehicle. In general, the vehicle must provide for entry maneuverability, securement, and exit of mobility aids including wheelchairs. Public information systems including stop announcement and other passenger information inside the vehicle, as well as destination signs outside the vehicle must support the needs of people with vision and hearing impairments as appropriate. The specific requirements for each vehicle type were developed by the Access Board and were contained in 49 CFR Part 36.

### Americans with Disability Act (ADA)

Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications, and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-routes services with complementary paratransit services for those persons unable to use fixed-route service because of their disability. The ADA also specifies design guidelines for accessibility to places of public accommodation and commercial facilities by individuals with disabilities. These guidelines are to be applied during the design, construction, and alteration of such buildings and facilities to the extent required by regulations issued by Federal agencies, including the Department of Justice, under the Americans with Disabilities Act of 1990.

http://www.ada.gov/stdspdf.htm

http://www.wsdot.wa.gov/Traffic/511/

### Agency Council on Coordinated Transportation (ACCT)

Established by the Washington State Legislature in 1998, ACCT is a partnership of state agencies, transportation providers, and consumer advocates. The mission of the Council is to:
- Provide oversight and direction to the state's coordination agenda;
- Promote the coordination of special needs transportation;
- Provide a forum for discussing issues and initiating change;
- Report to the legislature and propose legislative remedies.

### Boardings/Passenger Trips

The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Boardings for transit is usually "unlinked," meaning if you use two buses to get to your destination, it counts as two trips.

### Brokerage

A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, service provider management, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities, and other organizations. Actual trips are provided in a number of different ways including public transit, paratransit services, mileage reimbursement, volunteers, and gas vouchers.

### BRT/HCT

Bus rapid transit (BRT) is a term applied to a variety of public transportation systems that use buses to provide a service that is of a higher speed than an ordinary bus line. The goal is to approach the service quality of rail transit but with the cost savings of bus transit. High capacity transit includes any form of public transit that has an exclusive right of way, a non-exclusive right of way or a possible combination of both. High capacity transit vehicles make fewer stops, travel at...
higher speeds, have more frequent service, and carry more people than local service transit such as typical bus lines

| Cabulance                                      | An accessible vehicle generally operated by a for-profit organization. The term is generally used interchangeably with paratransit services in the Northwest. Cabulance transportation involves a higher level of passenger assistance. |
| Community Transportation                       | Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations, including seniors and people with disabilities. |
| Commute Trip Reduction (CTR)                   | The Washington State Legislature passed the Commute Trip Reduction (CTR) Law in 1991, incorporating it into the Washington Clean Air Act. The CTR law affects the state's nine most populated counties: employers must participate in CTR if they have 100 or more full-time employees at a single worksite who begin their scheduled workday 6:00-9:00 a.m. The goals of the program are to reduce traffic congestion, reduce air pollution, and petroleum consumption through employer-based programs that decrease the number of commute trips made by people driving alone. By encouraging people to ride the bus, vanpool, carpool, walk, bike, work from home, or compress their workweek, the CTR Program removes nearly 19,000 vehicles from roadways statewide every morning. |
| Complementary 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. The regulations specifically define a population of customers who are entitled to this service as a civil right, and they 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. 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. |
| Coordinated Special Needs Transportation        | Enhanced mobility options for persons with special transportation needs that is developed through a collaborative process involving transportation providers; human service programs and agencies; consumers; social, educational, and health service providers; employer and business representatives; employees and employee representatives; and other affected parties in order to improve the efficiency and effectiveness of these services. |
| Coordinating Council on Access and Mobility (CCAM) | The Coordinating Council on Access and Mobility, jointly staffed by U.S. Department of Transportation and the Department of Health and Human Services, was first established in 1986. The Council's goals include increasing the cost-effectiveness of resources used for specialized and human service transportation and increasing access to these services. Membership includes all the federal programs that fund transportation. |
| Coordination                                    | A cooperative arrangement between transportation providers and organizations needing transportation services. Coordination models can range in scope from shared use of facilities, training, or maintenance to integrated brokerages or consolidated transportation service providers. |
| Common wheelchairs and mobility aids            | Means belonging to a class of three or four wheeled devices, usable indoors, designed for and used by persons with mobility impairments which do not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and do not weigh more than 600 pounds when occupied. "Oversized" wheelchairs exceed these dimensions. |
| Curb-to-Curb Service                            | A common designation for paratransit services. The vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination. |
| DART— Dial-A-Ride Transit                       | Dial-A-Ride Transit, or "DART," is a commonly used name for demand response trips. In Snohomish County, Community Transit’s ADA paratransit program is called DART, and is provided by Senior Services of Snohomish County. Eligibility is based on whether a person’s disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program. King County Metro uses the program name DART for its general public deviated fix route service. The service operates primarily as fixed-route service with the flexibility to deviate off the specific routing within a limited service area. Customers may reserve a route-deviation trip within each route’s designated service area during regular service days and hours. Metro subcontracts the operations of this service. |
| **Demand Response** | The type of transportation service where individual passengers can request transportation from a specific location to another specific location at a certain time. Vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called “dial-a-ride.” These services usually, but not always, require advance reservations. |
| **Deviated Fixed Route** | This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request. |
| **Disability** | The ADA has a three-part definition of “disability.” This definition, based on the definition under the Rehabilitation Act, reflects the specific types of discrimination experienced by people with disabilities. Accordingly, it is not the same as the definition of disability in other laws, such as state workers’ compensation laws or other federal or state laws that provide benefits for people with disabilities and disabled veterans. Under the ADA, an individual with a disability is a person who: has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment. |
| **Door-to-Door Service** | A form of paratransit service, which includes passenger assistance between the vehicle and the door of his or her home or destination. A higher level of service than curb-to-curb, yet not as specialized as “door-through-door” service (where the driver actually provides assistance within the origin or destination). |
| **Door-through-Door Service** | A form of paratransit service for those who have significant mobility limitations. It can allow frail and disabled individuals to continue living in their own homes and still stay connected to essential services and activities. |
| **Fixed-Route Service** | Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles. |
| **FTA—Federal Transit Administration** | The Federal Transit Administration (FTA) is one of the eleven modal administrations within the U.S. Department of Transportation. FTA headquarters, located in Washington, D.C., administers 10 regional offices that assist state and local transit agencies with public transportation, which includes buses, subways, light rail, commuter rail, monorail, passenger ferry boat, trolley, inclined railways, and people movers. FTA provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems. |
| **Hand-to-Hand Service** | Service in which the driver will not leave an individual alone. The driver picks up the passenger up from the care of one individual and drops the passenger off in the care of another individual. |
| **Hopelink** | Hopelink is a non-profit community action agency based on the eastside of King County that serves as the Medicaid broker for King County. |
| **Job Access and Reverse Commute (JARC) Program** | On May 22, 1998, the U.S. Congress passed H.R. 2400, the Transportation Equity Act for the 21st Century (TEA-21), which includes funding for Access to Jobs projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The law authorizes $150 million in each year, FY 1999 through FY 2003, for competitive grants to states, local governments and nonprofit organizations to develop innovative approaches to meet the transportation needs of this targeted population. |
| **King County Access Transportation** | ACCESS is King County Metro's ADA paratransit program. Eligibility is based on whether a person’s disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program. |
| **Kitsap County Access Transportation** | ACCESS is Kitsap County Metro's ADA paratransit program. Eligibility is based on whether a person’s disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program. |
| **Level of Service (LOS)** | Level of service (LOS) is a measure to determine the effectiveness of elements of transportation infrastructure. LOS is most commonly used to analyze highways, but the concept has also been applied to intersections and transit. The LOS range is usually A to F, with A the least congested and F the most. |
Limited English Proficient Populations

For the majority of people living in the United States, English is their native language or they have acquired proficiency in English. They are able to participate fully in federally assisted programs and activities even if written and oral communications are exclusively in the English language. The same cannot be said for the remaining minority who have limited English proficiency. This group includes persons born in other countries, some children of immigrants born in the United States, and other non-English or limited English proficient persons born in the United States, including some Native Americans. Despite efforts to learn and master English, their English language proficiency may be limited for some time.

Lift

A device in a vehicle that can be raised and lowered mechanically in order to move people - including those using wheelchairs, scooters, walkers, or passengers who can’t negotiate steps - from the ground to the floor level of the vehicle.

McKinney-Vento Homeless Assistance Act—No Child Left Behind

Passed in 2001, the McKinney-Vento Homeless Assistance Act requires states to ensure that homeless children and youth have equal access to the same free public education, including a public preschool education, as is provided to other children and youth. States must eliminate enrollment barriers faced by homeless children and youth, including transportation. This means providing or arranging for the transportation of homeless children and youth to and from the homeless child’s or youth’s school of origin.

Medicaid Brokerage Access Program

A federal and state Medicaid program to assure access to medical services for Medicaid clients, including both transportation and interpreter services. Brokers review client requests for eligibility for transportation portion of the program, and arrange the least costly method of transportation appropriate for each client’s mobility status and personal capabilities.

Medicare Transportation

People who are eligible for Medicare, primarily seniors, are eligible for a variety of medical services. Ambulance transportation is an eligible service in the Medicare program.

Metropolitan Planning Organization (MPO)

With their principal origins in the urban transportation planning requirements of the Federal-Aid Highway Act of 1962, MPOs came into being on a large scale in the mid-1960s in response to the growing momentum of the highway program and the federal funding of the planning process through the highway program and section 701 of the Housing and Urban Development Act of 1965. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) strengthened the metropolitan transportation process, enhanced the role of local elected officials, required stakeholder involvement, and encouraged movement away from modal parochialism toward integrated, multi-modal strategies for greater system efficiency, mobility, and access. To meet their highway and transit planning requirements, MPOs receive financial assistance under the federal highway and transit programs.

Mobility Management

Mobility management is brokering, facilitating, encouraging, coordinating, and managing traditional and nontraditional services to expand the array of transportation services to diverse customer groups, such as seniors, Medicaid and Temporary Assistance for Need Families (TANF) clients, and the general public. This definition presupposes responsibility from many partners, in addition to public transit, to provide greater mobility.

New Freedom Program

Federal Transit Administration’s New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The program funds capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.

Paratransit Service

Type of passenger transportation which is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, share-ride taxis, car pooling and vanpooling, jitney, services and so on. Most often refers to wheelchair-accessible, demand-response van SERVICE. (National Transit Database.)

Paratransit Services, Inc.

Paratransit Services, Inc. is a non-profit organization based in Bremerton, Washington that serves as a Medicaid broker in several regions of the state, and which also provides paratransit transportation in some areas. This company is the transportation broker for Pierce County, and just recently selected to broker trips in Snohomish County.

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1 http://www.justice.gov/crt/cor/Pubs/eolep.pdf
<table>
<thead>
<tr>
<th><strong>Passenger Miles</strong></th>
<th>The cumulative sum of the distance ridden by all passengers (e.g. ten passengers riding in a vehicle for two miles equals 20 passenger miles).</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passenger Trip</strong></td>
<td>A one-way trip provided to an individual between origin and destination of route. For demand response trips, a passenger trip is a completed reservation by an eligible individual.</td>
</tr>
<tr>
<td><strong>Pick-up Window</strong></td>
<td>The period of time before and after the scheduled pick up time during which the vehicle is still considered to be “on time”. For example, a 30 minute pick up window with a scheduled pick-up at noon means the vehicle should arrive somewhere between 11:45 and 12:15.</td>
</tr>
<tr>
<td><strong>Program Transportation</strong></td>
<td>Are services related to a specific programs such as medical, education, or employment.</td>
</tr>
<tr>
<td><strong>Public Transportation</strong></td>
<td>Passenger transportation services available for use by the general public, as opposed to private use, such as automobiles or vehicles for hire (including taxis or car services). In the central Puget Sound region, public transportation providers are: Community Transit, Everett Transit; King County Metro, Kitsap Transit, Pierce Transit, the City of Seattle, and Sound Transit. Ferry services are provided by Kitsap Transit, King County, Pierce County, and WSDOT (Washington State Ferries).</td>
</tr>
<tr>
<td><strong>Public Transportation Benefit Area (PTBA)</strong></td>
<td>This is a jurisdiction established to provide public transportation. PTBAs are controlled by a board of elected officials from jurisdictions within the PTBA. They have taxing authority to raise funds to provide services.</td>
</tr>
<tr>
<td><strong>Revenue Miles</strong></td>
<td>Miles of travel operated while a service is available to carry passengers; excludes mileage associated with “deadhead” travel and other “non-revenue” mileage.</td>
</tr>
<tr>
<td><strong>Senior Citizen</strong></td>
<td>“Senior” is defined by many variables and can range from age 50 up to 70, depending on the purposes for which it is being used. A person, aged 60 or older, is considered a &quot;senior citizen” for eligibility for programs and services funded under the Older Americans Act. Medicare eligibility begins the month one turns 65. Social Security eligibility is now being determined upon the year one was born and begins after age 65.</td>
</tr>
<tr>
<td><strong>Service Animal</strong></td>
<td>A service animal is a dog guide, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with disabilities. Service animals are able to travel with this individual on vehicles.</td>
</tr>
<tr>
<td><strong>Service Miles</strong></td>
<td>All miles put on the vehicle, whether a passenger is on the vehicle or not.</td>
</tr>
<tr>
<td><strong>Share Ride</strong></td>
<td>A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. It is considered mass transit service if it is operated by a public entity, or is one in which a public entity owns, purchases, or leases the vehicle(s). Vanpool(s) must also comply with mass transit rules, including ADA provisions, and be open and made aware to the public.</td>
</tr>
<tr>
<td><strong>SHUTTLE</strong></td>
<td>SHUTTLE is Pierce Transit’s ADA paratransit program. Eligibility is based on whether a person’s disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.</td>
</tr>
<tr>
<td><strong>Special Needs Populations</strong></td>
<td>People with special transportation needs are defined in RCW 47.06B as people “including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.”</td>
</tr>
<tr>
<td><strong>Special Needs Transportation</strong></td>
<td>Special needs transportation is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops (e.g., fixed route for transit and schools), specialized services such as vans, cabulances and taxis that pickup people at the curb or door (e.g., demand response or dial-a-ride), rideshare programs, volunteer driver services, ferries, trains, or any federal, state, and local publicly funded transportation service or program.</td>
</tr>
<tr>
<td><strong>Subscription ride</strong></td>
<td>A ride schedule, arranged in advance, in which a person is given a ride to and from the same places, at the same time, on a regular, on-going basis.</td>
</tr>
<tr>
<td><strong>Subsidies</strong></td>
<td>Financial assistance to support special needs transportation services and programs.</td>
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<tr>
<td><strong>Transit System</strong></td>
<td>A transit system is a public system to move people from place to place within a specified service area. The majority of transit agencies provide fixed route and demand response service (including complementary paratransit, Americans with Disabilities Act service), vanpool and rideshare services and programs, and park and ride facilities. Transit service can also include commuter and light rail systems. There are 26 transit systems currently operating in Washington State—19 of which are public transportation benefit areas (PTBA). In 2002, approximately 87 percent of the state's population resided within the service boundaries of a transit system.</td>
</tr>
<tr>
<td><strong>Travel Training</strong></td>
<td>Programs for individuals or groups to increase the skills, knowledge, and abilities for those using transportation services and travel training professionals.</td>
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<tr>
<td><strong>Trip Generation/Trip Generator</strong></td>
<td>Trip generation is the first step in a conventional four-step transportation forecasting process (followed by trip distribution, mode choice, and route assignment), widely used for forecasting travel demand. It predicts the number of trips originating in or destined for a particular traffic analysis zone (TAZ).</td>
</tr>
<tr>
<td><strong>Universal Design</strong></td>
<td>Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities.</td>
</tr>
<tr>
<td><strong>Vanpool</strong></td>
<td>A pre-arranged ridesharing service in which a number of people travel together on a regular basis. Vanpools may be publicly operated, employer operated, individually owned or leased. Also see Shared Ride.</td>
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Appendix B

PLAN UPDATE METHODOLOGY

The Coordinated Transit-Human Services Plan (Coordinated Plan) is updated every four years, in accordance with state and federal requirements. The previous version covered FFY 2006 to 2009, and would have covered FFY 2010 to 2013, but because there were significant opportunities afforded by integrating the Coordinated Plan update with Transportation 2040 (the region’s long-range transportation plan), PSRC’s Executive Board approved a two-step update process. This method was a minor update to the Coordinated Plan for FFY 2010, so that it remained in effect allowing PSRC to continue to distribute JARC and New Freedom funds, and a full update, tied to the Transportation 2040 update, covering FFY 2011 to 2014. Going forward these plans will be on the same update schedule.

Public Involvement

Public outreach for both Transportation 2040 and the Coordinated Plan followed PSRC’s adopted Public Participation Plan, which meets federal and state requirements under SAFETEA-LU, and Washington’s Growth Management Act (GMA), and State Environmental Policy Act (SEPA). PSRC also fully complies with the Civil Rights Act of 1964, Executive Order 12898, and the Americans with Disabilities Act (ADA). PSRC works with its member organizations to coordinate public information efforts and seek joint opportunities for public involvement as needed. Refer to Transportation 2040 Appendix I to see the public outreach effort described (http://www.psrc.org/transportation/t2040)

The Federal Transit Administration requires that designated recipients, which PSRC is, certify that the Coordinated Plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers, and participation by members of the public. PSRC requires project sponsors receiving federal funds through PSRC to certify annually that they are meeting all federal, state, and local requirements in their operations.

The primary stakeholders for the Coordinated Plan update are PSRC’s Special Needs Transportation Committee, which is a subcommittee to the Transportation Operators Committee. These two committees represent regional stakeholders in public, non-profit, and private transportation for the central Puget Sound region. The Chairperson of the Special Needs Transportation Committee represented special needs issues on PSRC’s Regional Staff Committee for the update to Transportation 2040, ensuring that special needs transportation issues were included in the update. The Regional Staff Committee discusses key issues and makes recommendations to PSRC’s policy boards, Operations Committee, and Executive Board.

In addition to holding bi-monthly meetings with the Special Needs Transportation Committee (members listed below), PSRC also held a workshop on October 15, 2009, and a review meeting January 8, 2010, for in-depth work on the Coordinated Plan update.

There are four county-wide groups that work on special needs transportation issues. Throughout the update process, PSRC staff worked with these local coalitions, all of which have significant local contacts and unparalleled context to help with the outreach process. The groups’ primary responsibility is to assess the needs of their local community and current transportation network and provide recommendations to improve the system, serving as the first step towards improvement. This local information helps inform the Coordinated Plan and Transportation 2040.

Additional public involvement took place when PSRC conducted Environmental Justice outreach as part of Transportation 2040 and the update to the Coordinated Plan, since many issues are common to both Environmental Justice and special needs populations—and in fact some a person may fall into more than one category. In Phase 1 during the Draft Environmental Impact Statement process for Transportation 2040, nearly 60 people representing more than 40 organizations and local governmental units participated in five facilitated roundtable discussions on the Transportation 2040 DEIS. Another round of these meetings, following the same format as in Phase 1, were held once the draft Plan had been approved for public comment by PSRC’s Executive Board. Summaries of these efforts—including the list of attendees—can be found in Transportation 2040 Appendix G: Environmental Justice Analysis, or by contacting PSRC’s Information Center.
Appendix K

**Plan Updates**

**Meetings and Presentations**
- Transportation 2040 Town Hall
- Courtesy Public Hearing
- Notice of Availability Postcard (1,282 Recipients)
- Print and Online Advertising (12 papers, 647,000 circulation, monthly online)
- 3 Regional Open Houses
- Public Opinion Survey (1,200 residents)
- *Regional VIEW* Article (10,152 Recipients)
- 5 At Work Newsletter Updates (1,268 Recipients)
- Regular Website Updates
- Presentations to 11 member jurisdictions
- Presentations to 12 other interest groups

**PSRC Boards and Committees**
- Executive Board: numerous meetings
- Transportation Policy Board: numerous meetings
- Growth Management Policy Board and Economic Development District Board (GMPB and EDD): regular briefings and discussions
- T2040 Working Group and Pricing Task Force: 7 regular and 3 Financial Strategy meetings
- Regional Staff Committee: numerous meetings
- Alternatives Technical Group: several meetings
- Recommendations from:
  - Bicycle Pedestrian Advisory Committee
  - Regional Freight Mobility Roundtable
  - Regional Traffic Operations Committee
  - Special Needs Transportation Committee
  - TDM Steering Committee
  - Transportation Operators Committee

**Environmental Justice and Coordinated Plan Outreach 2009/2010**

**2009**
- 6/8: Pierce County, Cross Cultural Collaborative
- 6/16: King County, Rainier Beach Library
- 6/17: Kitsap County, Kitsap County Library
- 6/24: Snohomish County, United Way
- 6/25: King County, Auburn Library

**2010**
- 2/24: Kitsap County, Kitsap County Library
- 2/25: South King County, Auburn Library,
- 3/3: King County, Rainier Beach Library
- 3/4: Snohomish County, United Way
- 3/8: Pierce County, Cross Cultural Collaborative

**Coordinated Plan Outreach 2009/2010**

**PSRC Committees**
- 1/21/2009: Special Needs Transportation Committee
- 1/30/2009: Transportation Operators Committee
- 3/18/2009: Special Needs Transportation Committee
- 5/20/2009: Special Needs Transportation Committee
- 7/15/2009: Special Needs Transportation Committee
- 9/18/2009: Transportation Operators Committee
- 10/15/2009: PSRC Coordinated Plan Update Workshop
- 10/16/2009: Transportation Operators Committee
- 11/18/2009: Special Needs Transportation Committee
Updated Plan Information

In this update, linkages to VISION 2040 and Transportation 2040, the region’s long-range growth management and transportation strategies respectively, is more apparent. Where possible data that is replicable and consistent with the way PSRC conducts its work was used. This included using American Community Survey data where possible since current Census data is from 2000, and 2010 Census data will not be available during the update period.

The most significant change to the Coordinated Plan was the introduction of the SMART Corridor approach PSRC is using for many analytical purposes. The corridor level approach allows PSRC to understand existing conditions and evaluate proposed transportation improvements for all modes and populations, including those individuals with special transportation needs beyond the regional scale.

The SMART Corridor analysis can be used for special needs transportation planning purposes that include:

1. Transportation 2040: focuses on future forecast conditions and projects with special needs issues included.
2. Congestion Management Process: revised to SMART Corridors, which includes special needs transportation.
3. Coordinated Transit-Human Services Transportation Plan: provides detail beyond regional information to help assess needs and gaps, and provide support for addressing needs and gaps.
4. Grant Applications: Existing regional, subarea, and corridor information to help assess needs and gaps, and help identify services and programs to address them.
5. Planning and environmental assessments: potential use for existing and future transit and special needs plans, programs, or projects.

PSRC staff envision using this analytical tool going forward for these purposes and more with the continued inclusion of special needs transportation issues.

Representation

Note: The following were involved in the update to the Coordinated Plan. While every effort was made to include all participants, in the case of inadvertent omissions, PSRC apologizes. See also a list of participants in the Environmental Justice outreach efforts in Transportation 2040 Appendix G.

Transportation Operators Committee (TOC) members (http://www.psrc.org/about/advisory)

Victor Obeso, King County Metro
Mike Bergman, Sound Transit
George Baxter, Everett Transit
Wendy Clark-Getzin, Kitsap Transit
Ray Deardorf, WSDOT-Ferries
Lawrence Eichhorn, City of Seattle
Joy Munkers, Community Transit
Gary Predeohl, Pierce County
Charles Prestrud, WSDOT—Urban Planning Office
Peter Stackpole, Pierce Transit
Stan Suchan, WSDOT—Public Transportation Division

Dennis Bloom, Intercity Transit
John Clauson, Kitsap Transit
Kevin Desmond, King County Metro
June Devoll, Community Transit
Jonathan Dong, Seattle DOT
Kelly Hayden, Pierce Transit
Tom Hingson, Everett Transit
Brian Lagerberg, WSDOT-Public Transportation Division
Mitzi McMahan, Al McCoy, WSDOT-Ferries
Christina Mudgett, Pierce County
Lisa Wolterink, Sound Transit
Local Coordinating Coalition Partners
Danette Klemens, SNOTRAC Mobility Manager Snohomish County Transportation Coordination Coalition (SNOTRAC)
Jessica Lanzarotta, Crisis Clinic of the Peninsulas and Peninsulas'2-1-1; Kitsap Information Referral Network (KIRN)
Marge Tully, Transportation Coordinator; Pierce County Coordinated Transportation Coalition (PCCTC)
Michelle Zeidman, King County Mobility Manager, King County Mobility Coalition (KCMC)

The Special Needs Transportation Committee advises the Transportation Operators Committee on special needs transportation and transit, including updates to the region’s Coordinated Transit-Human Services Transportation Plan and prioritization of projects for funding.

Special Needs Transportation Committee (http://www.psrc.org/about/advisory)

Darren Brugmann, Senior Services of Snohomish County
Margaret Casey, Seattle-King County Aging and Disability Services
Jerry Fireman, Snohomish County Aging and Long Term Care
Ann Kennedy, Paratransit Services
Danette Klemens, SNOTRAC
Jacque Mann, Puget Sound Educational Service District
John Mikel, Pierce County Aging and Long Term Care
Michael Miller, Sound Transit
Lynn Moody, Hopelink
Alex O’Reilly, City of Bellevue
Tim Renfro, Pierce Transit
Nicole Patrick, Washington State Ferries
Sam Samano, Snohomish County Workforce Development Council
Bob Sahm, King County Metro
Margaret Tully, Pierce County Coordinated Transportation Coalition
Steve Womble, Kitsap Transit
Tom Young, Transpro
Cindy Zwart, Senior Services King County

Sue Ambler, Snohomish County Workforce Development Council
Jean Archer, Pierce Transit
Penny Belcher, United Way of Pierce County
Bill Brackin, SNOTRAC, Volunteers of America
Ella Campbell, Sound Transit
Bill Eby, Senior Services, King County
Cindy Gorgas, Pierce County Department of Community Services
Susan Harris, Washington State Ferries
Melony Joyce, King County Metro
Charley Lane, Disability Resource Connection
Francois Larrivee, Hopelink
Rick Maesner, Transpro
Sherry Martin, Pierce County Community Services
Paul Meury, DSHS
Polly Nelson, Hopelink
Stephanie Novacek, Snohomish County Aging and Long Term Care
Suzanne Ramage, Seattle/King County WDC
Doug Ricker, Seattle Aging and Disability Services
Christe Scheffer, Paratransit Services
Sandy Schurman, SNOTRAC
Julie Shibuya, Sound Transit
Gretchen Weber, Community Transit
Linda Wells, King County Department of Community Health Services
Park Woodworth, King County Metro

Federal Transit Administration
Ned Conroy
John Witmer

WSDOT Public Transportation Division
Don Chartock
Ryan Warner
Kristi McGill
Evan Olsen

Transit Agency (not mentioned previously)
Roland Behee
Melissa Cauley
Stephanie Cicka
David Hull
Stephen Hunt
Matt Shelden
PSRC Staff
Anne Avery       Matthew Kitchen
Ben Bakkenta     Mary Pat Lawlor
Benjamin Brackett Diana Martinez
Dick Callahan    Robin Mayhew
Mark Charnews    Tracy Murray
Joan Chen        Carol Naito
Mike Cummings    Andy Norton
Information Center staff Rocky Piro
Jeff Frkonja     Michelle Leslie Potter
Charlie Howard   Sheila Rogers
Michael Jensen   Stephanie Rossi
Neil Kilgren     Jennifer Ryan
Marina King      Cheryl Saltys
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.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Supporting Statements or Links to Agency Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Council on Coordinated Transportation (ACCT)</td>
<td>In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. <a href="http://www.wsdot.wa.gov/acct/default.htm">http://www.wsdot.wa.gov/acct/default.htm</a></td>
</tr>
</tbody>
</table>
| Department of Social and Health Services (DSHS) DSHS Strategic Plan for 2009 to 2013 | VISION
Our vision is a healthy, safe, and productive Washington. 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 coordinated services through partnerships with communities, tribes, counties, service providers, schools, the criminal justice system, and other agencies in the private and public sectors. [http://www.dshs.wa.gov/ppa/currentplan.shtml](http://www.dshs.wa.gov/ppa/currentplan.shtml) |
| Office of the Superintendent of Public Instruction (OSPI) Preparing Washington's Students for the 21st Century – Five Year Strategic Plan for the Office of the Superintendent of Public Instruction 2002-2007 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 [http://www.k12.wa.us/](http://www.k12.wa.us/) |
| Northwest Educational Service District—includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish and Whatcom counties | [http://www.nwesd.org/nwesd/site/default.asp](http://www.nwesd.org/nwesd/site/default.asp) |
| Puget Sound Educational Services District (PSESD)—includes 35 school districts and more than 200 private schools in King and Pierce counties plus Bainbridge Island 2008–2009 Ends Report | Improve Student Learning
Create and support high quality programs for:
Increase Leadership Capacity
Improve Safety, Civility & Support in Learning Environments
Increase Economic Efficiencies & Resources
<table>
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<tr>
<th>Puget Sound Regional Council Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) for the central Puget Sound region</th>
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</table>
| **VISION 2040 Transportation Multicounty Planning Polices:**
  MPP-T-22 Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.
  MPP-T-25 Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young, and low-income populations.

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

Puget Sound Regional Council
1011 Western Avenue, Suite 500
Seattle, WA 98104-1035
Reception: 206-464-7090

### Local Information

#### Cities

PSRC city members are numerous, so each city plan is not cited here. If you cannot locate city plans directly, or need assistance with any city plans, please contact the PSRC Information Center at:
Puget Sound Regional Council
1011 Western Avenue, Suite 500 Seattle, WA 98104-1035
Reception: 206-464-7090

#### Counties

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

#### Public Transportation Providers in central Puget Sound region:

- Everett Transit
  [http://www.ci.everett.wa.us](http://www.ci.everett.wa.us)
- Community Transit (Snohomish County)
- King County Metro
- Kitsap Transit
- Pierce Transit
- City of Seattle
- Sound Transit
- Washington State Department of Transportation
<table>
<thead>
<tr>
<th>County</th>
<th>Name</th>
<th>Title</th>
<th>Phone Numbers</th>
<th>Email</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>King County</td>
<td>Bob Sahm</td>
<td>Accessible Services Supervisor</td>
<td>Tel: 206-205-6577 Fax: 206-205-6490</td>
<td><a href="mailto:bob.sahm@kingcounty.gov">bob.sahm@kingcounty.gov</a></td>
<td><a href="http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html">http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html</a></td>
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<td>King County Mobility</td>
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<td>Coalition</td>
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<td></td>
<td>Michelle Zeidman,</td>
<td>Mobility Manager</td>
<td>Tel: 425-943-6737 Fax: 425-644-9956</td>
<td><a href="mailto:mzeidman@hope-link.org">mzeidman@hope-link.org</a></td>
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<td></td>
<td>Mobility Manager</td>
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<tr>
<td>Kitsap County</td>
<td>Steve Womble</td>
<td>ACCESS Service Coordinator</td>
<td>Tel: Work: 360-824-4927 Cell: 360-340-2710</td>
<td><a href="mailto:SteveW@KitsapTransit.com">SteveW@KitsapTransit.com</a></td>
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<td>Kitsap Information</td>
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<td>Referral Network (KIRN)</td>
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<td></td>
<td>Jessica Lanzarotta</td>
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<td>Pierce County</td>
<td>Tim Renfro</td>
<td>Pierce Transit</td>
<td>253.984.8216 or TDD 253.582.7951</td>
<td><a href="mailto:trenfro@piercetransit.org">trenfro@piercetransit.org</a></td>
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<td>Pierce County Coordinated Transportation Coalition (PCCTC)</td>
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<td></td>
<td>Marge Tully</td>
<td>Transportation Coordinator</td>
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<tr>
<td>Snohomish County</td>
<td>Stephanie Cicka</td>
<td>Community Transit</td>
<td>Tel: 425-348-7196</td>
<td><a href="mailto:stephanie.cicka@comctrans.org">stephanie.cicka@comctrans.org</a></td>
<td><a href="http://www.sssc.org/snotrac.htm">http://www.sssc.org/snotrac.htm</a></td>
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<td>Snootomish County Transportation Coordination Coalition (SNOTRAC)</td>
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<td></td>
<td>Danette Klemens</td>
<td>SNOTRAC Mobility Manager</td>
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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 service is 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” service to people with disabilities who cannot use the fixed-route bus or rail service because of a disability—note this requirement does not apply to commuter bus, commuter rail, or intercity rail services. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare. Each transit agency provides this type of service but there are some differences.

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

- **King County Metro**: Metro’s Access Transportation service is available for persons with disabilities who are unable to use the regular fixed route system to doctor’s appointments, shopping, visiting friends, or any other destination within King 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](http://www.kitsaptransit.org/AccessHome/AccessMainPage.html)

- **Kitsap Transit**: ACCESS Service provides door-to-door or curb-to-curb transportation to the elderly and disabled unable to use the fixed route 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](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](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 3/4 of the Central Link alignment. It provides next-day shared rides
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...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 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.


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.


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 though Friday two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink’s Bellevue facility. Off-hours and week-end service is provide at Hopelink’s Brokerage Service Center located in Bellevue.

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

The DSHS Medicaid Brokerage Structure has created the one transportation system the covers the entire state. The broker acts as an administrator and is responsible for all aspects of a ride including: screening for eligibility, reservations and scheduling, billing and record keeping, quality assurance, and subcontractor procurement and management. Hopelink serves as the transportation broker for King County, and 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.

**Kitsap Transit ACCESS—Kitsap County**

Kitsap Transit ACCESS also lists all of their services and contact information for those interested in utilizing their services.


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, and School District 410. The shuttle provides door-to-door service in the Mount Si area. The shuttle operates: 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 Mount Si Community Shuttle Service Center located in Bellevue.
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.

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. 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 ReiWa.

More information: http://www.seniorservices.org/getting_assistance/all_programs/transportation/senior_shuttles.aspx
Contact: 206-727-8262 (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.rideshareonlin.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 is 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.
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Contact: 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.
Contact: 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, 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
Scoot 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 taxicab rates. Seattle and King County intend to issue permanent wheelchair accessible taxicabs so this service can continue to be available after the temporary licenses from the demonstration project expire in June 2010.

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

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 or 206-205-6578

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

More information: http://metro.kingcounty.gov/tops/accessible/access-ctp.html#vanworks
Contact: accessible.services@kingcounty.gov or 206-205-6578

**Children’s Hospital—Seattle**
Children’s Hospital provides a free, wheelchair-accessible van service to and from the hospital for patients and families traveling through SeaTac Airport, the Amtrak train station, ferry terminals, or the Greyhound bus station in Seattle. Families can schedule pick-ups by calling 206-987-RIDE (7433) or 206-987-7886 (Pierce County) anytime, including over the phone or through email. Children’s Hospital requests that rides are reserved at least 24 hours in advance.

More information: http://www.seattlechildrens.org/visitors/transportation
Contact: airport.shuttle@seattlechildrens.org or 206-987-RIDE (7433)

**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: 206-320-5326

**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, 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 cabability 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
Bailey-Boushay House: 206-720-2260 or david.pavlick@mmc.org
Catholic Community Services: 206-328-6853 or eileenr@ccsw.org
Faith in Action: 425.369-9120 or Margie@faithinaction4seniors.org
Group Health Cooperative: 206-326-2815 or hirohata.i@ghc.org
Mercer Island Parks & Recreation: 206-236-1545 or janelle.egebrecht@mercer.gov
Multifair Works: 206-324-1520 or robert@multifair.org
Nikkei Concerns: 206-726-6474 or naokou@nikkeiconcerns.org
Northshore Senior Center: 425-286-1026 or jims@seniorservices.org
Northwest Kidney Centers: 206-292-2771 x5355 or syrenka@nwkin.org
SeaTac Community Center-Senior Program: 206.973.4690 or lcroasdill@ci.seattac.wa.us
Seattle Parks & Recreation: 206-615-0140 or david.jensen@seattle.gov
Senior Services: 206-448-5740 or cindyz@seniorservices.org
Simon of Cyrene: 360-794-8720 or lnathewhouse@aol.com
US Veterans Administration: 206-764-2564 or lindac.reed@va.gov
Volunteers of America: 206-329-0515 or cvasconcelos@voaww.org

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

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. Community 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 cindyz@seniorservices.org

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

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.

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.

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 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**

Travel Training provides travel instruction in a friendly peer-centered group setting. Training addresses the topics 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 use 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](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 in" 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 use mobility devices for travel on public transit. The 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.ssscc.org/snotrac.htm](http://www.ssscc.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-clp.html#training](http://metro.kingcounty.gov/tops/accessible/access-clp.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 employee 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 Services 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.


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

Contact: evadavis@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 KWCA 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 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, 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-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](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-guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

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

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

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

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

**Washington Adult Day Services Association**

The Washington Adult Day Services Association is a coalition of adult day centers in Washington. [www.adultday.org/ 206-461-3899](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 (PSESD) has contracted with Dieringer School District. Dieringer will do all of the maintenance for the PSESD busses and vans. The busses are used to transport Head Start and Early Childhood Education and Assistance Program (ECEAP) children in programs that are not part of a school district and therefore can not access school district transportation services. The vans are used for the Beyond the Borders project (see below) as well as for WorkFirst participants to access. Dieringer School District will send drivers to the PSESD bus driver class that currently trains ECEAP, Head Start, WorkFirst and PSESD drivers. PSESD and Dieringer will then share a list of substitute drivers who attended the CDL class and have applied for a position either with the PSESD or Dieringer. The goal is to increase the substitute driver’s pool for both the PSESD and Dieringer transportation programs.

**Special Needs Transportation Community Brokerage—King County**
Hopelink operates a Special Needs Transportation Community Brokerage. The brokerage provides transportation assistance and management services. Services include eligibility screening; matching the needs of the client to the appropriate level of service (whether door-to-door, hand-to-hand, or curb-to-curb); service provider procurement and oversight; driver and vehicle screening; billing and record keeping; quality assurance; and risk management. Currently 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: lmoody@hope-link.org (e-mail Lynn Moody) or 425-943-6789
Appendix D

ENVIRONMENTAL JUSTICE

Environmental Justice is an approach that is meant to avoid decisions that can have disproportionately greater negative human health and environmental effects on low-income or minority communities than on the population as a whole. In 1994, President Clinton issued Executive Order 12898, requiring federal agencies to incorporate environmental justice principles into planning activities. Title VI of the Civil Rights Act of 1964 requires that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Executive Order 12898 is a renewed focus on Title VI with respect to minority populations, and adds emphasis on low-income populations.

For Environmental Justice work done as part of Transportation 2040, refer to:

Transportation 2040 DEIS and FEIS:
http://www.psrc.org/transportation/t2040

Transportation 2040 Appendix G Environmental Justice Analysis:
http://www.psrc.org/transportation/t2040

Transportation 2040 Phase 1 and Phase 2 Environmental Justice Outreach Summary Reports:
Available through the PSRC Information Center http://www.psrc.org/about/infocenter
Appendix E

MAJOR DESTINATIONS AND EMPLOYMENT DENSITIES, AND DEMOGRAPHICS

Appendix E is divided into two sections:

Section One: Major Destinations and Employment Densities

Section Two: Special Needs Populations
   Part 1: Special Needs Populations by County (as percent of total population)
   Part 2: Special Needs Populations by Age, Disability, and Income by County and SMART Corridor (as percent of total population)

Note: these maps are included in Appendix F: SMART Corridors.

Demographic information is 2000 Census Data, unless otherwise noted. Mapping by PSRC.
Section One: Major Destinations and Employment Densities by County

Major Destinations — Medical Facilities
Major Destinations — Higher Education Institutions, Community and Technical Colleges
Kitsap County Major Destinations — Employment Density

Jobs per Square Mile
Locations aggregated to 1/8 mile cells

High
Low
SMART Corridors
Current MTS Roadway
Major Destinations — Employment Density
Seattle Metro Area

Jobs per Square Mile
Locations aggregated to 1/8 mile cells
- High
- Low
- SMART Corridors
- Current MTS Roadway
Appendix E

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Part 2: Special Needs Populations by Age, Disability, and Income by County and SMART Corridor (as percent of total population)

Kitsap County — Age 5 to 17 and over 65 as Percent of Total Population *

*Source: U.S. Census Bureau American Community Survey, 2008. Three Year Estimate of the percentage of the total population that is age 5-17 or over 65, by Public Use Microdata Area (PUMA). Margin of Error for each PUMA shown in parentheses as the +/- percentage of the age-related special needs estimate.
Appendix K

Kitsap County — Disability-Related Special Needs Population as Percent of Total Population*

*Source: U.S. Census Bureau American Community Survey, 2005.  Three Year Estimate of the percentage of the total civilian, non-institutionalized population with disability-related special needs, by Public Use Microdata Area (PUMA). Margin of Error for each PUMA shown in parentheses as the +/- percentage of the disability-related special needs estimate.
Kitsap County — Low and Very Low-Income as Percent of Total Population

Low and Very Low-Income Population by Census Tract

- Less than 10%
- 10% - 20%
- 20% - 25%
- 25% - 35%
- 35% - 50%
- More than 50%
- SMART Core Area
- Current MTS Roadway

DATA SOURCES:
Puget Sound Regional Council, Census 2000
Appendix K

**Snohomish County — Age 5 to 17 and over 65 as Percent of Total Population**

![Map showing distribution of age groups in Snohomish County.](image1)

*Source: U.S. Census Bureau American Community Survey, 2006. Three-year estimates of the percentage of the total population that is age 5-17 or over 65, by Public Use Microdata Area (PUMA). Margin of Error for each PUMA shown in parentheses as the ± percentage of the age-related special needs estimate.*

**Snohomish County — Disability-Related Special Needs Population as Percent of Total Population**

![Map showing distribution of disability-related special needs in Snohomish County.](image2)

*Source: U.S. Census Bureau American Community Survey, 2006. Three-year estimates of the percentage of the total population that is a disability-related special needs population, by Public Use Microdata Area (PUMA). Margin of Error for each PUMA shown in parentheses as the ± percentage of the disability-related special needs estimate.*
Snohomish County — Low and Very Low-Income as Percent of Total Population

Low and Very Low-Income Population by Census Tract

- Less than 10%
- 10% - 20%
- 20% - 30%
- 30% - 40%
- 40% - 50%
- More than 50%

- Sound Transit Center
- Clean Air Tactical Roadway

DATA SOURCES:
- Puget Sound Regional Council
- Census 2000
Appendix F

SMART CORRIDORS AND SPECIAL NEEDS TRANSPORTATION PLANNING

How do we know how best to move people and goods efficiently and reliably and how can we sustain this? The Transportation 2040 update showed us that it is time to think differently about the future of transportation. Transportation 2040 recognizes the benefits that can be derived from evaluating investments within the context of broad transportation corridors that include interested and impacted communities. Transportation facilities do not exist in isolation, but are part of larger regional and state systems. Just as these corridors do not sit in geographic isolation, they also are pieces of many different regional transportation modal systems. Multimodal analysis of corridor level investments is an essential part of making sure regional system needs are fully identified. The long-term performance of transportation facilities also rely heavily on surrounding land uses. Addressing regional transportation issues in these subareas, or corridors, leads to a more comprehensive approach to identification of issues, which results in more effective problem solving.

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

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

Careful assessment of these and other conditions can point to “smarter” solutions to transportation issues. SMART stands for:

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

**Multimodal**—Provide transportation that offer competitive mode choices to the traveling public.

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

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

**Technology**—We must make the most of our existing transportation system. This requires managing our assets 24 hours a day, seven days a week as efficiently as possible. It also includes the deployment of the most efficient technologies to provide information to the traveling public and to operators so they can make informed, smart transportation choices.

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

**SMART Corridors**
- Kitsap County
- West Snohomish County
- East Snohomish County
- Northwest King (North Seattle)
- Eastside King County
- Northeast King County
- Cross Lake
- Cross Sound
- Southwest King County (South King)
- Southeast King County
- West Pierce County
- East Pierce County

**What does this mean for coordinated transportation planning?**
The corridor level approach allows PSRC to understand, beyond the regional scale, existing conditions and evaluate proposed transportation improvements for all modes and populations, including those individuals with special transportation needs. The full report includes many areas beyond what is represented in the Coordinated Plan, in its entirety these are:
- Land Use
- Transportation Demand Management
- Park and Ride Facilities
- Tolling/pricing Locations
- Transit Congestion
- Bicycle and Pedestrian Facilities
- Travel Times (top commuting corridors with the most congestion)
- “Top 25” Priority Arterials
- Stop and Go Roadway Conditions (Level of Service, LOS A—F)
- Freight (T1/T2 priority corridors)
- Ferries
- Transportation System Management and Operations
- Safety
- Special Needs (appendix to the SMART report)

The entire SMART Corridors/CMP report is available at psrc.org

**PSRC’s Coordinated Transit-Human Services Transportation Plan:**
For the SMART Corridors (see Figure F-1) in the Coordinated Plan included are a description of the corridor; special needs populations; major destinations; and the existing transportation system, which includes a description of the transit and special needs transportation services. Maps include: the corridor; overall special needs populations by county, and broken out by age, disabilities, and income at the county and corridor level; employment densities; and major destinations.

The long-range Transportation 2040 programs for transit, special needs, and the nonmotorized network are summarized. The shorter-term strategies specific to special needs transportation will come from this comprehensive regional, subarea, and corridor information.
The SMART Corridor analysis can be used for special needs transportation planning purposes that include:

1. Transportation 2040: future forecast conditions and projects with special needs issues included.
2. Congestion Management Process: revised to SMART Corridors, which includes special needs transportation.
3. Coordinated Transit-Human Services Transportation Plan: provides detail beyond regional information to help assess needs and gaps, and provide support for addressing needs and gaps.
4. Grant Applications: Existing regional, subarea, and corridor information to help assess needs and gaps, and help identify services and programs to address them.
5. Planning and environmental assessments: potential use for existing and future transit and special needs plans, programs, or projects.

What information is in the SMART Corridors report for Special Needs Transportation Planning?
The corridor reports, which include mapped and narrative descriptions of the demography, transportation system, and current operating environment, are provided to identify needs and gaps for special needs transportation planning.

Corridor description
Special Needs Populations in the Corridor Identification where there are areas with people who may need special needs transportation. This information is provided through a narrative and by mapping. Countywide and corridor level maps that show percentages of special needs populations as a percentage of the whole:
- Ages 5 to 17 and 65 and over
- People with disabilities
- People who have low and very low incomes

Major destinations (Also see Appendix E for mapped destinations and employment densities)

Existing Conditions
Roadway congestion (congestion information is provided since reliability can be affected by a provider and the user of a service)

Ferries
Transit system and transit congestion (in addition to roadway congestion, transit can be affected by other ways)

Special Needs Transportation
Bicycle and Pedestrian Facilities (Non-motorized)

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

3 Through the Transit Concepts Group, a working group of six transit agencies plus the city of Seattle, the PSRC solicited identification of corridors where the transit agencies experience congestion. It became clear that prior to identifying corridor congestion, the group needed to identify the types of transit congestion they were experiencing. With the perspective that transit congestion is anything that results in longer travel times in the peak hour versus the non-peak mid-day hour, the Transit Concepts Group came up with the following definitions:

- **General Roadway Congestion**: Transit vehicles trapped in general roadway congestion.
- **Re-entry Congestion**: Transit vehicles stopped at station pullouts unable to re-enter general purpose travel lane due to roadway congestion.
- **High-volume loading congestion**: Loading congestion with high volume of customers (peak hour – standing room only, bus bypass, etc.) causing longer vehicle dwell times at stops and stations.
- **Mobility device loading congestion**: Loading congestion due to customers with mobility devices requiring special loading or securing (wheelchairs, lift use, bicycles, etc.).
- **Bus Queuing congestion**: Transit vehicles lined up to access a bus stop that another bus is occupying, or multiple vehicles trying to make conflicting movements in and out of a bus stop.

4 Beyond the special needs transportation services listed, numerous additional Human Services organizations have been identified as having a transportation role. Refer also to Appendix C—Inventory of Services—that describe the wide range of services and programs in more detail.
Park and Ride Lots
Transportation 2040 Corridor level summary for Transit, Special Needs, and Nonmotorized facilities.

Destinations of importance to special needs populations
Being able to go about one’s daily life includes making trips to and from one’s home on a regular basis for a wide variety of reasons. These trips include going to work or school, doing personal errands, going to medical appointments, participating in recreational activities, and so on. People may go to these destinations daily, frequently, or occasionally.

A few examples include: seniors going to a local community center a few times a week, which may be the lifeline they need to remain independent. Meals on Wheels programs, which may serve meals at congregate locations like senior centers, deliver nutritional meals directly to the homes of seniors whose mobility is limited. A family facing economic hardship may need to get to a food bank on a regular basis but having no car, needs a reliable way to get to and from. A person whose mobility prevents him from driving still must get to work. In essence, for those who cannot or do not drive a car it is essential that viable options are in place so that they can get where they need to go reliably and safely.

People going about their daily lives travel for a multitude of purposes, because of this, it is not possible to list every trip people need to make or the destination to which they need to go. In the Coordinated Plan, only major destinations are listed for each corridor. In the future, analysis that is more detailed may include a wider range of key destinations and their origins.

Special needs transportation strategies:
The goals and strategies in Chapter 5—Mobility Tomorrow—will be implemented through a wide range of services and programs. Chapter 5’s goals are broad, allowing for the multitude of daily mobility needs, regardless of the purpose of the trip or destination (see below Transportation Services and Programs). Many factors influence the particular program or service—all of which must be taken into consideration when developing, implementing, and operating services and programs. These include:
- The individual’s specific need, such as age, income, or disability
- Geographic area
- Destination
- Existing transportation options

These transportation services and programs cover the range of mobility options necessary for those needing special needs transportation:
- Fixed Route Bus & Rail Service
- ADA Paratransit
- Demand Response
- Shared Rides
- Program Transportation (including school buses)
- Volunteer Programs
- Travel Training Programs
- Financial Subsidies
- Information, Referral, and Assistance

These Coordinated Plan chapters, in particular, reflect the SMART Corridor information relative to the chapter’s focus:
- Chapter 2—What is Coordinated Transportation?
- Chapter 3—Mobility Today: The Current Special Needs Transportation Landscape
- Chapter 4—Needs, Gaps, and Duplications
- Chapter 5—Mobility Tomorrow

The vision of the SMART Corridors use for the Coordinated Plan is to provide deeper and broader levels of detail for the region’s special needs transportation providers, be they public, non-profit, or private.

PSRC’s role
PSRC promotes and maintains an open dialogue among special needs transportation funding agencies, providers, and brokers in the region by facilitating discussions at the regional and local levels. The intent of the SMART Corridors is to assist with the planning at regional and local levels. This is of paramount importance to providing coordinated transportation for those with special needs.

It is PSRC’s responsibility to develop and update the Coordinated Plan, which serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes. The Coordinated Plan must lay out strategies for meeting those needs, and prioritizes services, and implementation strategies to guide investment decisions, particularly for the federal Job Access and Reverse Commute (JARC) and New Freedom funding programs administered by PSRC.

The Coordinated Plan must be updated every four years. This frequent update cycle allows the Coordinated Plan to adapt quickly to emerging trends and respond meaningfully with funding priorities. As the SMART Corridor work evolves, this analytic tool is expected to provide the detailed information necessary to support this; going forward, special needs transportation planning will continue to be integrated into PSRC’s processes.
Figure F-2 Public Transportation Funding Areas in Central Puget Sound
Figure F-3 Transit Routes by Operator in SMART Corridors
Figure F-4 Kitsap County Corridor

Kitsap County SMART Corridor

Regional Growth Centers:
- Downtown Bremerton
- Silverdale

Manufacturing/Industrial Centers:
- South Kitsap Industrial Area

Park and Rides (2006):
- Metropolitan Transportation System
- Congested Transit Corridor
- 2006 Stop and Go Traffic Conditions
- ITS Key Arterial Corridors
- Kitsap
- Regional Growth Center
- Manufacturing Industrial Center
- Urban Growth Area
Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Kitsap County Corridor

Corridor Description

The Kitsap Corridor (see Figure F-4) encompasses all of Kitsap County. Kitsap County is located west of Puget Sound on the Kitsap Peninsula. The corridor is bordered to the west by Hood Canal, to the east by Puget Sound, and to the south by Pierce and Mason counties.

Kitsap County has a combination of urban, suburban, and rural areas. Bremerton is the major population center and is a designated regional growth center. There is a variety of suburban and rural communities as well, including Bainbridge Island, Kingston, Port Orchard, Poulsbo, and Silverdale.

The corridor includes industrial activity centers and other major trip generators that affect travel patterns. Industrial activity centers in the corridor include the Puget Sound Naval Shipyard, which is located in Bremerton, and the Bangor Naval Base, which is located in the northern part of the county, west of Poulsbo. Ferry terminals at Bainbridge Island, Bremerton, Kingston, and Southworth are major multimodal transfer points and link Kitsap County with King and Snohomish counties.

Major Employers:
- U.S. Navy
- Harrison Medical Center
- Public School Districts
- Olympic College
- Kitsap County

Regional Growth Centers:
- Bremerton
- Silverdale

Manufacturing/Industrial Centers:
- South Kitsap Industrial Area

Special Needs Populations in the Kitsap County Corridor

See Figure F-5 Kitsap Corridor Special Needs Populations (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, Bremerton, Port Orchard, Poulsbo, Silverdale, and Port Gamble are the areas with the highest percentage of special needs populations in the county. Bainbridge Island and the area west of Silverdale have among the lowest percent of special needs population as a percent of total population.

Age: Kitsap County has about 30% of its population age 5 to 17 and 65 and over. The remainder of the county is just under this, at 29%.

People with disabilities: The southern half of Kitsap Corridor has approximately 18% of the total population with a disability. The rest is approximately 10% of the total population.

People with low incomes: Based on 2000 Census information, Kitsap County as a whole has people who have low and very low incomes as shown in Table F-1. In Figure F-5, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Kitsap Corridor are shown.

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income¹ (Total)</th>
<th>Very Low-Income¹ (Percent)</th>
<th>Low-Income² (Total)</th>
<th>Low-Income² (Percent)</th>
<th>Combined³ (Total)</th>
<th>Combined³ (Percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitsap County</td>
<td>19,601</td>
<td>9</td>
<td>33,583</td>
<td>15</td>
<td>53,184</td>
<td>24</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000
**Major Destinations**

Multiple locations are major destinations along SR 3 through Silverdale and Bremerton and along SR 305 through Poulsbo and Bainbridge Island. For medical facilities, the Naval Hospital Bremerton off SR 3 in Bremerton along with the Harrison Medical Center with hospitals and medical campuses in Bremerton off SR 303 and in Silverdale off SR 3 are the significant destinations. For major medical issues such as chemotherapy or cancer related treatments, it is common for patients to take a ferry to Seattle to access the many cancer facilities there.

Major educational destinations are Western Washington University, Vincennes University, Everest College, Old Dominion University, Olympic College (community college) and near Kingston, the Port Gamble S’Klallam Extended campus of the Northwest Indian College. Major employment destinations are in Bremerton with the medical campuses and the Naval Shipyards. Farther north are additional naval facilities around Silverdale with Naval Base Kitsap and Bangor Trident Submarine Base. Kitsap Mall in Silverdale, off SR 3 is a major shopping destination, along with the destinations of Bainbridge Island, Kingston, Poulsbo, Silverdale, Bremerton, and Port Orchard. The Bloedel Reserve on Bainbridge Island off SR 305 is a major regional recreational destination. Several state parks take advantage of Kitsap’s access to Puget Sound. Bainbridge Island, while not a major employment destination, does have multiple cultural organizations off SR 305 near Winslow and Eagle Harbor, where the Cross-Sound Ferry terminal is located.

**Existing Conditions**

**Roadways**

These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- SR 3 from the Mason County line through Gorst and SR 16 to SR 310
- Segments of SR 303 from SR 304 to NE Waaga Way
- SR 305 from the Bainbridge Ferry through Agate Pass to SR 307
- Segments of SR 104 from the Kingston Ferry to the SR 305
- Segments of SR 3 between SR 305 and the Hood Canal Bridge

Arterials identified by the Regional Traffic Operators Committee as key arterials for freight, transit, high volume/capacity ratio, and alternate route to the interstate are:

- SR 304/303 from SR 3 to the Bremerton Ferry Terminal (KT 1)

**Ferries**

Both Washington State Ferry and Kitsap Transit Foot Ferry service serve the Kitsap County Corridor.

Five primary Washington State Ferry routes serve Kitsap County:

- Edmonds/Kingston
- Seattle/Bainbridge Island
- Seattle/Bremerton
- Fauntleroy (West Seattle)/Southworth
- Southworth/Vashon Island

There is currently are two Kitsap Transit Foot Ferry services across the Sinclair Inlet:

- Port Orchard/Bremerton
- Annapolis/Bremerton

**Transit**

Kitsap County is the Public Transportation Benefit Area (PTBA) for Kitsap Transit. Sound Transit does not operate service in Kitsap County (See Figures F-2 and F-3). Kitsap Transit (KT) provides 45 bus routes...
for a total ridership of 3,913,840 annually, including the foot ferry service across the Sinclair Inlet. KT operates transit centers in Bremerton, Poulsbo, and Kitsap Mall and at five ferry terminals. KT also operates 20 park-and-ride lots with 2,819 spaces with 180 bus shelters. Transit service achieves a 28% mode share at rush hour on SR 305 from Bainbridge Island Ferry Terminal to Poulsbo and nearly 50% rush hour mode share on SR 3 in Gorst, at the Junction of SR 3 and SR 16, south of Bremerton. Due to sales tax revenue shortfalls, KT eliminated all Sunday service in 2009 and projects future shortfalls should the recession continue.

The Kitsap Transit Worker/Driver Program offers yet another option for commuting. This unique program originated during WWII, with the need to transport thousands of Puget Sound Naval Shipyard (PSNS) employees to and from work. This was a time of fuel rationing and the use of buses proved to be most efficient. Kitsap Transit inherited 12 routes when it took over the transportation needs of Kitsap County residents. Today, the current program operates 28 routes to PSNS and Naval Station Bremerton. These buses are driven by full time employees (“worker”) of the military facilities and are part time employees of Kitsap Transit (“drivers”). Today both civilian and military personnel comprise KT’s Worker/Driver ridership, with the current service area extending from Port Gamble to Burley in Kitsap County.

Existing Transit Congestion
In 2006, Kitsap Transit experienced roadway congestion on SR 305 from Poulsbo to Bainbridge Island in the AM peak for several of its three bus routes, particularly when re-entering the travel lane from a bus pullout. SR 305 is also highly ranked by WSDOT for high levels of general roadway congestion. Kitsap Transit has identified that the traffic congestion from Silverdale to Bremerton causes the same types of transit congestion, resulting in longer transit travel times. Bus travel times from Silverdale to Bremerton on SR 3 are not affected since it is a grade-separated, 4-lane highway. However, there are transit congestion issues on SR 303, the back route from Silverdale to Bremerton for the four bus routes operating on SR 303.

Special Needs Transportation
To provide the most options to people with special transportation needs, Kitsap Transit provides many hourly fixed-routes with ADA accessible vehicles. For those individuals who are physically unable to use the fixed-route transit service, Kitsap Transit’s Access Service provides door-to-door or curb-to-curb transportation to the elderly and those with a disability to doctor’s appointments, shopping, visiting friends, or any other destination within Kitsap County. In addition, women who are in their last trimester of pregnancy and determined to be “high risk” by their physician, people who are age 80 years of age and older with no disabilities, people who are between the ages of 60 and 79 and who are considered to be “transportation disadvantaged” are eligible for Conditional Access services until such time as an effective feeder or fixed-route service is established. Kitsap Transit’s Worker-Driver bus routes also provide mobility access to low-income populations to travel the last mile to work from the ferry system. As part of the regular fixed route system, KT has specially marketed and identified “Ferry Take Home Buses” that are timed to meet the ferry and deliver people to their home in Bremerton. They are open to public, not restricted to special needs, but fully ADA accessible. Through a combination of the Vanpool and paratransit services, Kitsap Transit offers Vanlink—vans given to agencies or group homes to transport special needs populations on a regular basis or for special events (such as Special Olympics). The agencies provide the drivers rather than Kitsap Transit.

Paratransit Services (PSI), headquartered in Bremerton, provides transportation for medically needed Medicaid and Medicare trips in the Kitsap Peninsula and Mason County, along with the required ADA paratransit services for Snohomish and Pierce Counties. Due to the rural nature of the most of the peninsula, numerous community organizations provide door-to-door volunteer driver services, along with Kitsap Transit’s Vanshare program. The limited bicycle and sidewalk networks outside of the urban centers and state routes limits access for mobility impaired individuals outside of their homes.

Another option for individuals with special transportation needs who are employed is the telework program by the Kitsap Regional Coordinating Council designed to provide a toolkit for employers to expand the use of telecommuting in the region and reduce the number of commuting trips. For those
people with supportive employers with the right type of work arrangement, telecommuting can reduce the transportation burden. [www.teleworktoolkit.com](http://www.teleworktoolkit.com)

**Bicycle and Pedestrian Facilities**

Bicycle travel options in this corridor have improved greatly in recent years. Kitsap County has had an active shoulder-paving program that has added over 45 centerline miles of shoulder paving, meeting minimum AASHTO bicycle lane widths of 4 feet or more. Additionally, Kitsap County has begun to post bike route signs along some north-south and east-west corridors for a total of 26 miles of a continuous network. On-road facilities include shoulders of state highways with high traffic volumes and speeds, and county roads with varying degrees of adequate shoulder bicycle-lane widths.

KT offers bicycle lockers at some park-and-ride lots and bicycle racks on buses. There is no secured, covered parking for bicycles at the Bremerton Transit Center, which includes the ferry terminal. As currently designed and signed, circulation at the Bremerton Transit Center poses a heightened potential for conflict between cyclists, pedestrians, and vehicle traffic. There is limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

For pedestrians, the most complete sidewalk networks are found in Silverdale and Bremerton while other areas may have sidewalks on one side only, or none at all. Pedestrian access to transit service varies in quantity and quality. The majority of Kitsap County Corridor is rural in nature with no sidewalks outside of the two urban growth centers. Presently there are only two separated, multi-use paved bike/pedestrian trails within Kitsap County: the 1.4-mile Clear Creek Trail, and the over 1-mile long trail along the White Horse development.

**Park-and-Ride Lots**
The only major (over 250 stalls) park-and-ride lots in the Kitsap Corridor are associated with the ferry terminals. There are 33 smaller park-and-ride lots throughout the corridor totaling 2720 stalls with an average utilization rate of 49% (2006).

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
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<tbody>
<tr>
<td>Southworth</td>
<td>382</td>
<td>42%</td>
</tr>
<tr>
<td>Bainbridge Island Ferry</td>
<td>1028</td>
<td>74%</td>
</tr>
<tr>
<td>Bremerton Ferry P&amp;R</td>
<td>751</td>
<td>58%</td>
</tr>
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</table>

**Kitsap Corridor—Transportation 2040**

**Transit**

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.
In 2040, Bus Rapid Transit (BRT) runs north-south starting in Port Orchard on Bethel Road, crossing Dyes Inlet on the Port Orchard-Bremerton Foot Ferry and continuing through Bremerton on SR 303 to Silverdale. A second BRT operates between Poulsbo and Bainbridge Island Ferry Terminal on SR 305. Bus Rapid Transit on SR 3/303 and SR 305 will reduce travel times between Silverdale and Bremerton and between Poulsbo and the Washington State Ferry Terminal on Bainbridge Island. Frequent core bus service with a doubling of the service hours will operate south to Tacoma on SR 16, east to the Southworth, Kingston and Bainbridge Island Ferry Terminals, and southwest on SR 3 to Mason County, as well as north on SR 3 and SR 303 through Bremerton, along with several east-west connections. Local community connector service will provide less frequent transit service, more similar to today’s service, connecting medical facilities with community centers and shopping, as well as neighborhoods. Community Connector service will focus on the Ferry Terminals and extend throughout the urban areas of Kitsap Peninsula, particularly Bremerton to Silverdale along SR 303 as well as Bainbridge Island and the area south of the Sinclair Inlet from Port Orchard to Southworth.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. Kitsap Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff by 10%. In addition, Kitsap Transit raised fares and discontinued Sunday service in 2009. In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route core transit service by 100% in the peak and 80% in the off-peak in the Plan will reduce the wait times and number of transfers needed to move around the Kitsap County SMART Corridor on transit.

**Special Needs Transportation**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

In 2040, the Bus Rapid Transit on Bethel-Foot Ferry-SR 303 corridor and SR 305 will improve low-income, under-18 and over-65 populations’ access to more frequent transit service to major destinations. It will also improve access to the Cross-Sound WSF ferry terminals with routes to Seattle from both Bainbridge Island and Bremerton. Additional pedestrian trails along the waterfront around Sinclair Inlet will improve paved, level access for mobility-impaired persons to access the Naval Shipyards and Port Orchard from NE Bremerton.

The BRT service on Bethel-SR 303 and SR 305 will improve access to the ferry terminals in Bremerton and Bainbridge Island as well as connecting medical and shopping facilities in Silverdale and Poulsbo with the more rural sections of the Kitsap Peninsula. The “Complete Streets” effort to build sidewalks and bicycle lanes on all future roadway improvements within urban areas should expand access for mobility-impaired individuals as well as improving access to fixed-route transit. Due to the predominately rural nature of the Kitsap Peninsula, transportation by human service providers like Paratransit, Inc. and Disabled Veterans of American will need to continue to provide transportation to those individuals needing specialized services, such as door-to-door or door-through-door.

**Nonmotorized Transportation**
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas. The regional effort to “Complete Streets”, as identified in Transportation 2040, will add sidewalks and bike lanes on new local and regional street developments within the urban areas of Kitsap County, connecting walking and biking routes to transit stops. The adjacent bike trail along SR 305 will facilitate improved access to the BRT stations and local bus service stops. The fully completed bike trail along the south side of Sinclair Inlet from the Southworth Ferry Terminal to Vashon Island through Port Orchard to Bremerton will connect several ferry terminals and bus routes together, also improving access to transit and ferries.
West Snohomish County Corridor

Corridor Description

The West Snohomish Corridor (see Figure F-6) contains urban, suburban, and rural areas with the most developed areas in the southeast portion of the county. Everett is the largest city and the major urban center in the corridor. Snohomish County has suburban communities of various sizes and rural areas. The corridor includes major commercial/retail centers and industrial activity areas affecting travel patterns in the corridor. Major commercial/retail centers are located in downtown Everett east of I-5, the Everett Mall area in south Everett near the intersection of I-5 and SR 526, and the Alderwood Mall area in Lynnwood near the intersection of I-5 and I-405. Commercial/retail activity also extends much of the length of the SR 99 corridor to Everett Mall. A major industrial activity area in west Snohomish is Paine Field, which has major Boeing facilities, contractors, and other industrial operations. The Port of Everett is an industrial activity area for wood product manufacturing and home to Naval Station Everett.

Major Employers:
- U.S. Navy
- Boeing
- Premera Blue Cross
- Providence Everett Medical Center
- Tulalip Tribes
- Verizon
- Rinker Materials

Regional Growth Centers:
- Downtown Everett
- Lynnwood
- Canyon Park

Manufacturing/Industrial Centers:
- Paine Field/Boeing

Special Needs Populations in the West Snohomish County Corridor
See Figure F-7 Snohomish County Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, higher percentages of special needs populations, out of the overall population, are in and around Stanwood, Granite Falls, northwest of Granite Falls, Marysville, Everett and unincorporated Snohomish Co. along SR 99 south of Everett, and along SR 99 through Lynnwood and Edmonds, Woodway and Mountlake Terrace, east along US 2 through Monroe and the City of Snohomish.

Age: in the northern part of the corridor, 30% of the population is aged 5 to 17 or 65 and over. The southern part of the corridor these ages are approximately 25 to 28% of the overall population.

People with disabilities: in the northern part of the corridor, 10% of the population has a disability. The southern part of the corridor closer to Everett has approximately 13% of the population with a disability with the southernmost areas ranging between 7 and 9%.

People with low incomes: Based on 2000 Census information, Snohomish County as a whole has people who have low and very low incomes as shown in Table F-2. In Figure F-7, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the West Snohomish Corridor are shown.
Table F-2

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income</th>
<th>Very Low-Income</th>
<th>Low-Income</th>
<th>Low-Income</th>
<th>Combined</th>
<th>Combined</th>
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<tbody>
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<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
<td>(Percent)</td>
</tr>
<tr>
<td>Snohomish County</td>
<td>41,024</td>
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<td>68,969</td>
<td>12</td>
<td>109,993</td>
<td>18</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

1. Very low-income indicates the number or percentage of individuals living below the poverty level.
2. Low-income indicates individuals living between 1 and 1.99 times the poverty level.
3. Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Major Destinations

Major medical facilities include Stevens Hospital (Edmonds) and Providence Hospital’s Everett Campus on Highway 99 N/Evergreen Way (now with Community Transit BRT service) and Group Health Hospital in Everett. Colleges in the corridor include Everett and Edmonds Community Colleges, the NW Indian College on the Tulalip Indian Reservation along with the Central Washington University branch campus in Lynnwood. University of Washington has considered plans to locate a northern branch campus at Everett Station to maximize the transportation opportunities with the Sounder Commuter rail along with the bus transit center located there. The major transportation hub is Everett Station, home to the Everett Transit Customer Service Center as well as WorkSource, WorkForce, The University Center, among others. In addition, Amtrak, Greyhound, Northwest Trailways, Skagit Transit, Island Transit, Sound Transit, and Community Transit also provide service from Everett Station.

Significant employment sites are in Everett and around Paine Field/Everett Mall, Boeing being the largest employer. Smaller groupings of employment sites are in Marysville, Arlington, Stanwood, and Monroe, with a few employment sites in Snohomish, Lake Stevens, Granite Falls, and Sultan. Regional shopping centers include Alderwood Mall in Lynnwood, Everett Mall, and in Marysville the Seattle Premium Outlets and Lakewood Crossing. Everett Events Center, Everett Memorial Stadium, and Olympic View Ice Arena in Lynnwood are among the regional sports and event facilities. Regional parks and open space near Monroe, Mill Creek, Everett, Mukilteo, Arlington, Marysville, Tulalip Reservation and east of Granite Falls. There are several cultural facilities and organizations in Everett, Lynnwood, Edmonds, and Monroe.

Existing Conditions

Roadways

These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- I-5 from Lynnwood (I-405) to Marysville
- SR 525 from I-5/I-405 to SR 526 near Boeing Paine Field area
- SR 527 from SR 522 to SR 526 a parallel route to I-5
- SR 532 from I-5 to Stanwood

Arterials identified by the Regional Traffic Operators Committee as key arterials for freight, transit, high V/C ratio and alternate routes to the interstate include:

- SR 99 (S6): between Everett Station and Snohomish-King County line
- 168th Street SW/ 44th Ave W/164th St SW/Seattle Hill Road (S11): between Olympic View Drive and SR 96
- SR 527 (S9): between I-5 and SR 522 in Bothell
- Airport Road/ 128th Street SW/SR 96/Cathcart Way (S10): between SR 526 and SR 9
- Marine View Drive/SR 529/Everett Ave (S 4): between I-5 and I-5 loop

Ferries

There are two Washington State Ferry routes in the West Snohomish Corridor:

- Edmonds/Kingston
- Mukilteo/Clinton (Whidbey Island)
**Transit**

Community Transit provides transit service in Snohomish County, outside the city of Everett, which has its own transit agency providing service throughout the city. A significant area of West Snohomish County corridor is in Community Transit’s Public Transportation Benefit Area (PTBA). (See Figures F-2 and F-3.) Community Transit operates 33 local routes; 5 commuter routes to the Boeing Everett plant; 10 suburban routes to University of Washington’s main campus in Seattle; and one suburban commuter route to Overlake and Seattle. Everett Transit, a department of the city of Everett, operates 10 fixed routes within the city. Sound Transit operates five regional commuter routes from Snohomish County to Seattle and Bellevue. Sound Transit also operates in the southwestern part of Snohomish County (see figure F-2). Sound Transit also operates commuter rail to Everett from Seattle.

**Existing Transit Congestion**

Transit congestion in the Snohomish West Corridor affects north-south routes such as I-5 and SR 99 between Lynnwood and Everett, continuing north to Marysville. SR 99’s transit congestion consists of all types with pullout congestion and high mobility device uses represented by wheelchairs and bicycles. The SR 99 corridor is a strong non-work corridor according to the Transit Competitiveness Index (an analytic tool that PSRC uses). Due to limited east-west service, routes along 196th Street SW and 128th St SE and 164th St SW to Mill Creek suffer from significant spillover intersection congestion at SR 99 and I-5. According to the respective transit agencies, SR 526 experiences congestion during Boeing’s morning and afternoon shift changes at the I-5 interchange, slowing down I-5 and limiting access to the Everett Mall for transit vehicles.

**Special Needs Transportation**

To provide the most options to people with special transportation needs, Community Transit, Everett Transit (ET), and Sound Transit have expanded and enhanced the fixed-route transit service in this corridor. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service, paratransit service is available throughout most of the corridor. Within the City of Everett, Everett Transit provides fixed-route and paratransit service, with the paratransit service open to all ADA-eligible riders plus all riders over age 65, resulting in a high 13% of all ET riders using paratransit in 2007. ET’s paratransit ridership did not increase from 2005 to 2007 (last available data from WSDOT’s Summary of Public Transportation).

Outside of Everett, Community Transit provides regular fixed-route and paratransit service through its DART (Dial-a-ride-Transit) service. The DART service is provided within ¾-mile of an existing CT fixed-route service on a similar schedule to the fixed-route service. Community Transit’s DART service is increasing at twice the population growth rate at 2% annually but paratransit ridership is only 2% of the overall CT ridership in 2007, similar to the regional average.

In addition to the transit agencies’ paratransit services, there is the Stillaguamish Transportation program and the Transportation Assistance Program (TAP), which brings rural special needs riders into the urban areas to access the fixed-route service network. VanGo, Volunteer Drivers through Catholic Community Services and Job Access Training Program and Driver Training are other non-transit coordinated efforts to provide special needs transportation in the West Snohomish County corridor.

**Bicycle and Pedestrian Facilities**

There are limited bicycle travel options in this corridor and critical gaps exist in the bikeway network. Off-road facilities include the Interurban Trail, but segments are missing in Edmonds and parts of Everett. The trail network is more fully developed than the on-road bicycle network, which needs significant improvements to ensure it adequately accommodates bicycle travel. There are also some difficult roadway crossings and a need to improve east/west connections. There is very limited and difficult-to-read wayfinding signage.

Community Transit and Sound Transit offer secure bicycle lockers at park-and-ride lots and transit centers as well as bicycle racks on buses. Everett Station, Everett Community College, and Edmonds
Community College also provide bike lockers. There is limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

The more urbanized areas generally have more complete walkway systems and supporting facilities but in some areas, the sidewalk network is sparse and pedestrians are confronted with unsafe and sometimes inaccessible walking routes and bus stops lacking covered waiting areas, route information, and benches. Pedestrian access to transit service varies in quantity and quality in this corridor.

### Park-and Ride Lots

The West Snohomish Corridor contains four major park-and-ride lots. There are 12 smaller park-and-ride lots in the corridor totaling 1,017 stalls with an average utilization rate of 45% (2006).

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mariner</td>
<td>667</td>
<td>88%</td>
</tr>
<tr>
<td>McComb Park</td>
<td>409</td>
<td>86%</td>
</tr>
<tr>
<td>Swamp Creek</td>
<td>410</td>
<td>30%</td>
</tr>
<tr>
<td>Ash Way</td>
<td>1022</td>
<td>104%</td>
</tr>
</tbody>
</table>

### West Snohomish County Corridor—Transportation 2040

**Transit**

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve producive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Core and community connector services provide the most options for special needs populations, such as the elderly or people with disabilities. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

Sound Transit’s light rail northern extension into Snohomish County will increase the reliability of transit service, especially considering the high levels of congestion almost all day on I-5 north of Seattle to Everett and equally high levels on the SR 99 alternate route during peak hours. BRT or some form of HCT will also extend north along I-405 from Bellevue in King County, tying in at the Lynnwood and Canyon Park Transit Centers. The City of Snohomish to Woodinville/Bellevue Commuter Rail line along the previous BNSF Eastside line will provide peak hour commuter trains to the center of the Eastside business district in King County.

Community Transit opened its first BRT line, SWIFT, on SR 99 from the King County line to Everett in November 2009. Transportation 2040 focuses transit and transit-supportive development along Community Transit’s Transit Emphasis Corridors, connecting employment areas in the Lynnwood, Everett, and Canyon Park Growth Centers with residential developments in a linear path along enhanced BRT transit routes. These Transit Emphasis Corridors, where BRT or core bus service will provide a bus every 15 minutes or better, will create a grid-like network of service in the more urban sections of SW Snohomish County. By 2040, core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes on average.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue to low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Everett Transit and Community Transit are experiencing significant declines in tax revenues due to the recession. To respond to the reduced revenues, Everett Transit raised fares up to 50% in 2009 while Community Transit increased fares in 2008 and will increase fares again in June 2010. Community Transit has delayed filling vacant positions since 2008 and will eliminate Sunday and Holiday transit service in June 2010, in addition to reducing daily hours of service on most routes.
In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the West Snohomish Corridor on transit.

**Special Needs Transportation**
For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue to those who rely on public and special needs transportation services.

In the SR 99/Evergreen Way Corridor, Community Transit’s SWIFT BRT line will provide significantly better transit service and connections to special needs populations with frequent service and reduced barriers to board.

The addition of paved sidewalks and trails will also expand the mobility options for those individuals needing a stable surface in order to walk outside their home, improving both access and long-term health. The improved bus service on the Transit Emphasis Corridors will encourage mobility-challenged populations to locate along them to increase their access to fixed-route transit.

The full sidewalks and pedestrian networks within all cities by 2040, as directed in the Plan, would significantly improve special needs population’s access to local and regional transit (the last mile/last block without a paved sidewalk being a significant barrier). Improved terminal access, terminal facilities, and bike racks on transit vehicles also facilitate full access for all along with the additional online regional nonmotorized trip planning services, fund education/outreach programs, and roadside investments to improve bicycle and pedestrian safety.

For those individuals needing additional assistance, multiple human service providers, available through findaride.org, have targeted shuttles and volunteer drivers programs, such as Senior Services volunteer drivers.

**Nonmotorized Transportation**
Focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¼-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-7 Snohomish County Special Needs Populations by Corridor (Percent of Total Population)
Figure F-7 Snohomish County Special Needs Populations by Corridor (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC.
Figure F-8 East Snohomish County Corridor
**East Snohomish County Corridor**

**Corridor Description**

The corridor (see Figure F-8) includes rural suburban cities such as Arlington, Lake Stevens, Monroe, and Snohomish, as well as urban and rural portions of unincorporated Snohomish County. This corridor is primarily rural and residential.

**Major Employers:**
- Meridian Yachts
- Public School Districts
- Washington State Department of Corrections (in Monroe)

**Regional Growth Centers**—none in this Corridor

**Urban Centers:**
- Marysville
- Arlington
- Lake Stevens
- Monroe
- Snohomish

**Manufacturing/Industrial Centers**—none in this Corridor

**Special Needs Populations in the East Snohomish County Corridor**

See Figure F-7 Snohomish County Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the unincorporated areas east of Arlington and south to Granite Falls have among the highest percent of special needs populations relative to the overall population in Snohomish County. South of US 2 near Monroe is another such area. 

**Age:** About 30% almost the entire area of the east Snohomish County corridor is age 5 to 17 or 65 and over. A small western portion adjacent to King County and the West Snohomish County corridor has about 27% of the population in these two age groups.

**People with disabilities:** in the northern part of the corridor, 11% of the population has a disability. The southern part of the corridor has areas ranging between 7 and 9% of the population.

**People with low incomes:** Based on 2000 Census information, Snohomish County as a whole has people who have low and very low incomes as shown in Table F-3. In Figure F-7, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the East Snohomish Corridor are shown. The eastern part of this corridor has the largest populations with low and very low incomes.

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income 1 (Total)</th>
<th>Very Low-Income 1 (Percent)</th>
<th>Low-Income 2 (Total)</th>
<th>Low-Income 2 (Percent)</th>
<th>Combined 3 (Total)</th>
<th>Combined 3 (Percent)</th>
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<tbody>
<tr>
<td>Snohomish County</td>
<td>41,024</td>
<td>7</td>
<td>68,969</td>
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1 Very low-income indicates the number or percentage of individuals living below the poverty level.
2 Low-income indicates individuals living between 1 and 1.99 times the poverty level.
3 Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000
Major Destinations:
Due to the primarily rural nature of this corridor, there are few major destinations other than the cities of Lake Stevens, Monroe, and Snohomish. Along US 2, the primary east-west route, there are also the smaller communities of Sultan, Startup, Gold Bar, and Index. Mountains. US 2 is typically congested, particularly on winter weekends, due to traffic to recreational areas heading east across Stevens Pass. In this rural corridor, connections to grocery stores, community centers, and medical offices are important destinations, with less frequent trips for major shopping, major medical, or recreational trips. Similar rural issues exist along the north-south route of SR 9.

Existing Conditions

Roadways
These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):
- US 2 from Everett to Monroe
- SR 9 from SR 522 to Marysville
- SR 522 from Bothell to US 2
- SR 530 and Smokey Point between I-5 and SR 9

Ferries
Not applicable.

Transit
Community Transit provides local service within Snohomish County, with routes that travel on portions of US 2, SR 9, and Smokey Point Boulevard. Community Transit operates 9 local routes, including 4 routes that serve Boeing and Paine Field Industrial/Manufacturing area. Sound Transit operates two regional commuter routes between Lake Stevens and Snohomish to Seattle. Large areas of East Snohomish County corridor are not in the Snohomish County Public Transportation Benefit Area (PTBA). Sound Transit does not operate service in this corridor. See figure F-2.

Existing Transit Congestion
From the transit agencies’ list of the Top Ten Congested corridors in Snohomish County, the east end of two transit routes were identified as congested: SR 524 as it meets up with SR 522 and SR 531/Smokey Point Boulevard as it meets SR 9. Roadway congestion on SR 9, US 2, and Smokey Point may affect the portions of transit routes that operate on those corridors, with general roadway congestion slowing transit vehicle travel times, along with congestion from bus stop pullouts.

Special Needs Transportation
Community Transit provides Dial-A-Ride Transportation (DART) for its required ADA Paratransit service within ¾-mile of the existing fixed-route bus service. CT’s DART is increasing at twice the population growth rate at 2% annually but paratransit ridership is only 2% of overall CT ridership in 2007, similar to the regional average.

In addition to the transit agency’s paratransit service, there is the Transportation Assistance Program (TAP), which brings rural special needs riders to urban areas to access the fixed-route service network. Due to the rural nature of East Snohomish County, numerous community organizations provide door-to-door volunteer services. The limited bicycle and sidewalk networks outside of the urban centers and state routes limits access for mobility impaired individuals outside of their homes. VanGo, Volunteer Drivers through Catholic Community Services and Job Access Training Program and Driver Training are other non-transit coordinated efforts to provide special needs transportation within East Snohomish County.

Bicycle and Pedestrian Facilities
Data requested to be provided by representatives of jurisdiction and modal experts.
Park-and-Ride Lots
The East Snohomish Corridor contains no large park-and-ride lots that contain over 250 stalls. There are nine smaller park-and-ride lots in the corridor, totaling 643 stalls with an average utilization in 2006 of 40%.

East Snohomish County Corridor—Transportation 2040

Transit
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users' requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. Core bus routes will operate on US 2 and SR 522 to Monroe, on SR 92 from Marysville to Granite Falls through Lake Stevens, and north from Everett to Arlington/Smokey Point. The enhanced Core and Bus Rapid Transit (BRT) bus service focused in this corridor will also provide improved mobility to all special needs populations.

The new commuter rail operations on what is now the Eastside BNSF route will connect city of Snohomish with the eastside King County cities of Woodinville, Kirkland, Bellevue, and Renton. Accessible rail connections to the two major regional medical facilities in Bellevue, the Overlake Hospital Medical Center, and the Group Health Medical Center, will be a significant improvement in medical facility access. The adjacent trail connection will also facilitate local bicycle and pedestrian traffic as it connects to the Centennial Trail in City of Snohomish.

Transportation 2040 focuses transit and transit-supportive roadway improvements along Community Transit’s Transit Emphasis Corridors, connecting employment areas in the Lynnwood, Everett, and Canyon Park Growth Centers with residential developments in a linear path along core bus/BRT transit routes. This allows higher density development along the core bus routes that are already planned for higher levels of transit service.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Community Transit is experiencing significant declines in tax revenues due to the recession. To respond to the reduced revenues, Community Transit increased fares in 2008 and will increase fares again in June 2010. Community Transit also has delayed filling vacant positions since 2008 and will eliminate Sunday and Holiday transit service in June 2010, in addition to reducing daily hours of service on most routes.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the
expansion of fixed-route transit service in the draft Plan by 2040 will reduce the wait times and number of transfers needed to move around the East Snohomish Corridor on transit.

**Special Needs Transportation**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth of special needs populations is incorporated into the Transportation 2040 financial strategy.

For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated.

With the rural nature of the US 2 and SR 9 routes, and the limited transit and paratransit service predominately on these two state routes, special needs transportation will need to include volunteer drivers, shuttles and localized community support to the mobility impaired population. The expanded paved off-road trail adjacent to US 2 will provide enhanced connections for the mobility-challenged, safer non-motorized routes between the cities of Snohomish and Gold Bar, and improved exercise options for a healthier community.

**Nonmotorized Transportation**
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-9 King County Special Needs Populations by Corridor (Percent of Total Population)
Figure F-9 King County Special Needs Populations by Corridor (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Figure F-9 Seattle Metropolitan Corridors Special Needs Populations by Corridor (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Regional Growth Centers:
- Downtown Seattle
- First Hill
- Capitol Hill
- University District
- Uptown/Queen Anne
- South Lake Union
- Northgate

Manufacturing/Industrial Centers:
- Ballard/Interbay

WSDOT “Commonly Congested” Commutes:
- Seattle to Bellevue via SR 520 (AM)
- Bellevue to Seattle via SR 520 (PM)
- Seattle to Redmond via SR 520 (AM)
- Redmond to Seattle via SR 520 (PM)
- Bellevue to Seattle via I-90 (PM)
- Seattle to Bellevue via SR 520 (PM)
- Seattle to Redmond via SR 520 (PM)

Park and Rides (2006)
- Metropolitan Transportation System
- Congested Transit Corridor
- 2006 Stop and Go Traffic Conditions
- ITS Key Arterial Corridor
- Northwest King SMART Corridor Boundary

Appendix K
Northwest King Corridor (North Seattle)

**Corridor Description**
The cities of Seattle (north of downtown), Shoreline, and Lake Forest Park north to the King County line make up this corridor (see Figure F-10). Most of the land use is urban or suburban in nature. Major commercial/retail centers exist in downtown Seattle and many of its neighborhood community centers, such as Northgate, University District/Montlake, Rainier Beach/Valley and Queen Anne/Seattle Center. Other major trip generators in the corridor include the University of Washington, Shoreline Community College, Seattle University, Seattle Pacific University, North Seattle Community College, Central Seattle Community College, and many hospitals and special events that occur at the Seattle Center.

**Major Employers:**
- Children’s Hospital
- University of Washington
- Swedish Hospital
- City of Seattle
- King County
- Port of Seattle
- Group Health
- Providence Health
- Harborview Medical Center

**Regional Growth Centers:**
- Seattle:
  - Downtown Seattle
  - First Hill/Capitol Hill
  - Uptown Queen Anne
  - South Lake Union
  - University Community (University of Washington)
  - Northgate

**Manufacturing/Industrial Centers:**
- Ballard-Interbay

**Special Needs Populations in the Northwest King Corridor**
See Figure F-9 King County and Seattle Metro area: Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the Northwest Seattle Corridor has several areas of special needs populations (as a percentage of the overall population). Some areas of note are Bitter Lake, Northgate, and Shoreline—particularly along SR 99.

**Age:** Out of the overall population, the Northwest King corridor has those age 5 to 17 and 65 and over ranging from 16% of the population in the southwest to 28% in the north.

**People with disabilities:** For those with disabilities, the Northwest King Corridor ranges from 8% to 11% of the overall population with the higher percentage being in the southern area.

**People with low incomes:** Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Northwest King Corridor are shown.
### Table F-4

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income¹</th>
<th>Very Low-Income²</th>
<th>Low-Income²</th>
<th>Low-Income²</th>
<th>Combined³</th>
<th>Combined³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
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</tr>
<tr>
<td>King County</td>
<td>142,546</td>
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<td>191,879</td>
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<td>Total for the region</td>
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<td>9</td>
<td>400,149</td>
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</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

### Major Destinations

Many of the region’s medical facilities are located in this corridor, with the premier research medical facility, University of Washington’s Medical Center and the Seattle Children’s Hospital, located in the University District. Other regionally significant medical destinations are Swedish and UW/Harborview Medical Centers with trauma, cancer and other major medical facilities on First Hill. Other major regional medical destinations are the cancer facilities at Fred Hutchinson Cancer Center and Seattle Cancer Care Alliance along South Lake Union in Seattle. Multiple dialysis facilities exist within this corridor, congregating at First Hill and north in the University District. Additional hospitals and medical facilities are in Ballard and Northgate neighborhoods in North Seattle.

As a metropolitan core city, a high number of employment sites are located in downtown Seattle, in the University of Washington District, and in numerous sites along SR 99/Aurora Avenue north to the King County line. Significant regional educational facilities are in the University District, Capitol Hill, north Queen Anne, Northgate, and Shoreline. Three of the major regional shopping destinations are in this corridor with downtown Seattle as the premier location, Northgate Mall, and University Village also strong regional attractors. Major events centers in the corridor include the Washington State Convention Center in downtown Seattle, Key Arena, and Memorial Stadium at Seattle Center, and Husky Stadium and Bank of America Arena in the University District. Cultural facilities include multiple facilities in downtown Seattle and Seattle Center, Daybreak Star Indian Cultural Center at Discovery Park in Magnolia, and other facilities throughout the corridor.

### Existing Conditions

#### Roadways

These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- I-5 from Seattle to Lynnwood
- SR 99 as an alternative route to I-5. Congested segments near the Snohomish County line and the Aurora Bridge.
- Lake City Way (SR 522) from I-5 in Seattle to Bothell.

Arterials identified by the Regional Traffic Operators Committee as key arterials for freight, transit, high volume/capacity ratio, and alternate routes to the interstate include:

- SR 99 (K17): between the Snohomish/King County line and the Pierce/King County line
- 1st Ave N/1st Ave/1st Ave Myers Way S/1st Ave S/SR 509/S 216th/SR 516/South Kent Des Moines Road/West Willis Street (K22): between Mercer Street (in Seattle) and Central Ave S (in Kent). This corridor is primarily in the South King Corridor but a portion is in the North Seattle Corridor
- SR 522 (K27): between I-405 and I-5
• Greenwood Ave N/Holman Road NW/15th Ave W/Elliot Ave W (K29): between NE 145th Street/SR 523 and SR 99
• SR 99 (S6): between Everett Station and Snohomish King County line

Ferries
The Northwest King Corridor is served by Washington State Ferry and King County Ferry District service.

There are two primary Washington State Ferry routes that serve downtown Seattle at Colman Dock:
• Seattle/Bainbridge Island
• Seattle/Bremerton

The King County Ferry District currently operates two passenger-only routes:
• Downtown Seattle between West Seattle
• Vashon Island between downtown Seattle

Transit
All of King County is in King County Metro’s service area with the western portion within Sound Transit’s service area (see Figures F-2 and F-3). The North Seattle Corridor is served by King County Metro (Metro) locally and regionally, and Sound Transit regionally from Seattle to the county border in Shoreline. Community Transit operates 10 commuter routes with service from Everett and Snohomish County to the University of Washington in the University District and 19 express bus routes between Snohomish County neighborhoods and downtown Seattle. Sound Transit contracts with Metro to provide two regional commuter service routes from East King County, and with Pierce Transit to provide one regional commuter service route from Tacoma to the University District. King County Metro provides 62 core city local routes and 31 commuter routes within Seattle, many of which serve the North Seattle Corridor.

Existing Transit Congestion
Existing transit congestion in this corridor is a combination of all five types of transit congestion, including pedestrian loading issues and high volume over capacity (V/C) ratios for seat availability. Several of the top 5% ridership routes operate in this corridor, serving downtown Seattle with peak hour buses. Several types of congestion affect the transit service travel time: arterial congestion associated with high pedestrian volumes in downtown Seattle; high pedestrian loadings at stops; problems with bus re-entry from pullouts on arterials; problems with multiple buses in queues for bus stop; and general roadway congestion. North of downtown, the routes experiencing the greatest arterial congestion are along SR 99 N/Aurora Blvd., I-5, Lake City Way, and NW 15th Ave. New Business Access Transit (BAT) lanes on the southern end of NW 15th Ave are reducing pullout congestion through the Interbay neighborhood.

Special Needs Transportation
To provide the most options to people with special transportation needs, King County Metro Transit provides all of their fixed-route transit with ADA accessible vehicles. King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within 3/4-mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Access is a shared-ride shuttle service for people who, because of their disability, are unable to ride the regular fixed-route bus service within King County. Eligibility is based on whether the disability prevents the rider from performing the tasks needed to ride regular bus service some or all of the time. Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, Intercity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. Persons found eligible by any of those agencies are eligible to use paratransit service offered by the other agencies. Applications for eligibility are processed by the transit agency that serves the area where the rider lives.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:
• Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:
- Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, Zipcar, to the Seattle region. Local programs using Zipcar include use of Zipcar rental for traveling to job interviews, including a drop-off and pickup at daycare.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:
- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Senior Shuttles using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van. Includes the Mt Si Senior Center Shuttle in North Bend.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.
- Findaride.org provides information and referral assistance by geographic area in King County.
- Seattle Indian Health Board provides transportation and referral services to low-income native, Alaska natives and other populations.
- Northshore Senior Center Transportation Program provides Door-to-door service to Northshore & Kenmore Senior Centers and local medical appointments in the Bothell/Lake Forest Park area.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role. Please also refer to Appendix C—Inventory of Services—in the Coordinated Plan.

**Bicycle and Pedestrian Facilities**
There are several bicycle travel options in this corridor, including off-road facilities such as the predominately north-south Burke Gilman and Interurban Trails, but critical gaps exist in the bikeway network. The trail network is more fully developed than the roadway network, which needs significant improvements to ensure it adequately accommodates bicycle travel. There are also some difficult roadway and bridge crossings and a need to improve east/west connections throughout the corridor, such
as a connection between the Burke Gilman and Interurban Trails through Shoreline and Lake Forest Park. There is some bicycle wayfinding signage.

King County Metro and Sound Transit offer secure bicycle lockers at park-and-ride lots and transit centers as well as bicycle racks on buses. As of February 2009, there is a waitlist for lockers at the Green Lake park-and-ride lot and Montlake. In 2008, King County Metro began a demonstration/pilot project on the SR 520 Bridge allowing deadheading coaches to provide free bike service in either direction between Montlake and Evergreen Point. This frees up capacity for cyclists making longer trips using regular in-service coaches across the lake. It also supports the increase in cyclists traveling across the SR 520 Bridge, which has no pedestrian or bicycle access. There is very limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

Many arterials north of 85th Street have no sidewalks. Nonetheless, the street network in much of this area (particularly Shoreline and North Seattle proper) is laid out in some form of a grid pattern highly conducive to walking. So, despite the scarcity of sidewalks in much of this area, there is great potential to improve walkability if safe facilities are provided. The sidewalk system south of North 85th Street is nearly complete, with a relatively small number of gaps in the network. In contrast, the street network in Lake Forest Park does not follow a grid and has limited sidewalks.

Street crossing improvements throughout the corridor are needed, particularly across a number of major arterials such as Aurora Avenue/Pacific Highway, and Lake City/Bothell Way. The poor quality of crossing facilities, as well as the long distance between crossing points, makes long sections of many of these busy arterials into major pedestrian barriers dividing neighborhoods. Areas that are perceived to be unsafe discourage walking.

Pedestrian access to transit service varies in quantity and quality, with some routes lacking covered waiting areas, route information, and benches. Pedestrian access improvements are needed to access the bus rapid transit service currently programmed for Aurora Avenue N and 15th Avenue NE in King County.

### Park-and-Ride Lots

The North Seattle corridor contains eight major park-and-ride lots containing over 250 stalls. There are 22 smaller park-and-ride lots in the corridor totaling 1720 stalls with an average utilization of 45% (2006).

<table>
<thead>
<tr>
<th>Lots over 250 stalls</th>
<th>Capacity</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shoreline</td>
<td>400</td>
<td>17%</td>
</tr>
<tr>
<td>Edmonds</td>
<td>255</td>
<td>50%</td>
</tr>
<tr>
<td>Edmonds Ferry</td>
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<td></td>
</tr>
<tr>
<td>Mountlake Terrace</td>
<td>387</td>
<td>85%</td>
</tr>
<tr>
<td>Northgate P&amp;R</td>
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<tr>
<td>Northgate TC</td>
<td>296</td>
<td>100%</td>
</tr>
<tr>
<td>Northgate TC Ext.</td>
<td>492</td>
<td>100%</td>
</tr>
<tr>
<td>Lynnwood</td>
<td>1260</td>
<td>108%</td>
</tr>
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</table>

### Northwest King Corridor (North Seattle)—Transportation 2040

**Transit**

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.
All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels.

As part of High Capacity Transit (HCT) plans, light rail will be extended from the current terminus in downtown Seattle north through the University District to Northgate, then north to Lynnwood and Everett. In 2040, Sounder Commuter Rail service will have additional stops at north downtown near Broad Street and in Ballard, with peak hour trains approximately a half an hour apart. High Capacity Transit (possibly either LRT or BRT) is planned to operate on Market Street/45th Ave NW from Ballard to the University District as part of Seattle’s Village Transit Network (UVTN). Additionally, several BRT routes are planned for this corridor:

- SR 99 N BRT would upgrade Metro route 358, the second highest ridership route in the region based on 2006 data, as part of Metro’s Transit Now ballot measure.
- Ballard from downtown Seattle, as part of Metro’s Transit Now efforts
- SR 520 BRT as part of Sound Transit’s ST2 connection from the University District to Bellevue/Redmond
- SR 522 on Lake City Way north to Lake Forest Park and Bothell

By 2040, core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes, with extra service to the light and commuter rail stations. The enhanced core and Bus Rapid Transit (BRT) bus service in the North Seattle Corridor will also provide improved mobility to all special needs populations with fully accessible fleet and passenger waiting facilities. The existing core bus service increases on I-5 from Everett to Seattle, and from Bothell to Seattle, with additional service between North Seattle and Bellevue.

Core bus routes will operate throughout North Seattle and extend into Shoreline on the state routes of I-5, SR 99/Aurora Blvd. N and SR 522/Lake City Way. Commuter connector service will continue to serve the areas beyond the core routes with an east-west grid focused on the Aurora Village and Northgate Transit Centers. In Seattle, additional street and signal improvements enhance the Key Transit Corridors Connecting Urban Villages, increasing efficiency of the existing transit network by reducing congestion affecting transit travel times. A series of City of Seattle streetcars radiate from downtown into the close-in neighborhoods, enhancing the existing transit-oriented-development (TOD) and adding new developments that support transit ridership. Specialized bus service such as express peak hour buses to downtown Seattle will grow to more than double the current number to meet the transit demand for work trips on transit.

Preserving existing transit and paratransit service is paramount in Northwest King Corridor, which has the highest level of special needs destinations in the region. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009-10. In addition, Metro raised fares in 2008, 2009, and has annual fare increases planned for 2010-2011.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the Northwest King Corridor on transit.
Washington State Ferry Terminals at the Colman Dock in downtown Seattle is a major terminus for several core and community connector bus routes serving downtown Seattle and First Hill. King County Ferry District will add Passenger-only ferry service from Ballard and Des Moines to downtown Seattle, as well as upgrading service to Vashon Island and West Seattle from downtown Seattle. Proposed Cross-Lake Ferry service to the University of Washington from Kirkland and Kenmore would add significant alternative non-roadway capacity, as would ferry service from Renton to Leschi connected with direct bus access to downtown Seattle from Leschi.

**Special Needs Transportation**

Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

With the upgrades to BRT in several corridors that particularly serve local trips, like SR 99 N, transit access will be significantly improved for the special needs population with the larger doors, off-board fare payment/ card readers, and potentially self-securing mobility spaces. The high frequency of the BRT routes will enable a transit-dependent person to make more than one trip a day by transit—a major benefit. The LRT and BRT routes will focus on serving regional destinations that attract special needs populations such as medical and educational facilities, along with shopping and recreational sites. The Cross-Lake SR 520 BRT route will assist some of the lower-income populations living in North Seattle to access jobs in the Bellevue/Redmond area—potentially reverse commute trips. The City of Seattle funded streetcars (operated by King County Metro, such as the South Lake Union Streetcar) will radiate from downtown Seattle along the Urban Village Transit Network (UVTN) routes, capitalizing on the walkability of those corridors.

Improvements at the WSF Ferry Terminals will have resulted in easier disabled access to the ferryboats and priority vehicle boarding for medically fragile. Upgrade of bus service at the Colman Dock ferry terminal has resulted in frequent core bus service at least every 15 minutes serving the terminals, improving the connectivity across Puget Sound. King County Ferry District’s additional bus service meeting every ferryboat arrival significantly enhances the mobility of passengers using those modes and local transit access.

For the special needs population, a large portion of which is transit-dependent, preserving existing transit and paratransit service is paramount, particularly in North Seattle, which, even though it has the lowest percentages of special needs population origins in the county, has the highest number of regional special needs transportation destinations, particularly in downtown Seattle and on First Hill. Many of the regional medical, cultural, shopping, and recreational destinations are located within this corridor, attracting trips from Kitsap, Pierce, and Snohomish counties and beyond. Trips to the medical facilities on First Hill from across Puget Sound using WSF Ferries are a significant connection for a medically fragile population.

Municipal efforts to complete the street network by building “Complete Streets” including paved bike lanes and sidewalks will maximize the “walkability” of the neighborhoods, increase access to transit, and improve the overall healthy options for mobility impaired and other special needs populations. The “Complete Streets” efforts will fill in the gaps south of North 85th Street and expand the paved sidewalk and bike lane network north of North 85th Street to the County line through Shoreline.

For those individuals needing additional assistance, multiple human service providers, available through findaride.org, have targeted shuttles and volunteer drivers programs, such as Senior Services’ volunteer drivers.

**Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¼-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Eastside SMART Corridor

Regional Growth Centers:
- Downtown Bellevue
- Totem Lake - Kirkland
- Redmond
- Redmond/Overlake
- Renton

WSDOT "Commonly Congested" Commutes:
- Tukwila to Bellevue via I-405 (AM)
- Lynnwood to Bellevue via I-405 (AM)
- Bellevue to Lynnwood via I-405 (PM)
- Seattle to Bellevue via SR 520 (AM)
- Bellevue to Seattle via SR 520 (PM)
- Bellevue to Seattle via I-90 (PM)
- Redmond to Seattle via SR 520 (PM)
- Issaquah to Bellevue via I-90 (AM)
- Bellevue to Issaquah via I-90 (PM)
- Seattle to Redmond via SR 520 (AM)
- Redmond to Seattle via SR 520 (PM)
- Bellevue to Redmond via SR 520 (PM)

Figure F-11 Eastside King County Corridor
Eastside King County Corridor

Corridor Description

The Eastside Corridor (see Figure F-11) encompasses many suburban cities, including Bellevue, Bothell, Issaquah, Kenmore, Kirkland, Redmond, Sammamish, Mercer Island, Newcastle, and Woodinville. The corridor also includes smaller suburban and rural communities, as well as some portions of unincorporated suburban and rural King County. The corridor includes major commercial/retail centers and other major trip generators, which affect travel patterns. Major commercial/retail centers are located in downtown Bellevue adjacent to Interstate 405 and in the Overlake/Crossroads area of Bellevue and Redmond. Trip generators include Microsoft Corporation, Eddie Bauer, T Mobile, Puget Sound Energy and Overlake Hospital. The Overlake/Crossroads area is located east of downtown Bellevue and is near the east end of SR 520. Other major trip generators in the corridor include Bellevue Community College, hospitals, including Overlake and Seattle Children's Bellevue Clinic, and many other medium-sized commercial/retail centers.

Regional Growth Centers:
- Downtown Bellevue
- Totem Lake - Kirkland
- Bothell - Canyon Park
- Redmond
- Overlake
- Renton

Major Employers:
- Microsoft
- Evergreen Hospital
- City of Bellevue
- Costco
- Overlake Hospital
- Puget Sound Energy
- Bellevue College
- T-Mobile
- Expedia, Inc.
- Symetra Financial
- Nintendo

Special Needs Populations in the Eastside King County Corridor

See Figure F-9 King County and Seattle Metro area: Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the Eastside King County corridor has a range of those with special needs populations (as a percent of the overall population.) There are a few areas of special needs populations in south Bellevue, Overlake, Redmond, and Woodinville, while the majority of those cities have moderate to low levels of special needs populations. This area transitions from the lower concentrations of special needs populations in unincorporated King County to the east to higher concentrations in the west.

Age: Those ages 5 to 17 and 65 and over range approximately from just over 25% to over 30% with the larger percentages near the cities of Bellevue, Kirkland, and Redmond.

People with disabilities: The largest percentage, approximately 14%, of those with disabilities in this corridor in the south near Renton, with other areas ranging from 5 to 8% of the overall population.

People with low incomes: Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data,
areas where those who have low and very low incomes by percent of the population in the Eastside King County Corridor are shown. Overall, the Eastside has very limited low or very-low-income populations, with only small areas of Redmond, Bellevue, and Renton showing low-income populations over 20%. Renton has several areas of high special needs populations, with a higher level of low-income population areas than the rest of the Eastside Corridor.

Table F-4

<table>
<thead>
<tr>
<th></th>
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\(^1\) Very low-income indicates the number or percentage of individuals living below the poverty level.

\(^2\) Low-income indicates individuals living between 1 and 1.99 times the poverty level.

\(^3\) Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

**Major Destinations**

Among the major medical destinations in the Eastside Corridor are Overlake Hospital and Seattle Children's Clinic in Bellevue, and Evergreen Hospital in Totem Lake/Kirkland, along with the Community and Migrant Health Centers in Renton, Redmond, and Kenmore, Residential Treatment Centers in Totem Lake and Redmond and Dialysis Centers in Bellevue, Renton, and Totem Lake. Higher Educational destinations include several University and Community College campuses in Renton, Bellevue, Kirkland, Redmond, Totem Lake, and Bothell. Major employment areas are downtown Bellevue (PSE), Overlake area of east Bellevue (Microsoft), Redmond, Kirkland (Costco), Woodinville, and Renton.

This corridor has regionally significant shopping areas including Bellevue Square, Lincoln Square, Redmond Town Center, Factoria Mall, Totem Lake Center, and The Landing in Renton. The Eastside has multiple cultural facilities including the Bellevue Arts Museum in Bellevue and the Kirkland Arts Center in Kirkland. Major events facilities include the Meydenbauer Center in Bellevue and the Marymoor Park in Redmond, with its Velodrome for bicycle racing, and other 640 acres of recreational activities. Other major parks include Cougar Mountain and Squak Mt. State Park south of I-90, Sammamish River Regional Park connecting Woodinville and Redmond with a railroad grade bicycle trail, and St. Edwards State Park north of Kirkland.

**Existing Conditions**

**Roadways**

These roadways are regularly congested with stop-and-go conditions (based on 2006, with A being free flow conditions and F being the most congested):

- I-405 from Renton to Lynnwood
- 148th Ave between I-90 and SR 908 (Redmond-Fall City Road) – provides access to Microsoft Campus
- SR 522 from Lake City to I-405 - an alternate to SR 520 and I-90 cross-lake commute
- SR 520 from Bellevue to Redmond
- Coal Creek Parkway -- an alternate arterial route to I-405 south of I-90 to SR 900
- SR 900 between Renton and Issaquah and alternate route from I-405/I-90

Arterials identified by the Regional Traffic Operators Committee as key arterials for freight, transit, high volume/capacity ratio, and alternate routes to the interstate include:

- SR 522 (K27): Between I-405 and I-5
• 68th Ave NE/NE 170th St/Simonds Road NW/100th Ave NE/NE 120th Pl/98th Ave NW/Market St/Central Way/Lake St S/Lake Washington Blvd NE/Bellevue Way NE (K12): Between SE 522/NE Bothell Way and I-90
• NE 90th/148th Ave NE (K5): Between SR 202 and Newport Way
• Central Way/NE 85th St/Redmond Way/SR 202 (K10): Between Market Street and I-90
• Richards Road SE/Factoria Blvd SE/Coal Creek Parkway SE/Duval Ave NW/138th Ave SE (K14): Between Lake Hill Connector and NE 4th Street
• S. 2nd, S 3rd St/Houser Way, Bronson Way/Sunset Blvd NE/Rainer Ave S/Airport Way S/Logan Ave/S/R 900/17th Ave NW/NW Sammamish Rd/SE 56th St (K16): Between SR 167 and East Lake Sammamish Parkway
• Woodinville Duval Road (K1): Between SR 522 and SR 203
• SR 527 (S9): Between I-5 and SR 522 in Bothell

Ferries
Not applicable.

Transit
All of King County is in King County Metro’s service area with the western portion within Sound Transit’s service area (see Figures F-2 and F-3). The Eastside Corridor is served by King County Metro locally and regionally and Sound Transit regionally. In addition, Community Transit operates one commuter route to Overlake. Sound Transit contracts with Metro to provide seven regional commuter service routes from east King County and with Community Transit to provide seven regional commuter routes from Snohomish County. King County Metro provides 63 suburban local routes and 69 suburban commuter routes, many of which serve the Eastside Corridor. Major transit centers are located in Renton, Bellevue, Overlake and downtown Kirkland, Totem Lake, Redmond, and at the UW Campus in Bothell.

Existing Transit Congestion
Transit congestion in the Eastside Corridor matches the roadway congestion of the most congested commutes on WSDOT facilities. These include the I-405 freeway to and from Bellevue and out to Redmond, Tukwila, and Everett. With HOV lanes on I-405 from Tukwila to Lynnwood and on I-90 to Issaquah, and direct access ramps to transit centers in Bellevue, Totem Lake, and Lynnwood, transit has significant priority in this corridor on the freeway. The 3+ HOV lanes on SR 520 Westbound from I-405 to the Lake Washington Bridge operate as an extended queue jump rather than a typical HOV lane. Limited management of the HOV lanes has resulted in high roadway congestion within the HOV lanes, particularly around Bellevue and SR 520. Arterial congestion is significant, particularly around the freeway connections and in downtown Bellevue and the Overlake area.

Special Needs Transportation
To provide the most options to people with special transportation needs, the transit agencies on the Eastside have expanded and enhanced the fixed-route transit service in this area. For those individuals who are unable to take the fixed-route transit service, King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within ¾-mile of either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Access is a shared-ride shuttle service for people who, because of their disability, are unable to ride the regular fixed-route bus service within King County. Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, InterCity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. Persons found eligible by any of those agencies are eligible to use paratransit service offered by the other agencies. Applications for eligibility must be submitted to the transit agency that serves the area where the rider lives.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:
• Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
• Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
• Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)

• Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:
• Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow the rider to arrange for transit service closer to a location.) DART local community connector service is provided between Redmond and Kingsgate/Kirkland, Kirkland/Juanita, Bellevue/Crossroads to Eastgate, Renton Highlands to Lake Kathleen, Newcastle to Coal Creek and Kenmore to Juanita to Kingsgate.

• Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)

• Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)

• Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)

• Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, ZipCar, to the Seattle region, with vehicles located in downtown Bellevue in the Eastside Corridor.)

• Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:
  - Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage and provides other community transportation services as a non-profit.
  - Crisis Clinic operates the Community Information Line providing information and referral assistance.
  - Senior Services has two programs to assist seniors:
    • Senior Shuttles using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
    • Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role. Please also refer to Appendix C—Inventory of Services—in the Coordinated Plan.

Bicycle and Pedestrian Facilities
There are numerous bicycle travel options in this corridor including off-road facilities such as the Burke Gilman (northern portion), Sammamish River, SR 520, I-90, and Lake Washington Trails, but critical gaps exist in the bikeway network. The bicycle trail network is more fully developed than the bicycle on-road network, which needs significant improvements to ensure that it adequately accommodates bicycle travel. There are also some difficult roadway crossings and a need to improve east/west connections. There is limited wayfinding signage, although five Eastside cities (Bellevue, Redmond, Kirkland, Issaquah, and Bothell) jointly applied for, and received, grant funding to begin planning on a coordinated bicycle wayfinding system in 2010.
King County Metro and Sound Transit offer secure bicycle lockers at park-and-ride lots and transit centers as well as bicycle racks on buses. As of February 2009, there is a waitlist for lockers at Kenmore and the Redmond, South Bellevue, South Kirkland, and South Sammamish park-and-ride lots. In 2008, King County Metro began a demonstration/pilot project on the SR 520 Bridge allowing deadheading coaches to provide free bike service in either direction between Montlake and Evergreen Point to free up capacity for cyclists making longer trips using regular in-service coaches across the lake. It also supports the increase in cyclists traveling across the SR 520 Bridge, which has no pedestrian or bicycle access.

Sidewalk coverage on the Eastside varies greatly. Some communities have fairly complete sidewalk systems, while others are underdeveloped. The connectivity of the underlying street network also varies greatly. Some older neighborhoods are laid out in some form of a grid pattern highly conducive to walking. However, other communities established in the decades after World War II have street networks that rate poorly in terms of connectivity (large block sizes, many cul-de-sacs, neighborhoods with few access points, etc.). Making these communities walkable poses a difficult challenge. The overall walkability in the various Eastside town centers also varies greatly. Some, such as downtown Kirkland and Issaquah, rate very well with complete sidewalks, small block sizes, and pedestrian-scale development. Others, such as Totem Lake, are dominated by large “big-box” retail surrounded by large surface parking lots and driveways.

The city of Bellevue has made significant progress in improving the walkability of its downtown and in 2009, the city of Bellevue adopted a Pedestrian and Bicycle Transportation Plan—a detailed assessment of Bellevue’s transportation network resulting in specific recommendations for new pedestrian and bicycle facilities. The plan includes 435 projects that when built will yield 90 miles of sidewalk, 144 miles of bikeway, and 20 miles of trail facility improvements through the Complete Streets approach in Transportation 2040. Among these projects is a vision for the Bel-Red Corridor that offers the potential to create transit-rich development nodes and neighborhoods in which walking and bicycling opportunities abound. Providing a high quality pedestrian and bicycling environment along this arterial will create auto-free access between neighborhoods, to regional trail systems, as well as light rail stations.

Pedestrian access to transit service varies in quantity and quality, with some routes lacking covered waiting areas, route information, and benches. Pedestrian improvements are needed to enhance access to bus rapid transit service currently programmed to link Bellevue and Redmond on NE 8th St. and 156th Ave. NE.

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
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</thead>
<tbody>
<tr>
<td>Kenmore</td>
<td>432</td>
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<tr>
<td>Kingsgate</td>
<td>502</td>
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</tr>
<tr>
<td>Northshore</td>
<td>376</td>
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<tr>
<td>Canyon Park</td>
<td>298</td>
<td>100%</td>
</tr>
<tr>
<td>Kenmore</td>
<td>432</td>
<td>21%</td>
</tr>
<tr>
<td>Woodinville</td>
<td>438</td>
<td>48%</td>
</tr>
<tr>
<td>Kingsgate</td>
<td>502</td>
<td>73%</td>
</tr>
<tr>
<td>Houghton</td>
<td>470</td>
<td>28%</td>
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<tr>
<td>South Kirkland</td>
<td>596</td>
<td>97%</td>
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<tr>
<td>South Bellevue</td>
<td>519</td>
<td>94%</td>
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<td>Bear Creek Park and Ride</td>
<td>334</td>
<td>84%</td>
</tr>
<tr>
<td>Eastgate Park and Ride</td>
<td>1614</td>
<td>63%</td>
</tr>
</tbody>
</table>
Eastside King County Corridor—Transportation 2040

Transit
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

Light rail will be extended from the current terminus in downtown Seattle east across Lake Washington to Bellevue and eventually to Redmond/Overlake area. Commuter rail will operate from Renton north along the lake on the Eastside BNSF tracks to Bellevue and Kirkland and through Woodinville to reach across the Snohomish River floodplain to City of Snohomish. The east Lake Washington commuter rail service will provide a consistent alternative to travel on SR 522 and I-405 during peak hours, particularly along the Renton Curves, one of WSDOT’s 2006 most congested commutes.

Sound Transit’s planned SR 520 Bus Rapid Transit line (or other high capacity transit) will connect the University District to Bellevue and Redmond. King County Metro’s RapidRide BRT corridor will connect downtown Bellevue with Redmond Town Center through the Overlake Transit Center, near Microsoft’s headquarters.

By 2040, the expansion of light rail across Lake Washington and commuter rail north along the eastside of the lake will allow some of the express buses to downtown Seattle to be refocused to more local core bus service on the Eastside. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes, providing local and regional connectivity. The enhanced core and Bus Rapid Transit (BRT) bus service will be focused north south along the eastside of the lake on I-405 and adjacent arterials, and east-west on I-90, SR 520, NE 8th, Bel-Red Road and Lake Hills Blvd. in Bellevue, Lake Washington Blvd./Market Street in Kirkland and 148th Ave NE/Redmond Way in Redmond, and adjacent arterials. Specific route planning will be done by the transit agencies in conjunction with the affected jurisdictions.

The core and BRT service will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. Core bus routes will operate along all freeways, and on most arterials in Bellevue and Kirkland. Less frequent local Community Connector bus routes will serve the areas of Finn Hill to Kenmore, Kingsgate and the Sammamish Valley, Marymoor Park, Newcastle and Renton Highlands. Many specialized express bus routes will remain serving existing park and rides along I-90, I-405, and SR 522.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009-10. In addition, Metro raised fares in 2008, 2009, and plans for annual fare increases in 2010-2011.
In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the Eastside Corridor on transit.

Washington State Ferry Terminals at the Colman Dock in downtown Seattle is a major terminus for several core and community connector bus routes serving downtown Seattle and First Hill. King County Ferry District will add Passenger-only ferry service from Ballard and Des Moines to downtown Seattle, as well as upgrading service to Vashon Island and West Seattle from downtown Seattle. Proposed Cross-Lake Ferry service to the University of Washington from Kirkland and Kenmore would add significant alternative non-roadway capacity, as would ferry service from Renton to Leschi connected with direct bus access to downtown Seattle from Leschi.

Special Needs Transportation
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

With the expansion of the light and commuter rail systems on the Eastside, with stations at or near Overlake Hospital and Seattle Children's Hospital's Bellevue Clinic, many mobility obstacles will be reduced with wider doorways and improved signage and lighting at the new stations. The frequency of the rail service, along with the increased frequency of the core bus service on arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system. This will allow those living along the core or rail routes to take multiple daily trips on transit, allowing increased schedule flexibility and mobility. The new station platforms along the rail lines and the bus rapid transit routes will improve the wait-at-the-station experience. The auto-free access between neighborhoods and the complete streets in the Bel-Red corridor will create an attractive neighborhood that will allow individuals with special transportation needs to easily access regional medical, shopping, employment and recreational destinations.

For those individuals needing additional assistance, multiple human service providers will have expanded shuttle and volunteer driver programs, such as Senior Services volunteer drivers.

Nonmotorized Transportation
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¼-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Urban Centers:
- North Bend
- Snoqualmie

WSDOT "Commonly Contested" Commutes:
- Issaquah to Bellevue via I-90 (AM)
- Bellevue to Issaquah via I-90 (PM)
Northeast King Corridor—SR 202, I-90

Corridor Description

The corridor (see Figure F-12) includes rural suburban cities such as North Bend and Snoqualmie, as well as urban and rural portions of unincorporated King County. This corridor is primarily rural and residential. The eastern portion of I-90 is in the corridor, which carries freight and traffic to and from the region.

Major Employers:
- Nintendo
- Microsoft (Issaquah campus)
- Costco Headquarters
- Spacelabs
- Siemens

Urban Centers:
- Issaquah
- North Bend
- Snoqualmie

Special Needs Populations in the Northeast King County Corridor

See Figure F-9 King County and Seattle Metro area: Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the highest percent of total special needs population in the Northeast King County Corridor is located near Lake Sammamish State Park, with a small section of moderate percentages of special needs population near the city of North Bend. Special needs populations drop to a moderate-to-low level east of Lake Sammamish.

Age: Those aged 5 to 17 and 65 and over 65 represent an average of 30% of the overall population with the larger easternmost area at 29% and the western area bordering the more urban SMART Corridors at 31%.

People with disabilities: Those with disabilities represent a range between 5 and 8% of the overall population with the larger easternmost area at 8 and the western area at 5%.

People with low incomes: Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Northeast King County Corridor are shown. The largest area (eastern) has 20% and under of the overall population with low and very low incomes and the western edge with less than 10% low and very low incomes.

Table F-4

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income¹</th>
<th>Very Low-Income¹</th>
<th>Low-Income²</th>
<th>Low-Income²</th>
<th>Combined³</th>
<th>Combined³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Total)</td>
<td>(Total)</td>
<td>(Total)</td>
<td>(Total)</td>
<td>(Total)</td>
<td>(Total)</td>
</tr>
<tr>
<td>King County</td>
<td>142,546</td>
<td>8</td>
<td>191,879</td>
<td>11</td>
<td>334,425</td>
<td>20</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.
Source: U.S. Census Bureau, 2000
**Major Destinations**
The only hospital in the NE King County Corridor is the Snoqualmie Valley Hospital in Snoqualmie along with an Indian Health clinic and various doctors’ offices in the corridor. No higher education facilities are located in the corridor. A regional shopping destination is the Factory Stores complex in North Bend. There are a small grouping of cultural facilities in Issaquah and a few in Sammamish, Snoqualmie, Duvall and North Bend. One of the major attractions is the Northwest Railway Museum in North Bend.

Recreational destinations include Snoqualmie Falls and other natural features such as Mt. Si and Snoqualmie National Forest east along I-90. To the east of Lake Sammamish, there are many state and county parks.

**Existing Conditions**

**Roadways**
These roadways are regularly congested with stop-and-go conditions (based on 2006, with A being free flow conditions and F being the most congested):
- SR 202 between I-405 and Fall City
- SR 203 between Fall City and Monroe
- I-90 between Issaquah and North Bend
- I-90 between Bellevue and Issaquah

**Ferries**
Not applicable.

**Transit**
All of King County is in King County Metro’s service area with the western portion within Sound Transit’s service area (see Figures F-2 and F-3). King County Metro provides service east to Duvall in the north and to North Bend in southern section of Northeast King County. The local circulator transit route operates along I-90 to North Bend, then north to Snoqualmie, Carnation, and to Duvall along Fall City – Carnation Road (SR 203). The remainder of the routes are east-west service into Bellevue, Overlake, Issaquah, and Seattle. A fair number of vanpools originate in the corridor, again primarily along I-90; however, there are also vanpool users in areas surrounding the cities of Sammamish, Duvall, and Carnation.

**Existing Transit Congestion:**
In comparison to the significant transit congestion identified in the Top Ten Congested Transit Routes, no transit congestion was identified in Northeast King County.

**Special Needs Transportation**
To provide the most options to people with special transportation needs, King County Metro Transit has expanded and enhanced the fixed-route transit service in this suburban area. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service due to a disability, King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within ¾-mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Beyond the fixed-route transit network and paratransit services of Access Transportation, King County Metro has several programs that focus on the Issaquah-Sammamish area. Farther to the east, there are fewer transit-supported programs and in the more rural areas of NE King County, Human Service Providers take a lead role with volunteer drivers and shuttle programs.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:
- Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)

Community Access Transportation:
- CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
- CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:
- Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow riders to arrange for transit service closer to a location.) DART service is provided in the lower density Issaquah, Lake Sammamish Plateau areas.
- Job Access Transportation Program or JARC (comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:
- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Senior Shuttles using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van. Includes the Mt Si Senior Center Shuttle in North Bend.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role.

**Bicycle and Pedestrian Facilities**
Data needed to be provided by representatives of jurisdiction and modal experts.

**Park-and Ride-Lots**
The Northeast King County Corridor contains two large park-and-ride lots that contain over 250 stalls. There are 12 smaller park-and-ride lots in the corridor totaling 677 stalls with an average utilization in 2006 of 69%. Concern with limited access for the new Issaquah Park--and-Ride for Issaquah residents has been raised; however, a license plate survey of the lot has identified an evenly spread distribution of people using the lot in Outer Northeast King County as well as from Issaquah itself. The lot is located just before the majority of the daily congestion begins on I-90 westbound, which can be an incentive to use park-and-ride lots.
### Northeast King—Transportation 2040

#### Transit

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

By 2040, the expansion of light rail east to Bellevue and Redmond will improve transit access on the west side of the NE King County Corridor. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core bus service will be focused north-south along the major routes from Duvall along NE Woodinville – Duvall Road to Woodinville, Novelty Hill Road to Redmond and south on SR 203 to North Bend and through the Issaquah Highlands and Sammamish Plateau to Redmond. Core service will also continue along I-90 to Issaquah from Seattle. Although significant population growth is expected in NE King County by 2040, many of the new residents will still need to commute outside of the corridor; as a result, additional service hours will be added to the specialized express buses serving the existing park and rides along I-90, SR 522, and SR 520.

Preserving existing transit and paratransit service is paramount, particularly in Northeast King County, which has the highest percentages of special needs populations in the county. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has raised fares annually in 2008, and 2009, and has more planned in 2010-2011.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the NE King County SMART Corridor on transit.

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issaquah Transit Center</td>
<td>398</td>
<td>107%</td>
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</tr>
<tr>
<td>South Sammamish Park and Ride</td>
<td>265</td>
<td>27%</td>
<td>Sammamish</td>
</tr>
</tbody>
</table>
**Special Needs Transportation**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

In this suburban to rural corridor on the edge of Lake Sammamish, the increased frequency of the core bus service on the north-south arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system, and allow them improved access to medical, cultural and recreational facilities in the Snoqualmie Valley and west to Bellevue and Redmond. The additional community connector bus service in Issaquah and on SR 202 to Carnation, connecting local activities such as City Hall, local schools, and community centers will have increased service, reducing the wait and allowing scheduling of multiple daily trips by transit.

The expansion of the fixed-route transit network, along with vehicle improvements to allow level boarding, wider doors, improved signage and lighting at bus stops, will expand options for people with disabilities to use the fixed-route transit network. For those who are unable to use the fixed-route system, the expansion of the transit network will also include an expansion of the Access paratransit system. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

**Nonmotorized Transportation**
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Cross-Lake SMART Corridor

Regional Growth Centers:
- Downtown Seattle
- Downtown Bellevue
- South Lake Union
- Capitol Hill
- First Hill

Manufacturing/Industrial Centers
- Duwamish

WSDOT "Commonly Congested" Commutes:
- Seattle to Bellevue via SR 520 (AM)
- Bellevue to Seattle via SR 520 (PM)
- Seattle to Redmond via SR 520 (AM)
- Redmond to Seattle via SR 520 (PM)
- Seattle to Bellevue via I-90 (PM)
- Bellevue to Seattle via SR 520 (PM)

Appendix K
Cross Lake Corridor—SR 520, I-90

Corridor Description

The corridor (see Figure F-13) spans Lake Washington and nine jurisdictions: Seattle, Medina, Hunts Point, Yarrow Bay, Clyde Hill, Kirkland, Bellevue, Mercer Island, and Redmond. Most of the corridor land use is urban or suburban in nature. Major commercial/retail centers are in downtown Seattle and Bellevue.

Regional Growth Centers:
- Seattle
- Bellevue

Special Needs Populations in the Cross Lake Corridor

According to the 2000 and 2008 American Community Survey Census data, east Seattle has a low to moderate percentage of special needs populations as a percentage of the overall population, while the areas around I-90 in south Seattle have a very high percentage. Easterly along I-90, Mercer Island has a low percentage of special needs populations. On the east side of Lake Washington, the percentage of special needs populations drop significantly with a few small spots of higher special needs populations in south Bellevue, specifically low and very low-income populations. Kirkland, Hunts Point, and Medina are all in the low to moderate areas of overall percentage of special needs populations.

Age: Those aged 5 to 17 and 65 and over are roughly 23% of the overall population on the western side of the Cross Lake corridor, which is in Seattle. The eastern portion is roughly 30%.

People with disabilities: Those with disabilities represent about 9% of the overall population of the Cross Lake Corridor.

People with low incomes: Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Cross Lake Corridor are shown. The western side of the Cross Lake Corridor has higher percentages of those with low and very low incomes than the eastern side.

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income¹ (Total)</th>
<th>Very Low-Income¹ (Percent)</th>
<th>Low-Income² (Total)</th>
<th>Low-Income² (Percent)</th>
<th>Combined³ (Total)</th>
<th>Combined³ (Percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County</td>
<td>142,546</td>
<td>8</td>
<td>191,879</td>
<td>11</td>
<td>334,425</td>
<td>20</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Major Destinations

For special needs transportation, significant destinations are the medical facilities on First Hill, along South Lake Union, and in the University District in Seattle, and along the east side of I-405 in Bellevue. The University of Washington has established its own inter-campus bus network for staff connecting Harborview Medical Center on First Hill with the University District medical campus, Seattle Children’s Clinic, and the Colman Dock in downtown Seattle. For special needs populations, a medical circulator bus similar to the UW circulator has been discussed.
With downtown Seattle and downtown Bellevue in the Cross-Lake Corridor there are two major shopping and cultural districts in this corridor. Recreational destinations are numerous, including multiple waterfront parks on either side of the lake, UW Husky Stadium and Bank of America Arena, and Meydenbauer Center.

Existing Conditions

Roadways
These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- SR 520 between Seattle and Bellevue
- I-90 between Seattle and Bellevue
- I-5 and I-405 between SR 520 and I-90
- Montlake Blvd. from SR 520 north
- SR 99 south of downtown Seattle

Ferries
Not applicable.

Transit
King County Metro, Sound Transit, and Community Transit all provide service in this corridor, particularly to Bellevue (see Figures F-2 and F-3). In 2006, the SR 520 Bridge had 17 King County Metro bus routes, four Sound Transit routes, and one Community Transit route operating on it, while the I-90 Bridge had 13 King County Metro routes and two Sound Transit routes operating between Seattle and East King County. In addition, Sound Transit operates six more regional routes serving the I-405 corridor out of Bellevue.

Existing Transit Congestion
Existing transit congestion in the corridor matches WSDOT’s list of congested roadways, although the transit HOV lanes and reversible corridor on I-90 perform significantly better than the SR 520 Bridge, without HOV lanes. There is significant congestion in the SR 520 westbound approach with 3+ HOV lanes. From the Transit Competitiveness Index (an analytic tool PSRC uses) gaps analysis, north Seattle and West Seattle riders are less likely to take transit in this corridor due to the additional transfer required in the University District, since these are not through-routed.

Special Needs Transportation
Within this corridor are major special needs destinations. Medical transportation to and between the numerous regional medical facilities is a major special needs activity, particularly for Medicaid and Medicare patients. With the major recreational, cultural, and shopping destinations on either side of Lake Washington, there is significant demand for special needs transportation.

King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within 3/4 of a mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Access is a shared-ride shuttle service for people who, because of their disability, are unable to ride the regular fixed-route bus service within King County. Eligibility is based on whether the disability prevents the rider from performing the tasks needed to ride regular bus service some or all of the time. Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, Intercity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. Persons found eligible by any of those agencies are eligible to use paratransit service offered by the other agencies. Applications for eligibility must be submitted to the transit agency that serves the area where the rider lives.

In addition, Metro offers free transit instruction to individuals and groups that meet certain criteria. This training teaches persons with disabilities and seniors how to ride regular public transportation, including
use of the lift or ramp. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

- Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit reduced fare sticker or an Access Pass is valid for the fare.)
- Car Sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, ZipCar, to the Seattle region.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage and provides other community transportation services as a non-profit.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Senior Shuttles using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van. Includes the Mt Si Senior Center Shuttle in North Bend.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role. Please also refer to Appendix C—Inventory of Services—in the Coordinated Plan.

Bicycle and Pedestrian Facilities

The Cross Lake Corridor spans Lake Washington and includes nine jurisdictions: Seattle, Mercer Island, Medina, Hunts Point, Yarrow Bay, Clyde Hill, Kirkland, Bellevue, and Redmond. WSDOT’s SR 520 Transit and HOV project, as part of the overall SR 520 Bridge Replacement and HOV project, is critical in completing design and construction of the SR 520 cross-lake connection. A proposed bicycle/pedestrian path along SR 520 and on the new Evergreen Point Bridge has the potential to connect the region’s longest and most popular trails, including Burke Gilman Trail, Washington Park Arboretum Waterfront.
Trail, Lake Washington Loop Route, Sammamish River Trail, East Lake Sammamish Trail, as well as many on-street bike routes.

The I-90 Trail takes riders from the edge of Beacon Hill east across Lake Washington to Mercer Island and Bellevue. In Bellevue, the Greenway trail that connects to the I-90 trail at Enatai Beach goes eastward through Mercer Slough and ends at Factoria Boulevard. The next safe and separated multi-use trail begins 1.9 miles east at the Sunset Trail and 161st Avenue SE. The city of Bellevue’s 2009 Pedestrian and Bicycle Transportation Plan identifies this missing connection as a unique opportunity to fill one of only five short missing links in this cross-state facility that will link Bellevue residents and people throughout the region to major population centers. This link is consistent with Bellevue Comprehensive Plan Policy UD-53: “Integrate designs of frontage roads along the I-90 freeway corridor as contributors to the Mountains to Sound Greenway concept. Give particular attention to multi-use trails, large scale landscaping and pedestrian amenities.”

Park-and-Ride Lots
The Cross Lake Corridor contains four large park-and-ride lots that contain over 250 stalls. There are 12 smaller park-and-ride lots in the corridor, totaling 601 stalls with an average utilization in 2006 of 57%.

<table>
<thead>
<tr>
<th>Lots over 250 stalls</th>
<th>Capacity</th>
<th>2006 Ave Annual Utilization Rate</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Kirkland</td>
<td>596</td>
<td>97%</td>
<td>Kirkland</td>
</tr>
<tr>
<td>South Bellevue</td>
<td>519</td>
<td>106%</td>
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<tr>
<td>Mercer Island</td>
<td>257</td>
<td>100%</td>
<td>Mercer Island</td>
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<tr>
<td>Eastgate Park and Ride</td>
<td>1614</td>
<td>63%</td>
<td>Bellevue</td>
</tr>
</tbody>
</table>

Cross Lake—Transportation 2040 Conditions

Transit
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

Light Rail will be extended from the current terminus in downtown Seattle east through East Seattle/Beacon Hill across Lake Washington to Bellevue and eventually to Redmond/Overlake. This will directly connect downtown Seattle’s Transit Tunnel with the Bellevue Transit Center, making a strong connection between the two most robust transit destinations in the region. The Light Rail extension through the Bel-Red redevelopment area to the Overlake and Redmond Transit Centers will enhance reverse commute access to employment in Bellevue/Redmond from South Seattle. Sound Transit’s planned SR 520 Bus Rapid Transit line (or other High Capacity Transit (HCT) line) will connect the University District to the light rail stations and transit centers in Bellevue and Redmond.

By 2040, core bus routes will have expanded by 100% in the peak and 90% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core and Bus Rapid Transit (BRT) bus
Service focused across the lake on SR 520 and I-90 will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. The existing core bus service levels will increase on both SR 520 and I-90.

Community connector bus routes will continue to serve the areas beyond the two freeways with service in East Seattle and on Mercer Island and a few supplement routes to support the grid of core bus routes on the eastside. In Seattle, additional street and signal improvements enhance the key transit corridors connecting urban villages, increasing efficiency of the existing transit network by reducing congestion affecting transit travel times. A series of City of Seattle streetcars will radiate from downtown into nearby neighborhoods, enhancing the existing transit-oriented-development (TOD), and adding new developments that support transit ridership. King County Ferry District’s proposed passenger-only ferry service from Renton to Leschi will serve downtown Seattle, along with the Kirkland and Kenmore ferry service to the University District.

Preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has annually raised fares in 2008 and 2009 and has more planned in 2010-2011.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the draft Plan by 2040 will reduce the wait times and number of transfers needed to move around the Cross-Lake Corridor on transit.

**Special Needs**

Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

For special needs populations, a large portion of who are transit dependent, preserving existing transit and paratransit service is paramount, particularly in southeast Seattle, which has among the highest percentages of special needs populations in the county. Many of the regional medical, cultural, shopping, and recreational destinations are located within this corridor, attracting trips from Kitsap, Pierce, and Snohomish counties. Trips to the medical facilities on First Hill from across Lake Washington are a significant connection for a medically fragile population.

The LRT and BRT routes will focus on serving regional destinations that attract special needs populations such as medical and educational facilities, along with shopping and recreational sites. The Cross-Lake SR 520 BRT route will assist some of the lower-income population to access the higher income jobs in the Bellevue/Redmond area, a benefit for the JARC-eligible population. For those individuals needing additional assistance, multiple human service providers, available through findaride.org, have targeted shuttles and volunteer drivers programs, such as Senior Services volunteer driver programs such as Senior Services Volunteer Transportation, or Medicaid through Hopelink.

**Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ½-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.

The new SR 520 Bridge is proposed to be built with a multi-use path for bicycles and pedestrians to access a safe route across the lake besides the I-90 Multi-use path to the south.
Figure F-14 Cross Sound Corridor

Cross-Sound SMART Corridor

- Park and Rides (2006)
- Regionally Significant Airports
- Metropolitan Transportation System
- Congested Transit Corridor
- 2006 Stop and Go Traffic Conditions
- ITS Key Arterial Corridors
- Cross Sound SMART Corridor Boundary
- Regional Growth Center
- Manufacturing Industrial Center
- Urban Growth Area
Cross Sound Corridor—Ferries, Tacoma Narrows Bridge

Corridor Description
The Cross Sound Corridor represents travel across Puget Sound by ferry and the Tacoma Narrows Bridge. (See Figure F-14.) Since this corridor is primarily about travel across Puget Sound by ferry and bridge, please refer to the respective corridor information for Kitsap, West Pierce, and western King Counties.

Special Needs Populations in the Cross Sound Corridor
See Figures F-5, F-9, and F-18, and Table 5.

Overall: According to the 2000 and 2008 American Community Survey Census data, Gig Harbor and the Ruston area of Tacoma around the Tacoma Narrows Bridge are areas of high special needs populations as a percentage of the overall population. In Pierce County, Anderson Island has among the highest percent of the overall population. On the Kitsap Peninsula, Port Gamble near the Hood Canal floating bridge and Bremerton around the Washington State Ferry (WSF) terminal are the locations with the highest percentage of special needs populations. Vashon Island, in unincorporated western King County, has about 30% of its population aged 5 to 17 and 65 and over, 12% with disabilities, and has 25% and under of those with low and very low incomes.

Table 5

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income¹</th>
<th>Very Low-Income¹</th>
<th>Low-Income²</th>
<th>Low-Income²</th>
<th>Combined³</th>
<th>Combined³</th>
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</thead>
<tbody>
<tr>
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<td>(Percent)</td>
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<td>(Percent)</td>
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<td>(Percent)</td>
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<tr>
<td>King County</td>
<td>142,546</td>
<td>8</td>
<td>191,879</td>
<td>11</td>
<td>334,425</td>
<td>20</td>
</tr>
<tr>
<td>Kitsap County</td>
<td>19,601</td>
<td>9</td>
<td>33,583</td>
<td>15</td>
<td>53,184</td>
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<tr>
<td>Pierce County</td>
<td>71,316</td>
<td>10</td>
<td>105,718</td>
<td>16</td>
<td>177,034</td>
<td>26</td>
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<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
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² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Major Destinations
Boeing and Paine Field, downtown Seattle, Naval Facilities in Bremerton, downtown Tacoma.

Existing Conditions

Ferries
There are ten primary ferry routes that serve cross sound routes (Washington State Ferry, unless otherwise identified).

- Edmonds/Kingston
- Seattle/Bainbridge Island
- Seattle/Bremerton
- Seattle/Vashon Island Passenger Only (King County Ferry District)
- Fauntleroy (West Seattle)/Vashon Island
- Fauntleroy (West Seattle)/Southworth
- Southworth/Vashon Island
- Mukilteo/Clinton (Whidbey Island)
- Point Defiance (Tacoma)/Tahlequah (Vashon Island)
- Steilacoom/Anderson Island (Pierce County Ferry Service)
Transit
No transit agencies provided cross-Sound ferry service in 2006 (the baseline year). (See Figures F-2 and F-3.)

Existing Transit Congestion
Loading congestion was an issue at most ferry docks during peak hours for both auto and pedestrian movements, although ferry schedules have been adjusted to reflect this congestion. There is poor coordination between ferry schedules and transit schedules, with only Kitsap Transit optimizing its bus service departures to match up with the ferry arrivals. Several congested transit routes serve the ferry terminals, including King County Metro routes to Colman Dock in downtown Seattle and the Fauntleroy terminal in West Seattle, and Kitsap Transit’s SR 305 route to the Bainbridge Ferry.

Bicycle and Pedestrian
Data needed to be provided by representatives of jurisdiction and modal experts.

Park-and-Ride Lots
Many of the ferry terminals have park-and-ride lots. Often there is a fee associated with parking at the ferry terminal lots.

There are six smaller park-and-ride lots in the corridor primarily on Vashon Island and at the Steilacoom Ferry terminal, totaling 401 stalls with an average utilization in 2006 of 68%.

<table>
<thead>
<tr>
<th>Lots over 250 stalls</th>
<th>Capacity</th>
<th>2006 Ave Annual Utilization Rate</th>
<th>Location</th>
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<td>Southworth Ferry P&amp;R</td>
<td>382</td>
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<td>Bainbridge Ferry P&amp;R</td>
<td>1028</td>
<td>75%</td>
<td>Bainbridge Island</td>
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<td>Bremerton Ferry P&amp;R</td>
<td>751</td>
<td>58%</td>
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<tr>
<td>Edmonds Ferry P&amp;R</td>
<td>460</td>
<td>0</td>
<td>Edmonds</td>
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Cross Sound—Transportation 2040 Conditions

Transit
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

The Washington State Ferry system will work to maintain its existing 2006 service pattern and service hours in 2040. Several new boats will be built to replace the existing aging fleet, with some of the new boats having slightly more capacity. Three of the major terminals (Mukilteo, Seattle-Colman Dock, and Edmonds) will be replaced. While the Mukilteo terminal will be built in a new location in coordination with
In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the draft Plan by 2040 will reduce the wait times and number of transfers needed to move around the Cross-Sound Corridor on the ferry system and through the transit connections at the ferry terminals.

**Special Needs**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

Pedestrian improvements at the ferry terminals will reduce loading congestion and streamline the priority service for the mobility impaired and medically fragile. Improvements to easier and faster transfers between modes (e.g., ferry to bus) are also envisioned. Facility improvements on the vehicle loading side have reduced vehicle loading congestion and queuing congestion. Improved and short connections between WSF and Sounder Commuter Rail service will be a benefit to the special needs population.

**Nonmotorized Transportation**
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-15 Southwest King County Corridor

- Regional Growth Centers:
  - Burien
  - SeaTac
  - Tukwila
  - Kent
  - Federal Way
  - Auburn

- Manufacturing/Industrial Centers:
  - Kent
  - Duwamish
  - North Tukwila

- WSDOT "Commonly Congested" Commutes:
  - Tukwila to Bellevue via I-405 (AM)
  - Bellevue to Tukwila via I-405 (PM)
  - Federal Way to Seattle via I-5 (AM)
  - SeaTac to Seattle via I-5 (AM)
  - Auburn to Renton via SR 187 (AM)
  - Renton to Auburn via SR 187 (PM)

- Park and Rides (2006)
- Metropolitan Transportation System

- Regionally Significant Airports
- 2006 Stop and Go Conditions
- Regional ITS Corridor
- Southwest King SMART Corridor Boundary
- Regional Growth Center
- Manufacturing Industrial Center
- Urban Growth Area
Southwest King County Corridor

Corridor Description

The cities of Auburn, Burien, Federal Way, Kent, Renton, Seattle (south of downtown and including West Seattle), SeaTac, and Tukwila make up most of this corridor (see Figure F-15). The corridor also includes other suburban communities, rural communities, and urban and rural portions of unincorporated King County.

The corridor includes major commercial/retail centers, industrial activity areas, and other trip generators that have an effect on travel within the corridor and the whole region. Most of the corridor land use is urban or suburban in nature. Major commercial/retail centers exist in downtown Seattle and many of its neighborhood community centers, including West Seattle and Beacon Hill. Large suburban commercial/retail centers exist in the Southcenter Mall area that is located at the intersection of I-405 and I-5, and at the Super Mall of the Great Northwest that is located in Auburn at the intersection of SR 167 and SR 18.

A major industrial activity area is located along the Duwamish Waterway south of downtown Seattle, and includes Boeing Field and Port of Seattle facilities. Suburban major industrial activity centers are located north of downtown Renton next to I-405 where Boeing and Paccar are located, and in Kent along SR 181 where another Boeing plant and other industries are located. Significant freight traffic originates from the warehouses in the Green River Valley.

Other major destinations in the corridor include the many hospitals and special events that occur at Safeco Field, and Qwest Stadium and Exhibition Center. Another major trip generator in the corridor is the Seattle-Tacoma (Sea-Tac) International Airport, which is located west of I-5 in the city of SeaTac. Sea-Tac International Airport is the only major commercial airport in the Puget Sound region. The corridor also serves major north-south and east-west freight and passenger rail corridors.

Major Employers:
- Boeing
- Weyerhaeuser
- Starbucks
- REI
- Port of Seattle

Regional Growth Centers:
- Burien
- SeaTac
- Tukwila
- Kent
- Federal Way
- Auburn

Manufacturing/Industrial Centers:
- Renton
- Kent
- Duwamish
- North Tukwila
**Special Needs Populations in the Southwest King County Corridor**

See Figure F-9 King County and Seattle Metro area: Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the City of Seattle has several areas with moderately high populations of people with special needs that include the International District and Pioneer Square along with the SoDo area (south of downtown Seattle) to Spokane Street. Southeast of downtown Seattle, the Beacon Hill and Rainer Valley neighborhoods have a high proportion of special needs populations in comparison to the rest of King County. Farther south, the Georgetown neighborhood, near Boeing Field, also fits into that category. South of Seattle, several areas have among the highest percentages of special needs populations in the county—SeaTac, small sections of Des Moines and Federal Way along SR 99, and Kent and Auburn along SR 167.

**Age:** The Southwest King County Corridor has those aged 5 to 17 and 65 and over ranging from 26% to 30% of the overall population.

**People with disabilities:** Those with disabilities range from 10% to 12% of the overall population.

**People with low incomes:** Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Southwest King County Corridor are shown. This Corridor, of all those in King County, has the highest percentages of those with low and very low incomes.

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<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

¹ Very low-income indicates the number or percentage of individuals living below the poverty level.
² Low-income indicates individuals living between 1 and 1.99 times the poverty level.
³ Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

**Major Destinations**

A major portion of the region’s medical facilities are located in this corridor with Harborview Medical Center, a major trauma facility, located immediately north of the International District. Additional medical facilities are located in Beacon Hill, around South Center/I-405, in Normandy Park, Renton, Kent, Auburn, and Federal Way. A large number of employment sites are located in downtown Seattle, in the Duwamish Industrial area, and in the Green River Valley, south towards Federal Way and Auburn. Several major community colleges and other higher educational facilities are also located in the South King County corridor. Major regional shopping areas in the corridor include downtown Seattle, Pioneer Square, and the International District, Westfield Southcenter Mall in Tukwila, the Commons in Federal Way, and the Auburn Supermall. Significant regional sports facilities are Qwest Field and Safeco Field in Seattle, ShoWare Center (ice hockey) in Kent, and Emerald Downs (horse races) in Auburn. Other regional recreational facilities are Boeing Field and Museum of Flight in Seattle, and Wild Waves Amusement Park in Federal Way. Major cultural facilities are also located in this corridor with a high percentage of them in Seattle, and additional facilities and organizations in Burien, Renton, Kent, Auburn, and Federal Way.

**Existing Conditions**

**Roadways:** These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- I-5 from Seattle to Pierce County line
- SR 99 as an alternative route to I-5. Congested segments through Seattle
- SR 509 an alternative route to SR 99 and I-5
- SR 518 from I-405 to I-5
- SR 167 from I-405 to Pierce County line
- SR 161/Meridian from Federal Way to Pierce County
- West Valley Highway a parallel arterial route west of SR 167
- I-405 from Tukwila to Renton
- SR 18 between I-5 and Auburn

**Ferries**

Ferry services in the corridor:

- Seattle/Vashon Island Passenger Only
- Fauntleroy (West Seattle)/Vashon Island
- Seattle/Bainbridge Island
- Seattle/Bremerton
- Fauntleroy (West Seattle)/Southworth
- West Seattle Water Taxi

**Transit**

King County Metro, Sound Transit, and Pierce Transit all provide service in this corridor, particularly from downtown Seattle (see Figures F-2 and F-3). In 2006, I-5 had seven Sound Transit routes operating on it, most to downtown Tacoma and Pierce County, but one also to SeaTac International Airport. Sound Transit operates two bus routes on SR 167 and one route on I-405 from Bellevue to Burien to Fauntleroy Ferry Terminal in West Seattle. In addition, Sound Transit operates the Sounder Commuter Rail line south from Seattle to Tukwila, Kent, Auburn and into Pierce County. Pierce Transit has three bus routes that operate into South King County to the Federal Way Transit Center. King County Metro operates Transit Centers jointly with Sound Transit at Federal Way, Auburn, Kent, Burien, and Renton. The King County Metro Joint Bus and Light Rail transit tunnel operates through downtown Seattle with underground stations at International District, Pioneer Square, University Street, Westlake, and Convention Place. The E3 Busway south of downtown provides a transit-only route for buses and Central Link LRT to avoid I-5 and downtown Seattle congestion, and a queue for the joint Bus/LRT Tunnel.

**Existing Transit Congestion**

Existing transit congestion in this corridor matches the WSDOT most congested commutes on I-5 and I-405. Transit routes from downtown Seattle to West Seattle were identified as operating on heavily congested arterials with all five types of transit congestion. The Rainier Valley bus routes, as the top ridership routes in the region, suffer from arterial congestion affecting transit reliability, which was improved by the opening of Central Link LRT in a dedicated right-of-way in 2009. The Transit Competitiveness Index analysis (a PSRC analytical tool), demonstrated a need for directly connecting service from West Seattle to Bellevue and Redmond along I-90, rather than the long commute along I-405. From the volume vs. capacity ratio (V/C) analysis (which PSRC conducted for Transportation 2040), the transit service on SR 509 showed a need for additional transit capacity from Seattle to Burien.

**Special Needs Transportation**

King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within ¼-mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Access is a shared-ride shuttle service for people who, because of their disability, are unable to ride the regular fixed-route bus service within King County. Eligibility is based on whether the disability prevents the rider from performing the tasks needed to ride regular bus service some or all of the time. Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, Intercity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. Persons found eligible by any of those agencies are eligible to use paratransit service offered by the other agencies. Applications for eligibility are processed by the transit agency that serves the area where the rider lives.

In addition, Metro offers free transit instruction to individuals and groups who meet certain criteria. This training teaches persons with disabilities and seniors how to ride regular public transportation, including the use of the bus lift or ramp. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities.
Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- The Hyde Shuttle (free van service for seniors 55 or older and people with disabilities living in Central or SE Seattle during weekdays)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

- *Dial-a-ride Transit or DART* (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow you to arrange for transit service closer to a location.) DART service in South King County includes community connector service in Federal Way, Kent and Kent East Hills, Algona/Pacific and Auburn.
- Job Access Transportation Program or *JARC* (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, Zipcar, to the Seattle region.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Senior Shuttles using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role. Please also refer to Appendix C—Inventory of Services—in the Coordinated Plan.

**Bicycle and Pedestrian Facilities**

There are several bicycle travel options serving parts of this corridor. There are off-road facilities that include the Duwamish River Trail, Alki Waterfront Trail, BPA-Power line trail, Green River Trail, and
Interurban Trail. Critical connectivity and coverage gaps exist in the bikeway network. The trail network is more advanced in its development in the north-south direction than it is in the east-west direction. The on-road bicycle network needs significant improvements to ensure it adequately accommodates safe, connected bicycle travel. Some difficult roadway crossings need safety improvements. There is very limited wayfinding signage. King County Metro and Sound Transit offer secure bicycle lockers at park-and-ride lots, transit centers, and Sounder commuter rail stations as well as bicycle racks on buses.

Although most of South Seattle was developed before World War II (when neighborhoods were generally designed with pedestrians in mind), there are still significant gaps in the sidewalk system. This is particularly the case in Southeast Seattle, an area with high rates of obesity and diabetes. Better pedestrian facilities would encourage people to walk more, thereby improving their health. Sidewalks are even rarer south of Seattle city limits. Nonetheless, the street network in much of this area is laid out in some form of a grid pattern highly conductive to walking (particularly in South Seattle/North Highline). So, despite the scarcity of sidewalks, there is great potential to improve walkability if safe facilities are provided.

Street crossing improvements throughout the corridor are needed, particularly across a number of major arterials such as Pacific Highway South, West Valley Highway, and East Valley Highway/Central Avenue/Auburn Way. The poor quality of crossing facilities, as well as the long distance between crossing points, makes long sections of many of these busy arterials into major pedestrian barriers dividing neighborhoods.

Pedestrian access to transit service varies in quantity and quality, with some routes lacking covered waiting areas, route information, and benches. Improvements for pedestrian access to bus rapid transit service currently programmed for Pacific Highway South is needed.

While the more urbanized areas generally have more complete walkway systems and supporting facilities, some of the region’s growth centers have sparse sidewalk networks. Pedestrians are often confronted with unsafe and sometimes inaccessible walking routes particularly to schools and bus stops lacking covered waiting areas, route information, and benches.

There is a great need to increase multimodal travel choices to employment centers, businesses, residences, school facilities, and recreational activities throughout the South King Corridor.

**Park-and-Ride Lots**
The Southwest Seattle Corridor contains 15 large park-and-ride lots that contain over 250 stalls. There are 21 smaller park-and-ride lots in the corridor totaling 1276 stalls with an average utilization in 2006 of 77 percent.

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tukwila</td>
<td>255</td>
<td>100%</td>
<td>Tukwila</td>
</tr>
<tr>
<td>South Federal Way</td>
<td>515</td>
<td>79%</td>
<td>Federal Way</td>
</tr>
<tr>
<td>Star Lake</td>
<td>540</td>
<td>79%</td>
<td>Kent</td>
</tr>
<tr>
<td>Kent/Des Moines</td>
<td>370</td>
<td>95%</td>
<td>Kent</td>
</tr>
<tr>
<td>South Renton</td>
<td>373</td>
<td>100%</td>
<td>Renton</td>
</tr>
<tr>
<td>Kent Transit Center</td>
<td>713</td>
<td>18%</td>
<td>Kent</td>
</tr>
<tr>
<td>Federal Way</td>
<td>877</td>
<td>74%</td>
<td>Federal Way</td>
</tr>
<tr>
<td>Burien</td>
<td>385</td>
<td>91%</td>
<td>Burien</td>
</tr>
<tr>
<td>Twin Lakes</td>
<td>600</td>
<td>16%</td>
<td>Federal Way</td>
</tr>
<tr>
<td>Kent Garage at Kent Station</td>
<td>874</td>
<td>64%</td>
<td>Kent</td>
</tr>
<tr>
<td>Auburn Garage at Auburn Station</td>
<td>365</td>
<td>105%</td>
<td>Auburn</td>
</tr>
<tr>
<td>Renton Rainier Avenue</td>
<td>546</td>
<td>0</td>
<td>Renton</td>
</tr>
<tr>
<td>Auburn</td>
<td>358</td>
<td>34%</td>
<td>Auburn</td>
</tr>
<tr>
<td>Federal Way Transit Center</td>
<td>1200</td>
<td>43%</td>
<td>Federal Way</td>
</tr>
</tbody>
</table>
Southwest King—Transportation 2040 Conditions

Transit

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Core and community connector services provide the most options for special needs populations, such as the elderly or people with disabilities. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

As part of High Capacity Transit (HCT) plans, light rail will be extended from the current terminus near SeaTac Airport, south through Des Moines, Federal Way, Fife and through downtown Tacoma to tie into Tacoma Link. Sounder Commuter Rail service operates from King Street Station south through Tukwila, Kent, and Auburn with peak hour trains approximately half an hour apart. High Capacity Transit (possibly either LRT or BRT) is planned to operate on I-405 from Burien through Tukwila and Renton to Bellevue. Additionally, several BRT routes are planned for this corridor:

- Pacific Highway South/SR 99 S BRT would upgrade Metro Rt. 174 on SR 99, the fifth highest ridership route in the region, as part of Metro’s Transit Now
- I-405 BRT upgrades as part of Sound Transit’s ST2 would bypass the traffic on the congested I-405.
- West Seattle from downtown Seattle, as part of Metro’s Transit Now

Focusing bus service on the HCT network by 2040, core bus routes will have expanded by 100% in the peak and 90% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced core and Bus Rapid Transit (BRT) bus service focused in South King County will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. The existing core bus service will increase on I-5 from Tacoma to Seattle, and from Burien/SeaTac to Renton/Bellevue on I-405.

Core bus routes will operate throughout West Seattle and South Seattle to connect into the series of core bus routes near I-405. From there they will extend south along SR 181 and paralleling SR 167 to the next east-west connections between Des Moines and Kent, touching on Highline Community College along SR 516. The Core bus routes continue south to SR 18, terminating in Federal Way or Auburn, with extensions slightly to the south of those cities. Washington State Ferry Terminals are major terminus destinations for the Core bus routes serving them at Fauntleroy in West Seattle and Colman Dock in downtown Seattle.

The express bus network continues to radiate from downtown Seattle and Bellevue into the Green River Valley. Sound Transit express bus service also connects SeaTac with Lakewood and Pierce County. Community connector bus service builds on the HCT stations with grid networks in West and South Seattle, then radial networks from each of the regional growth centers in Burien, SeaTac, Tukwila, Federal Way, Kent, and Auburn. The community connector bus service, typically on hourly or greater
service headways, connect with the areas around the Transit Centers with community and lifeline bus service.

Preserving existing transit and paratransit service is paramount, particularly in South King County, which has the highest percentages of special needs populations in the county. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has annually raised fares in 2008 and 2009 and has more planned in 2010-2011.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the South King County Corridor on transit.

**Ferries**

WSF would continue their current routes with significant improvements at the Fauntleroy and Colman Dock terminals by 2040. The new King County Ferry District (KCFD) plans to add Lake Washington ferry service from Renton to Leschi with connector bus service to downtown Seattle. KCFD also will be providing peak hour ferry service to downtown Seattle from Des Moines and Ballard on Puget Sound.

**Special Needs**

Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

For special needs populations, a large portion of who are transit dependent, preserving existing transit and paratransit service is paramount, particularly in South King County, which has the highest percentages of special needs populations in the county.

With the upgrades to BRT in several corridors that particularly serve local trips, like Pacific Highway South (SR 99), transit access will be significantly improved for the special needs population with the larger doors, off-board fare payment/ORCA cards readers, and potentially self-securing mobility spaces (no seatbelts for wheelchairs, etc.). The LRT and BRT routes will focus on serving regional destinations that attract special needs populations, such as medical and educational facilities, along with shopping and recreational sites. Focusing access north-south and east-west routes will enhance access, particularly for low-income populations. The Green River Valley areas has a significant number of employment, so providing access, including outside of normal working hours, to those distributed locations will be important.

Improvements at the WSF Ferry Terminals will result in easier disabled access to the ferryboats and priority vehicle boarding for medically fragile. Upgrades of bus service at the South King County ferry terminals will result in frequent core bus service at least every 15 minutes serving the terminals, improving the connectivity across Puget Sound. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County, or Seattle Indian Health Board Services will provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

**Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-16 Southeast King County Corridor
Southeast King County Corridor

Corridor Description

This corridor (see Figure F-16) includes rural suburban cities such as Enumclaw, Maple Valley, Black Diamond, Covington, and rural portions of unincorporated King County. Large traffic generators include the White River Amphitheater and King County Fair Grounds.

Special Needs Populations in the Southeast King County Corridor

See Figure F-9 King County and Seattle Metro area: Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, near the city of Renton, which is the largest city in this corridor, has the highest percentage of special needs populations out of the overall population. There are also areas east of the cities of Enumclaw and Black Diamond with higher percentages than the rest of the Corridor.

Age: A fairly consistent representation of those aged 5 to 17 and 65 and over with the northwestern edge of the Corridor having 27%; the southwestern 30%; and the rest of the corridor, 29%.

People with disabilities: The northwestern most area adjacent to the Eastside King and South King County Corridors has the highest percentage of those with disabilities at 12%, the southwestern most at 12% and the remaining eastern parts of the Corridor, 8%.

People with low incomes: Based on 2000 Census information, King County as a whole has people who have low and very low incomes as shown in Table F-4. In Figure F-9, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the Southeast King County Corridor are shown. An adjacent section to the South King Corridor has areas with the highest percentages of those with low and very low incomes. The remainder of the Corridor has areas with 20% and less.

Table F-4

<table>
<thead>
<tr>
<th></th>
<th>Very Low-Income Total</th>
<th>Very Low-Income Percent</th>
<th>Low-Income Total</th>
<th>Low-Income Percent</th>
<th>Low-Income Combined Total</th>
<th>Low-Income Combined Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County</td>
<td>142,546</td>
<td>8</td>
<td>191,879</td>
<td>11</td>
<td>334,425</td>
<td>20</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

1 Very low-income indicates the number or percentage of individuals living below the poverty level.
2 Low-income indicates individuals living between 1 and 1.99 times the poverty level.
3 Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Major Destinations

Major regional hospitals are located in Kent, Auburn, Enumclaw, and Snoqualmie, with tribal clinics on the Muckleshoot Reservation near Enumclaw and in North Bend for the Snoqualmie Tribe. Due to the suburban and predominately rural nature of this corridor, there are few other medical facilities outside of the urban areas along SR 167 and I-90. Three community colleges serve the western portion of the corridor with campuses in Renton, Auburn, and Enumclaw; all three are served by King County Metro transit routes that connect rural SE King County to the colleges. The Northwest Indian College has a campus on the Muckleshoot Indian Reservation near Auburn.

Regional shopping destinations include Westfield Southcenter Mall in Tukwila, The Landing at Renton, Kent Station, Auburn SuperMall, and the Factory Stores in North Bend. Cultural facilities group along the major freeways in the corridor along I-90 and SR-167 through the Kent Valley. There are some on the Muckleshoot Reservation and in Enumclaw and North Bend. Recreational destinations include the ShoWare Center in Kent, along with the Emerald Downs Horse Racing Track, and the Pacific Raceways Kart racetrack. To the east of the Kent Valley, multiple state and county parks attract visitors, along with many areas in the Cascades.
Existing Conditions

Roadways
These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- The interchange of SR 18 and SR 169
- SR 516 Between SR 18 and SR 169
- SR 164 event traffic

The Regional Traffic Operators Committee did not identify any key arterials in this corridor.

Ferries
Not applicable.

Transit
All of King County is in King County Metro’s service area with the western portion within Sound Transit’s service area (see Figures F-2 and F-3). The Southeast King Corridor is served by King County Metro locally. King County Metro provides two rural local routes and five rural intercity routes, many of which serve this corridor, particularly service to Black Diamond, Covington, Maple Valley and Enumclaw from Kent and Auburn. Sound Transit provides Sounder commuter rail service along the east side of the Kent Valley, going through Sumner, Auburn, Kent, and Renton. Sound Transit also provides several buses connecting the same set of cities to SeaTac and downtown Seattle and Tacoma.

Existing Transit Congestion
No transit-congested corridors were identified in the Southeast King Corridor. The bus route operating between Auburn and Black Diamond showed a high volume-to-capacity ratio (V/C ratio), but no other types of transit congestion. However, due to the congestion on the arterial connecting Black Diamond and Covington to Kent and its impact on the bus service there during peak hours, many transit riders travel out of direction (south on SR 18) to Auburn to ride the Sounder commuter rail trains to Seattle. As a result, in 2009 the local communities started a SE King County Diesel Multiple Unit (DMU) study for a connector service to Sounder Commuter Rail in Auburn.

Special Needs Transportation
To provide the most options to people with special transportation needs, King County Metro Transit has expanded and enhanced the fixed-route transit service in this suburban and rural area. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service, King County Metro’s ADA Paratransit Program provides next-day, shared rides on Access Transportation within ¾ of a mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Beyond the fixed-route transit network and paratransit services of Access Transportation, King County Metro has several programs that focus on the Kent/Auburn area. Farther to the east, there are fewer transit-supported programs and in the rural areas of SE King County, more of the Human Service Providers take a lead role with volunteer drivers and shuttle programs.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the ¾-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)

CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro’s ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

- Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow riders to arrange for transit service closer to a location.) DART service is provided in the lower density Renton Highlands, Kent East Hills, Auburn—Pacific, and Auburn East Hills areas.
- Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:
- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services Volunteer Transportation with volunteers driving their own vehicles providing 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.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role. Please also refer to Appendix C—Inventory of Services—in the Coordinated Plan.

Bicycle and Pedestrian Facilities

There are several bicycle travel options in this corridor including off-road recreational facilities such as the Cedar River Trail, but critical gaps exist in the bikeway network. The trail network is more fully developed than the on-road bicycle roadway network, which needs significant improvements to ensure it adequately accommodates bicycle travel. There are also some difficult roadway crossings and a need to improve east/west connections. There is very limited wayfinding signage.

King County Metro and Sound Transit offer bicycle racks on buses. Each Sounder car is equipped with tie-downs for two standard-size bicycles. There is limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

Most residential development was completed during the decades after World War II, when pedestrians were not a major design concern. As a result, sidewalk coverage is incomplete. Furthermore, the connectivity of the underlying street network rates poorly in terms of connectivity (large block sizes, many cul-de-sacs, neighborhoods with few access points, etc.). Making these communities walkable poses a challenge.

Street crossing improvements throughout the corridor are needed, particularly across a number of major arterials, such as Kent-Kangley Road and Maple Valley Highway. The poor quality of crossing facilities,
as well as the long distance between crossing points, makes long sections of many of these busy arterials into major pedestrian barriers dividing neighborhoods.

**Park-and-Ride Lots**
The Southeast King Corridor contains no major park-and-ride lots. There are 14 smaller park-and-ride lots in the corridor totaling 912 stalls with an average utilization rate of 56% (2006).

**Southeast King—Transportation 2040 Conditions**

**Transit**
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

By 2040, the expansion of light rail south to Federal Way and Tacoma will allow some of the express buses to downtown Seattle to be refocused to more local service in the Kent Valley, possibly improving the east-west transit connection between Federal Way, Auburn, Maple Valley, and Black Diamond. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core bus service will be focused east-west along the major state routes of SR 164 to Enumclaw, SR 516 to Maple Valley, SR 169 from Renton to Black Diamond. Additional core routes will operate in the hills immediately east of Renton, Kent and Auburn, connecting to the Sounder commuter rail stations in the Kent Valley. Less frequent local community connector bus routes will serve the areas of Renton Highlands, the industrial areas north of Kent, and in the Lea Hill and Algona areas near Auburn. Although significant population growth is expected in SE King County by 2040, many of the new residents will still need to commute outside of the corridor; as a result, additional service hours will be added to the specialized express buses serving the existing park and rides along I-90, SR 18 and SR 169.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009-10. In addition, Metro raised fares in 2008, 2009 and has annual fare increases planned for 2010-2011.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the draft Plan by 2040 will reduce the wait times and number of transfers needed to travel on transit.
**Special Needs**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

In this suburban to rural corridor on the edge of Kent Valley, the increased frequency of the core bus service on the east-west arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system, and allow them improved access to medical, cultural, and recreational facilities in the Kent Valley. The additional Community Connector bus service will connect other local destinations, such as the Maple Valley and Covington City Halls, and local schools and community centers will have increased service hours, reducing wait times and allowing scheduling of multiple daily trips by transit.

The expansion of the fixed-route transit network, along with vehicle improvements to allow level boarding, wider doors, improved signage and lighting at bus stops, will expand options for people with disabilities to use the fixed-route transit network. For those who are unable to use the fixed-route system, the expansion of the transit network will also include an expansion of the Access paratransit system. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County will provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

**Nonmotorized Transportation**
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-17 West Pierce County Corridor

West Pierce SMART Corridor

Regional Growth Centers:
- Downtown Tacoma
- Tacoma Mall
- Downtown Puyallup
- South Hill
- Lakewood

Manufacturing/Industrial Centers:
- Port of Tacoma
- Frederickson

- Park and Rides (2006)
- Metropolitan Transportation System
- Congested Transit Corridor
- 2006 Stop and Go Traffic Conditions
- ITS Key Arterial Corridors
- West Pierce SMART Corridor Boundary
- Regional Growth Center
- Manufacturing Industrial Center
- Urban Growth Area
West Pierce County Corridor

Corridor Description

The West Pierce County Corridor (see Figure F-17) includes urban, suburban, and rural areas. Tacoma is located on the eastern shore of Puget Sound and is the major urban center in Pierce County. Other communities on the east side of Puget Sound include large suburbs, such as Lakewood and Puyallup, as well as smaller suburban communities and rural areas. Pierce County on the Kitsap Peninsula is a combination of suburban and rural development, and includes the community of Gig Harbor.

This corridor includes major commercial/retail centers, industrial activity areas, and other major trip generators, which affect travel patterns. Major commercial/retail centers are located in downtown Tacoma north of I-5, in the Tacoma Mall area near the junction of I-5 and SR 16, and in the South Hill Mall area adjacent to SR 512 in south Puyallup and the Puyallup Fairgrounds. Major industrial activity areas are located in Tacoma at the Port of Tacoma facilities on Commencement Bay and south of Lakewood at the Joint Base Lewis-McChord. Other major trip generators in the corridor include Pacific Lutheran University, Tacoma Community College, hospitals, University of Puget Sound, the University of Washington Tacoma Campus, and the Tacoma Dome.

Major Employers:

- Multicare Health System
- U.S. Army
- Public school districts
- U.S. Air Force
- State of Washington

Regional Growth Centers:

- Downtown Tacoma
- Tacoma Mall
- Downtown Puyallup
- South Hill
- Lakewood

Manufacturing/Industrial Centers:

- Port of Tacoma
- Frederickson

Special Needs Populations in the West Pierce County Corridor

See Figure F-18 Pierce County Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, the urban areas of Tacoma, including Point Defiance, Fircrest, and Tacoma Community College, are locations with high percentages of special needs populations out of the total population. South Tacoma also is an area of high special needs population that spreads evenly into the unincorporated county area to the east. The south portion of Lakewood and southern portion of SR 7, as it approaches Joint Base Lewis-McChord also have high percentages of special needs populations. In the more rural areas, Graham, Roy, and South Hill also have significant special needs transportation populations.

Age: Just under 30% of the total population are aged 5 to 17 and 65 and over in the West Pierce County Corridor.

People with disabilities: The most urban and populous parts of the West Pierce County Corridor have the highest percentages of those with disabilities, at roughly 15%. The rest of the Corridor has 12 to 13%.
People with low incomes: Based on 2000 Census information, Pierce County as a whole has people who have low and very low incomes as shown in Table F-6. Pierce County has the highest percentage in the very low-income and low-income categories of all four counties. In Figure F-18, mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the West Pierce County Corridor are shown. The urban areas also have high percentages of those with low and very low incomes. Of note, is a large area to the south of the Corridor, not in the urbanized area, that has a high percentage of those with low and very low incomes.

Table F-6

<table>
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<th></th>
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<th>Very Low-Income&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Low-Income&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Low-Income&lt;sup&gt;2&lt;/sup&gt;</th>
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<th>Combined&lt;sup&gt;3&lt;/sup&gt;</th>
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<td></td>
<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
<td>(Percent)</td>
<td>(Total)</td>
<td>(Percent)</td>
</tr>
<tr>
<td>Pierce County</td>
<td>71,316</td>
<td>10</td>
<td>105,718</td>
<td>16</td>
<td>177,034</td>
<td>26</td>
</tr>
<tr>
<td>Total for the region</td>
<td>274,487</td>
<td>9</td>
<td>400,149</td>
<td>12</td>
<td>674,636</td>
<td>21</td>
</tr>
</tbody>
</table>

<sup>1</sup> Very low-income indicates the number or percentage of individuals living below the poverty level.
<sup>2</sup> Low-income indicates individuals living between 1 and 1.99 times the poverty level.
<sup>3</sup> Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000

Major Destinations

In Pierce County, the majority of special needs trips are evenly distributed through the urban areas and adjacent unincorporated areas. As a result, significant community support is needed to transport people with special needs within the county.

Major destinations include downtown Tacoma, Port of Tacoma, Lakewood, Puyallup, Graham, and Joint Base Lewis-McChord. Medical destinations include the two military hospitals of Madigan General and American Lake Veterans Hospitals, and the general public hospitals of Tacoma General, Good Samaritan (Puyallup), St Claire (Lakewood), and Western Washington State Hospital (Steilacoom). There are several other medical facilities located off SR 16 in Gig Harbor, near I-5 at Tacoma Mall and in Lakewood, and in Puyallup and Bonney Lake. With the high levels of special needs populations with medical issues, transportation to Adult Day Health facilities and shelter workshops is a significant need.

There are multiple distributed higher education sites in western Pierce County with University of Washington—Tacoma and Tacoma Community College among them. Employment centers are more concentrated around downtown Tacoma and Port of Tacoma, then along SR 7 to Spanaway and spread-out between I-5 and Puget Sound through Lakewood and University Place. One of the significant commuter corridors is the low-income areas of Lakewood and Tacoma to SeaTac International Airport in King County.

Major shopping destinations are Tacoma Mall, Lakewood Towne Center, and South Hill Mall. Sports and event facilities include the Tacoma Dome, Cheney Stadium, and Tacoma Convention Center. Cultural organizations are evenly spread out through Tacoma north and east of I-5. There are a few along SR 16 towards Gig Harbor and one in Spanaway. A major regional attractor in the fall is the Puyallup Fair in Puyallup. Congestion along I-5 is shifting the north-south and east-west traffic movements onto adjacent arterials, transferring the congestion as well.

Existing Conditions

Roadways

These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- I-5 from county line to county line particularly through downtown Tacoma and at Joint Base Lewis-McChord gate exit
• SR 512 between I-5 and SR 162 (Meridian/SR 167)
• SR 7 from SR 512 to SR 507
• Portions of SR 16 From Tacoma through Gig Harbor

Arterials identified by the Regional Traffic Operators Committee as key arterials for freight, transit, high volume/capacity ratio, and alternate routes to the interstate include:

• 16th Ave S/SR 161/Enchanted Parkway South/Meridian Ave E (P1): between SR 99 and 224th Street E
• SR 99/E G Street/E 26th St/South Tacoma Way/Pacific Highway SW/Gravelly Lake Dr SW (P8): between King County line and Nyanza Road SW/Gravelly Lake Drive SW
• Pacific Avenue/SR 167 (P6): between Stadium Way and 224th Street East

Ferries
Two ferry routes serve the West Pierce County Corridor:

• Point Defiance (Tacoma)/Tahlequah (Vashon Island) – WSF route
• Steilacoom/Anderson Island (Pierce County Ferry District)

Transit
Most of this Corridor is in Pierce Transit’s Public Transportation service area and Sound Transit also operates in West Pierce Corridor (see Figures F-2 and F-3). Pierce Transit provides 42 fixed local routes in Pierce County along with commuter service to Seattle, Olympia, and Kitsap County. Pierce Transit operates seven transit centers, five of which are within this corridor: Tacoma Dome Station North, Commerce Street Transfer Area, Tacoma Community College, Lakewood, and I-5/SR 512 Transit Center. Pierce Transit also operates 21 park-and-ride lots. Sound Transit provides Sounder Commuter Rail service between Tacoma and Seattle with stations in Puyallup and Sumner. Sound Transit also provides seven bus routes between downtown Tacoma and King County/Seattle; two bus routes east to serve Puyallup and Sumner stations and surrounding areas; one bus route northwest to Gig Harbor on the Kitsap Peninsula; and four bus routes continue south of downtown Tacoma to Lakewood and DuPont. Sound Transit operates the 1.5-mile Link LRT line in downtown Tacoma starting from the Tacoma Dome Station at Freight house Square to the Commerce St Transit Center in downtown Tacoma.

Existing Transit Congestion
Pierce Transit identified SR 512, SR 7/Pacific Avenue and 6th Avenue West as having the greatest roadway congestion in its service district. On Pierce Transit’s Route 1, the highest ridership route in the county along SR 7 and 6th Ave W, there is congestion from high passenger loading in downtown Tacoma and mobility device loading along the route. From WSDOT’s congestion records, I-5 from Joint Base Lewis-McChord to Fife also has significant roadway congestion, not only in the peak hour but off peak and weekends as well. There is also considerable congestion affecting the 590 series of Sound Transit buses that operate on the I-5 corridor between Tacoma and Seattle.

Special Needs Transportation
To provide the most options to people with special transportation needs, Pierce Transit has expanded and enhanced the fixed-route transit service in this corridor. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service, Pierce Transit provides ADA required paratransit service through their SHUTTLE program. SHUTTLE is a shared-ride service for people who, because of their disability, are unable to ride a regular Pierce Transit bus. SHUTTLE provides door-to-door service, or, in some instances, transportation to Transit Centers to connect with regular bus service. SHUTTLE operates oversized vans, all of which are wheelchair accessible.

In addition, Pierce Transit offers dial-a-ride service between Orting and the South Hill Mall, as well as to the Mel Korum YMCA. The Orting Loop is open to all who want to ride. At the South Hill Mall, you can transfer to buses serving destinations all over Pierce County. As part of increasing access from the less
developed areas to the fixed-route transit service, Pierce Transit operates the Beyond the Borders program: senior, people with disabilities, or low income residents of Pierce County who live outside of the Pierce Transit service area are eligible for free transportation services from their home to a Pierce Transit bus stop in Graham or on SR 7. From these stops, they can connect to the Pierce Transit Service Area.

On the west side of the sound from Gig Harbor, Sound Transit provides regional express bus connections to Seattle while Pierce Transit and Intercity Transit provide express bus connections to Tacoma Community College and south to the Olympia/Lacey area. Pierce Transit also provides regular bus service to Gig Harbor and Bus Plus scheduled and dial-a-ride service on the Key Peninsula to Key Center from Gig Harbor and SR 16.

**Bicycle and Pedestrian Facilities**

There are significant gaps in the non-motorized system. A bike map will provide a bicyclist with the fundamentals to ensure a comfortable ride in the West Pierce County Corridor. Off-road facilities include the Scott Pierson, Riverwalk, and Foothills Trails. The trail network is more fully developed than the roadway network. On-road facilities include shoulders of state highways having high traffic volumes and speeds and/or heavily used county roads with varying shoulder widths and other conditions less suitable to safe and comfortable bicycling. There is very limited wayfinding signage.

Joint Base Lewis-McChord has an extensive system of bike lanes and encourages nonmotorized transportation. The Cushman Powerline Trail leads from the Scott Pierson Trail in Tacoma to Gig Harbor. University Place has the one of the best bike lane systems in Washington State. In Tacoma, bicycles may be transported on the Light Link streetcar and ride around downtown for free. Bikes are also welcome inside a Pierce Transit bus if space is available. Several arterial streets in Tacoma could use sidewalks, such as the SR 16 corridor. Another opportunity would be to provide bike access on Tacoma arterial streets.

Pierce Transit and Sound Transit offer secure bicycle lockers at park-and-ride lots, transit centers, and Sounder commuter rail stations as well as bicycle racks on buses. Each Sounder car is equipped with tie-downs for two standard-size bicycles. There is very limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

While the more urbanized areas generally have more complete walkway systems and supporting facilities, some of the region’s growth centers have sparse sidewalk networks. Pedestrians are often confronted with unsafe and sometimes inaccessible walking routes and bus stops lacking covered waiting areas, route information, and benches. Pedestrian access to transit service varies in quantity and quality.

The city of Tacoma is currently in the process of developing a Mobility Master Plan that will identify key network and route gaps in the bicycling and pedestrian systems. The Mobility Master Plan will be presented to the City Council as a comprehensive plan amendment in June 2010. Tacoma also recently passed a Complete Streets Guidelines for mixed-use centers and residential areas. The Pierce County Council recently passed the Pierce County Regional Trails Plan for a comprehensive system of trails throughout the county.
Park-and-Ride Lots
The West Pierce County Corridor contains six major park-and-ride lots. There are 21 smaller park- and-ride lots in the corridor totaling 1617 stalls with an average utilization rate of 20% (2006).

<table>
<thead>
<tr>
<th>Park-and-Ride Lot Name</th>
<th>Capacity</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR 512/Lakewood</td>
<td>489</td>
<td>101%</td>
</tr>
<tr>
<td>South Hill</td>
<td>350</td>
<td>38%</td>
</tr>
<tr>
<td>Sumner Station</td>
<td>286</td>
<td>97%</td>
</tr>
<tr>
<td>Bonney Lake South</td>
<td>356</td>
<td>27%</td>
</tr>
<tr>
<td>Puyallup Station</td>
<td>364</td>
<td>90%</td>
</tr>
<tr>
<td>Tacoma Dome Station</td>
<td>2363</td>
<td>87%</td>
</tr>
</tbody>
</table>

West Pierce County Corridor—Transportation 2040

Transit
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

As part of High Capacity Transit plans, light rail will be extended from the current terminus near SeaTac Airport south through Federal Way, Fife and through downtown Tacoma using Tacoma Link to Tacoma Community College. Bus Rapid Transit routes, operating on 15 minutes or less headways, would upgrade Route #1 on SR 7, Pierce Transit’s highest ridership route from Spanaway and Parkland in the south and a dense area of special needs populations due to low income. Another BRT route would operate all day on SR 161 from the Sounder Station at Puyallup south through South Hill to Graham with connecting core bus service west to Spanaway on 224th. Sounder Commuter Rail service will be extended south to Lakewood.

By 2040, Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced core and Bus Rapid Transit (BRT) bus service focused in West Pierce County can improve mobility to all special needs populations by providing wider entry doors, easier payment processing, and level boarding on all vehicles. The existing core bus service will increase on I-5 from Tacoma Dome Transit Center to Seattle and Olympia. Core bus routes will operate on SR 16 north to Purdy and Gig Harbor, connecting with frequent bus service from Kitsap Transit to Bremerton in the north, providing access to jobs at the naval shipyards. Multiple north-south and east-west core bus routes will operate within NW Tacoma, connecting University Place, and Tacoma Community College to downtown Tacoma. Additional core bus service will operate north-south in South Tacoma, connecting Tacoma Mall and Lakewood. Core bus service will extend east along the Sounder Commuter Rail corridor to Puyallup and farther east to Sumner and Bonney Lake.

In addition, community connector bus service will connect western Lakewood, DuPont, and Joint Base Lewis-McChord to the I-5 Core bus service and Sounder Commuter Rail. This community connector service will provide access to the major medical facilities around the military bases and in south Pierce County. Regular bus service in northwestern Tacoma near Point Defiance will maintain a grid network expanding from downtown Tacoma, along with additional service in south Tacoma towards Parkland. The
Fredrickson Manufacturing and Industrial area, currently served by Dial-a-ride service will continue to have community connector type bus service to maintain access to work sites.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects, reduced staff by 48 positions in 2009, and reduced service by 5% in July 2009. Should the reduction in tax revenues continue, Pierce Transit forecasts it will need to reduce transit service by 66% at the end of 2011, triggering an effort to identify what service it should reduce or eliminate.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the West Pierce County Corridor on transit.

Special Needs
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

Although the growth in population is expected to be more concentrated in the regional growth centers, in Pierce County in 2040, the cost of housing for special needs populations, many of whom may work only part-time or not at all due to medical issues, is still likely to be a major determinant in housing location. South Tacoma, Lakewood, and Parkland are areas of low-income populations, particularly the areas immediately outside the cities in unincorporated Pierce County. The dispersed nature of the special needs population in western Pierce County will still require support from a variety of providers beyond the transit agencies. Volunteer drivers, vanpools, and community shuttles are among the many types of community-based transportation services that are likely to be needed in the future.

For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount, particularly in Pierce County, which has the highest percentages of special needs populations in the region. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2008 and service in 2009.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route transit service in the Plan by 2040 will reduce the wait times and number of transfers needed to move around the West Pierce County Corridor on transit.

Nonmotorized Transportation
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
Figure F-18 Pierce County Special Needs Populations by Corridor (Percent of Total Population)
Figure F-18 Pierce County Special Needs Populations by Corridor (Percent of Total Population)

Source: 2000 Census Data unless otherwise noted. Mapping: PSRC
Figure F-19 East Pierce County Corridor
East Pierce County Corridor

Corridor Description

The corridor (see Figure F-19) includes rural suburban cities such as Bonney Lake and Sumner and urban and rural portions of unincorporated Pierce County. The corridor is primarily residential and rural. It includes Mount Rainier National Park.

Major Employers:
- Precision Aerospace
- Golden State Foods
- The Truss Company
- Pacific Crest Industries

Regional Growth Centers – none in this corridor

Urban Centers:
- Sumner
- Bonney Lake

Manufacturing and Industrial Centers—none in this corridor

Special Needs Populations in the East Pierce County Corridor

See Figure F-18 Pierce County Special Needs Populations by Corridor (Percent of Total Population)

According to the 2000 and 2008 American Community Survey Census data, higher concentrations of special needs populations are in the areas around Sumner, Bonney Lake, South Prairie, Orting, Eatonville, and the unincorporated area east of those cities. Small areas immediately east of Orting and Eatonville have higher percentages of special needs populations, when compared to the overall population. East Pierce County has lower percentages of low and very-low income populations as compared to the levels in West Pierce County.

Age: Just less than 30% of the total population is aged 5 to 17 and 65 and over in the East Pierce County Corridor, this is consistent with the West Pierce Corridor.

People with disabilities: The northeastern part of East Pierce County Corridor has the highest percentage of those with disabilities, at 13%. The rest of the Corridor has 12%.

People with low incomes: Based on 2000 Census information, Pierce County as a whole has people who have low and very low incomes as shown in Table F-6. Pierce County has the highest percentage in the very low-income and low-income categories of all four counties. In Figure F-18 mapped 2000 Census tract data, areas where those who have low and very low incomes by percent of the population in the East Pierce County Corridor are shown. East Pierce has a moderate level of low-income population in the unincorporated areas around Eatonville and near Buckley.

<table>
<thead>
<tr>
<th>Very Low-Income (Total)</th>
<th>Very Low-Income (Percent)</th>
<th>Low-Income (Total)</th>
<th>Low-Income (Percent)</th>
<th>Combined (Total)</th>
<th>Combined (Percent)</th>
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<tbody>
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<td>71,316</td>
<td>10</td>
<td>105,718</td>
<td>16</td>
<td>177,034</td>
<td>26</td>
</tr>
</tbody>
</table>

1 Very low-income indicates the number or percentage of individuals living below the poverty level.
2 Low-income indicates individuals living between 1 and 1.99 times the poverty level.
3 Combined indicates the number of individuals living below two times the poverty level, representing both low-income and very low-income populations.

Source: U.S. Census Bureau, 2000
Major Destinations
There are no major medical destinations, although there are a few employment sites in Buckley, Sumner, and South Hill. The nearest major shopping destination is at South Hill Mall. Mount Rainier National Park is a major recreational destination in this corridor, along with NW Trek Wildlife Park, which is a major destination for elderly or group homes through Beyond-the-Borders. The residential Rainier School in Buckley has a significant population of students with disabilities.

Existing Conditions

Roadways
These roadways are regularly congested with stop-and-go conditions (based on 2006 HPMS data the roadways functioning at LOS “E” on a scale of A – F, with A being free flow conditions and F being the most congested):

- SR 162 between Sumner and Orting
- SR 410 between Sumner and Buckley

Ferries
Not applicable.

Transit
Much of this Corridor is outside of Pierce Transit’s and Sound Transit’s service areas (see Figures F-2 and F-3). However, Sound Transit has two Sounder commuter rail bus feeder routes: one connecting South Hill with Puyallup and one connecting Bonney Lake with Sumner. Pierce Transit has multiple routes connecting the South Hill Transit Center and the Sounder Station in Puyallup, one local route in Sumner and another local route serving Bonney Lake. The Federal Way route along SR 161 through South Hill to Graham also connects over to SR 7 to the west and to Route 1, Pierce Transit’s most frequent route and highest ridership route. Two of Pierce Transit’s routes also connect to the Fredrickson Industrial Growth Center from the South Hill Transit Center. Mid-county, around Fredrickson and between South Hill and Orting, Pierce Transit offers a dial-a-ride service called Bus Plus.

Transit Congestion
In comparison to the Top Ten Transit Congested routes, East Pierce County was not identified to have any significantly congested routes.

Special Needs Transportation
Pierce Transit provides ADA required paratransit service through their SHUTTLE program. SHUTTLE is a shared-ride service for people who, because of their disability, are unable to ride a regular Pierce Transit bus. SHUTTLE provides door-to-door service, or, in some instances, transportation to Transit Centers to connect with regular bus service. SHUTTLE operates oversized vans, all of which are wheelchair accessible. In addition, Pierce Transit offers dial-a-ride service between Orting and the South Hill Mall, as well as to the Mel Korum YMCA. The Orting Loop is open to all who want to ride. At South Hill Mall, riders can transfer to buses serving destinations all over Pierce County. As part of increasing access from the less developed areas to the fixed-route transit service, Pierce Transit operates the Beyond the Borders program—seniors, people with disabilities, or low income residents of Pierce County who live outside of the Pierce Transit service area are eligible for free transportation services from their home to a Pierce Transit bus stop in Graham or on SR 7. From these stops, they can connect to the Pierce Transit Service Area.

Bicycle and Pedestrian Facilities
Data needed to be provided by representatives of jurisdiction and modal experts.

Park-and-Ride Lots
The East Pierce Corridor contains no park-and-ride lots.
East Pierce Corridor—Transportation 2040

**Transit**
Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

All the fixed-route service types provide mobility options to all users, but in particular increases to the core service—service that runs frequently, all-day and connects the most users to the most destinations—is the one that aligns with special needs transportation users’ requirements. Community Connector service, which operates through areas with less density but that the transit operator has chosen to serve for specific reasons, also provides mobility options to those who cannot or do not drive a car.

Due to the rural nature of the East Pierce County corridor, no High Capacity Transit or Bus Rapid Transit projects are planned for the area beyond the existing Sounder Commuter Rail service in Sumner and the proposed Bus Rapid Transit on the adjacent SR 161 through Graham. While the only frequent core bus service is from Sumner to Bonney Lake, local community connector bus service on an hourly or greater headway will be provided to Prairie Ridge, Buckley, and Orting.

With today’s current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects, reduced staff by 48 positions in 2009, and reduced service by 5% in July 2009. Should the reduction in tax revenues continue, Pierce Transit forecasts it will need to reduce transit service by 66% at the end of 2011, triggering an effort to identify what service it should reduce or eliminate.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route core transit service by 100% in the peak and 80% in the off-peak in the Plan by 2040 will reduce the wait times and number of transfers needed to travel around on transit.

**Special Needs**
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth special needs populations is incorporated into the Transportation 2040 financial strategy.

For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount, particularly in Pierce County, which has the highest percentages of special needs populations in the region. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2008. Pierce Transit has projected, that should the recession continue into 2010, the outermost portions of the existing transit network, particularly suburban and rural eastern Pierce County, might be truncated due to insufficient operating revenue.
Since the majority of the East Pierce County corridor is outside of Pierce Transit’s service area, no other transit service is proposed in 2040. The Beyond the Borders program will continue to provide access to the rural areas of East Pierce, connecting to Pierce Transit’s core bus service. Volunteer drivers, vanpools, and community shuttles will need to address the special needs population’s transportation needs in this rural area.

Nonmotorized Transportation
Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.
### Appendix G

**Summary of Public Comments**

Following are comments received on the draft Transportation 2040 and the Coordinated Plans. These comments and suggestions were received after noon March 10, 2010, so were not reviewed by the Transportation Policy Board on March 11, 2010. These comments were submitted to the Executive Board for review at its March 25, 2010, meeting.

For the entire summary of Transportation 2040 comments please [http://www.psrc.org/transportation/t2040](http://www.psrc.org/transportation/t2040)

In addition to comments on the Plans, numerous comments were received on the Transportation 2040 Draft Environmental Impact Statement (DEIS). Comments and PSRC’s responses are available at [http://www.psrc.org/transportation/t2040](http://www.psrc.org/transportation/t2040) or by contacting the PSRC Information Center [http://www.psrc.org/about/infocenter](http://www.psrc.org/about/infocenter)

<table>
<thead>
<tr>
<th>#</th>
<th>Name &amp; Date</th>
<th>Comment Category</th>
<th>Summary of Comment</th>
<th>Staff Recommendation</th>
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<tr>
<td>297</td>
<td>3/16/2010 Hopelink</td>
<td>Transportation 2040 and Coordinated Transit-Human Services Transportation Plan (Appendix K)</td>
<td>Expressed: Support for integration of Transportation 2040 and the Coordinated Plan, and how special needs populations are fully represented. Support of T2040 identification of special needs transportation funding proportional to the growth of these populations. Support for various strategic investments that provide mobility options to persons with special needs. Concern over impacts of tolling on those with special transportation needs. Recognition of the need for concrete measures and benchmarks on impacts of tolling and the tolling of the transit network.</td>
<td>No changes. The draft Plan places a strong emphasis on equity and special needs, and two VISION 2040 multicounty planning policies address special needs populations. Tolling will not be introduced without full public discussion throughout the region. Guidance for use of tolling revenues includes allowing revenues to be used to support transit improvements. PSRC has yet to design the process whereby we will develop the prioritization process outlined in the draft Plan. We have the ability to ensure it’s done with special needs populations’ concerns in mind. The plan proposes this be...</td>
</tr>
<tr>
<td>ID</td>
<td>Date</td>
<td>Organization</td>
<td>Topic</td>
<td>Comments and Addenda</td>
</tr>
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<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
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<tr>
<td>314</td>
<td>3/16/2010</td>
<td>Marge Tully Special Needs Transportation Committee and Pierce County Coordinated Transportation Coalition</td>
<td>Special Needs Transportation</td>
<td>Comments acknowledge PSRC’s efforts raising awareness of special needs transportation in the draft Plan, but requests more detail and clarification on what special needs transportation is and who uses these services; the current factors that affect coordinated transportation; and the major role that the county level coordinated coalitions play in the planning process.</td>
</tr>
<tr>
<td>316</td>
<td>3/19/2010</td>
<td>King County Metro</td>
<td>Coordinated Transit-Human Services Transportation Plan</td>
<td>Commends PSRC for integrating the Coordinated Plan into Transportation 2040, highlighting mobility concerns for those with special transportation needs and establishing policy, funding, and implementation framework in both Plans. Appreciates the detailed mapping in the Plan.</td>
</tr>
<tr>
<td>320</td>
<td>3/19/2010 King County Mobility Coalition</td>
<td>Coordinated Plan, but asks that percentages be replaced by whole numbers and that maps be in full page format. Finds the SMART Corridor analysis in the Coordinated Plan useful but recommends changes to the names of some of the King County corridors for clarity. Provides minor edits on clarifying definitions in the Executive Summary. Provides detailed comments on the Coordinated Plan (Appendix K) and 2010 Action Strategy (Appendix A). These include identifying the needs of those with Limited English Proficiency (LEP); and the need to emphasize access to travel options and information, the role of technology for those with special transportation needs; and calling out employment training facilities as major destinations. Special Needs Maps: As part of the draft Coordinated Plan preparation, the Special Needs Transportation Committee agreed that due to the higher margin of error using American Community Survey (ACS) data that percentages would be used instead of whole numbers. King County is represented on the committee. For the next update to the Plan, 2010 Census data will be used and percentages and whole numbers will be available. Plan maps are provided in large format in the Plan’s appendices. Map files can also be provided upon request. <strong>Make changes.</strong> Executive Summary: PSRC will make these changes. Job Access Review Commute Program and Appendix A: PSRC will work with King County Metro on appropriate edits to the Coordinated Plan. No Change. The draft Transportation 2040 Plan places a strong emphasis on equity and special needs. Financial Strategy: Tolling will not be introduced without full public discussion throughout the region. Monitoring and Performance Measures: PSRC has yet to design the process whereby we will develop the prioritization process outlined in the Draft Plan. We have the ability to ensure it’s done with special needs populations’ concerns in mind. The plan proposes this be completed within the next two years. Transportation 2040 Congestion Management Process/SMART Corridors documents baseline conditions; these will be monitored on a regular basis. Coordinated Plan: PSRC will follow its adopted Public Involvement Plan for the update to the Coordinated Plan. Representative stakeholders, such as local coordinating coalitions, will be</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Provides minor edits on clarifying definitions in the glossary.

| Provides minor edits on clarifying definitions in the glossary. | asked to participate, as they were this time. Special Needs Maps: As part of the draft Coordinated Plan preparation, the Special Needs Transportation Committee agreed that due to the higher margin of error using American Community Survey (ACS) data that percentages would be used instead of whole numbers. King County is represented on the committee. For the next update to the Plan, 2010 Census data will be used and percentages and whole numbers will be available. Plan maps are provided in large format in the Plan’s appendices. Map files can also be provided upon request. SMART Corridors: SMART Corridor titles are still under review. These recommendations will be given consideration while the CMP/SMART Corridor report is finalized, which is expected in fall 2010. |
Appendix H

REGIONAL REDUCED FARE PERMIT—ELIGIBILITY FORM

Regional Reduced Fare Permit
For Senior and Disabled Persons

Medical Eligibility Criteria and Conditions

Available in accessible format.
December 2009
Appendix K

Applicant

Regional Reduced Fare Permit for Seniors and Disabled Persons

What is it?

The Regional Reduced Fare Permit simplifies travel for senior and disabled riders of public transportation around Puget Sound. The following public transportation systems in the Puget Sound region recognize this identification card:

- Community Transit
- Everett Transit
- Intercity Transit
- Jefferson Transit
- Kitsap Transit
- Mason Transit
- King County Metro Transit
- King County Water Taxi
- Pierce Transit
- Skagit Transit
- Sound Transit
- Washington State Ferries

With the Regional Reduced Fare Permit, eligible persons do not need to carry more than one permit to receive the reduced-fare benefits of multiple systems within the region.

Who is eligible?

Any person who presents proof of one or more of the following conditions can obtain a Regional Reduced Fare Permit*:

1. Is at least 65 years of age.
2. Is now eligible for Social Security Disability Benefits or now receives Supplemental Security Income Benefits because of disability. (Temporary)
3. Is currently certified by the Veterans Administration at a 40 percent or greater disability level.
4. Has a valid Medicare card issued by the Social Security Administration. (Temporary)
5. Has a valid Regional ADA Paratransit card.
6. Has a valid ADA Paratransit Card from outside the region.
7. Has obvious physical impairments meeting one or more of the medical criteria listed to the right.
8. Is currently participating in a vocational career program with the Washington State Individual Educational Program (IEP). (Temporary)
9. Is certified by a Washington State-licensed physician (M.D.), psychiatrist, psychologist (Ph.D.), Physician Assistant (P.A.), Advanced Registered Nurse Practitioner (A.R.N.P.), or audiologist (certified by the American Speech and Hearing Association) as meeting one or more of the medical criteria listed to the right.

Where is it issued?

Any eligible person may apply for a Regional Reduced Fare Permit at the customer service offices of any of the participating transit agencies. Washington State Ferries, King County Ferry District and Sound Transit do not issue the permits but will honor those issued by any of the other systems. Any applicant with a valid Regional ADA Paratransit card must apply to the transit agency where that person lives.

How long is it valid?

Permits issued to persons 65 or older and to persons permanently disabled will be valid indefinitely. No renewal is necessary. Persons with disabilities that will last between three months and one year may receive temporary permits. These permits, which carry an expiration date, may be renewed only if the disability continues beyond that date. Persons certified by approved health care providers as permanently disabled may receive permanent permits. Participating agencies retain the right to ask for certification upon loss of a permit or at any other time.

What does it cost?

An individual must pay a fee of $3 to obtain the permit. Replacement permits may be obtained from the issuing agency for $3 or less.

How does it work?

The permit is an identification card used as proof of eligibility to pay a reduced fare. The permit has no cash value and may not be used as a transfer between systems. The permit holder must pay the amount of the reduced fare on each system used, and use of the permit is subject to any time restrictions in effect by each system.

Questions?

If you have comments or questions regarding the Regional Reduced Fare Permit, please contact your local transit agency.
Appendix K

Health Care Provider

Participating agencies are listed on the last page of this brochure. *These agencies reserve the right to contact your Health Care Provider for verification.

Medical Eligibility Criteria

SECTION 1. NON-AMBULATORY DISABILITIES

1. Wheelchair-User. Impairments which, regardless of cause, confine individuals to wheelchairs.

SECTION 2. SEMI-AMBULATORY PHYSICAL DISABILITIES

1. Restricted Mobility. Impairments which cause individuals to walk with difficulty including, but not limited to, individuals using a long leg brace, a walker or crutches to achieve mobility, or birth defects and other muscular/skeletal disabilities, including dwarfism, causing mobility restriction. Persons currently undergoing chemotherapy or radiation treatment are considered eligible for a reduced fare permit under this subsection.

2. Arthritis. Persons who suffer from arthritis causing a function motor defect in any two major limbs. (American Rheumatism Association criteria may be used as a guideline for the determination of arthritic handicap; Therapeutic Grade III, Functional Class III, or Anatomical State III or worse is evidence of arthritic handicap.)

3. Loss of Extremities. Persons who suffer anatomical deformity of or amputation of both hands, one hand and one foot, or lower extremity at or above the tarsal region. Loss of major function may be due to degenerative changes associated with vascular or neurological deficiencies, traumatic loss of muscle mass or tendons, bony or fibrous ankylosis at unfavorable angle, or joint subluxation or instability.

4. Cerebrovascular Accident. Persons displaying one of the following, four months post-CVA:
   a. Pseudobulbar palsy or
   b. Functional motor defect in any two extremities, or
   c. Ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss.


7. Dialysis. Persons who must use a kidney dialysis machine in order to live.

8. Disorders of Spine. Persons disabled by one or more of the following:
   a. Fracture of vertebra, residuals or, with cord involvement with appropriate motor and sensory loss; or
   b. Generalized arthrosis with pain, limitation of back motion, paravertebral muscle spasms, and compression fracture of vertebra; or
   c. Ankylosis or fixation of cervical or dorsolumbar spine at 30 degrees or more of flexion measured from the neutral position and one of the following:
      i. Calcification of the anterior and alteral ligaments as shown by x-ray; or
      ii. Bilateral ankylosis of sacroiliac joints and abnormal apophyseal articulation as shown by x-ray.

9. Nerve Root Compression Syndrome. A person disabled due to any cause by:
   a. Pain and motion limitation in back of neck: and
   b. Cervical or lumbar nerve root compression as evidenced by appropriate radicular distribution of sensory, motor and reflex abnormalities.

10. Motor. Persons disabled by one or more of the following:
    a. Faulty coordination or palsy from brain, spinal or peripheral nerve injury; or
    b. A functional motor deficit in any two limbs; or
    c. Manifestations significantly reducing mobility, coordination and perceptiveness not accounted for in prior categories.


SECTION 3. VISUAL DISABILITIES

1. Persons disabled because of:
   a. Visual acuity of 20/200 or less in the better eye with correcting lenses; or
   b. Contraction of the visual field:
      i. So the widest diameter of visual field subtending an angular distance is no greater than 20 degrees: or
      ii. To 10 degrees or less from the point of fixation; or

2. Persons who, by reason of a visual impairment, do not qualify for a Driver’s License under regulations of the Washington State Department of Motor Vehicles.

Section 4: HEARING DISABILITIES

1. Persons disabled because of hearing impairments manifested by one or more of the following:
   a. Better ear pure tone average of 90 dB HL (unaided) for tones at 500, 1,000, 2,000 Hz; or
   b. Best speech discrimination score at or below 40% (unaided) as measured with standardized testing materials.

2. Eligibility may be certified by a physician licensed by the State of Washington or by an audiologist certified by the American Speech, Language, Hearing Association.

Section 5: NEUROLOGICAL DISABILITIES

1. Epilepsy
   a. Persons who have suffered any seizure with loss of awareness within the last six months.
   b. Persons exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of epilepsy defined in this section.

2. Neurological Handicap. A person disabled by cerebral palsy, multiple sclerosis, muscular dystrophy, or other neurological and physical impairments not controlled by medication.

Section 6: MENTAL DISABILITIES

1. Developmental Disabilities. Permanent Permit. Persons disabled due to mental retardation, autism or other conditions found to be closely associated with mental retardation or to require treatment similar to that required by mentally retarded individuals and:
   a. The disability originates before such individual attains age 18,
   b. The condition has continued, or can be expected to continue, indefinitely,
   c. The condition substantially limits one or more major life activities on an ongoing basis.

2. Adult Cognition Impairments. Permanent Permit. Persons whom by reason of traumatic brain injury, illness or other accident occurring after age 18 experience ongoing impairments(s) in cognition that substantially limit(s) one or more major life activities, including individuals who meet SSA, SSI, or SSDI eligibility criteria.

3. Serious Persistent (Chronic) Mental Illness. Permanent Permit. Individuals with a mental illness with symptoms chronic in nature who experience a significant limitation in their ability to take part in major life activities and who meet one of the following:
   a. Having a mental disorder diagnosis based on criteria in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
   b. Living in a group/boarding home setting, receiving state or federal financial assistance and participating in a state or federally funded work activity center or workshop;
   c. Permanently placed in a supervised or supported living arrangement;
   d. Addressing mental health needs by participating in any training/rehabilitation program or therapy established under federal, state, county, Regional Support Network (RSN) or city government agency.

4. Serious Mental Illness (Acute at-risk). Temporary Permit. Individuals with a mental illness who are currently experiencing a significant limitation in their ability to take part in major life activities and who meet one of the following:
   a. Having a mental disorder diagnosis based on criteria in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
   b. Living in a group/boarding home setting, receiving state or federal financial assistance and participating in a state or federally funded work activity center or workshop;
   c. Living at home under supervision and participating in a state or federally funded state or federal work activity center or workshop;
Appendix K

d. Addressing mental health needs by participating in any training/rehabilitation program or therapy established under federal, state, county, Regional Support Network (RSN) or city government agency.

- 360-427-5033 • Toll Free: 1-800-374-3747
- TDD/TTY: 711 or 1-800-833-6388

COMMUNITY TRANSIT
Community Transit Ride Store
20110 46th Ave W – Lynnwood, WA 98036
- 425-348-2350 • Toll Free: 1-800-562-1375
- TTY Relay: 711

EVERETT TRANSIT
3201 Smith Ave – Everett, WA 98201
- 425-257-7777 • TDD/TTY: 425-257-7778
- Everett Para Transit: 425-257-8801

INTERCITY TRANSIT
222 State Ave NE – Olympia, WA 98501
- 360-786-1881 • Toll Free: 1-800-287-6348
- TDD/TTY: 360-943-5211
- Dial-A-Lift: 360-754-9393
- Toll Free: 1-800-244-6846

JEFFERSON TRANSIT
1615 W. Sims Way – Port Townsend, WA 98369
- 360-385-4777
- TDD/TTY: 1-800-833-6388
- Dial-A-Ride: 360-385-4777

KITSAP TRANSIT
60 Washington Ave, #200 – Bremerton, WA 98337
Bremerton Transportation Center
- 360-373-BUSS • From Seattle: 206-242-8355
- Toll Free: 1-800-501-RIDE
- Kitsap Transit ACCESS (toll free): 1-800-422-BUSS
- TDD/TTY: 360-377-9874

MASON TRANSIT
Mailing: PO Box 1880 - Shelton, WA 98584
Physical: 790 E. Johns Prairie Rd - Shelton, WA 98584

KING COUNTY METRO TRANSIT
201 South Jackson St – Seattle, WA 98104-3856
- 206-553-3000 • Toll Free: 1-800-542-7876
- TDD/TTY: 711

KING COUNTY FERRY DISTRICT
201 South Jackson St • Seattle, WA 98104-3856
(206) 684-1551 • TTY: 711

PIERCE TRANSIT
The Bus Shop – 930 Commerce – Tacoma, WA 98402
Lakewood Bus Shop – 3720 96th St SW – Lakewood, WA 98499
- 253-581-8000 • Toll Free: 1-800-562-5109
- TDD/TTY: (243) 582-7951
- SHUTTLE: 253-581-8100
- Toll free: 1-800-841-1118
- TDD/TTY: 253-582-7963

SKAGIT TRANSIT
600 County Shop Lane – Burlington, WA 98233
- Burlington Business Office: 360-757-8801
- Customer Service: 360-757-4433
- TTY: 1-360-757-1938 • Toll Free: 1-877-584-7528

SOUND TRANSIT
401 South Jackson St – Seattle, WA 98104
- 206-398-5000 • Toll Free: 1-888-889-6368
- TDD/TTY: 711

WSDOT Ferries Division (WSF)
Customer Information – 2901 Third Avenue, # 500
– Seattle, WA 98121-3014
- 206-464-6400
- Toll Free WA & BC: 1-888-808-7977 or 511
- Persons who are deaf or hard of hearing may access Relay Services by dialing 711(WA) and ask to be connected to 206-515-3460
The Regional Reduced Fare Permit is a cooperative program developed through the Puget Sound Regional Council with support from the Federal Transit Administration and public agencies in the Puget Sound Region.

Application for Regional Reduced Fare Permit
For Senior and Disabled Persons
(this application is available in accessible format)

Please Print

Name___________________________________________________________
First        Middle        Last

Adress_________________________________________________________________________________________________
Street       City         State         Zip

Date of Birth____________________________________________________ Phone No.____________________________________

Please read the applicant section of the Medical Eligibility Criteria and Conditions brochure before completing this application.

I am applying for a Regional Reduced Fare Permit on the following basis. Please check only one.

☐ I am 65 years of age or older.

☐ I am providing proof of eligibility and am receiving Social Security Disability Benefits or Supplemental Security Income Benefits due to disability. For issuance of a Temporary Regional Reduced Fare Permit only.

☐ I am providing proof of current eligibility by the Veteran’s Administration as having a disability of at least 40%.

☐ I am presenting a valid Medicare card issued by the Social Security Administration. For issuance of a Temporary Regional Reduced Fare Permit only.

☐ I am providing a valid Regional ADA paratransit card, issued by ___________________________ Agency.
This ADA paratransit card expires ________________________________.

☐ I am providing a valid ADA paratransit card from outside the region. (For issuance of a Temporary Regional Reduced Fare Permit only.)

☐ I have an obvious physical impairment(s) meeting one or more of the medical criteria listed in the Medical Eligibility Criteria and Conditions brochure.

☐ I am currently participating in a vocational career program with the Washington State Individual Educational Program (IEP). (For issuance of a Temporary Regional Reduced Fare Permit only.)

☐ I am medically disabled as certified by a Physician, Psychiatrist, Psychologist (Ph.D.), Physician’s Assistant (P.A.), Advanced Registered Nurse Practitioner (A.R.N.P.) or Audiologist, licensed in the State of Washington. See Health Care Provider’s Certification form on the reverse side of this application. This agency reserves the right to contact your Health Care Provider for verification.

For Office Use Only
ID# __________________
PCA __________________
☐ Temporary
☐ Permanent
Date ________________
Regional Reduced Fare Permit – Certification of Eligibility

Applicant’s Release – Please Print

I hereby authorize the physician to release any information necessary to complete this certification. I understand that this information is confidential and shall not be released without my approval or a court order. I understand that the transit agency issuing this permit shall have the right and opportunity to verify my eligibility for a Regional Reduced Fare Permit. I understand that if any of the statements made on this application form are false or inaccurate, I will lose the privileges granted by the Reduced Fare Permit and be subject to criminal prosecution in accordance with Washington State Law for fraud (RCW #9A.56.020).

Name___________________________________________________________

First          Middle          Last

Address _______________________________________________________

Street          City          State          Zip

Date of Birth__________________________________________________

Phone No.______________________________________________________

Applicant’s Signature____________________________________________

Date ____________________________
This Section to Be Completed by The Following Approved Health Care Provider:

**Washington State Licensed:** • Physician (M.D.) • Psychiatrist • Psychologist (Ph.D.) • Audiologist certified by the American Speech, Language and Hearing Association • Physician’s Assistant (P.A.) • Advanced Registered Nurse Practitioner (A.R.N.P.) • **Signatures of Health Care Providers other than these are not acceptable.**

1. This applicant must meet at least one of the criteria and conditions listed in the *Medical Eligibility Criteria* and *Conditions* brochure.
   2. The specific Medical Eligibility Criteria number must be noted in the space provided.
   3. If Section 6.4 is used, this person must be diagnosed by you as being “Acute-at-risk.” The appropriate subsection (a, b, c or d) must be included along with the name and phone number of the work activity center, training or rehabilitation program in which this patient is currently a patient. **Note:** An applicant’s enrollment in a drug or alcohol rehabilitation program does not, in and of itself, meet eligibility requirements.
   4. An applicant’s financial situation has no bearing on eligibility.

I certify that ___________________________________________ meets the Medical Eligibility Criteria ________________

If Section 6.4 (a, b, c or d) enter name of qualifying program: __________________________________________

Please check the appropriate boxes:

☐ Yes ☐ No  The disability is temporary. Specify length of disability: ___________ months. A temporary disability must be expected to last at least three months, but no long than one (1) year.

☐ Yes ☐ No  The disability is permanent.

☐ Yes ☐ No  This applicant requires a Personal Care Attendant. If yes: ☐ temporary ☐ permanent

**Verification of Approved Health Care Provider – Please Print**

Name ___________________________________________ Phone No. ______________________________

Provider or Agency Address _____________________________________________________________________

Washington State License No. __________________________________________________________________

Signature ___________________________________________ Date ______________________________

**Original Signature Only – no photocopies or fax accepted**

*I understand that if any of the statements made on this application form are false or inaccurate, I will be subject to criminal prosecution in accordance with Washington State Law for fraud (RCW #9A.56.020).*
The Puget Sound Regional Council is a designated recipient of Federal Transit Administration (FTA) 5316 Job Access and Reverse Commute (JARC) and 5317 New Freedom funds apportioned to the Seattle-Tacoma-Everett Urbanized Area (STE-UZA). As a designated recipient, PSRC is responsible for the competitive distribution of both JARC and New Freedom funds. The process by which PSRC distributes these funds is described in the respective Program Management Plan.

As the RTPO (Regional Transportation Planning Organization) for central Puget Sound region, PSRC is responsible for regionally ranking projects that will be applying for special needs transportation funds from WSDOT Public Transportation Division’s Consolidated Grant Program. This biennial process is conducted with PSRC’s JARC and New Freedom competition since many projects sponsors apply for both sources of funding (state and federal).

PSRC’s Coordinated Grant Program, where current information on applying for federal and state special needs transportation funds, may be found at: http://www.psrc.org/funding/special

The following is a summary of awarded JARC and New Freedom funds for federal fiscal years (FFY) 2006 to 2008.
## FTA 5316 Job Access and Reverse Commute (JARC) Funding History—FFY 2006–2008

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)*

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*The process for awarding funds to eligible projects is described in PSRC’s JARC Program Management Plan.*
FTA 5317 New Freedom Funding History—FFY 2006-2008
Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)*

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<th>Recipient/Subrecipient</th>
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| Total to Projects       | $1,960,561     | $608,423 | $653,093 | $699,045 |

*The process for awarding funds to eligible projects is described in PSRC’s New Freedom Program Management Plan.
Appendix J
EXAMPLES OF COORDINATED TRANSPORTATION IN CENTRAL PUGET SOUND REGION

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 then 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 Snokey 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