

# The Regional Transportation Plan — 2018

## Appendix H

### PSRC Coordinated Transit-Human Services Transportation Plan



May 2018



## May 2018

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# ***2019–2022 PSRC Coordinated Transit-Human Services Plan***

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# Snoqualmie Valley Shuttle

KING COUNTY

*I am so grateful for Snoqualmie Valley Transportation. I don't drive and it has helped me so much when I need a ride someplace. If it was available I would take it to other cities several times monthly. And the Volunteer Driver program has helped me so much over the past 5 years. I had to make several trips into Seattle for doctor appointments, and also to Swedish in Issaquah. I just recently finished 6 weeks of radiation at Swedish Hospital in Issaquah and I was so grateful to have a driver for each day. They were all so wonderful. I don't know what I would have done without them. I am so happy for Snoqualmie Valley Transportation and I highly recommend them! Thanks so very much!*

*North Bend Resident, Age 70*





# Chapter 1

## Introduction

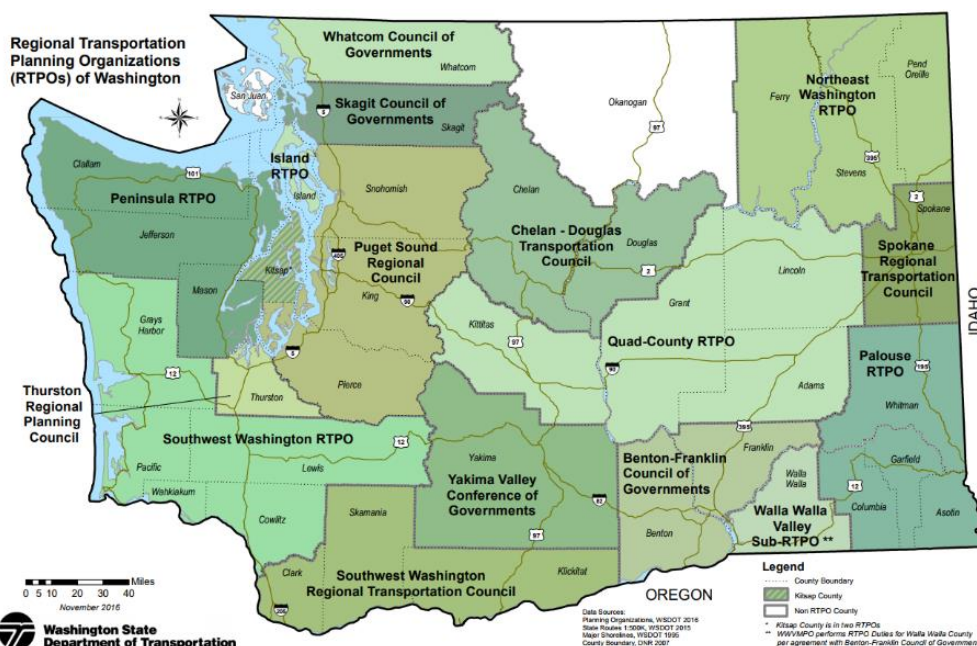
*This is the central Puget Sound region's Coordinated Transit-Human Services Transportation Plan. It serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, youth, and individuals with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

*The plan was originally developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2019–2022 and addresses updated requirements and guidance contained in the 2015 federal transportation law — Fixing America's Surface Transportation (FAST) Act.*

## What is the Puget Sound Regional Council?

The Puget Sound Regional Council (PSRC) is the Metropolitan Planning Organization (MPO) for the central Puget Sound region (Figure 1-1). PSRC plans 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; the region's long-range transportation plan; and the region's economic strategy. PSRC also distributes over \$250 million a year to transportation projects and provides regional data and technical assistance for planning.

Figure 1-1 Regional Transportation and Metropolitan Planning Organizations in Washington State



Source: Washington State Department of Transportation (2016). *Regional Transportation Organizations of Washington*.

# *What* are VISION 2040 and the Regional Transportation Plan?

VISION 2040 is the region's growth, environmental, economic and transportation strategy. The Regional Transportation Plan (RTP) is the state and federally required long-range transportation plan for the region. The RTP 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 [www.psrc.org](http://www.psrc.org) for more information on VISION 2040 and the RTP).

Concurrent with the update of the RTP, PSRC updated the region's Coordinated Transit-Human Services Transportation Plan (Coordinated Plan) for 2019–2022. The Coordinated Plan is the region's special needs transportation implementation plan. Updating the RTP and the Coordinated Plan at the same time allows for enhanced integration and targeted outreach.

## Integrated Framework

Using the guidance provided by VISION 2040 (see Multicounty Planning Policies above) and the Regional Economic Strategy, the RTP 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, the RTP 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 the RTP.

## *Coordinated Transit-Human Services Transportation Planning*

In mid-2005, Congress passed the reauthorization of the federal surface transportation act, SAFETEA-LU. SAFETEA-LU required that a regional coordinated transit-human services transportation plan be an element of the metropolitan transportation plan. 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 requirements, PSRC developed the 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 to address special needs transportation issues related to long-distance, inter-regional trips in King, Pierce and Snohomish counties,

### VISION 2040 Multicounty Planning Policies

**MPP-T-22** — Implement transportation programs and projects in ways that prevent or minimize negative impacts to low-income, minority, and special needs populations.

**MPP-T-25** — Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, young, and low-income populations.

### Required Elements of the Coordinated Plan

- Inventory of current services.
- Emergency management planning for vulnerable populations.
- Common origins and destinations of individuals with special transportation needs.
- Technology.
- Assessment of transportation needs for individuals with special transportation needs.
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources.
- Strategies to address identified gaps in services.
- The prioritization of implementation strategies.



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 Washington State Department of Transportation (WSDOT)'s Human Services Transportation Plan—the statewide plan to coordinate the needs, interests and visions of Washington's fifteen RTPOs. Subsequent reauthorizations of the federal surface transportation act, including the current FAST Act, retained the requirement for a coordinated transit-human services 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 PSRC's FTA special needs transportation funding program and the WSDOT Consolidated Grant program.

FTA and WSDOT require projects funded through these programs to be “included in a locally developed coordinated public transit-human services transportation plan (FTA C 9070.1G).” The Coordinated Plan will be used by PSRC as the region's framework for prioritizing and providing a fair and equitable process for selecting projects to receive these funds. The federal program encompassed in the Coordinated Plan is the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities.

## Who are the Transportation-Disadvantaged?

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

Transportation-disadvantaged people have different types of transportation requirements depending upon their need. In some cases, a person is considered transportation-disadvantaged because they fall into multiple categories, such as low-income senior with a disability. Transportation-disadvantaged people have the same mobility needs as the general public, and yet because of their mobility challenges, travel can be a burden.

## What is Special Needs Transportation?

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

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

The different agencies providing these special transportation services largely fit into three categories: human service transportation, public transportation, and student transportation services. These designations, however, do not

adequately describe the variety of providers or the diversity of people they serve.

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

- Federal Transit Administration (FTA)
- Washington State Department of Social and Health Services (DSHS)
- Washington State Health Care Authority (HCA)
- County and local human service departments including programs for children, the elderly, and individuals with a disability.
- Public transportation
- 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, expanding and/or improving the quality of service in order to better address the transportation needs of the special needs populations their agencies serve. Coordination can make the most efficient use of limited transportation resources by avoiding unnecessary duplication caused by overlapping individual program efforts. It encourages the use and sharing of existing community resources.

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

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

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

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

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



## Coordination at the Planning Phase

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

After the U.S. Government Accountability Office (GAO) issued its findings on multiple funding programs creating duplication of services and service fragmentation, more focus was placed on coordinating special needs transportation services and funding.<sup>1</sup> Efforts to coordinate special needs transportation services have been occurring in Washington state and the region since the mid-1980s.

## Coordination at the Federal Level

The Coordinating Council on Access and Mobility (CCAM) is a federal interagency council established by Executive Order in 2004. Chaired by the Secretary of Transportation, the Council is composed of representatives from the Departments of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice, as well as the Social Security Administration, and the National Council on Disability.

In December 2015, the President signed the FAST Act that codified CCAM. FAST Act Section 3006(c) directs the CCAM to develop a strategic plan that:

- Outlines the roles and responsibilities of each CCAM federal agency.
- Addresses outstanding recommendations previously made by the Council.
- Addresses the GAO recommendations concerning local coordination of transportation services.
- Proposes changes to federal laws and regulations that will eliminate barriers to local transportation coordination.

The CCAM is developing its strategic plan in 2017 to address the FAST Act requirements.

## Coordination at the State Level

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

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

One way that ACCT promotes coordinated transportation is by supporting countywide coalitions to create local plans that inventory available services in their area and provide strategies to streamline service delivery. See Coordination at the County Level below for more information on county-level coordination groups.

For more information on ACCT, please visit this website: <http://www.wsdot.wa.gov/ACCT/>.

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<sup>1</sup> U.S. Government Accountability Office (March 2011). Opportunities to Reduce Potential Duplication in Government Programs, Save Tax Dollars, and Enhance Revenue. Retrieved from <http://www.gao.gov/assets/320/315920.pdf>

## Coordination at the Regional Level

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

In 2008, PSRC adopted VISION 2040, the region's strategy for accommodating the additional 1.5 million people and 1.2 million new jobs expected by the year 2040. VISION 2040 set the framework for the update to the region's long-range transportation plan, the RTP. As well as complying with the FTA requirements for coordinated plans, PSRC's Coordinated Plan must be consistent with these regional plans.

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 level that bring together state, county, and local stakeholders to address mobility within the region. This is of paramount importance to providing coordinated transportation for those with special needs.

## Coordination at the County Level

Each of the four counties within the region include mobility coalitions or equivalent organizations that serve as countywide coordination forums. County special needs transportation coordination contacts in the region are:

### King County Mobility Coalition (KCMC)

Staci Haber, Mobility Manager  
Hopelink  
14812 Main Street, Bellevue, WA 98007

phone: 425-943-6769  
e-mail: [SHaber@hopelink.org](mailto:SHaber@hopelink.org)  
web: <http://www.kingcounty.gov/mobilitycoalition>

### Kitsap Information Referral Network (KIRN)

Beth Stenwick  
Crisis Clinic of the Peninsulas & Peninsulas' 2-1-1

phone: 360-415-5892  
e-mail: [beth@kmhs.org](mailto:beth@kmhs.org)

### Pierce County Coordinated Transportation Coalition (PCCTC)

Jerri Kelly, Transportation Program Specialist  
Pierce County Human Services  
1305 Tacoma Ave, Suite 104 Tacoma, WA 98402

phone: 253-798-4465  
e-mail: [jkelly4@co.pierce.wa.us](mailto:jkelly4@co.pierce.wa.us)  
web: <https://www.co.pierce.wa.us/1269/Transportation-Services>

### Snohomish County Transportation Coalition (SNOTRAC)

Marianna Hanefeld, Mobility Manager  
Everett Transit  
3201 Smith Avenue, Suite 215, Everett, WA 98201

phone: 425-309-0836  
e-mail: [mhanefeld@everettwa.gov](mailto:mhanefeld@everettwa.gov)  
web: <https://www.gosnotrac.org/>

To enhance regional planning efforts, some of the local coalitions have developed their own plans. These plans continue to be a vital component of the plan update efforts at the regional level. PSRC does not require that local coalitions adopt their own coordinated plans; 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.



# *Planning for Emergencies* for Vulnerable Populations

From an earthquake to a localized weather event cutting off power and limiting transportation routes, an emergency in the central Puget Sound will vary in severity, geographic scope, and the time it takes to restore services. During these emergency events, individuals whose mobility is affected due to age, income, disability, or physical condition are reliant on public or human service transportation. Individuals with a disability and Limited English Proficiency (LEP) may require additional assistance on evacuation or communication before, during, or after a disaster. As a result, special needs populations often need additional assistance during emergencies to obtain access to vital resources, including food, water, shelter, and healthcare.

During emergency events, transportation is coordinated through local and county-level emergency management agencies. The ability to effectively respond to the needs of the most vulnerable populations is contingent upon the level of coordination between the region's transportation resource and service providers and local emergency managers as well as other stakeholders identified in the planning process. In the central Puget Sound region, transportation during an emergency is coordinated through emergency management departments at the city and county level. Although there are many city and local emergency management departments, this plan includes reference to state and county-level agencies that can help direct transportation providers and mobility managers to the appropriate local agencies.

## The Regional Alliance for Resilient and Equitable Transportation (RARET)

RARET is a multi-county (King, Pierce and Snohomish) emergency management coordination project that was funded in the 2015-2017 and 2017-2019 biennia through regional and state funding competitions. The goal of RARET's work is to increase the life-sustaining transportation services available to seniors, people with disabilities, low-income individuals, and other vulnerable populations in the event of a major emergency. RARET builds coordination among cross-county transportation and human service providers and emergency managers in the region. The program also provides training workshops to address critical gaps that exist in emergency planning for transportation-dependent populations.



## Emergency Management at the State Level

### Washington State Emergency Management Division

20 Aviation Dr. Building 20, MS TA-20

Camp Murray, WA 98430

phone: 253-512-7000

toll free: 800-562-6108

web: <https://mil.wa.gov/emergency-management-division>

During state emergencies, the WA Emergency Management Division manages the State Emergency Operations Center (EOC) located at Camp Murray, near Tacoma, and coordinates the response to ensure help is provided to those who need it quickly and effectively. The EOC is designated as the central location for information gathering, disaster analysis, and response coordination. Other state agencies with emergency roles may come to the EOC to help coordinate the state response. Federal government agencies, along with state and local volunteer organizations, also may provide representatives.

### State Emergency Management Planning for People with Access or Functional Needs (AFN)

The Washington State Comprehensive Emergency Management Plan provides a policy-level framework to support emergency response activities in Washington State. The plan includes emergency preparedness strategies for people with access or functional needs who may have additional needs during an incident in functional areas including maintaining health, independence, communication, transportation, support, services, self-determination, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who live in institutionalized settings, who are older adults, who are children, who are from diverse cultures, who have Limited English Proficiency or who are non-English speaking, or who are otherwise transportation disadvantaged.

## Emergency Management at the County Level

### King County Office of Emergency Management

3511 NE 2nd Street

Renton, WA 98056

phone: 206-296-3830

toll free: 800-523-5044

e-mail: [ecc.kc@kingcounty.gov](mailto:ecc.kc@kingcounty.gov)

web: <http://www.kingcounty.gov/depts/emergency-management.aspx>

The King County Office of Emergency Management (OEM) specializes in disaster mitigation, preparedness, response, and recovery. In addition to coordinating regional emergency planning through stakeholder engagement, the OEM funds and maintains regional technology tools that provide situation awareness, alert, warning, and notifications for emergencies. Moreover, a team of volunteers supports OEM during emergency activations of the Emergency Coordination Center. The Emergency Coordination Center Support Team participates in trainings and emergency coordination activities throughout the year. King County's Comprehensive Emergency Management Plan is for use in mitigating, preparing for, responding to, and recovering from emergencies. The plan is a product of coordinated planning efforts between the King County OEM, county departments, emergency management representatives from various political jurisdictions, and selected private and non-profit sector interests.



### Kitsap County Department of Emergency Management

911 Carver Street  
Bremerton, WA 98312  
phone: 360-307-5871  
e-mail: [dem@kitsapdem.org](mailto:dem@kitsapdem.org)  
web: <http://www.kitsapdem.org/>

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

### Pierce County Department of Emergency Management

2501 S 35th Street, Suite D  
Tacoma, WA 98409  
phone: 253-798-6595  
e-mail: [PCEMERMGMT@co.pierce.wa.us](mailto:PCEMERMGMT@co.pierce.wa.us)  
web: <http://www.co.pierce.wa.us/104/Emergency-Management>

It is the mission of the Pierce County Department of Emergency Management to create sustainable communities and enhance public safety by empowering all who work, govern, live in and visit Pierce County to prevent, mitigate, prepare for, respond to and recover from all types of hazards, emergencies and disasters. Pierce County's Comprehensive Emergency Management Plan specifies the purpose, organization, responsibilities and facilities of agencies and officials of Pierce County in the mitigation of, preparation for, response to and recovery from emergencies and disasters.

### Snohomish County Department of Emergency Management

720 80th Street SW Bldg A  
Everett, WA 98203  
phone: 425-388-5060  
e-mail: [Contact.EmergencyManagement@co.snohomish.wa.us](mailto:Contact.EmergencyManagement@co.snohomish.wa.us)  
web: <https://snohomishcountywa.gov/180/Emergency-Management>

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

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

# story

## South Sound 2-1-1 Information and Referral Services

PIERCE COUNTY

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

# Chapter 2

## Mobility Today

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

- *Demographic profiles of special needs populations identified in the plan.*
- *Identification of major destinations in the region.*
- *Overview of transportation programs and services in the region.*
- *Documentation of special needs transportation funding in the region.*

### *Special* Needs Demographic Profiles

The region's Coordinated Plan identifies special needs populations as individuals with a disability, low-income individuals, youth age 5-17, and seniors age 65+. In addition to these populations, the plan includes a highlight for seniors age 85+ as a new subset of the overall senior population, since this older group is projected to increase at a faster rate in coming years and is more likely to include people with mobility challenges compared to seniors age 65-84. The plan also continues to call out veterans and LEP individuals as subset target populations. While not necessarily having a special transportation need, both of these groups tend to be correlated with one or more special needs categories at a higher rate than the general population. For example, the respective figures for disabled veterans and low-income LEP populations in the region are more than double those for the general population.



### A Note on Data

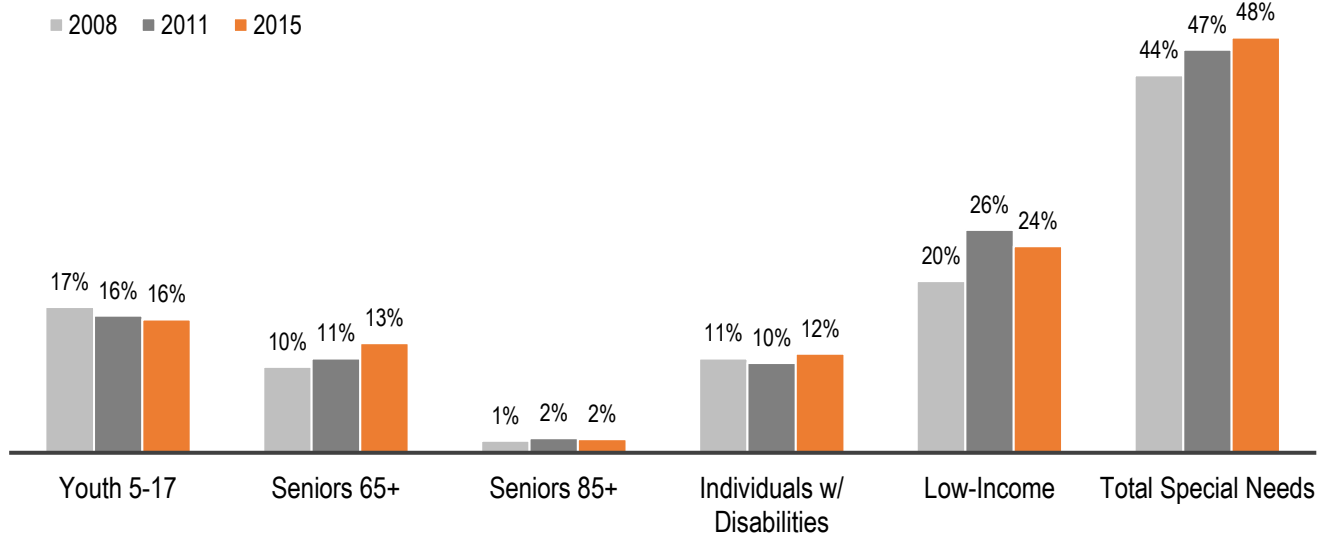
Unless noted otherwise, the data used in tables for each demographic profile are from Public Use Microdata Sample (PUMS) files, derived from 2015 American Community Survey (ACS) 1-year estimates (the most recent year for which complete data exist). PUMS data were used because they allowed for more detailed cross tabulations — e.g. identifying individuals with a disability who are also low-income. For each of the geographic distribution maps, ACS 2011-2015 5-year estimate data were used because 5-year estimates are the only ACS datasets reporting at a unit of geography small enough to be meaningful when displayed on U.S. Census tract map.



## A Growing Special Needs Population

Between 2008 and 2015, the special needs populations in the region grew from 44 to 48 percent of the total population. As shown in Figure 2-1, this growth was driven primarily by increases in the older adults. During the same time, individuals with a disability stayed relatively constant as a percentage of the total population. Overall, between 2008 and 2015, the total number of all special needs populations increased as the region's total population grew. While 48 percent of the region's 4 million people fall into at least one category of people with special transportation needs, this does not mean that every individual who falls into one or more of the categories has greater mobility challenges than others. For example, a 70-year-old adult, although counted as a senior 65+, may still be able to transport him/herself without requiring special needs transportation.

Figure 2-1. Change in Special Needs Populations, 2008-2015



Source: U.S. Census Bureau. (2008, 2011, and 2015). American Community Survey, 1-Year Estimates.

Table 2-1 gives a sense for special needs populations distribution by county. Pierce County has the highest percentage of special needs populations in the region. Pierce County also has the highest percentage of low-income and youth, while Kitsap County has the highest percentage of seniors and individuals with a disability within the region.

Table 2-1. Special Needs Populations as a Percent of Total Population, 2015

	REGION	KING	KITSAP	PIERCE	SNOHOMISH
Total Population	3,754,000	1,969,000	254,000	807,900	722,400
Youth 5-17	16%	15%	15%	17%	17%
Seniors 65+	13%	12%	16%	13%	12%
Seniors 85+	2%	2%	1%	1%	2%
Individuals with Disabilities	12%	10%	15%	14%	12%
Low-Income Individuals*	24%	22%	24%	31%	22%
Veterans**	9%	7%	17%	14%	9%
Limited English Proficient Individuals**	8%	10%	1%	6%	8%
Total Special Needs Population	48%	46%	52%	55%	48%

\* Low-income defined as 200% below federal poverty level

\*\* Refers to the groups that are not included to calculate percentage of total special needs populations.

Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.

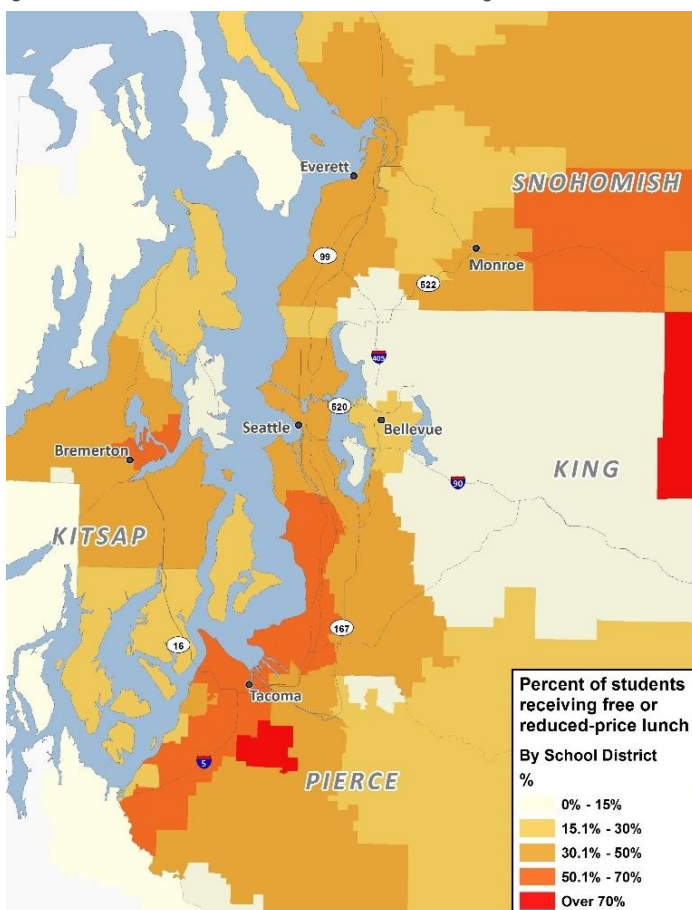
Note: this table includes the total population estimates derived from the ACS dataset for individuals with a disability, low-income, veterans, and LEP individuals. Percentage of these special needs population groups were calculated based on each group's total population. Percentage of youth and seniors are calculated based on total population estimates.

## Children Age 5-17

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

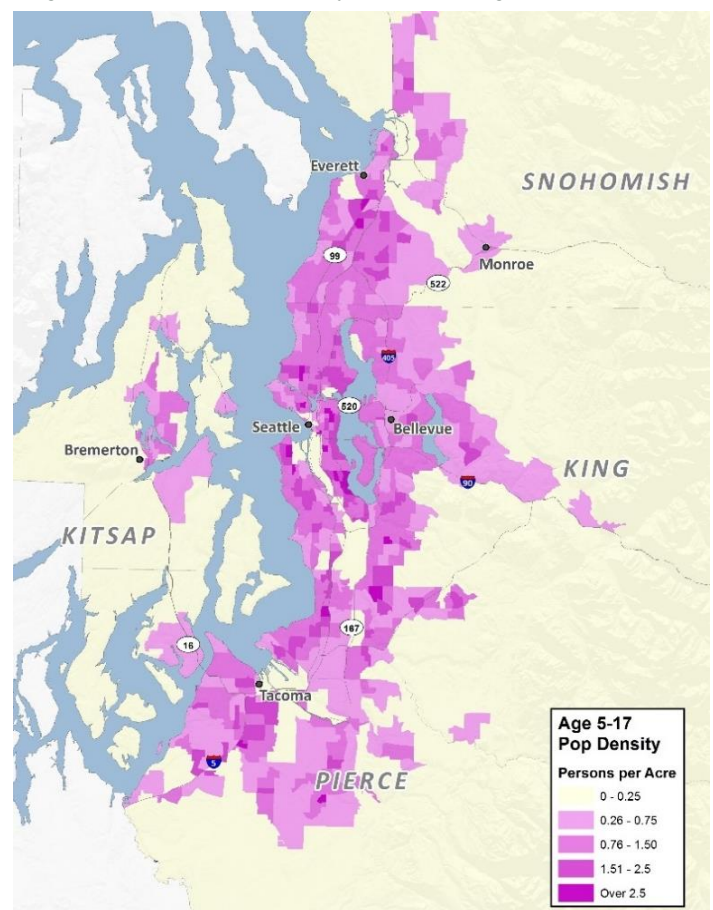
Transportation for children is further complicated for those that are also low-income. Twenty-eight percent of children between ages 5 and 17 in the region lived in low-income families (Figure 2-4) and 36 percent of children enrolled in public schools participated in free or reduced-priced school meals as of October 2016.<sup>2</sup> According to the 2015 U.S. Census Bureau's ACS, more than 4 in 10 children in Pierce County were low-income as noted in Figure 2-4. Lack of transportation can be a particular hurdle for children living in rural areas or in families with only one vehicle. For example, nearly 50 percent of elementary students in the Darrington school district in Snohomish County are eligible for free or reduced-price meals. However, those children have difficulties in receiving summer meals due to lack of transportation options, such as transit, to and from the nearest lunch sites.<sup>3</sup>

Figure 2-2. Percent of K-12 Students Receiving Reduced Price Lunch



Source: WA State Office of Superintendent of Public Instruction. (October 2016).

Figure 2-3. Population Density of Persons Age 5-17

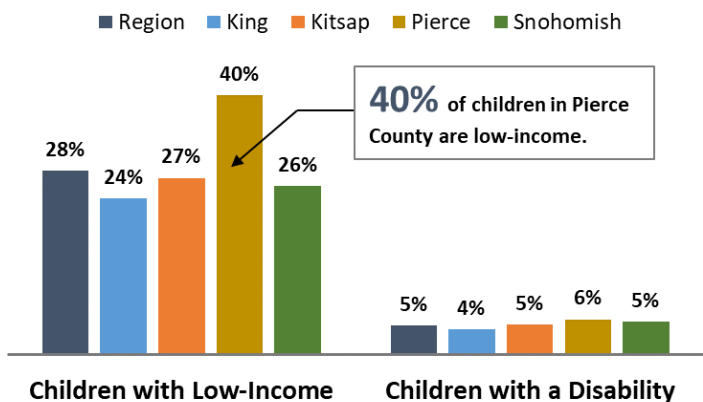


Source: U.S. Census Bureau (2015). American Community Survey, 5-Year Estimates.

<sup>2</sup> WA State Office of Superintendent of Public Instruction (October 30, 2016). National School Lunch Program – Public Schools Free and Reduced Enrollment. Retrieved from <http://www.k12.wa.us/DataAdmin/enrollment.aspx>

<sup>3</sup> Center for Best Practices (2017). The No Kid Hungry Averaged Eligibility Map, 2017. Retrieved from <https://bestpractices.nokidhungry.org/sponsor-center/averaged-eligibility-map>

Figure 2-4. Summary Tabulations of 5–17 Population, 2015



Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.



The Washington State Safe Routes to School Program provides funding for local agencies to improve walking and biking conditions near schools.

## Seniors Age 65+

The first wave of the Baby Boom generation (born 1946-1964) turned 65 in 2011. Since then, the number of seniors and their share of the population in the region has grown significantly. Seniors aged 65 years and older numbered 509,800 in 2015, comprising 13 percent of the total regional population. The number of seniors increased by 23 percent since 2011, compared to an increase of 6 percent for the total population. Moreover, the number of seniors in the region is projected to almost double by 2040, rising to nearly 20 percent of the population.<sup>4</sup> As Baby Boomers continue to age and the older population grows, the number of seniors requiring special needs transportation will also grow.



Seniors are outliving their ability to drive safely by an average of 7–10 years. —American Automobile Association

The ability of seniors to drive diminishes over time even though trends indicate that Baby Boomers will remain more active and mobile than previous generations of seniors.<sup>5</sup> Also, according to a 2014 survey conducted by American Association of Retired Persons (AARP), seniors have a strong preference for communities that support transit. The survey found that 72 percent of respondents age 65 and older agreed that being near where they want to go, such as grocery stores, doctor's offices and libraries, was an extremely or very important community characteristic and 34 percent said being near transit is extremely or very important.<sup>6</sup> The need for affordable alternatives to driving alone is further exemplified in the report that states many seniors will choose to age in place rather than relocate to retirement facilities or other communities. This will be especially challenging in areas dominated by auto-centric land use patterns outside the central city where transit service is limited. Moreover, older adults residing in rural and small urban communities often experience challenges in accessing services due to their geographic isolation. These areas are not well served by fixed-

<sup>4</sup> WA State Office of Financial Management (2016). Population Projections for Counties, 2010-2040.

<sup>5</sup> TRIP (February 2012). Keeping Baby Boomers Mobile: Preserving the Mobility and Safety of Older Americans. Retrieved from <https://www.aarp.org/content/dam/aarp/livable-communities/act/transportation/Keeping-Baby-Boomers-Mobile-Preserving-the-Mobility-and-Safety-of-Older-Americans-AARP.pdf>

<sup>6</sup> AARP Research Center (September 2014). Home and Community Preferences of the 45+ Population. Retrieved from [https://www.aarp.org/content/dam/aarp/research/surveys\\_statistics/il/2015/2014-Home-Community-45plus-res-il.pdf](https://www.aarp.org/content/dam/aarp/research/surveys_statistics/il/2015/2014-Home-Community-45plus-res-il.pdf)



route transit service due to the lower population densities, which leaves many in rural and small urban areas with limited transportation options.<sup>7</sup>

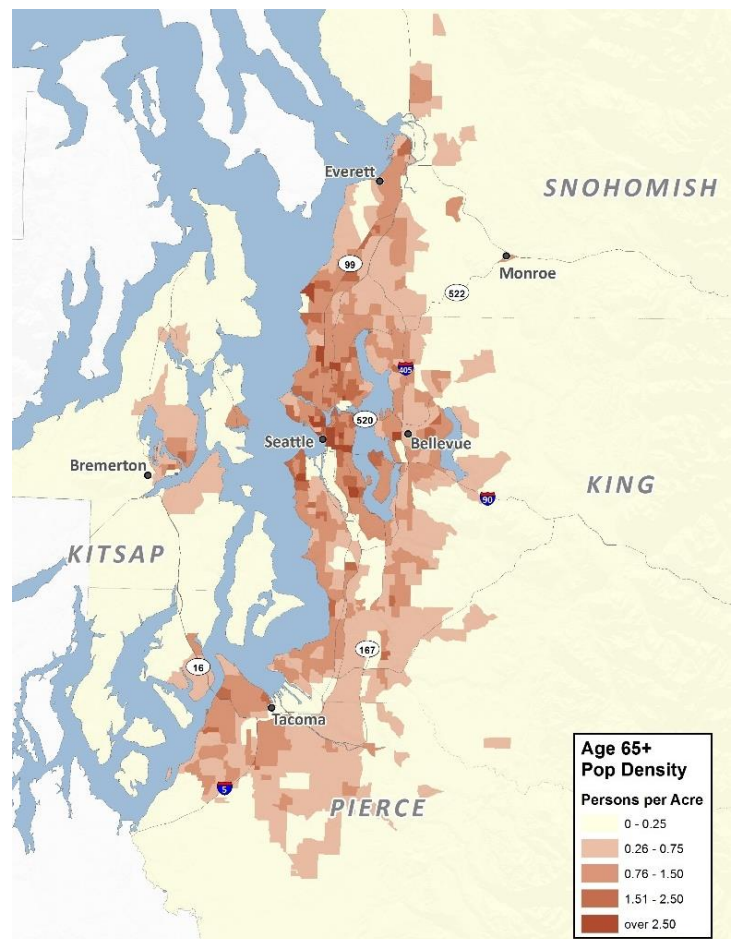
In 2015, seniors comprised 13 percent of the regional population. While Kitsap County had the highest proportion of senior residents at 16 percent (Table 2-1), the majority of seniors are found in the populated areas in King, Pierce, and Snohomish counties (Figure 2-5). According to 2015 American Community Survey data (Figure 2-6), more than one in three seniors 65+ have a disability, much higher than 12% of the region's population. Despite these higher percentages of disabled seniors, the 2014 and 2015 PSRC Household Travel Survey results indicated that public transit accounted for less than 2 percent of trips made by older adults in the region while a growing majority of seniors still retain their driver's licenses.<sup>8</sup>

## Seniors Age 85+

In 2015, seniors 85+ comprised 2 percent of the total regional population. More than half of the oldest seniors reside in King County. Although currently a small proportion of the overall population, this group of the oldest seniors are the fastest growing segment of the total population in central Puget Sound. This group is forecast to increase by 158 percent from 62,800 in 2015 to more than 162,000 by 2040, while the seniors (65+) and total population is expected to increase 93 percent and 23 percent respectively during the same period.<sup>9</sup> This large increase in the oldest seniors over time can be attributed to the aging Baby Boomer generation combined with a general increase in life expectancy. This demographic shift calls for more travel options tailored to meet the needs of the older seniors in the region given that people age 85+ commonly have more mobility limitations than the younger senior group.

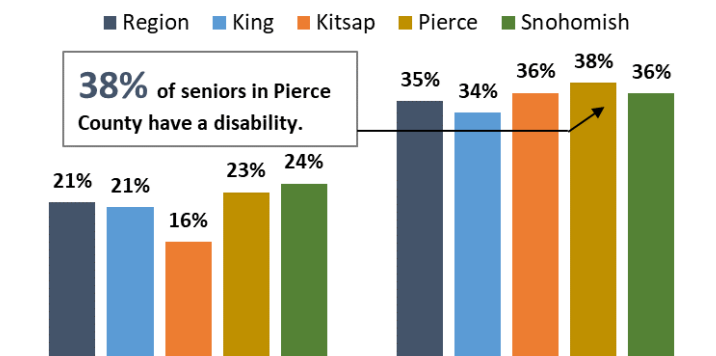
As noted in Figure 2-7, 72 percent of the oldest seniors in the region have a disability. By comparison, 35 percent of seniors 65+ (Figure 2-6) and 12 percent of the total regional population have a disability. Based on the 2015 PSRC Household Travel Survey, 93 percent of 65+

Figure 2-5. Population Density of Persons Age 65+



Source: U.S. Census Bureau (2015). American Community Survey, 5-Year Estimates.

Figure 2-6. Summary Tabulations of 65+ Population, 2015



Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.

<sup>7</sup> Snohomish County Long Term Care & Aging (2015). Snohomish County Area Plan on Aging 2016-2019. Retrieved from <https://snohomishcountywa.gov/DocumentCenter/View/7118>

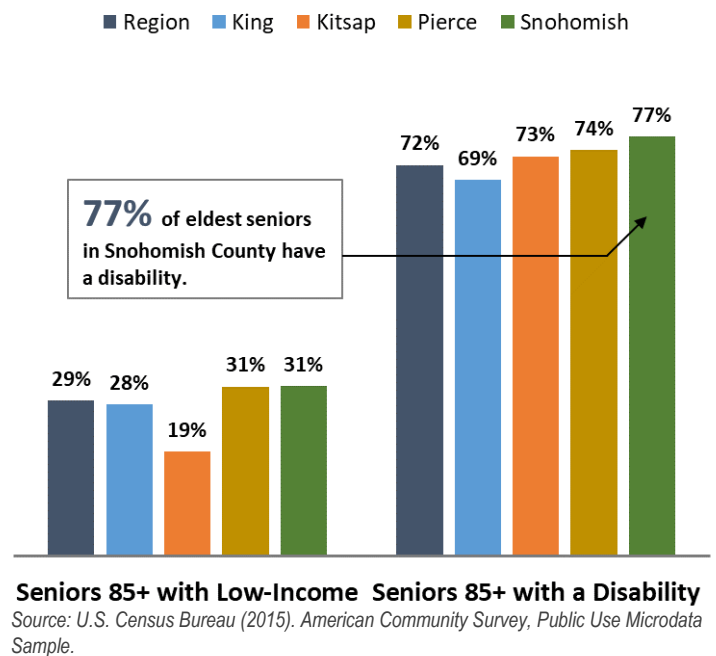
<sup>8</sup> PSRC (2014 and 2015). PSRC Household Travel Survey. Retrieved from <https://www.psrc.org/household-travel-survey-program>

<sup>9</sup> WA State Office of Financial Management (November 2016). Forecast of the State Population. Retrieved from <https://ofm.wa.gov/washington-data-research/population-demographics/population-forecasts-and-projections/state-population-forecast>

respondents had driver's licenses while 77 percent of 85+ respondents maintained their driver's licenses, showing that more of these oldest seniors rely upon other mobility options, including special needs transportation, to meet their daily needs. While they still may be licensed, the seniors 85+ tend to make fewer trips in their vehicles and are more likely to have difficulty with driving an automobile.<sup>10</sup>

Lack of personal transportation is one of the main reasons why older adults miss medical appointments and are less likely to participate in social, family, and/or religious activities which can result in physical fragility and social isolation.<sup>11</sup> According to 2015 U.S. Census, seniors 85+ are also more likely to be low-income compared to the overall population of seniors (65+) as shown when comparing Figure 2-6 with Figure 2-7. Therefore, affordability of special needs transportation services can be a concern to these older seniors.

Figure 2-7. Summary Tabulations of 85+ Population, 2015



## Individuals With a Disability

The ability to access daily needs, including education, employment, and health care, is crucial to maintaining quality of life. Individuals with a disability are often at a disadvantage as their disability may limit their mobility and impede access to services and employment opportunities. Limited mobility can also lead to higher levels of unemployment and poverty among disabled populations. According to the U.S. Census, the total number of individuals with a disability in the region grew by 16 percent between 2011 and 2015. In 2015, individuals with a disability comprised 12 percent of the regional population (Table 2-1). At 15 percent, Kitsap County has the highest percent of persons with disabilities of the four counties in this region. Pierce County have the highest percentage of seniors with a disability (Figure 2-6) among the four counties in the region.

When compared to the general population, individuals with a disability are more likely to be low-income or unemployed. In 2015, 39 percent of individuals with a disability in the region were low-income (Figure 2-8), compared to 24 percent for the general population. The unemployment rate for the region's disabled population was 12 percent compared to 5 percent for the general population (Table 2-2). Even though the unemployment rate of disabled population has decreased from 21 to 12 percent since 2011, both unemployment and under-employment of people with a disability are

Table 2-2. Unemployment Rate for Individuals With a Disability, 2015

2015	REGION	KING	KITSAP	PIERCE	SNOHOMISH
With a Disability	12%	10%	21%	16%	10%
Total Population	5%	5%	7%	7%	5%

Source: U.S. Census Bureau (2015). American Community Survey.

<sup>10</sup> Chihuri, S., Mielenz, T.J., DiMaggio, C.J., Betz, M.E., DiGuseppi, C., Jones, V.C., & Li, G. (July 2015). Driving Cessation and Health Outcomes in Older Adults: A LongROAD Study. AAA Foundation for Traffic Safety. Retrieved from <https://www.aaafoundation.org/driving-cessation-and-health-outcomes-older-adults-longroad-study>

<sup>11</sup> Transportation for America (2011). Aging in Place, Stuck without Options: Fixing the Mobility Crisis Threatening the Baby Boom Generation. Retrieved from <http://t4america.org/maps-tools/seniorsmobilitycrisis2011/>

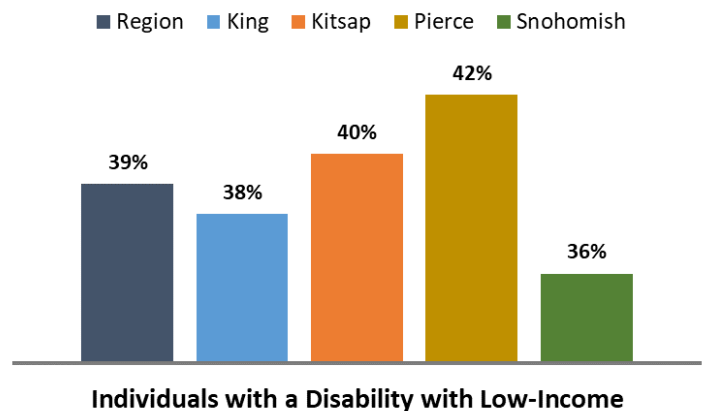
still more than double that of the general population. Therefore, providing appropriate transportation services including paratransit and lift-equipped vehicles is crucial for those individuals to access employment, education, and other opportunities.

Beyond employment, the transportation needs of individuals 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 risk. Additionally, limited access to available transportation services can worsen the medical condition of this population group by limiting the ability to actively engage in social activities. For example, the City of Lakewood identifies social isolation as a growing issue for people with disabilities in their community, including veterans with disabilities, due to lack of available and affordable transportation services.<sup>12</sup>

Disabilities affect people of all ages—many people with disabilities are under the age of 65. Over 270,000 of the region’s population under 65 have a disability while less than 170,000 of seniors (65+) have a disability. The most common disability among the younger group is cognitive difficulty (i.e. having difficulty remembering, concentrating, or making decisions because of a physical, mental, or emotional problem) whereas the majority of older adults with a disability reported having hearing and ambulatory difficulties (i.e. having serious difficulty walking or climbing stairs).<sup>13</sup> As life expectancy increases, and the percentage of oldest seniors increases, the number and percentage of people with disabilities will also increase in this region.

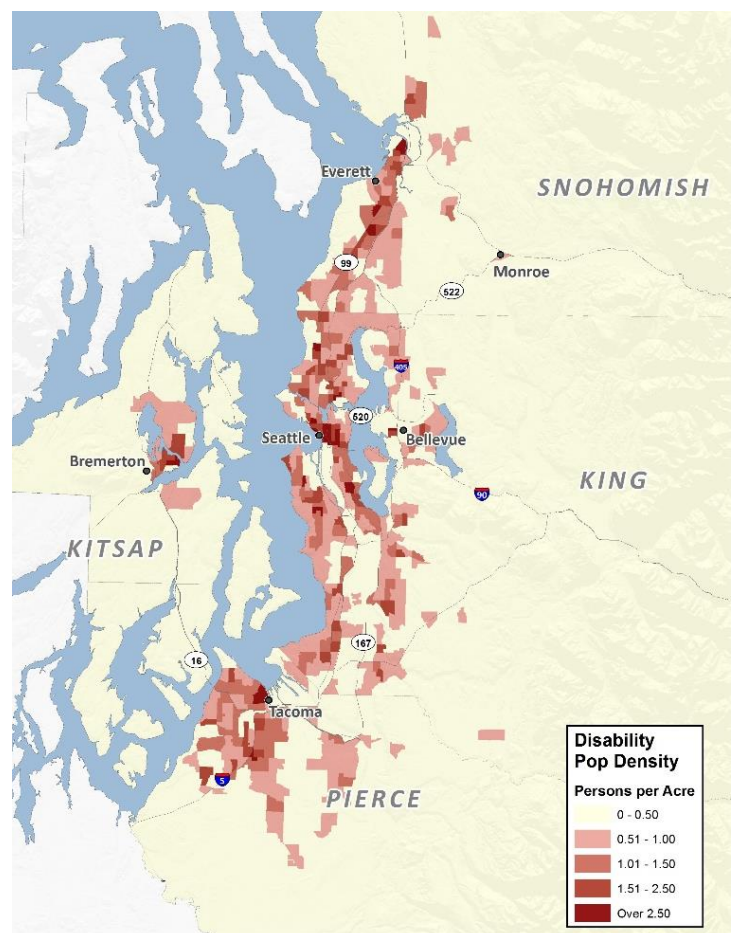
A public or private transportation provider that operates fixed-route or demand response service, or any combination, is required to provide accessible services for everyone meeting eligibility for such service under the Americans with Disabilities Act (ADA). The fixed-route transit is served by a complementary demand response paratransit service to provide mobility for those meeting ADA eligibility requirements.

Figure 2-8. Summary Tabulations of Individuals with a Disability, 2015



Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.

Figure 2-9. Population Density of Individuals with a Disability



Source: U.S. Census Bureau (2015). American Community Survey, 5-Year Estimates.

<sup>12</sup> City of Lakewood (June 23, 2014). Human Services Needs Analysis Report. Retrieved from <https://staging.cityoflakewood.us/government/departments/parks-and-recreation/human-services>

<sup>13</sup> United States Census Bureau (n.d.). Glossary. Retrieved from <https://www.census.gov/topics/health/disability/about/glossary.html>



## Low-Income Individuals

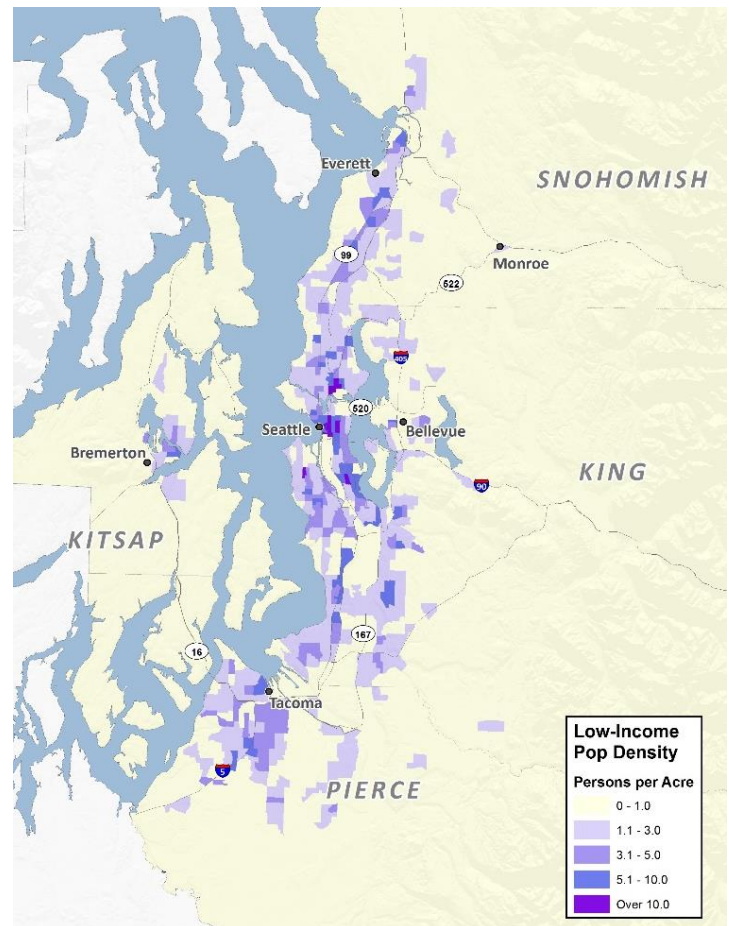
As of 2015, 10 percent of the region's population falls below the federal poverty line of \$24,250 for a family of four.<sup>14</sup> Because the federal poverty line is so low, and does not adequately account for people who have special transportation needs due to income limitations, PSRC uses a threshold of 200 percent of the poverty line to define low-income individuals in this plan. This is the same low-income threshold used for ORCA LIFT and similar programs aimed at benefiting low-income individuals. As of 2015, 24 percent of the region's population was defined as low-income. Pierce County has the highest proportion of low-income residents in the region at 31 percent. Figure 2-10 shows areas with the highest concentrations of low-income individuals in the region.

Transportation costs put a significant strain on the budgets of individuals with low incomes. According to a 2015 study, transportation cost is the second biggest expense in the budgets of most American households after housing-related expenditures.<sup>15</sup>

As housing costs in urban centers, where transit, jobs and services are concentrated, become less affordable, many low-income people are moving or being displaced to areas outside of the urban core areas. For many low-income people who have been displaced, owning and maintaining a private vehicle to maintain their mobility is not a viable option. These low-income households rely more heavily upon public transit and other mobility options to maintain their access to opportunity. Yet, for many of these households, even purchasing transit passes can be a financial burden.

Retaining employment can be difficult for low-income populations if they do not have reliable transportation options. Transit-dependent employees who work outside of traditional working hours (i.e., late night, early morning hours, or on weekends) are at a disadvantage due to inconsistent or unavailable transit service during their commute. According to a study of upward mobility, commuting time has emerged as the strongest factor in the odds of escaping poverty.<sup>16</sup> The longer an average

Figure 2-10. Population Density of Low-Income Individuals



Source: U.S. Census Bureau (2015). American Community Survey, 5-Year Estimates.

### Suburbanization of Poverty and Employment Decentralization

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

Source: Brookings Institution (2011). *Confronting Suburban Poverty in America*. Seattle-Tacoma-Bellevue, WA Metro Area Profile. Retrieved from <https://confrontingsuburbanpoverty.org>

<sup>14</sup> U.S. Census Bureau (2015). Poverty Thresholds. Retrieved from <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

<sup>15</sup> Hamidi, S. & Ewing, R. (July 2015). How Affordable Is HUD Affordable Housing?. Retrieved from <http://docs.trb.org/prp/16-1166.pdf>

<sup>16</sup> Chetty, R. & Hendren, N. (May 2015). The Impacts of Neighborhoods on Intergenerational Mobility: Childhood Exposure Effects and County-Level Estimates. Harvard University. The National Bureau of Economic Research. Retrieved from [https://scholar.harvard.edu/files/hendren/files/nbhds\\_paper.pdf](https://scholar.harvard.edu/files/hendren/files/nbhds_paper.pdf)

commute in each community, the worse the chances of low-income families moving up the economic ladder. The study identified that the relationship between transportation and social mobility is stronger than that between mobility and several other factors such as crime rate or elementary-school test scores.

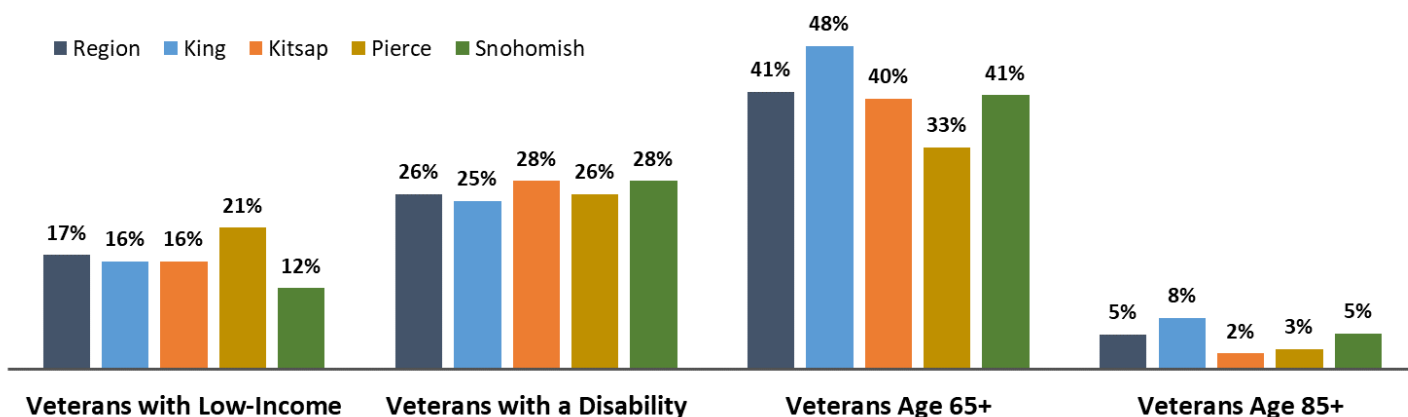
## Veterans

Historically, the central Puget Sound region has been a major training ground for military service and has one of the largest military reservations in the United States. Military bases around the region host vital capabilities toward the nation’s defense from all branches of service and have some of the best resources for service members and their families. Transitioning from military service to civilian life can be a difficult process for many returning veterans. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship.

Over the last 5 years, the percentage of veterans to total population slightly decreased in all counties in the region. Veterans make up 9 percent of the region’s total population over 18 years old, with nearly 40 percent of the region’s veterans living in King County and 31 percent in Pierce County. When compared to the general population, a disproportionately higher percentage of veterans have a disability. Figure 2-11 shows the proportion of veterans with a disability is 26 percent compared to 12 percent for the overall regional population (Table 2-1). Also, there are growing trends in aging veterans. More than 40 percent of the region’s veterans are 65 and older and the number of the oldest veterans (aged 85+) are now on the rise (Figure 2-11). Many more veterans, as they age and retire from service, are anticipated to remain in the traditional military base communities such as Silverdale, Bremerton, Everett, and Tacoma. This may result in even more older veterans and veterans with a disability living and accessing services in those parts of the region.

As a hub for veterans’ services, the region attracts veterans and their families from around the state. In addition to Joint Base Lewis McChord (JBLM) in Pierce County, the Veterans Affairs’ two largest healthcare facilities in Washington State are in the region—the American Lake Division in Lakewood and the Seattle Division. The region is also home to a number of other veterans’ centers, and community based outpatient clinics.

Figure 2-11. Summary Tabulations of Veterans, 2015



Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.

## Limited English Proficient Individuals

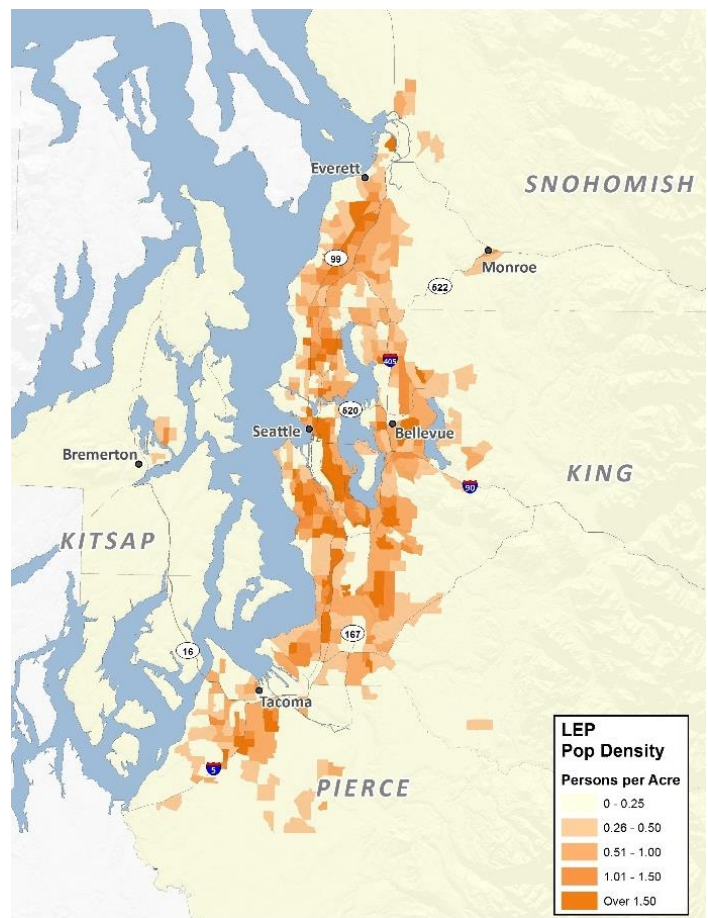
LEP individuals are defined as people who either do not speak English very well or do not speak any English. Language difficulties can create substantial barriers to accessing employment opportunities, engaging in community or cultural activities and performing daily tasks.

LEP individuals account for 8 percent of the total regional population and King County has the highest proportion of this group—which constitutes 10 percent of the total County population (Table 2-1). Forty-three percent of LEP individuals are low-income, compared to 24 percent for the general population in the region (Figure 2-13). Due to their lower-income status, LEP individuals are more likely to depend on transit to meet their daily needs. According to the 2011 American Community Survey, more than 11 percent of LEP individuals reported public transportation as their primary means of getting to work compared to 8 percent for fluent English speakers.

In addition, many LEP individuals also face barriers in accessing transportation information resources, which can prevent them from utilizing transportation options that do exist. Therefore, providing travel training and translated materials for this group will more effectively help them move around the region. In 2015, the languages most frequently spoken at home by LEP individuals in the region were Spanish and Chinese.

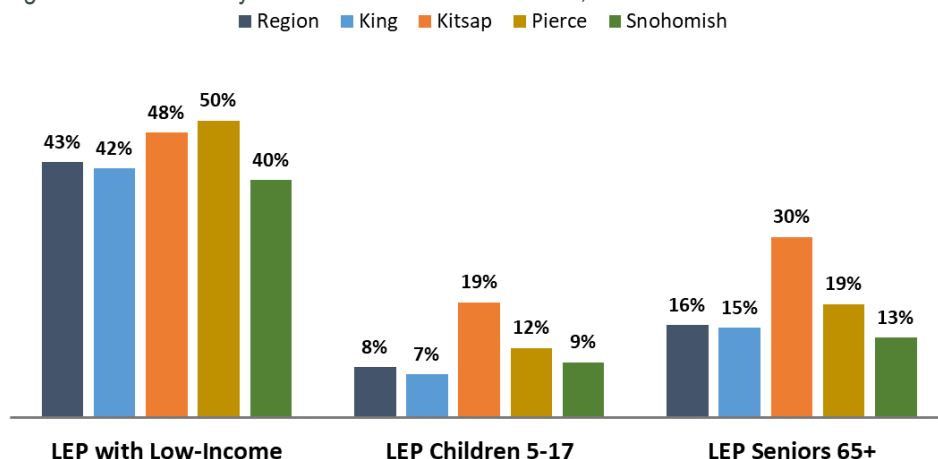
As shown in Figure 2-12, concentrations of LEP populations in the region can be found in south King County, communities along State Route 99 in Snohomish County and in Tacoma in Pierce County. Along with the general growth in the number of seniors, each county's older adult community continues to become more diverse as well. In Kitsap County, 30 percent of LEP persons are age 65 and older (Figure 2-13).

Figure 2-12. Population Density of LEP Individuals



Source: U.S. Census Bureau (2015). American Community Survey, 5-Year Estimates.

Figure 2-13. Summary Tabulations of LEP Individuals, 2015



Note: The definition of LEP in this plan is "Persons who speak English less than very well" according to the U.S. Census Bureau's ACS. This definition is commonly used for environmental justice and special needs transportation planning and programs.

Source: U.S. Census Bureau (2015). American Community Survey, Public Use Microdata Sample.



# Major Destinations

People with special transportation needs live throughout the region's four counties in rural and urban areas alike. For those who cannot or do not drive a car, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about one's daily life includes making trips to and from one's home on a regular basis for a wide variety of reasons. People may go to these destinations daily, frequently, or occasionally. These trips include travel to work or school, personal errands, medical appointments, participating in recreational activities and so on. Examples of trips include older adults going to a local community center a few times a week, which may be the lifeline they need to remain independent. A family without a car facing economic hardship may need a reliable way to get to a food bank on a regular basis. A person whose mobility prevents him or her from driving still must get to work. These are illustrative destinations, many of which reflect the "social determinants of health." Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work, and age.<sup>17</sup> Destinations related to these determinants of health include schools, worksites, and recreational facilities and the ability of people to access them impact a wide range of health, functioning, and quality-of-life outcomes.<sup>18</sup> Therefore, these are considered higher priority destinations.

Given the many and varied reasons people travel, it is not possible to list every trip or destination. Therefore, only major destinations are specifically identified in the plan. These include medical facilities, education, employment or training centers, community and cultural centers, shopping centers, and parks. PSRC's 2014 and 2015 regional household survey results support that these are common destinations where special needs populations in the region travel. See Attachment D for a more detailed documentation of major destinations and employment densities in the region.

## Social Determinants in Promoting Health and Health Equity: Defining Access to Health Care and Associated Critical Services in the Coordinated Plan

While increasing access to healthcare is important, research demonstrates that improving population health and achieving health equity also will require broader approaches that address social, economic, and environmental factors that influence health.<sup>17</sup> In recent years, there has been increased recognition of the importance of these factors to health. With the understanding that improving health outcomes requires transportation for people with special needs, not only to their health care appointments, but also to other critical services, the Coordinated Plan is defining the term access to healthcare and associated critical services as meaning access to the following types of destinations for people with special transportation needs:

- Health Care System: Quality health care facilities and associated appointments, such as pharmacy appointments to fill prescriptions;
- Food: Healthy food options, including grocery stores and food banks;
- Economic Stability: Employment and employment support services;
- Neighborhood and Physical Environment: Affordable housing and recreation opportunities;
- Community and Social Context: Community support systems such as childcare; and
- Education: Literacy and language programs including early childhood education, vocational and higher education.

For purposes of the plan, access to health care and associated critical services are designed to ensure that those who need health care, have continuing access to that health care, and that they also have ongoing transportation access to those critical services illustrated above that will allow them to remain healthy without returning as patients to the health care system on an ongoing basis.

<sup>17</sup> Artiga, S. & Heiman, H. (November 4, 2015). Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity; Retrieved from <https://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

<sup>18</sup> Office of Disease Prevention and Health Promotion (n.d.). Determinants of Health. Retrieved from <https://www.healthypeople.gov/2020/about/foundation-health-measures/Determinants-of-Health>

# Transportation Programs and Services

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

**Fixed-Route Bus and Rail Service.** Bus or rail service operating on an established route and schedule and open to the public. The RTP includes information on the fixed-route transit network within the region, and plans for its evolution into an integrated 2040 transit network. Please see Chapter 2 of the RTP for more information.

**Ferry Service.** Ferry service operates on an established route and schedule and is open to the public. Ferry service is provided by automobile ferries that allow vehicles, bicycles and walk-on access and passenger-only ferry operations. Ferry service is also a component of the region's integrated public transportation network. Please see Chapter 2 of the RTP for more information.

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

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

- **ADA Paratransit Service** — provides complementary paratransit service to people who are unable to use fixed-route service because of a limited ability. Service must be provided within 3/4 of a mile of noncommuter fixed-route bus or rail service during the same hours and days as the fixed-route service. Any public transit agency providing fixed-route service is required to provide complementary paratransit service.
- **Non-ADA Paratransit Service** — provides demand response transportation services to people with special transportation needs. Non-ADA paratransit service is available to people who may not be eligible for ADA paratransit service or is provided in areas or at times outside of the complementary ADA paratransit service.



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

**Door-to-Door Service.** Specialized form of paratransit service where a driver meets customers at their door and walks with them to the vehicle and then to the door of their destination.

**Door-through-Door Service.** More specialized form of paratransit service than door-to-door where driver escorts customer from inside residence to vehicle and then into their destination. Typically, not available in ADA paratransit service.

## ORCA LIFT

ORCA LIFT is a low-income ORCA card program that provides eligible users with a reduced fare for Sound Transit Link light rail and express buses, Sounder trains, King County Metro transit buses, King County Water Taxi, Kitsap Transit buses and Seattle Streetcar. Metro also offers free ORCA cards to riders under 18 whose parents qualify for ORCA LIFT based on income.



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

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

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

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

PSRC has a transit service typology that describes public transportation in the region, providing information on how transit service is designed to serve its customers within their varied geographic contexts. Fixed-route bus, rail and ferry service are all part of the transit service typology falling under one of three categories: Frequent, Express or Local service. The remainder of the service types noted above fall under Flexible service, which describes a wide variety of programs and services that serve people with special transportation needs, first- and last-mile connectivity and other specialized trips that are not well served by fixed-route service. Please see Chapter 2 of the RTP for more detailed information on transit service typology.

## ORCA Youth

Youth age 6-18 receive a discounted youth fare for travel on the region's fixed-route public transportation services. Youth who provide evidence that they qualify are eligible for an ORCA Youth Card.

## 2017 Summer ORCA Youth Promotion

During the Summer of 2017, King County Metro and Sound Transit offered reduced summer fares to all youth who use an ORCA Youth card to pay their fares. During the promotion, ORCA Youth card holders paid \$0.50 for their trip. Youth ridership historically decreases in summer. However, Metro's youth ridership increased 35 percent and Link light rail's increased 42 percent compared to the previous summer. Discounted youth fares provided more opportunities for education, and accessing jobs and internships to youth who live and work near fixed-route transit services. This ORCA Youth Promotion ended on September 4, 2017.

## Regional Reduced Fare Permit

Seniors, individuals with disabilities, and Medicare card holders are eligible for a reduced fare, meeting federal requirements. Public transit agencies in this region coordinate on eligibility for this program.

# *Transportation Providers*

The transportation programs and services noted above are provided by a range of public, private and nonprofit providers. The individual agencies and organizations providing these services fall into one of the following provider categories: public transportation, human services transportation, brokered transportation, transportation provided by schools and other transportation providers. A brief description of each provider type is outlined below. For a detailed inventory of individual providers in the central Puget Sound, see Attachment C, Inventory of Special Transportation Services and Programs. In addition, the website <http://www.findaride.org> can be used to help find transportation providers and services in King, Pierce and Snohomish counties.

## Public Transportation Providers

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

- City of Seattle
- Community Transit
- Everett Transit
- King County Marine Division
- King County Metro

- Kitsap Transit
- Pierce County Ferries
- Pierce Transit
- Sound Transit
- Washington State Ferries

In addition to these service providers based within the region, the following public transportation operators provide connections to surrounding regions and communities:

- Clallam Transit
- Intercity Transit
- Island Transit
- Jefferson Transit
- Mason Transit
- Skagit Transit

## Human Service Transportation Providers

Human service transportation includes a broad range of services designed to meet transportation needs such as transportation for people with a disability or transportation for seniors. Human service transportation in the region is provided by a vast array of faith-based organizations, non-profit organizations, veterans' organizations, senior centers, community centers and medical facilities. Detailed information on human service transportation providers in the region can be found in Attachment C of this plan. Information and referrals to transportation resources for all counties in the central Puget Sound can be accessed by dialing 2-1-1.

## Brokered Transportation

Transportation brokers arrange trips for clients from a wide assortment of qualified transportation providers. Depending on the client's physical and mental condition, he or she is matched with the least costly ride. On average, in the state of Washington 30 percent of the trips are purchased through transit bus passes. Just over half of the brokered trips are demand response, door-to-door trips. The remaining trips are either provided through gas vouchers, reimbursements or other modes such as air, ferry or train. The majority of brokered transportation in the region is related to the Medicaid program. As the state's Medicaid agency, the Health Care Authority (HCA) assures access to medical care for its clients by contracting through a competitive bid process with transportation brokers. Within the central Puget Sound, the Medicaid brokered transportation services are provided by Paratransit Services in Kitsap and Pierce counties and by Hopelink in King and Snohomish counties. Responsibilities of the transportation brokers include the following:

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



## Transportation Provided by School Districts

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



Funding levels for student transportation are based on a formula allocation, which is calculated annually and applied by the Office of the Superintendent of Public Instruction. 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 has a disability. The allocation is driven by annual enrollment figures at each school within a district, collected each October. Districts receive funds in the form of a standard "student mile" allocation rate for each student living a mile or more from school.

## Other Direct and Indirect Providers

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

- Taxis
- Transportation Network Companies (TNCs) such as Uber and Lyft
- Limousines
- Airport shuttles
- Charter bus companies
- Ambulances
- Rental cars
- Car-sharing programs
- Bike-sharing companies
- Privately owned ferries
- Private bus companies such as First Transit
- Health and human service programs that offer transportation to their specific client populations

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

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

## *Innovations* in Technology and Human Service Transportation

Many individuals with special transportation needs, particularly older adults and persons with disabilities, have difficulty accessing essential services to meet their daily needs and rely upon special needs transportation services. Although these services offer a lifeline to meet those daily needs, they are expensive to operate and there is limited funding to provide the service. In addition, special transportation services are provided by a wide variety of programs and operators which create a fragmented network that people with special transportation needs must navigate to access transportation for different purposes. Lack of coordination and institutional barriers are the leading obstacle to meeting mobility needs of the people who need the services most. Concerns related to inefficiency in special needs transportation systems in the region were raised during targeted outreach activities for the Coordinated Plan. Many human service transportation clients express frustration with or give up using special needs transportation services because scheduling trips are inconvenient, pick-up wait times are long and trips crossing county or other service area boundaries are difficult or rarely available.

New opportunities are being created in the human services transportation field through the use of emerging technologies such as Intelligent Transportation Systems (ITS). ITS is a set of tools that facilitates a connected, integrated and automated transportation system that is information-intensive.<sup>19</sup> ITS shows promise to increase efficiency in human service transportation systems by coordinating paratransit trips among partnering agencies. New technologies in trip planning also help share data between transportation providers which enable agencies to coordinate trips and serve clients more efficiently. Other technological advances in transportation including but not limited to wayfinding and navigation for people with disabilities, to advances in vehicle automation that can help people unable or unwilling to drive complete door-to-door demand response trips, show promise to improve special needs transportation delivery in the coming years.<sup>20</sup> Appendix N (Technology) of the RTP describes technological innovations in transportation in more detail.



<sup>19</sup> Barbaresso, J., Cordahi, G., Garcia, D., Hill, C., Jendzejec, A., & Wright, K. (December 2014). USDOT's Intelligent Transportation Systems (ITS) ITS Strategic Plan 2015- 2019. FHWA. Retrieved from <https://www.its.dot.gov/strategicplan.pdf>

<sup>20</sup> U.S. Department of Transportation (n.d.). Accessible Transportation Technologies Research Initiative (ATTRI). Retrieved from [https://www.its.dot.gov/research\\_areas/attri/index.htm](https://www.its.dot.gov/research_areas/attri/index.htm)

# Transportation Costs

Traditionally, the main transportation tax bases have been retail sales, 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.

Although the economy in this region is booming, the effects of the most recent recession are still being felt by the special needs transportation sector. During the last recession, many transit agencies cut back on their fixed-route transit networks, and in the case of Pierce Transit, reduced service area boundaries, as well. In most cases, these cutbacks in service occurred in suburban and rural areas where fixed-route transit is not as productive. With the loss of fixed-route transit service, these areas also lost the complementary ADA paratransit service that comes along with it. As public transit agencies in the region recovered from the recession and added service back based upon new and newly updated long-range plans, the service to these lower density areas has not yet returned. As a result, the provision of special needs transportation has increasingly been borne by a mixture of human service, nonprofit and private providers of transportation services oriented to special needs populations. Funding dedicated to special needs transportation purposes is forced to go farther and serve more people than ever. And while human service transportation providers fill in gaps when public transportation providers cannot, the economic impacts are reaching beyond public agencies.

Generally speaking, fixed-route transit, fixed-route student transportation and vanpools are the most cost-effective methods to provide wide transportation access. Because these are much less expensive trips, transit agencies invest in travel training 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. Statewide, demand response services are more than eight times higher than fixed-route trips on a cost per trip basis, based on WSDOT's 2015 Summary of Public Transportation report.<sup>21</sup> In 2015, the average operating cost per trip of fixed-route was \$4.94 compared to \$42.16 for demand response services.

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 provisions 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, this change places a bigger burden on travel when there may already be an excessive demand.

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<sup>21</sup> Washington State Department of Transportation (December 2016). Washington State 2015 Summary of Public Transportation. Retrieved from <https://www.wsdot.wa.gov/publications/manuals/fulltext/M3079/spt.pdf>



## *Special* Needs Transportation Funding

The RTP financial strategy calls for adding funding for special needs transportation services in proportion to the forecasted special needs populations growth. The only U.S. Department of Transportation (USDOT) funding source dedicated to special needs transportation is the FTA Section 5310 Program.

Given the projected growth in the number of seniors and people with disabilities, the region can expect a continued growth in this funding source. However, the funding available for the program has always fallen short of the need, as expressed in total grant funding requests in each special needs transportation grant competition. This need has grown faster than funding availability as cutbacks in fixed-route transit services and health care and human services has occurred in the region. More existing special needs transportation programs are more reliant on this one funding source than ever. Yet, the funding has not grown fast enough to even keep up with cost increases to provide the existing service.

There are no other USDOT funding sources dedicated to special needs transportation. FTA formerly had a program dedicated to transportation for low-income people to access jobs and related services, called the FTA Section 5316 Jobs Access and Reverse Commute (JARC) program. Although this dedicated program was repealed as part of the 2012 federal transportation law, Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), the JARC-eligible activities remain as eligible projects in the FTA Section 5307 Urbanized Formula Program and the FTA Section 5311 Rural Formula Program. Public transit agencies and private nonprofit transportation operators are eligible to provide JARC projects using these formula funds so long as they are successful in the grant competition in which these funds are distributed. However, given that these projects are not required, the number of JARC-related projects using these federal funding sources has dropped precipitously since 2012.

WSDOT's Consolidated Grant competition provides another means of funding special needs transportation programs in the region. This competition includes State-managed federal funds from FTA Section 5310 and Section 5311 programs, and state special needs transportation funding sources. However, this is a statewide competition in which transportation operators and private nonprofits must compete to receive funding. The amount of funding from this competition awarded to the region has increased at a faster rate than other funding sources for special needs transportation, in part due to increases in state funding passed by the Washington State Legislature in 2015.

Funding for special needs transportation, while keeping up with growth in some segments of populations served by that form of transportation, has not been able to keep pace with the increased demands and need over the last few years. In addition, programs that provide existing service (whether operations, information referral, or travel training) must compete for continuing funding to maintain existing operations on a continual basis. This creates an environment in which programs have difficulty expanding or otherwise innovating to address the mobility needs and gaps found in this plan. There is a need to find more sustainable and stable sources to fund these programs.

## Volunteer Transportation

KING COUNTY

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

Grace  
Magnolia



Source: Life In Motion <http://metro.kingcounty.gov/tops/kccsnt/pdf/life-in-motion-booklet.pdf>

# Chapter 3

## Mobility Needs and Gaps

*Federal law requires that the Coordinated Plan identify needs and gaps in the special needs transportation network. The needs and gaps outlined below were assessed throughout the planning process through outreach to transportation providers, local mobility coalitions, and community-based organizations (CBOs). Outreach was targeted to reach seniors, people with disabilities, and others with special transportation needs. In addition, subject matter experts on PSRC's Special Needs Transportation Committee provided insight into the needs and gaps throughout the special needs transportation network in the region. The intent was to inform and update the prioritized strategies that will guide transportation and information service providers in overcoming these gaps. These prioritized strategies can be found in Chapter 4 of this plan — "Mobility Tomorrow."*

The first section of this chapter summarizes the methodology employed to solicit views of key stakeholders and members of the public to learn more about mobility gaps facing the region's special needs populations. The main body of this chapter summarizes emerging needs and gaps identified through targeted outreach and addresses identified needs and gaps by categories—spatial, temporal, institutional, infrastructure and awareness gaps.

### Methodology

#### Literature Review

In the early stages of this Coordinated Plan update, PSRC staff conducted a review of existing local needs assessment reports and plans to identify the most up-to-date transportation needs and gaps in the region. A summary of each resource reviewed was shared with the Special Needs Transportation Committee. The summary was organized to identify emerging needs and gaps in the region. A list of needs assessment reports and plans reviewed by staff is provided in Attachment B of this plan.

#### Targeted Outreach

Building on the literature review, consultants and PSRC staff organized community outreach activities and participated in county mobility coalition meetings to solicit feedback from stakeholders and residents across the region. Between May and September 2017, the project team attended a total of 15 in-person meetings and solicited feedback on emerging mobility needs and gaps and prioritized strategies for addressing identified gaps. The specific form of in-person outreach during events varied but options included presentations and facilitated "dot-exercises"—where participants used dots to prioritize topics on large posters. In addition to the targeted outreach, in July 2017, the project team developed an online survey to collect feedback from a larger number of people in the region (collecting over 1,200 responses) and to reach people unable to attend the in-person meetings. A more detailed description of the public outreach methodology and events is provided in Attachment B of this plan.





## *Emerging* Needs and Gaps in the Region

Several key themes emerged out of the literature review and feedback from targeted outreach to people with special transportation needs and other stakeholders. Although all mobility needs and gaps for the transportation-disadvantaged are important to address, the five emerging needs and gaps identified below represent special needs transportation mobility issues that the region will focus attention on in the coming years. These emerging needs and gaps are not presented in any priority order.

There is a need for more travel training and information assistance and referral services for available mobility options to close awareness gaps within the region.

Providing adequate travel training and information assistance and referral services were widely voiced throughout the targeted outreach, as well as providing information in diverse languages. Travel training and trip planning assistance helps people who are unaware of more affordable and available transportation options to learn how to use the options. Information assistance and referral programs connect people with available transportation options that will meet their mobility needs. Oftentimes, the transportation-disadvantaged need not only referral, but assistance in connecting with an appropriate mobility option. With that assistance, older adults, persons with disabilities and other specific transportation users can learn about available transportation options and become informed on how to use such services.

There is a need to provide better transportation services within rural areas and connecting rural areas to urban areas where jobs and services are concentrated, particularly for those who cannot rely upon an automobile to transport themselves.

Access to and from rural and isolated areas is an issue in many communities in the region. This mobility need is most acute in areas that do not have the characteristics to make fixed-route transit efficient to serve. Examples of these areas and the trips that people need to take are found in places throughout the four counties of the region.

There is a need for more comprehensive access to non-emergency healthcare and associated critical services that are related to healthcare outcomes. There is a particular mobility gap identified for those who have special transportation needs and are not eligible for Medicaid non-emergency medical transportation (NEMT) or ADA-complementary paratransit service.

Transportation gaps specifically related to medical transportation were mentioned, including reducing the cost of providing medical transportation for non-Medicaid eligible persons and even finding more cost-efficient way to provide services to low-income seniors who are on Medicare but do not qualify for NEMT services. Improving access to medical transportation can reduce healthcare costs and improve health outcomes of various groups of patients, including rural veterans.

There is a need for better coordination between transportation providers and human service agencies in order to provide more efficient service and avoid unnecessary duplications in service.

The need for better coordination between service providers was expressed, both for inter- and cross-county travel. There are difficulties in transferring between different travel modes (e.g., connection between volunteer services, paratransit or fixed-route transit). Cross-county connections particularly require improved partnerships and communication among service providers. However, program requirements often result in the need to transfer between different services, creating more of a disincentive for people with special transportation needs. In addition to coordination between transportation service providers, there is need for coordination between the human service agencies providing social services to their clients and the transportation service providers who can provide mobility for their clients.

There is a need for a sustainable source of funding to support existing special needs transportation services experiencing growing operating costs.

A number of issues were raised related to sustaining special needs transportation programs with limited funding while meeting specific program requirements. The cost of providing specialized transportation continues to rise. It costs more every biennium to provide the same service level to a population or geographic area. Moreover, current policies and contracts restrict providers from serving outside of their service boundary, resulting in additional transportation gaps.

## *Needs and Gaps by Category*

Gaps in the special needs transportation network have been identified as organized into five categories: spatial, temporal, institutional, infrastructure or awareness. This section of the Coordinated Plan explains each need or gap in greater detail and provides specific regional examples related to each gap. This framework of categorizing needs and gaps has been used in the plan for many years. Updates to the needs and gaps identified through targeted outreach in 2017 have been incorporated into this section.

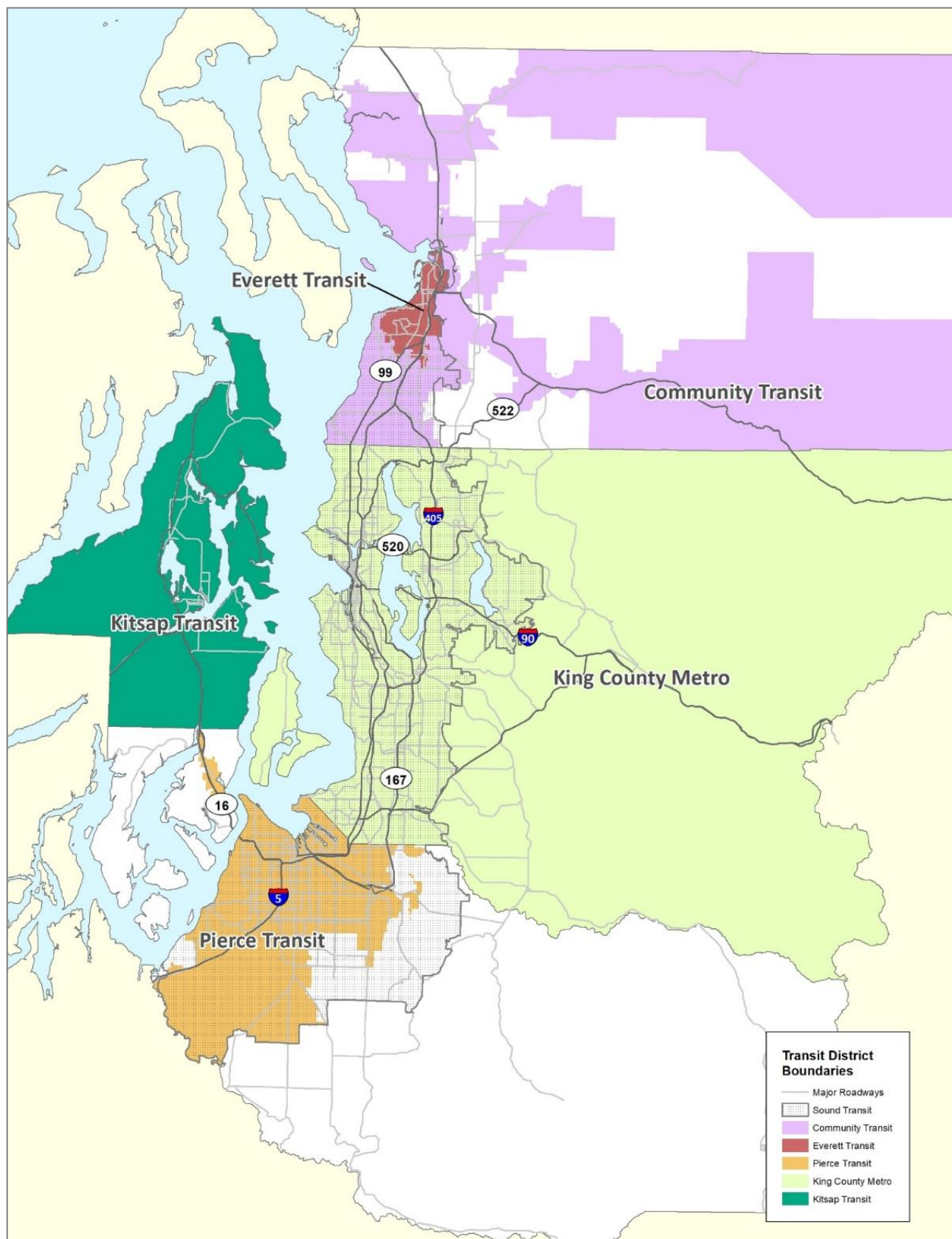
### Spatial Gaps

Spatial gaps refer to locations that are not served at all by transportation services or in some cases to geographic areas where service is limited. To be cost-efficient, fixed-route public transportation service is oriented towards serving the region's urban centers, major employment centers, and other urban areas. As a result, there are spatial gaps in suburban and rural locations where fixed-route transit service is either unavailable or inadequate to meet the daily needs of special needs populations. For these people, spatial gaps can be especially disruptive as alternative transportation options may not be available where they live.

#### SPATIAL GAPS IN THE CENTRAL PUGET SOUND REGION

- Redeployment of fixed-route transit service since the recent recession has focused on more urban areas making it increasingly difficult to **connect rural clients and riders to areas well served by fixed-route transit**. This problem is evident in rural areas within and outside of transit district boundaries (see Figure 3-1). As a result, **travel is cumbersome for transit-dependent populations who live in rural areas** and may require additional travel options or multiple transfers.
- Public transportation **service to destinations outside of major activity centers** is inadequate to meet the mobility needs of special needs populations.
- **Affordable and accessible non-emergency medical transportation in the region is lacking**. This is especially problematic for patients who do not qualify for Medicaid NEMT services and do not have other means to access medical appointments.

Figure 3-1. Transit District Boundaries in the Central Puget Sound Region



Source: Puget Sound Regional Council (2017). PSRC Transit District Boundaries.



## Temporal Gaps

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

### TEMPORAL GAPS IN THE CENTRAL PUGET SOUND REGION

- **Transportation options are inadequate outside of peak hours** — very early in the morning, middle of the day, after 7:00 pm, and on weekends.

## Institutional Gaps

Institutional gaps are caused by the rules, regulations and requirements that govern the provision of transportation services. This results in transportation service that can be confusing, inefficient (through duplications, among other things) and disconnected for customers. Institutional gaps are not always clearly defined and can take many forms.

### INSTITUTIONAL GAPS IN THE CENTRAL PUGET SOUND REGION

- Transportation providers **do not group trips or offer shared rides among different special needs populations**. This can result from eligibility requirements preventing shared trips. This may result in inefficient delivery of service as vehicles from different agencies travel the same corridor at the same time to serve their clients.
- **Cross-county trips** within and outside the region are difficult due to a lack of coordination among service providers, human service agencies or program regulations.
- **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. As a result, transfer between different special needs transportation services is cumbersome and may result in additional wait time for a customer to complete a trip.
- Transportation providers and brokers use **different scheduling, dispatching and reporting software**, making information sharing difficult.
- Statewide cost-sharing allocation formulas are lacking to allow for standard reimbursement rates for clients who are eligible for multiple transportation services.
- **It is challenging for new programs to compete for funding**. As a result, new projects that may effectively fill spatial or other gaps where fixed-route transit is not efficient may not get off the ground.
- **Existing special needs transportation programs do not have funding capacity to serve growing demand for their service, resulting in denial of services to eligible riders**.
- **Paratransit systems generally do not provide same-day service**, which means riders must always plan trips in advance and cannot be spontaneous about travel. Complementary ADA paratransit service is funded locally through the transit district's tax base. Since this service is federally mandated, but is funded by the same local tax base as fixed-route transit, ADA paratransit service both competes with funding for fixed-route service and adds to the cost of providing fixed-route service. This can result in decreased fixed-route service in some areas to maintain the minimum level of ADA paratransit service and may discourage expansion of paratransit service beyond the minimum to comply with the ADA requirements.

#### Regional Example that Covers Multiple Gaps

##### **Access to Medical Facilities in the PSRC region; Spatial & Institutional Gaps**

Many south Snohomish County clients who live in the areas outside of the fixed-route ADA paratransit service boundaries need to get to medical appointments in King County. Living in a transportation-disadvantaged community creates spatial gaps to access medical facilities. At the same time, these clients may experience institutional gaps which prevent easy cross-county transfer between different transportation service providers due to their eligibility requirements.

## Infrastructure Gaps

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

### INFRASTRUCTURE GAPS IN THE CENTRAL PUGET SOUND REGION

- Some fixed-route transit facilities and bus stops are without **accessible walkways and safe crossings**.
- Bus stops and other transportation **waiting areas lack benches and other amenities (e.g., weather protection)** for older adults and individuals with disabilities.
- Individuals with special transportation needs have limited **access to new travel information resources**, including mobile and web-based applications.
- **Pedestrian crossing times at signalized intersections** are not long enough for seniors, children and individuals with mobility impairments.
- **There is a lack of accessible or lift-equipped vehicles** for people who have limited ability, but who are not eligible for Medicaid NEMT or ADA paratransit services.

## Awareness Gaps

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

### AWARENESS GAPS IN THE CENTRAL PUGET SOUND REGION

- **Language and cultural barriers** prevent diverse riders and clients from accessing transportation options.
- **Traveler information technologies** are too advanced or are too difficult to acquire for some users who have special transportation needs.
- **Decision makers do not know** where special needs populations reside in their community and may not be fully aware of their mobility needs and gaps.
- Social service agencies do not always have **adequate information regarding available transportation choices** for their clients, particularly if transportation is not offered by such agencies. This can result in referral to less efficient transportation options which may require more transfers and longer wait time for a client to complete a trip compared to other options that are available.
- Fixed-route transit, rideshares and vanpools are often **marketed to commuters and not to special needs populations**. Furthermore, funding is insufficient to meet the increasing demand for specialized paratransit, volunteer and other community transportation, and hence marketing is not prioritized for these services.
- **Safety issues** (e.g., no available seat on the bus or unsafe waiting areas) discourage riding transit and create a negative perception of transit among older populations.
- **Special needs populations are not aware** of all available resources including online information such as online trip planning services.

## *Regional* Examples of Addressing Needs and Gaps

### Beyond the Borders — Pierce County

Beyond the Borders is a free transportation service for eligible riders in east and south Pierce County provided by Pierce County Human Services. Older adults (65+), individuals with disabilities, youth (age 12-17) and people with low income living in rural Pierce County may be eligible for transportation from home to their destination or to the nearest bus stop and back. By providing trips to and from rural Pierce County, Beyond the Borders fills many of the spatial gaps that exist in rural and suburban areas of the County.

### Community Travel Tips — King County

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

### Transportation Assistance Program— Snohomish County

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

### ACCESS Service — Kitsap County

Kitsap Transit offers countywide shared ride paratransit service, ACCESS, for seniors and people with disabilities who are unable to use regular routed buses. This service helps connect riders with fixed-route service or to reach their destinations via ACCESS vehicles. Kitsap Transit also provides shared-ride service to Bainbridge Island (BI Ride), South Kitsap (SK Ride), and Kingston (Kingston Ride) to provide communities with transportation that is not peak hour commuter focused but community focused services.



**Transporte Comunitario:** Consejos para Trasladar  
Esta guía es una versión impresa de una serie de tres videos creada para ayudar a King. Vea los videos en línea en [www.youtube.com/user/kcmobilitycoalition](http://www.youtube.com/user/kcmobilitycoalition). Lo gratuitamente en múltiples idiomas. ¡Disfrútelos!

#### Cómo Viajar en Autobús



Por favor llegue a su parada de autobús antes. Cuando se acerque el autobús que se encuentran en el frente y a coincidir con el número de ruta de el correcto. Si no habla inglés, pida con la información de su parada de Muestresela al conductor al subir.







# Chapter 4

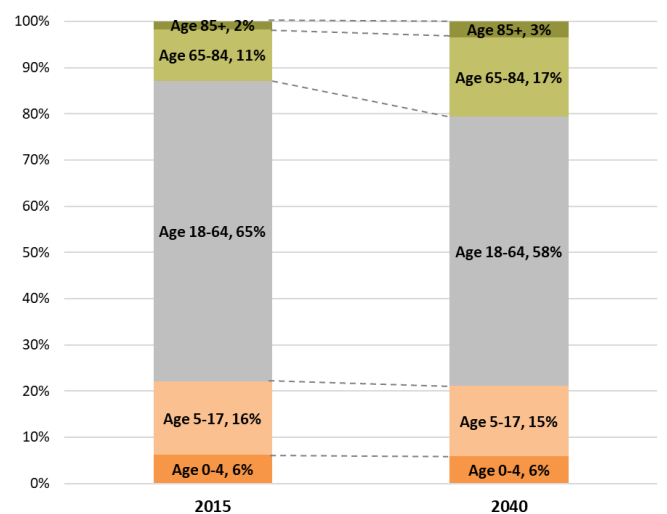
## Mobility Tomorrow

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

### Planning for the Future

In 2011 the first Baby Boomers turned 65, beginning what is to be a period of increasing senior populations not only in the region but the United States as a whole. Forecasts from the Washington State Office of Financial Management show the senior population (age 65+) reaching 20 percent of the regional population by 2040, nearly double the percentage in 2015. Within the senior group, the population of individuals over the age of 85 will grow the fastest, increasing by 158% by 2040 (Figure 4-1). As older adults represent the group with the largest proportion of individuals with special transportation needs, these demographic trends will likely result in greater demand for specialized transportation services in the future. The region is forecast to add over 1 million residents by 2040, experiencing increases in all special needs population categories, not just seniors. The region has already realized increased demand for public transit as the number of passenger trips on fixed-route and demand response service grew more than 13 percent since 2011.<sup>22</sup> While these figures show a short-term increasing trend, the region's recent history includes loss of fixed-route and demand response service to many areas. Some of these fixed-route transit service reductions are more permanent than others, resulting in an environment in which people with special transportation needs rely more heavily on private nonprofit, human service and private transportation operators to

Figure 4-1. Population Projections by Age Cohort in the Region



Source: WA State Office of Financial Management (2016). Population Projections for Counties, 2010-2040.

<sup>22</sup> Puget Sound Regional Council (July 2016). Transit Ridership Through July 2016. Puget Sound Trends. Retrieved from <https://www.psrc.org/sites/default/files/trend-transitridership-201609.pdf>

meet their daily travel needs. These same agencies are facing an operating environment where demand is rising at a faster rate than available funding. Moreover, competition is fierce to receive adequate funding to sustain existing service to these areas of the region.

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

## *PSRC's* Role

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

## The RTP

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 bus transit, 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 fixed-route transit network 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.

The RTP encourages transit-oriented development because of the possible impact it could have on the future success of regional high-capacity transit investments. Infrastructure that provides full accessibility to transit facilities, such as sidewalks, can broaden the transit market share for all users of public transportation and reduce the demand for very costly demand response services. Using the existing system to its most efficient potential will also require looking to technology to better control movement through intersections, and rider information to facilitate transit use.

The RTP's 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: Frequent, Local and Express. All types of fixed-route transit service are beneficial to people with special transportation needs. However, the Frequent Transit service type provides the most flexibility and independence to people with special transportation needs, as it allows them access to a variety of destinations throughout the day through frequent service that covers a wide span of each day. A fourth category in the transit service typology, flexible transit, addresses the myriad types of programmatic transit service that are not fixed-route transit. The Coordinated Plan addresses many of the flexible transit type services for people with special transportation needs.

## FREQUENT TRANSIT SERVICE

Transit service that shows up so often that you do not need a schedule to plan a trip. Light rail, bus rapid transit, and high frequency local buses are considered examples of frequent transit services. Frequent services are generally routed to or through areas with higher density population and/or employment, and often include transit priority infrastructure to help provide more efficient and reliable transit service.



## LOCAL TRANSIT SERVICE

Transit routed between or through areas that are not dense enough to warrant frequent 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. However, this is important service for people with special needs who do not live near frequent or express service.



## EXPRESS TRANSIT SERVICE

Transit routed to serve users with faster transit service by providing fewer, more limited stops or wider stop spacing. This service can occur at any time of the day, but is most often provided as peak period commutes connecting park-and-ride lots and other productive origins to employment centers. Express services are generally faster and more direct than frequent service. Similar to frequent service, express services rely upon transit priority infrastructure to achieve faster and more reliable transit service. Examples include Sounder commuter rail and long-distance express bus service provided by many of the region's public transit agencies.



## FLEXIBLE TRANSIT SERVICE

Flexible transit service is any public transportation that is not a fixed-route transit service. This type of service accounts for the wide variety of public transportation services and supports that provide mobility to people throughout the region. This service can take many forms, including:



- A demand response service that provides mobility to people with special transportation needs who are unable to take fixed-route transit.
- Demand response and/or community- or human-service agency-provided transportation serving markets and communities where fixed-route transit is not feasible.
- Vanpool and similar services that provide access to jobs, typically over long distances and at specific times.
- A variety of first- and last-mile connections that help riders get to or from a transit station.

The RTP calls for increasing the types of transit described above to significantly improve local and regional transit services over the plan's timeline. Fixed-route transit is a considerable part of coordinated transportation services. The better the fixed-route system is, the less demand there is on other services that are costlier to provide.

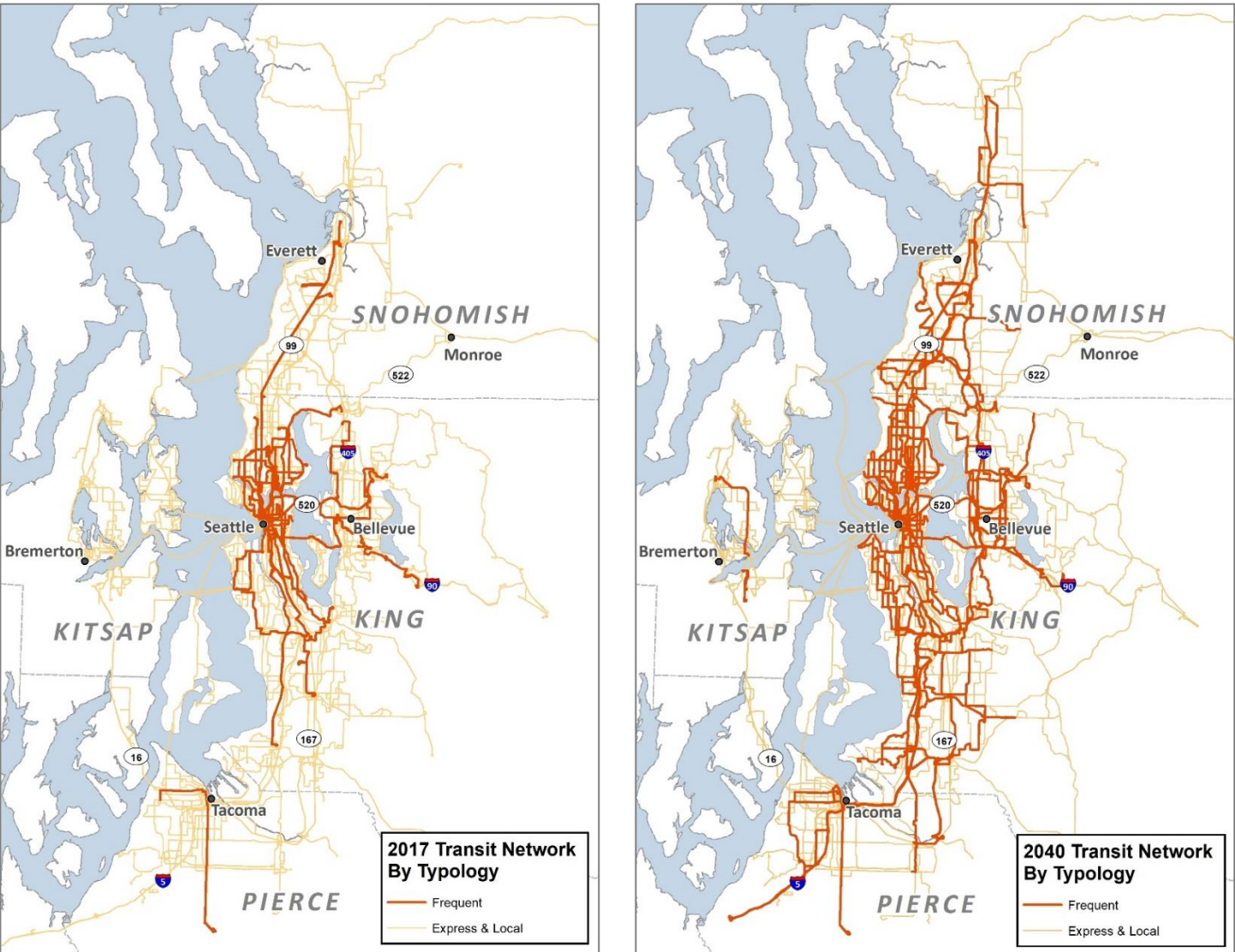
The RTP recommends an aggressive increase in fixed-route service. Significant work has been done by PSRC and the transit agencies within the region to plan for the expansion of fixed-route transit in support of the growth anticipated in VISION 2040 and the mobility needs of the region. Transit agencies in the region have all recently completed or updated their long-range plans and/or system plans. The agencies worked with PSRC to develop an integrated transit network for 2040, illustrating the build out of the high-capacity transit system, redeployment of bus service to feed into the regional transit system and expansion of the passenger only ferry network (Figure 4-2). By 2040, there will be a 54 percent increase in the number of people who live within half mile of frequent fixed-route transit service, which



arrives every 15-minutes or more frequently throughout the day and there will be a 50 percent increase in the number of jobs within a quarter mile of frequent transit service. PSRC modeling results suggest that a larger share of people with low-income and minority households will have improved access to frequent transit service in 2040 compared to today.

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

Figure 4-2. Integrated Transit Network, 2017 and 2040



Source: Puget Sound Regional Council (2017). PSRC Regional Transportation Network.



# Vision and Mission

As part of the work developing the 2019-2022 Coordinated Plan, the PSRC Special Needs Transportation Committee affirmed the existing Vision and Mission statements.

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

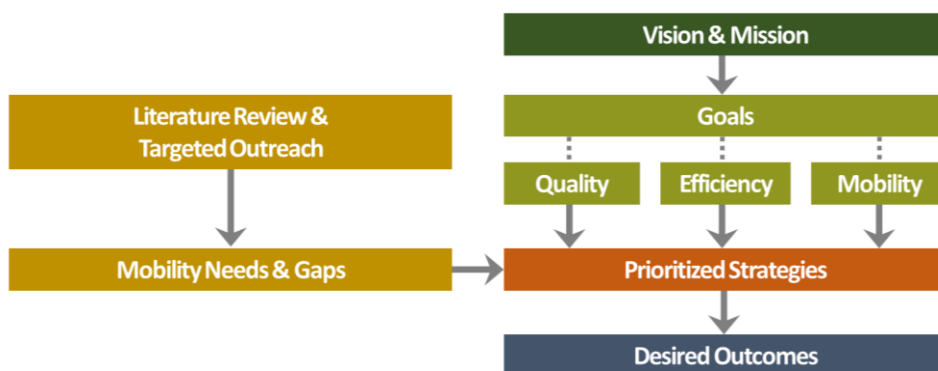
**Mission:** We are multiple organizations working together for shared benefit to gain economies of scale, eliminate duplication, expand service and improve the quality of service to better address the regional transportation needs of transportation-disadvantaged people in the greater Puget Sound region.

## Goals and Prioritized Strategies

The goals and prioritized strategies within the plan support the overall Vision and Mission statement for coordinating special needs transportation and human services in the central Puget Sound region. To continue to move the region closer to the vision of mobility, quality and efficiency through regional coordination, this plan retains the three overarching goals for addressing the growing mobility needs and gaps identified in Chapter 3. The plan's prioritized strategies are designed to be

more action-oriented and tangible than the plan goals. Yet, each prioritized strategy is implemented using the goals for guidance to address quality, efficiency, and mobility of special needs transportation in the region. For each prioritized strategy, desired outcomes have been identified which illustrate progress in implementing the plan.

Figure 4-3. PSRC's Coordinated Plan Hierarchy



### GOAL #1 — Put People First (Quality)

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

### GOAL #2 — Move People Efficiently (Efficiency)

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

### GOAL #3 — Move More People (Mobility)

To meet current and future demand, the region must develop the capacity to deliver more trips for people with special transportation needs within a constrained funding environment.

The prioritized strategies identified below implement all three of the plan goals (Table 4-1). The prioritized strategies are identified as high or other priority status. However, they are not otherwise identified in priority order. The initial five high priority strategies are those identified as most directly addressing the emerging needs and gaps identified in Chapter 3.

Table 4-1. Prioritized Strategies and Desired Outcomes

Prioritized Strategies	Priority	Desired Outcomes	
		Near Term (by 2024)	Longer Term (by 2040)
<b>Promote customer-friendly travel training and information referral and assistance services to educate people with special transportation needs on available mobility options and how to use them to meet their mobility needs.</b>	High	More people with special transportation needs are exposed to travel training and/or information referral and assistance services and thereafter use public transportation and/or other appropriate special needs transportation services.	Travel training and rider guides are readily available for the special needs community.  Special needs transportation users and the public are aware of available mobility options.
<b>Provide convenient and reliable special needs transportation service to connect rural residents with services.</b>	High	There are more mobility options connecting rural residents with services in both urban and rural areas than existed in 2018.	All rural areas not served by fixed-route transit are covered by special needs transportation or other flexible transit that serve those communities' mobility needs.
<b>Develop a comprehensive regional access to healthcare and associated critical services, targeting people who are not eligible for Medicaid Non-Emergency Medical Transportation (NEMT) or complementary ADA paratransit services.</b>	High	At least one healthcare facility identified as a major destination in the Coordinated Plan will have a program ensuring all their patients with special transportation needs have access to healthcare and associated critical services.	All healthcare consumers in the region have ability to access healthcare and associated critical services.
<b>Promote increased coordination between transportation providers and human service agencies to provide more seamless service and increase mobility options.</b>	High	Increase participation in mobility coalitions and regional forums to promote collaboration and learn from each other.	More seamless transportation services and mobility options are available for individuals with special transportation needs.
<b>Diversify and expand funding sources that support existing programs and expand special needs transportation programs to address needs and gaps.</b>	High	More diverse funding sources are available in agency budgets for special needs transportation programs.	There is adequate and sustainable funding to support special needs transportation programs in the region.
<b>Support countywide mobility management coalitions that advance implementation of the region's Coordinated Plan and other countywide plans.</b>	High	All counties within the region are covered by mobility coalitions, providing mobility management to people with special needs transportation in the region.	Mobility management functions are effectively implemented and coordinated across the region.

Prioritized Strategies	Priority	Desired Outcomes	
		Near Term (by 2024)	Longer Term (by 2040)
<b>Improve accessibility to transportation options.</b>	Other	(No near-term desired outcome identified)	Transportation services are more accessible for the special needs community.
<b>Create new and maintain existing partnerships that address the needs and gaps in the Coordinated Plan and result in service improvements.</b>	Other	New and/or existing partners are involved in projects to develop more sustainable financial partnerships.	Transportation services are improved to address needs and gaps identified in this plan.
<b>Include transportation for special needs populations in program planning, funding applications and program budgets.</b>	Other	Special needs transportation and the populations served are more visible in planning and programming processes within the region.	<p>More program planning, funding applications and program budgets include and prioritize transportation services for special needs populations.</p> <p>More transportation providers and stakeholders support planning efforts and investments to ensure more available special needs transportation options.</p>
<b>Improve reliability and timeliness of connections to and within the regional transportation system.</b>	Other	Improve travel time for trips taken by people with special transportation needs that cross county and other service areas/jurisdictional boundaries, targeting urban areas where larger numbers of these complex trips occur.	People with special transportation needs have a similar travel time and trip reliability as the general public making the same trip.
<b>Develop and deploy innovative technology that includes assistive technologies (e.g., universally accessible traveler information and mobile technology for easy rideshare) which makes it easier for individuals with special transportation needs to fulfill their transportation needs.</b>	Other	(No near-term desired outcome identified)	Innovative technology enables convenient trip planning and independent mobility for individuals with special transportation needs.
<b>Increase efficiency of providing special needs transportation comparing similar type of transportation services.</b>	Other	(No near-term desired outcome identified)	More efficient mobility options are available for those who need special transportation services.
<b>Maintain or replace vehicles, equipment, and other assets including passenger facilities according to agency adopted transit asset management plans, group asset management plans, and/or FTA guidance.</b>	Other	Applicants seeking capital grant requests to replace assets will be able to provide asset management documentation based upon federal, state, or industry standards.	Improved vehicles, equipment and other assets are available and result in better service quality.

## *Implementing* the Goals and Strategies

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

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

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

## *Measuring Success*

Under the Government Performance Results Act (GPRA), FTA is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels and outcomes” for each of its programs.

As described in the FTA [Section 5310 Circular](#) published on July 7, 2014, the following indicators are targeted to capture overarching program information as part of the annual report that each state and designated recipient submits to FTA:

### Traditional Section 5310 Projects

- (1) **Gaps in Service Filled:** Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities measured in numbers of seniors and people with disabilities afforded mobility they would not have without program support as a result of traditional Section 5310 projects implemented in the current reporting year.
- (2) **Ridership:** Actual or estimated number of rides (as measured by one-way trips) provided annually for individuals with disabilities and seniors on Section 5310– supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.



## Other Section 5310 Projects

- (1) **Service Improvements:** Increases or enhancements related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.
- (2) **Physical Improvements:** Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.
- (3) **Ridership:** Actual or estimated number of rides (as measured by one-way trips) provided for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

This plan incorporates the measures listed above. PSRC will continue to monitor developments in performance planning for the Section 5310 program and other special needs transportation programs and will continue to update and refine performance measures for the special needs transportation program in the region over time.

While each funded project is expected to identify measurements of performance and targets, the overall performance indicators for coordinated transportation in the region will continue to focus on the following measures which are aligned by the three plan goals:

### Quality Measures

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

### Efficiency Measures

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

### Mobility Measures

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

## *Next Steps*

Special needs transportation is an integral part of the long-range transportation vision. Federal transportation legislation requires that the Coordinated Plan be updated every four years. This plan covers federal fiscal years 2019 to 2022. The next plan update will occur as part of the regional transportation plan scheduled for adoption in 2022.

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

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

## *Funding*

PSRC will continue to conduct a fair and equitable process to distribute special needs transportation funding to eligible projects that are consistent with the goals and prioritized strategies outlined in the plan. As part of this process, PSRC will also rank regional projects applying for WSDOT's Consolidated Grant Program funds. More information on PSRC's distribution of special needs transportation funds and WSDOT's Consolidated Grant Program can be found on the PSRC website: <https://www.psrc.org/>.



# Attachment A

## Glossary

<b>2-1-1</b>	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 ESHB 1787 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. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. <a href="https://win211.org/">https://win211.org/</a>
<b>5-1-1</b>	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. <a href="http://www.wsdot.wa.gov/Traffic/511/">http://www.wsdot.wa.gov/Traffic/511/</a>
<b>Accessibility</b>	The extent to which facilities, including transit vehicles are barrier-free and can be used by people who have disabilities, including wheelchair users.
<b>Americans with Disability Act (ADA)</b>	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. <a href="https://www.ada.gov/2010ADASTandards_index.htm">https://www.ada.gov/2010ADASTandards_index.htm</a>
<b>Agency Council on Coordinated Transportation (ACCT)</b>	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 coordinate affordable and accessible transportation choices for people with special needs in collaboration with state and local agencies and organizations. <a href="http://www.wsdot.wa.gov/acct/">http://www.wsdot.wa.gov/acct/</a>
<b>Bike-Sharing</b>	A bicycle rental service that makes bicycles available to individuals on a shared-use basis, typically only for the short term, while providing various options for where to pick up and drop off the bicycles. Bikesharing services in central Puget Sound include Limebike, Ofo and Spin as of 2017.
<b>Boardings/Passenger Trips</b>	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.
<b>Bus Rapid Transit (BRT)</b>	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.
<b>Cabulance</b>	An accessible vehicle generally operated by a for-profit organization. The term can be used interchangeably with paratransit services. Cabulance transportation involves a higher level of passenger assistance.



<b>Community Transportation</b>	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.
<b>Complementary Paratransit</b>	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. 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. 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, service level for no more than twice the regular fixed-route fare.
<b>Coordinated Special Needs Transportation</b>	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.
<b>Coordinating Council on Access and Mobility (CCAM)</b>	The Coordinating Council on Access and Mobility, jointly staffed by the 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. <a href="https://www.transit.dot.gov/ccam">https://www.transit.dot.gov/ccam</a>
<b>Coordination</b>	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.
<b>Dial-A-Ride Transit (DART)</b>	Dial-A-Ride-Transportation (DART) is the complementary paratransit service provided by Community Transit. DART is designed for people whose disability or health condition prevents them from using regular fixed-route bus service. DART drivers are able to safely assist guests aboard clean, air-conditioned, wheelchair equipped vehicles. Trips can be made for any reason, such as health care, employment, shopping, senior centers, schools, recreation, social activities and more.  DART also assists people with transportation needs outside the area by making travel plans with other transportation providers including ACCESS Paratransit (in King County), Everett Paratransit, the Transportation Assistance Program (TAP), Community Transit, King County Metro, Sound Transit and Washington State Ferries.
<b>Demand Response</b>	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. This service can also be called “Dial-A-Ride.” These services usually, but not always, require advance reservations.
<b>Deviated Fixed-Route</b>	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.
<b>Direct Recipient</b>	An entity designated, in accordance with the planning process under sections 5303 and 5304 of title 49, United States Code, by the governor of a state, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under 49 U.S.C. 5336 to urbanized areas of 200,000 or more in population; or a state or regional authority, if the authority is responsible under the laws of a state for a capital project and for financing and directly providing public transportation.
<b>Disability</b>	The ADA has a three-part definition of "disability." This definition is based on the definition under the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs conducted by federal agencies or receiving federal

	assistance, among other things. This definition 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.
<b>Door-to-Door Service</b>	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).
<b>Door-through-Door Service</b>	A form of paratransit service for those who have significant mobility limitations in which the driver also provides assistance within the origin or destination. It can allow frail and disabled individuals to continue living in their own homes and still stay connected to essential services and activities.
<b>Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program</b>	Under the FAST Act, Enhanced Mobility of Seniors and Individuals with Disabilities funds are allocated to "designated recipients" in urbanized areas and states to select competitive projects within their respective boundaries. Apportionments for the Enhanced Mobility of Seniors and Individuals with Disabilities programs are allocated to the designated recipients according to a formula based on the number of seniors and individuals with disabilities residing in either urbanized areas (UZAs) or non-urbanized areas within a state. <a href="https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310">https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310</a>
<b>Fixing America's Surface Transportation (FAST) Act</b>	On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94) into law—the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act authorizes \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, and research, technology, and statistics programs.
<b>Fixed-Route Service</b>	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.
<b>Federal Transit Administration (FTA)</b>	The 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.
<b>Health Care Authority (HCA)</b>	The Washington State HCA oversees the state's two top health care purchasers – Medicaid and the Public Employees Benefits Board (PEBB) Program, as well as other programs. <a href="https://www.hca.wa.gov/">https://www.hca.wa.gov/</a>
<b>High Capacity Transit</b>	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 which provides a substantially higher level of passenger capacity, speed, and service frequency than traditional public transportation systems operating principally in general purpose roadways.
<b>Human Service Transportation</b>	Transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, seniors, and people with low incomes.
<b>Intelligent Transportation System (ITS)</b>	Intelligent Transportation System (ITS) is a set of tools that facilitates a connected, integrated, and automated transportation system that is information-intensive to better serve the interests of users and be responsive to the needs of travelers and system operators. <a href="https://www.its.dot.gov/">https://www.its.dot.gov/</a>

<b>Job Access and Reverse Commute (JARC) Program (5316)</b>	On May 22, 1998, the U.S. Congress passed H.R. 2400, the <i>Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21)</i> , which included funding for <i>Access to Jobs</i> projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The JARC program (Section 5316) was continued through SAFETEA-LU federal surface transportation legislation as a separate program dedicated to providing access to jobs and related activities for low-income individuals. MAP-21, signed into law on July 6, 2012, repealed the JARC program. However, JARC activities are eligible for funding under FTA's Urbanized Area Formula Grants (Section 5307) and the Formula Grants for Rural Areas (Section 5311) programs.
<b>King County Metro ACCESS Transportation</b>	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. <a href="http://metro.kingcounty.gov/tops/accessible/programs/access.html">http://metro.kingcounty.gov/tops/accessible/programs/access.html</a>
<b>Kitsap Transit ACCESS Transportation</b>	Kitsap Transit ACCESS buses provide transportation for seniors and people with disabilities who are unable to use Kitsap Transit regular routed buses some or all of the time. It is a shared ride paratransit service within Kitsap County, in compliance with the American's with Disabilities Act. The service is open to qualified riders and eligible visitors. <a href="http://www.kitsaptransit.com/access-and-vanlink/access">http://www.kitsaptransit.com/access-and-vanlink/access</a>
<b>Limited English Proficient (LEP) Populations</b>	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 people 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. <sup>1</sup>
<b>Lift</b>	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.
<b>McKinney-Vento Homeless Assistance Act—No Child Left Behind</b>	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. <a href="https://nche.ed.gov/legis/mv.php">https://nche.ed.gov/legis/mv.php</a>
<b>Medicaid Non-Emergency Medical Transportation (NEMT)</b>	Medicaid's non-emergency medical transportation (NEMT) benefit facilitates access to care for low income beneficiaries who otherwise may not have a reliable affordable means of getting to health care appointments. NEMT also assists people with disabilities who have frequent appointments and people who have limited public transit options and long travel times to health care providers, such as those in rural areas. NEMT expenses eligible for federal Medicaid matching funds include a broad range of services, such as taxicabs, public transit buses and subways and van programs. <a href="https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/nemt.html">https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/nemt.html</a>
<b>Medicare Transportation</b>	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. <a href="https://www.medicare.gov/coverage/transportation.html">https://www.medicare.gov/coverage/transportation.html</a>

<sup>1</sup> District of Idaho (August 2017). The United States Department of Justice. Retrieved from: <https://www.justice.gov/usao-id/limited-english-proficiency-policy>

<b>Metropolitan Planning Organization (MPO)</b>	A Metropolitan Planning Organization (MPO) is the policy board of an organization created and designated to carry out the metropolitan transportation planning process. MPOs are required to represent localities in all urbanized areas (UZAs) with populations over 50,000, as determined by the U.S. Census. MPOs are designated by agreement between the governor and local governments that together represent at least 75 percent of the affected population (including the largest incorporated city, based on population) or in accordance with procedures established by applicable state or local law.
<b>Mobility Management</b>	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 sub-recipient through an agreement entered into with a person, including a government entity, under <a href="#">49 U.S.C. chapter 53</a> (other than Section 5309). Mobility management does not include operating public transportation services.
<b>Paratransit Service</b>	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.
<b>Passenger Trip</b>	A one-way trip by an individual between the origin and destination of the route. For demand response trips, a passenger trip is a completed reservation by an eligible individual.
<b>Pick-up Window</b>	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 11:45am and 12:15pm.
<b>Pierce Transit SHUTTLE</b>	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. <a href="https://www.piercetransit.org/shuttle/">https://www.piercetransit.org/shuttle/</a>
<b>Program Transportation</b>	Transportation services related to specific programs such as medical, education, or employment.
<b>Public Transportation</b>	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, King County Water Taxi, Kitsap Transit, Pierce County Ferry, Pierce Transit, City of Seattle, Sound Transit, and Washington State Ferries.
<b>Rural Area</b>	An area encompassing a population of fewer than 50,000 people that has not been designated in the most recent decennial census as an urbanized area by the Secretary of Commerce.
<b>Seniors</b>	"Senior" is defined by many variables and can start at a 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 "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. This plan defines senior as a person age 65 and older.
<b>Shared Ride</b>	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.
<b>Special Needs Populations</b>	People with special transportation needs are defined in RCW 81.66.010 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."



<b>Special Needs Transportation</b>	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.
<b>Subrecipient</b>	A state or local governmental authority, a private nonprofit organization, or an operator of public transportation that receives a grant under Section 5310 indirectly through a direct recipient.
<b>Subsidies</b>	Financial assistance to support special needs transportation services and programs.
<b>Transit System</b>	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.
<b>Transportation-disadvantaged</b>	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.
<b>Transportation Network Company (TNC)</b>	A transportation network company (TNC) connects via websites, phone calls and mobile apps, pairing passengers with drivers who provide such passengers with transportation on the driver's non-commercial vehicle. As of 2017, TNCs available in central Puget Sound region include Lyft, Uber and Zimride.
<b>Travel Training</b>	Programs for individuals or groups to increase the skills, knowledge, and abilities for those using transportation services and travel training professionals.
<b>Urbanized Area (UZA)</b>	An area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an urbanized area by the Secretary of Commerce.
<b>Vanpool</b>	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.
<b>Veterans</b>	Title 38 of the Code of Federal Regulations defines a veteran as "a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable." This definition explains that any individual that completed a service for any branch of armed forces classifies as a veteran as long as they were not dishonorably discharged.

# Attachment B

## Plan Update Methodology

The Coordinated Transit-Human Services Plan (Coordinated Plan) is updated every four years, in accordance with state and federal requirements. This version covers FFY 2019-2022. Update of the PSRC Coordinated Plan is tied to the four-year update schedule of the Regional Transportation Plan (RTP).

### *Public* Involvement

Public outreach for both the RTP and the Coordinated Plan followed PSRC's adopted [Public Participation Plan](#), which meets federal and state requirements under the FAST Act, Washington's Growth Management Act (GMA), and the 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 Appendix C of RTP for more information on the RTP public outreach effort.

The FTA requires that designated recipients certify that the Coordinated Plan was developed through a process that included participation by seniors, individuals with disabilities, 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.

### *Targeted* Outreach

Stakeholder involvement is critical to the development and approval of the Coordinated Plan. Engaging the appropriate organizations and individuals in coordinated planning efforts is required by the state and federal government to identify the transportation needs of targeted populations served by the plan, available transportation services, and development of solutions to close the identified gaps.

Between March and October 2017, PSRC and its public outreach consultant conducted targeted outreach to special needs populations including seniors and individuals with a disability. The project team collaborated with local community based organizations (CBOs) and local mobility coalitions to conduct targeted outreach.

## Literature Review

Early in the planning process, PSRC staff conducted an extensive review of existing local needs assessments and local plans that were published since the 2014 plan adoption to identify overarching themes of transportation needs and gaps within the central Puget Sound region. A summary of the literature review was shared with the Special Needs Transportation Committee (SNTC) resulting in an identification of emerging needs and gaps in the region (see Chapter 3). A list of reports and plans reviewed by staff is provided below:

### King County

- King County Area Agency on Aging Plan (2016).
- King County Mobility Coalition Needs Assessment (2014).
- Solid Ground Community Needs Assessment (2014).
- City of Bellevue Human Services Needs Update (2015-16).
- Seattle Children's Community Health Assessment Report (2016).
- Shape the Future of ACCESS Transportation (Phase 1 Engagement) (2016).

### Kitsap County

- Kitsap County Area Agency on Aging Plan (2016).
- City of Bremerton Consolidated Plan and 1-Year Action Plan (2015).
- Kitsap Interagency Coordinating Council Head Start/ECEAP Partnership (2016).

### Pierce County

- Pierce County Coordinated Transportation Coalition Vision 2030 and Strategic Plan (2015-2020).
- Pierce County Area Agency on Aging Plan (2016).
- Human Services Needs Analysis Report (2014).
- City of Tacoma Human Services Strategic Plan (2015-2019).
- Pierce County Needs Assessment Project Survey Results (2015).

### Snohomish County

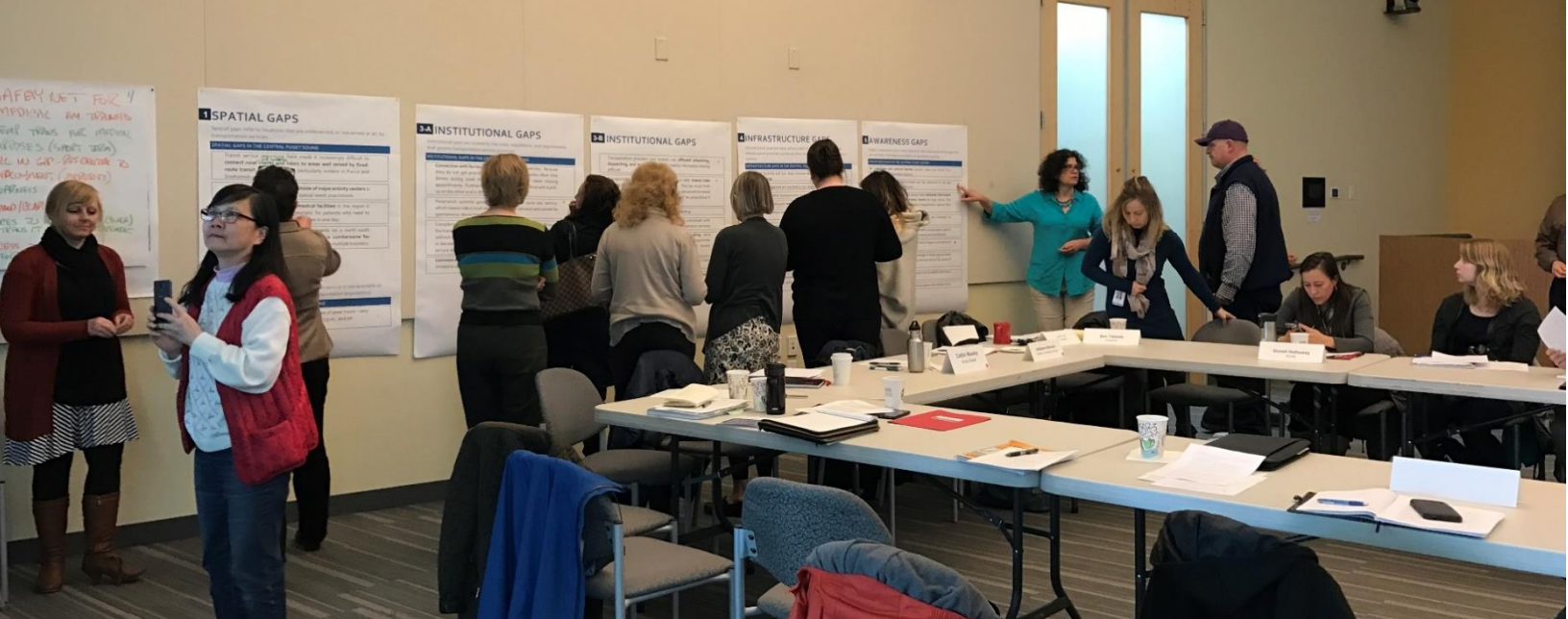
- Snohomish County Area Agency on Aging Plan (2016).
- Snohomish County Transportation Coalition Coordinated Transit-Human Services Plan 2030 Vision (2015).

## In-Person Events

Building on the literature review, the project team coordinated with CBOs, mobility coalitions and sub-regional groups in the region to participate in existing meetings and/or events. Outreach during events varied but options included presentations, print questionnaires and "dot-exercises." The dot-exercise was based on providing participants with a total of 6 dot stickers and 2 sets of posters (or handouts) of existing plan excerpts during selected targeted outreach meetings—one set addressed mobility needs for people with special transportation needs and one set addressed the plan's prioritized strategies for addressing mobility needs. The project team gave a brief presentation to provide an overview of the plan and requested that participants indicate their top three mobility needs and top three associated prioritized strategies by placing three dots on each set of posters. Each respondent was able to place all dots on a single category or spread the dots around to multiple categories. PSRC and the consultant provided guidance and answered questions raised during the outreach.

## Online and Print Questionnaire

The project team developed a questionnaire that allowed individuals to respond online and using print versions. PSRC shared the web link to the online questionnaire with countywide mobility managers. CBOs also assisted in sharing the questionnaire with targeted audiences by sharing the questionnaire on their websites and via email lists. CBOs also shared the printed version of the questionnaire with their stakeholders and clients. The questionnaire was available in multiple languages online and in print. Print copies were provided to CBOs upon request. More information on the questionnaire development and results can be found in Appendix C of the RTP.



## Coordinated Plan Outreach 2016/2017

As described above, the project team participated in several targeted outreach events to inform the plan update and to collect feedback on mobility needs and prioritized strategies to close the gaps from various stakeholders in the region. The Table B-1 and B-2 summarize targeted outreach events and PSRC committee meetings that the project team participated in during the plan update process:

Table B-1. Targeted Outreach

Date	Organization	Outreach Type	County(ies)
7/6/2017	Bellevue Network on Aging	Questionnaire, Dot-exercise	King
9/8/17	Chinese Information and Service Center (CISC)	Presentation, Questionnaire	King
7/25/17	Eastside Easy Rider Collaborative	Questionnaire, Dot-exercise	King
n.d.	HomeSight**	Questionnaire (printed)	King, Snohomish, Pierce
6/28/17	King County Metro	Presentation	King
8/15/17 5/16/17 2/21/17	King County Mobility Coalition (KCMC)*	Presentation, Dot-exercise	King
6/21/17	Kitsap Continuum of Care	Presentation, Dot-exercise	Kitsap
7/13/17	Kitsap County Parent Coalition (KCPC)	Presentation, Questionnaire	Kitsap
n.d.	Korean Women's Association (KWA)**	Questionnaire (printed)	Snohomish, Pierce
4/21/17	Pierce County Coordinated Transportation Coalition (PCCTC)*	Presentation, Discussion	Pierce
8/21/17	Regional Alliance for Resilient and Equitable Transportation (RARET)*	Discussion	King, Snohomish, Pierce
n.d.	Refugee Women's Alliance (ReWA)**	Questionnaire (printed)	King
6/26/17 1/23/17	Snohomish County Transportation Coalition (SNOTRAC)*	Presentation, Dot-exercise	Snohomish
7/13/17	South King County Mobility Coalition*	Presentation, Dot-exercise	King
n.d.	The Coffee Oasis**	Questionnaire (printed)	Kitsap
7/20/17	The Mustard Seed Project	Presentation, Dot-exercise	Kitsap

\*refers to standing mobility coalitions and sub-regional groups.

\*\*refers to the CBOs shared printed questionnaire through physical communication channels without in-person presentation or discussion.



Table B-2. PSRC Committee and Board Meetings

Date	Committee	Outreach Type	County(ies)
6/23/16	Executive Board	Presentation—on Special Needs Transportation and Section 5310 PMP	Regional
1/18/17 2/15/17 3/15/17 4/19/17 5/17/17 6/21/17 7/19/17 9/20/17 10/6/17 (ad hoc) 10/18/17	Special Needs Transportation Committee (SNTC)	Presentation, Dot-exercise, Workshop on Prioritized Strategies	Regional
10/12/17 6/9/16	Transportation Policy Board (TPB)	Presentation	Regional
11/29/17	Transportation Operators Committee (TOC)	Presentation	Regional

## Updated Plan Information

This plan maintains linkages to VISION 2040 and the RTP established in past Coordinated Plan documents. PSRC revised the definition of limited English proficiency (LEP) individuals for this plan update to incorporate feedback from the Special Needs Transportation Committee. In addition, PSRC explicitly included older seniors (age 85+) in the plan, because of the expected increase in this population and because they are more likely to be transportation-disadvantaged compared to seniors 65-84.

In addition, there were updates to assess the changes in special needs demographics in relation to changes in dedicated special needs funding; the passage of FAST Act in 2015; emerging and new mobility needs and gaps; an updated narrative relating to emergency planning for vulnerable populations; and major destinations maps based on the most recent available data sets. PSRC also sought local coalition input to update the plan's Inventory of Services (see Attachment C of this plan).

The most significant changes to the plan in this update were the revisions of Chapter 3 and 4. Mobility needs and gaps were updated based on literature review and targeted outreach to incorporate the most up-to-date mobility needs of special needs population within the region. As a result, a new section, entitled "Emerging Mobility Needs and Gaps," was added to address the top five mobility needs identified through targeted outreach activities. Prioritized strategies were also updated under existing goals to reorganize the structure and ensure that they are relevant to the updated needs and gaps. To assist in this effort, PSRC developed a working group composed of members of the SNTC and other interested parties, to develop updated strategies and desired goals.

# Representation

The following groups were involved in the update to the plan. For the most current membership list of each group, please visit the weblink provided.

## Special Needs Transportation Committee (SNTC)

Web: <https://www.psrc.org/committee/special-needs-transportation-committee>

The primary stakeholders for the Coordinated Plan update are PSRC's SNTC, which is a subcommittee to the Transportation Operators Committee. This committee includes regional representation of seniors (i.e. Area Agencies on Aging), groups representing people with disabilities, other special needs groups, local mobility coalitions, and stakeholders in public, non-profit, and private transportation for the region. The committee serves as the forum for discussing and addressing current needs and gaps in special needs transportation and other human services issues within the region and helped develop and refresh the Coordinated Plan content during the SNTC meetings over the course of the plan update. SNTC advises the TOC on special needs transportation and transit, including updates to the region's Coordinated Plan and prioritization of projects for funding.

## Transportation Operators Committee (TOC)

Web: <https://www.psrc.org/committee/transportation-operators-committee>

The TOC is the primary forum for discussing and resolving issues related to transit policy and planning, and recommending allocation of FTA funds among the public transportation operators in the four-county central Puget Sound region. The TOC does this through interactions with PSRC's Transportation Policy Board, Transit Executives and PSRC staff.

## Transportation Policy Board (TPB)

Web: <https://www.psrc.org/board/transportation-policy-board>

The TPB includes representatives of PSRC's member jurisdictions, transit agency boards, and regional business, labor, civic and environmental groups. The TPB meets monthly to advise the Executive Board on key transportation issues.

## Local Coordinating Coalition Partners

There are countywide and sub-regional coalitions that work on special needs transportation issues in the region. Throughout the plan 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 the RTP. See Attachment C of this plan for coalition contact information.

- King County Mobility Coalition (KCMC)  
Web: <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/members.html>
  - KCMC's Sub-Regional Coalitions: Eastside Easy Rider Collaborative (EERC), South King County Mobility Coalition (SKCMC), and North King County Mobility Coalition (NKCMC)
- Pierce County Coordinated Transportation Coalition (PCCTC)  
Web: <https://www.co.pierce.wa.us/4347/Pierce-County-Coordinated-Transp-Coaliti>
- Snohomish County Transportation Coalition (SNOTRAC)  
Web: <https://www.gosnotrac.org/>

*Note: due to the absence of a countywide mobility coalition in Kitsap County, the project team reached out to other special needs transportation stakeholders within the County to seek feedback on the updated plan contents including Kitsap Transit and CBOs in Kitsap County identified above.*

# Attachment C

## Inventory of Special Needs Transportation Services and Programs

The following table, which is not exhaustive, lists various state, regional, and local organizations that support special needs transportation coordination. Where possible, contact information is provided since published material may not remain current. For further information, updating information, or to assist in providing relevant information, PSRC's Information Center is a clearinghouse for central Puget Sound regional data and has publications on population, housing, economy, and transportation—it is open to the public. Please contact the center for assistance as needed.

### PSRC Information Center

[info@psrc.org](mailto:info@psrc.org)

206-464-7532

FAX: 206-587-4825

TTY Relay 711

For detailed inventory of individuals providers in King, Pierce and Snohomish counties, use FindARide.org. This website is particularly useful for 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.

### Find-a-Ride.org Webpage

[www.findaride.org](http://www.findaride.org)

[Mobility@hope-link.org](mailto:Mobility@hope-link.org)

(425) 943-6729

<b>Organization</b>	<b>Supporting Statements or Links to Agencies</b>
Agency Council on Coordinated Transportation (ACCT)	In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. More information: <a href="http://www.wsdot.wa.gov/acct/default.htm">http://www.wsdot.wa.gov/acct/default.htm</a> .
Health Care Authority (HCA)	As the state Medicaid agency in Washington, the HCA ensures the provision of necessary medical transportation in accordance with federal regulations. HCA provides this Medicaid benefit (non-emergency medical transportation or NEMT) through contracts with two regional transportation brokers. More information: <a href="https://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/transportation-services-non-emergency">https://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/transportation-services-non-emergency</a> .
Office of the Superintendent of Public Instruction (OSPI)	The Office of the Superintendent of Public Instruction (OSPI) is the primary agency charged with overseeing K-12 public education in Washington state. Led by State School Superintendent, OSPI works with the state's 295 school districts to administer basic education programs and implement education reform on behalf of more than one million public school students. More information: <a href="http://www.k12.wa.us/">http://www.k12.wa.us/</a>
Northwest Educational Service District—includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish and Whatcom counties	Northwest Educational Service District's area includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish, and Whatcom counties. The school districts in the region serve 170,000 students with varying languages, special needs, and learning styles. Vision: To be an indispensable partner to our region's school communities. Mission: Together we can promote equity and excellence through leadership and service. More information: <a href="https://www.nwesd.org/">https://www.nwesd.org/</a>

Puget Sound Educational Services District (PSESD)	<p>PSESD is one of nine regional educational agencies serving school districts and state approved charter and private schools in Washington. PSESD includes 35 school districts and 200 private schools in King and Pierce counties and Bainbridge Island. Educational Service Districts, created by the legislature, are an essential regional delivery system for early learning and K-12 services in the state. Educational Service Districts improve the quality, equity, and efficiency of educational programs through partnerships with K-12 education, early learning, higher education, and public and private organizations. More information: <a href="http://www.psesd.org/">http://www.psesd.org/</a></p>
<p>Puget Sound Regional Council (PSRC)</p> <p><i>Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) for the central Puget Sound region</i></p>	<p>PSRC is a regional planning agency with specific responsibilities under federal and state law for transportation planning, economic development and growth management. More information: <a href="http://www.psrc.org/">http://www.psrc.org/</a></p> <p>Puget Sound Regional Council 1011 Western Avenue, Suite 500 Seattle, WA 98104-1035 Reception: 206-464-7090 FAX: 206-587-4825 TTY Relay 711</p>
Cities	<p>PSRC city members are numerous, so each city plan is not cited here. If you cannot locate city plans directly, or need assistance with any city plans, please contact the PSRC Information Center.</p>
Counties	<p>King County <a href="http://www.kingcounty.gov/">http://www.kingcounty.gov/</a> Kitsap County <a href="https://spf.kitsapgov.com/">https://spf.kitsapgov.com/</a> Pierce County <a href="http://www.piercecountywa.org">http://www.piercecountywa.org</a> Snohomish County <a href="https://snohomishcountywa.gov/">https://snohomishcountywa.gov/</a></p>
Public Transportation Providers in central Puget Sound region	<p>Everett Transit <a href="http://everetttransit.org/">http://everetttransit.org/</a> Community Transit <a href="https://www.communitytransit.org">https://www.communitytransit.org</a> King County Metro <a href="http://kingcounty.gov/depts/transportation/metro.aspx">http://kingcounty.gov/depts/transportation/metro.aspx</a> King County Water Taxi <a href="http://www.kingcounty.gov/depts/transportation/water-taxi.aspx">http://www.kingcounty.gov/depts/transportation/water-taxi.aspx</a> Kitsap Transit <a href="http://www.kitsaptransit.com">http://www.kitsaptransit.com</a> Pierce Transit <a href="https://www.piercetransit.org/">https://www.piercetransit.org/</a> Pierce County Ferry <a href="https://www.co.pierce.wa.us/1793/Ferry">https://www.co.pierce.wa.us/1793/Ferry</a> City of Seattle <a href="http://www.seattle.gov/">http://www.seattle.gov/</a> Sound Transit <a href="https://www.soundtransit.org/">https://www.soundtransit.org/</a> Washington State Department of Transportation <a href="http://www.wsdot.wa.gov/">http://www.wsdot.wa.gov/</a> Washington State Ferries <a href="http://www.wsdot.wa.gov/ferries/">http://www.wsdot.wa.gov/ferries/</a></p>
County Liaison and Coordinating Coalitions	<p><b>King County Liaison</b> Mark Nash, Accessible Services Supervisor King County Metro Transit</p>



	<p>201 South Jackson Street, Room 800, Seattle, WA 98104  Tel: (206) 263-0777 Fax: 206-205-6490  E-mail: <a href="mailto:MNash@kingcounty.gov">MNash@kingcounty.gov</a></p> <p><b>King County Mobility Coalition (KCMC)</b>  Staci Haber, Mobility Manager  Hopelink  14812 Main St. Bellevue, WA 98007  Tel: (425) 943-6769 Fax: 425-644-9956  E-mail: <a href="mailto:SHaber@hopelink.org">SHaber@hopelink.org</a>  Web: <a href="http://www.kingcounty.gov/mobilitycoalition">http://www.kingcounty.gov/mobilitycoalition</a></p> <p><b>Kitsap County Liaison</b>  Laurie Federico-Hoene, Eligibility Coordinator  Kitsap Transit ACCESS  Tel: (360) 478-6914  E-mail: <a href="mailto:LaurieFH@KitsapTransit.com">LaurieFH@KitsapTransit.com</a></p> <p><b>Kitsap Information Referral Network (KIRN)</b>  Beth Stenwick  Crisis Clinic of the Peninsulas &amp; Peninsulas 2-1-1  Tel: (360) 415-5892  E-mail: <a href="mailto:beths@kmhs.org">beths@kmhs.org</a></p> <p><b>Pierce County Liaison</b>  Tim Renfro, ADA Administrator  Pierce Transit  3701 96th St. SW, Lakewood, WA 98499  Tel: (253) 984-8164 or Relay 711  E-mail: <a href="mailto:trenfro@piercettransit.org">trenfro@piercettransit.org</a></p> <p><b>Pierce County Coordinated Transportation Coalition (PCCTC)</b>  Jerri Kelly, Transportation Program Specialist  Pierce County Human Services  1305 Tacoma Ave, Suite 104 Tacoma, WA 98402  Tel: (253) 798-4465  E-mail: <a href="mailto:jkelly4@co.pierce.wa.us">jkelly4@co.pierce.wa.us</a>  Web: <a href="https://www.co.pierce.wa.us/1269/Transportation-Services">https://www.co.pierce.wa.us/1269/Transportation-Services</a></p> <p><b>Snohomish County Liaison</b>  Margaret Keckler, Contracted Services Coordinator  Community Transit  Address 7100 Hardeson Rd, Everett, WA 98203  Tel: (425) 348-2379  Email: <a href="mailto:Magaret.keckler@commtrans.org">Magaret.keckler@commtrans.org</a></p> <p><b>Snohomish County Transportation Coalition (SNOTRAC)</b>  Marianna Hanefeld, SNOTRAC Mobility Manager  Everett Transit  3201 Smith Avenue, Suite 215, Everett, WA 98201  Tel: (425) 309-0836  E-mail: <a href="mailto:mhanefeld@everettwa.gov">mhanefeld@everettwa.gov</a>  Web: <a href="https://www.gosnotrac.org/">https://www.gosnotrac.org/</a></p>
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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 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, monorail, streetcar, and ferry. Central Puget Sound public transportation providers are: Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, the City of Seattle (monorail and streetcar), and Sound Transit (bus and passenger rail). Ferry services are provided by Kitsap Transit, King County Ferry, Pierce County Ferry, 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.

## **ADA Paratransit**

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability—note this requirement does not apply to commuter bus, commuter rail, or intercity rail services. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within  $\frac{3}{4}$  of a mile of a bus route or rail station, at the same level of service, 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, a person 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 trips on Everett Para Transit if he or she meets one of the following conditions: 1) Unable to get on, ride, or get off an accessible transit bus by themselves due to a functional disability; 2) Unable to find their way around the transit system by themselves due to physical or cognitive functional disability; and 3) Everett resident who is 65 and over and has no other means of transportation (non-ADA). Everett Para Transit buses operate the same days and hours as Everett Transit fixed-route buses. An application is required. More information: <http://www.everetttransit.org/149/Para-Transit>. Contact: (425)-257-8801.

### **Community Transit:**

Dial-A-Ride Transportation (DART) is a paratransit service that provides shared-ride transportation for people whose disability or condition prevents them from using Community Transit regular route buses. DART paratransit service can take a qualified customer to locations within  $\frac{3}{4}$  of a mile of a Community Transit local, non-commuter bus route, during the hours that the bus route runs in that area. A DART trip will take about as long as that bus ride. More information: <http://www.dialaride.org/index> or <http://www.communitytransit.org>. Contact: (425) 347-5912.

### **King County Metro:**

Metro's Access Transportation service is available for persons with disabilities who are unable to use the regular fixed-route bus system or light rail due to their disability. It provides next-day shared rides within  $\frac{3}{4}$  of a mile on either side of non-commuter fixed-route bus service during the time and on the days those routes are operating. In addition, some service is provided in Eastern King County and other rural parts of the county not served by buses.

Access Transportation offers door-to-door, hand-to-hand, and subscription services. With door-to-door service the driver meets the customer at their door, and walks with them to the paratransit vehicle and then to the door of their destination. Hand-to-hand service goes one step further: the driver meets the customer and caregiver at their door, walks with them to the paratransit vehicle and then to the door of their destination, and hands the customer off to their caregiver. Subscription service, also called standing rides, is a service for customers who go to the same place at the same time on the same days. These rides are booked automatically; the customer only needs to cancel rides that will not be taken. More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html>. Contact: 1-866-205-5001 (voice) or 1-877-749-4286 (TTY).

### **Kitsap Transit:**

ACCESS Service provides door-to-door or curb-to-curb transportation to the elderly and people with disabilities who are unable to use Kitsap Transit regular routed buses some or all of the time. It is a shared ride paratransit service within Kitsap County, in compliance with the ADA. The service is open to qualified riders and eligible visitors. An application is generally required prior to service. To schedule rides on Kitsap Transit ACCESS, one must first complete an eligibility application.

Seniors or individuals with no disabilities may also qualify for local non-ADA services provided by ACCESS. More information: <http://www.kitsaptransit.com/access-and-vanlink/access> or call (360) 478-6914.

**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 federal Americans with Disabilities Act eligibility criteria. To become eligible, one must complete a certification process. Contact Pierce Transit SHUTTLE Eligibility Phone 253.984.8000 or <https://www.piercetransit.org/shuttle/>.

**Sound Transit:**

ADA Paratransit service is available for persons with disabilities who are unable to use the light rail due to their disability. The trips must have both a start and end within ¼ mile of the Central Link alignment. It provides next-day shared rides service during the time and on the days Link operates. The service is provided for Sound Transit riders by Access Transportation service. More information: <https://www.soundtransit.org/Rider-Guide/accessibility> Contact: 1-866-205-5001 (voice) or 1-877-749-4286 (TTY).

- *Link Light Rail (Angle Lake to Seattle Downtown):* Paratransit service for Link light rail is provided by King County Metro. To obtain eligibility information contact: Metro Access Services Eligibility at (206) 263-3113 or (866) 205-5001.
- *Tacoma Link (Downtown Tacoma):* Paratransit service for Tacoma Link light rail is provided by Pierce Transit. To obtain eligibility information contact: Pierce Transit SHUTTLE Eligibility at (253) 984-8216.

**Washington State Ferries:**

Dial-a-Ride riders can travel and transfer among all transit agencies including Washington State Ferries (WSF). In order to best ensure that passengers with disabilities are accommodated to the fullest extent possible, WSF recommends, but does not require that you contact WSF in advance. More information: <https://www.wsdot.wa.gov/Ferries/commuterupdates/ada/default.htm> or [www.dialaride.org](http://www.dialaride.org). Contact: (206)-464-6400.

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

## ***Tribal Transportation***

**Muckleshoot Senior Service Program–Muckleshoot Indian Tribe**

The Muckleshoot Senior Service Program provides a variety of services in support of tribal members and community elders 50 years and older as well as elders with disabilities. Offered services include congregate and home delivered meals, food voucher assistance, chore services, recreational and cultural activities, senior trips and outings, medical transportation, health care visits, family support, caregiver support services, respite care for caregivers, and information and referral services. More information: <http://www.muckleshoot.nsn.us/services/human-services/senior-services-program.aspx>. Contact: (253) 939-3311.

**Puyallup Tribe of Indians**

The Puyallup Tribe of Indian provides a variety of human service transportation resources for tribal members including, Caregiver Support Assistance, Medical Emergency Travel Assistance, and Childcare Assistance Program. More information: <http://www.puyallup-tribe.com/services/> or call (253) 573-7800.

**Snoqualmie Tribe**

The Snoqualmie Indian Tribe proudly offers Non-emergency transportation to and from your scheduled medical, dental, chemical dependency, and mental health appointments between the hours of 9:00am and 5:00pm Monday through Friday. A 72-hour advance notice is requested. More information: <https://www.snoqualmietribe.us/transport>. Contact: (425) 888-6551.

**Stillaguamish Tribe Transit Services–Stillaguamish Tribe of Indians**

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

**Tulalip Transit Program–Tulalip Tribes**

Tulalip Transit is rural public transportation designed to provide service to areas of the Tulalip Tribes Reservation that is not currently served. Tulalip Transit provides a free public transportation service. Tulalip Transit operates Monday through Friday from 7:00 am-6:30 pm, Tulalip began participating in SNOTRAC Steering Committee in 2011. Transit service accesses key housing, shopping, employment, and service centers. More information: <https://www.tulaliptribes-nsn.gov/Home/Community/TulalipTransit.aspx>. Contact: (360) 716-4206.

## ***Demand Response Service and/or Deviated Fixed-Route 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. Deviated fixed-route is an alternative transportation mode 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 may provide some of these services and others are provided by human service and private transportation providers listed below.

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

The purpose of the Pierce County Human Services Beyond the Borders project is to serve special-needs riders in South and East Pierce County that are outside the Pierce Transit Service area. Seniors, individuals with disabilities, youth and those with low incomes are eligible to receive rides to work and lifeline destinations such as medical appointments and grocery shopping. Beyond the Borders provides two deviated fixed-routes within the service area, and utilizes shared ride demand response trips to meet rider needs. More information: <http://www.piercecountywa.org/4856/Beyond-The-Borders>.

#### **Demand Area Response Transit (DART)—King County**

DART is fixed-route transit service operated in King County under contract with Hopelink, using smaller transit vehicles with the flexibility to perform a limited number of off-route deviations upon request. In addition to operating fixed-routing according to a regular schedule, DART vehicles can also go off route to pick up and drop off passengers within a defined service area. Fully accessible DART vehicles are smaller than regular Metro coaches, are wheelchair lift-equipped and have bicycle racks. With a few in-city exceptions, DART routes generally operate in suburban communities within King County that have a need for slightly more flexible service due to lower population density, greater distances and fewer public transportation options. Everyone is welcome on DART service. The fares are the same as those on Metro's regular bus service, including the acceptance of ORCA cards. More information: <http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html>. Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY).

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

The King County Water Taxi offers service between Seacrest Park in West Seattle and Pier 50 on the downtown Seattle waterfront. Crossing time is about 10 minutes. Two free Metro DART shuttles operate between local neighborhoods and the Water Taxi. Route 773 serves West Seattle Junction. Route 775 serves the Admiral District and Alki Avenue SW. More Information: <http://www.kingcounty.gov/transportation/kcdot/WaterTaxi/WestSeattleRoute.aspx>

#### **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 began with the transport of Medicaid eligible patients and grew to Hopelink brokering non-Medicaid patient transportation, package delivery, and staff transportation. Brokering service is provided 24/7, Monday through Friday and two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink's Bellevue facility. Off-hours and week-end service is provided at Hopelink's Brokerage Service Center located in Bellevue.

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

The HCA Medicaid Transportation Brokerage structure has created the one transportation system that covers the entire state. The broker acts as an administrator and is responsible for all aspects of a ride including: screening for eligibility, reservations and scheduling, billing and record keeping, quality assurance, and subcontractor procurement and management. Hopelink serves as the transportation broker for King County and Snohomish Counties. The Medicaid brokerage has served as the foundation on which the brokers have been able to expand brokering opportunities in their communities. Numerous organizations have elected to contract with the brokers rather than duplicate, within their own operations, the administrative and management structure the broker provides. Contact: 1-855-766-7433.

#### **Mercy Transportation—Snohomish, King, Skagit and Whatcom Counties**

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

#### **Northshore Senior Center Transportation Program—King and Snohomish Counties**

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, Community Transit, Hopelink and other agencies to provide transportation options. More information: <http://www.northshoreseniorcenter.org/programsservices/transportation/overview.aspx>. Contact: (425) 286-1026.

#### **Paratransit Services—Medicaid Transportation—Pierce and Kitsap Counties**

Paratransit Services serves as the Medicaid broker. Under contract with the Health Care Authority, Paratransit Services coordinates transportation to and from medical appointments for low-income residents on Medicaid assistance. Paratransit Services uses contracted providers, fixed-route transit passes, gas cards, and volunteers to provide service. Contact: 1-800-925-5438 (Pierce) or 1-800-756-5438 (Kitsap).



**Rainier Foothills Wellness Foundation Care Van Transportation—Pierce and King Counties**

Provides free, non-emergency transportation to and from healthcare related appointments within their service area. The Care Van provides free rides to anyone that demonstrates a transportation hardship for healthcare transporting needs. Operates Monday/Wednesday/Friday from 9:00am to 4:00pm and Tuesday/Thursday from 9:00am to 2:00pm. A \$5 donation is suggested. The service area includes Enumclaw, Black Diamond, Buckley, Wilkeson, and Carbonado. More information: <https://www.rfwellnessfoundation.org/initiatives/care-van/>. Contact: (360) 284-2444.

**Redmond LOOP—King County**

A neighborhood shuttle developed through a partnership between the City of Redmond and King County Metro which typically travels in a fixed-route, but includes flexible service areas and destinations. The LOOP shuttle is designed for local travel and offers a convenient way to access destinations in Downtown Redmond, Avondale, Southeast Redmond, and Education Hill. Typical Metro fares apply for all trips. More information: [www.redmond.gov/LOOP](http://www.redmond.gov/LOOP). Contact: (425) 702-9616.

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

As part of the Mt. Si Senior Center in North Bend, SVT operates a demand response/dial-a-ride service for special needs, transportation-dependent riders as well as the general public—ages 13 and older—in the cities and unincorporated rural areas of North Bend, Snoqualmie, and Fall City with limited service to outlying Preston, Monday through Friday, from 6:00 am until 8:00 pm. SVT also operates a deviated, fixed-route service called the Valley Shuttle for transit-dependent riders aged five and older, that runs between North Bend and Duval, Monday through Friday, from 5:30 am until 9:00 pm. SVT additionally performs the Valley-area dispatching for the Sound Generations Volunteer Ride program which provides door-to-door volunteer driver services for seniors requiring extra assistance getting to and from medical appointments. More information: <http://svtbus.org/>. Contact: (425) 888-7001

**Sound Generations Hyde Shuttles—King County**

Sound Generations 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 populations, and rural populations. The vans are lift-equipped and operate Monday through Saturday, 8:00 am to 4:00 pm. Riders register for the Shuttle service by phone. Rides are donation based. The Shuttles fall into two categories: Nutrition Vans and Community Vans. The Nutrition Vans transport people to ethnic meal programs supported by Aging and Disability Services. Community Vans provide transportation within specific geographic areas, including all of Seattle except the downtown core, Shoreline, Lake Forest Park, Queen Anne, Magnolia, Interbay, Renton, SeaTac, Tukwila, Federal Way, Auburn, Burien, Des Moines, Normandy Park and the Snoqualmie Valley. The Shuttles are part of King County Metro's Community Access Transportation program. Other partners include Aging and Disability Services, the State of Washington, King County Housing Authority, and many senior centers and other human service agencies in King County. More information: <https://soundgenerations.org/get-help/transportation/hyde-shuttle/>. Contact: (206) 727-6262 or 1-877-415-3632.

**Transportation Assistance Program—Snohomish County**

Transportation Assistance Program (TAP) is primarily a rural transportation program that provides services to older adults and people with disabilities who are outside the DART service area. TAP guests are picked up at their door and delivered to their destination, or transferred to another transportation provider – DART, Everett ParaTransit, or ACCESS, for example. Contact: (425) 423-8517 or [transportation@homage.org](mailto:transportation@homage.org).

## **Shared Ride**

**Pierce Transit Care-a-van Program—Pierce County**

When Pierce Transit's vans and shuttles have reached the age of retirement from transit, they can still provide a valuable service to our community. The Pierce Transit "Care-a-van" program, grants retiring vehicles to qualifying not-for-profit or governmental organizations that provide rides and services for people with special needs. The vehicles might be used for everything from transporting individuals with disabilities to jobs, providing transportation to meal sites, to providing mobility for low-income seniors to medical appointments or shopping. More information: <https://www.piercetransit.org/care-a-van/>. Contact: (253) 581-8000.

**SCOOT—Kitsap County**

Kitsap Transit's Smart Commuter Option Of Today (SCOOT) is a car sharing program for commuters who travel by foot, bike, bus, carpool, or vanpool to work in certain areas of Kitsap County. 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, doctor appointments, or for other personal errands. Reservations are made over the internet. More information: <http://www.kitsaptransit.com/scoot>. Contact: (360) 876-7433.

## **Rideshare—King County**

- Vanpool – Metro's one-seat-ride allows commuters to rideshare from their homes to work with co-workers or neighbors for a monthly fare. Metro manages the largest, longest-running public commuter van program in the nation with more than 1,500 vans on the road each workday.
- Vanshare – Metro's first/last-mile solution allows commuters to rideshare from their neighborhood to a transit hub or take the van from a transit hub the last few miles to their worksite for one low, monthly fare split between riders.
- Metropool – Metro's 100%-electric, zero-emission vehicles fit five and are available for registered commuter van groups.
- TripPool – A new app-based service available in select communities that allows commuters to rideshare in Metro vans between their neighborhoods and the nearest transit hub.
- SchoolPool – An online ride-matching service available in select communities that helps parents find carpools and walking or biking buddies for their students to and from schools.
- Carpool – Metro participates in RideshareOnline.com, an extensive and inclusive regional ride-matching service.
- Community Shuttles – Small Metro vehicles available in select communities that travel a regular route with designated flexible service areas.
- Emergency Ride Home – Various Metro programs provide free emergency trips home for registered commuters who rideshare, take transit or walk/bicycle to work.
- Community Van – Metro provides select communities with vans for shared trips arranged and scheduled by a local Transportation Coordinator—perfect for community members to share rides to designated and popular locations such as the grocery store, library, local park or special events.

More information: <http://metro.kingcounty.gov/tops/van-car/van-car.html>. Contact: (206) 625-4500 (voice), 1-800-427-8249 (toll-free), 711 (TTY) or (206) 684-2166 (fax).

## **Vanpool – Snohomish County**

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

## **VanGo—Snohomish County**

Community Transit, serving parts of Snohomish County, has donated surplus vans to community agencies for years. The application form asks applicants how they would plan to coordinate use of the van for community purposes. This is one way SNOTRAC is increasing their pool of available transportation resources to coordinate with throughout the county. More information: <https://www.communitytransit.org/programs/van-go>. Contact: (425) 438-6136.

## **VanLink—Kitsap County**

VanLink is a transportation alternative for Kitsap County's low income and disabled residents. 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. More information: <http://www.kitsaptransit.com/access-and-vanlink/vanlink>.

## **Wheelchair Accessible Taxicab (WAT) Services—King County**

Seattle and King County jointly created a wheelchair accessible taxicab (WAT) program throughout King County. Now, more than fifty WATs provide hundreds of safe trips every day for people with disabilities. Professional, licensed taxicab drivers provide 24-hour, on-demand curb-to-curb service, including assisting passengers in boarding the taxis and securing their wheelchairs. Qualifications to become a WAT owner are significantly higher than for other taxi owners, and the training for all WAT drivers is significantly higher than any for-hire driver in the state of Washington. WAT operators undergo fingerprint background checks against national databases, and those working on contract with Metro, other government agencies and organizations are also drug tested to ensure the security of passengers. WAT operators receive specialized training in the care of people with disabilities, including CPR, first aid, wheelchair and child seat securement, gender sensitivity, cultural respect, hospitality and customer service. To book a WAT, use the Seattle Yellow Cab App (<http://seattleyellowcab.com/get-the-seattle-yellow-cab-mobile-app/>) or call (206) 622-6500, or Farwest Taxi at (206) 622-1717. For general information about wheelchair accessible taxicabs in King County, contact Sean Bouffiau, Department of Records and Licensing, (206) 263-2875. For general information about wheelchair accessible taxicabs in Seattle, contact John Megow, Consumer Protection Unit, (206) 386-1266.

## **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: Mike Shahan [mshahan@psed.org](mailto:mshahan@psed.org) or (425) 917-7955 (King County) or (253) 778-7955 (Pierce County).

### **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. The Puget Sound Educational Service District (PSESD) is in the process of developing a co-op in which school districts can pay a yearly fee based on the size of the district. This enables the districts to then utilize PSESD to provide transportation to their McKinney students that they are not able to transport. Typically, districts are able to transport the students who still reside within the district but have challenges with the students who reside out of the district and need transportation back to their school of origin. Contact: Jacqueline Mann, [jmann@psed.org](mailto:jmann@psed.org) or (425) 917-7886 (King County) or (253) 778-7886 (Pierce County).

## **Transportation Network Companies (TNCs)**

### **Car2Go—Seattle**

Car2go is car-sharing on your terms. Car2go offers free parking in any approved public, on-street parking space within the Seattle Home area. More information: <https://www.car2go.com/US/en/>. Contact: [memberservicesNA@car2go.com](mailto:memberservicesNA@car2go.com) or (877) 488-4224.

### **Lyft—Seattle and Tacoma**

Lyft is a ridesharing service that you can request a ride with your smartphone app. Rates for Lyft vary by the time of day you ride and the type of service you pick. More information: <https://www.lyft.com>.

### **ReachNow—Seattle**

ReachNow Members can drive any of the BMW and MINI vehicles for as long (or short) as they need with gas, insurance and, in most locations, on street parking included in the price. Members can pick-up any available car on the street and drop it off anywhere within the Home Area. More information: <https://reachnow.com/en/seattle-wa/>.

### **Uber—King and Snohomish Counties**

Uber is an on-demand ridesharing service that you can request a ride with your smartphone app or call. With 24/7 availability, request a ride any time of day, any day of the year. More information: <http://www.uber.com>.

### **Zimride by Enterprise—King County**

Zimride by Enterprise is a private social ridesharing network available to students, faculty, and staff. You can sign in for free, set up a profile, and post your one-time ride or commute to school, work, meetings or the airport. Contact your campus transportation office for more information. More information: <https://zimride.com/>

### **ZipCar—King and Pierce Counties**

In close partnership with King County Metro Transit, the Seattle regional office of ZipCar operates a fleet of more than 400 vehicles in more than a dozen neighborhoods in Seattle, Bellevue, Redmond, and Pierce County. ZipCar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one—without the cost and hassles of ownership. More information: <http://www.zipcar.com/>.

*Please see Chapter 4 (Transportation Technology and Operations) of RTP for more information on the Transportation Network Companies.*

## **Program Transportation**

### **Community Access Transportation (CAT)—King County**

The CAT program expands mobility options for seniors and people with disabilities by developing partnerships with social service agencies and jurisdictions in King County. Metro provides vehicles, operating funds and technical assistance to assist social service agencies in setting up their own transportation services. In return, the agencies provide a minimum number of rides for Access customers and people with special transportation needs each month. Rides are requested through the individual programs, such as Sound Generations Hyde Shuttle, Snoqualmie Valley Transportation, and the Northshore Senior Center. More information: <http://metro.kingcounty.gov/tops/accessible/programs.html>. Contact: [accessible.services@kingcounty.gov](mailto:accessible.services@kingcounty.gov) or (206) 263-1082

### **Enumclaw Senior Center Van—King County**

This service is available to adults 55 and older to come into the center for activities, presentations, medical appointments and/or lunch. Our van is wheelchair accessible. Operates Monday to Thursday from 8:30 am to 2:30 pm. One way is \$0.50 for seniors and people with disabilities. More information: <http://www.cityofenumclaw.net/180/Trips-Travel-Transportation>. Contact: (360) 825-4741.

### **Kirkland Senior Van—King County**

Transportation for Kirkland residents to Peter Kirk Community Center, local shopping, and medical appointments in Kirkland, Bothell, Redmond, and Bellevue. Riders must be Metro Access eligible. Call to schedule at least 24 hours in advance. Donation of \$2.00 per ride. More information: [www.kirklandwa.gov](http://www.kirklandwa.gov). Contact: (425) 587-3363.

### **KP School Bus Connects - Puget Sound Educational Service District (PSESD) –Pierce County**

The Key Peninsula Community Council, The Peninsula School District and the PSESD have partnered to provide the KP School Bus Connects (KPSBC). The KPSBC utilizes off duty school busses to transport all special needs clients on the Peninsula to various stops on the key Peninsula as well as connects with both Pierce Transit and Sound Transit at the Purdy Park-n-Ride enabling riders to continue their travel to other local and regional destinations. More information: <http://www.kpcouncil.org/kp-school-bus-connect.html>. Contact: (253) 884-2877.

**MultiCare Adult Day Health Express (ADHE)—Pierce County**

The MultiCare Health System operates an Adult Day Health program in South Tacoma which offers occupational therapy, skilled nursing, and nutrition for seniors and others who require medical monitoring and treatment. The ADHE transportation program includes public/private partnership between Pierce Transit, MultiCare and private transportation provider Transpro. Pierce Transit serves as the fiscal agent and provides the majority of the funding for the service; MultiCare contracts and operates the program, as well as contributes funds for the transportation costs, Transpro provides the rides. MultiCare enrolls new program participants in the transportation program. More information: <https://www.multicare.org/adult-day-health/>. Contact: (253) 459-7222.

**Providence ElderPlace—King County**

Providence operates 14 lift-equipped vehicles to transport seniors throughout King County to the ElderPlace Center for day health and doctor visits including dentistry, optometry, podiatry, rehab, and mental health appointments. Providence ElderPlace also transports its participants to specialist appointments and picks them up when they are discharged from the hospital. Additionally, Providence will transport its participants to the bank and to tour a new living situation such as an adult family home or assisted living facility. Providence delivers medications, rehab supplies, and incontinence products to its participants. Providence ElderPlace is the only PACE (Program of All Inclusive Care for the Elderly) site in Washington State. Contact: (206) 320-5325.

**Road to Independence – Puget Sound Educational Service District (PSESD)—King and Pierce Counties**

Road to Independence is both a transportation program serving special needs clients in South King and Pierce County and a driving training program. The program trains volunteer drivers who transport special needs clients to employment, social services, medical appointments and other necessary services. In exchange for volunteering the drivers at no cost are able to be placed in the PSESD driving training program where they earn their Class B CDL with an "S" endorsement. This enables them to move to employment as a school bus driver to any driving position that requires a class B CDL. The Road to Independence program is located in Pacific and serves both East Pierce County and South King County. All referrals for transportation services are sent through a client's case manager. Contact: Jacqueline Mann, [jmann@psed.org](mailto:jmann@psed.org) or (425) 917-7886 (King County) or (253) 778-7886 (Pierce County)

**Seattle Cancer Care Alliance Shuttle—King County**

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 the Children's Hospital from 7:35am. to 6:55pm. More information: <http://www.seattlechildrens.org/visitors/transportation/>.

**Seattle Children's Hospital—King County**

Children's Hospital provides a free, wheelchair-accessible van service to and from the hospital for patients and families traveling through SeaTac Airport, the Amtrak train station, ferry terminals, or the Greyhound bus station in Seattle. Families can schedule pick-ups or drop-offs over the phone or through email. Children's Hospital requests that rides are reserved at least 24 hours in advance. More information: <http://www.seattlechildrens.org/visitors/transportation/>. Contact: [airport.shuttle@seattlechildrens.org](mailto:airport.shuttle@seattlechildrens.org) or 206-987-RIDE (7433).

**Solid Ground—King County**

Solid Ground runs 30 programs and services that help nearly 55,000 households each year overcome poverty and build better futures throughout King County and beyond. Solid Ground provides two transportation services: 1) Downtown Circulator Bus - provides free rides for people living on low incomes and those who access health and human services in the downtown Seattle area; and 2) Solid Ground Transportation – provides door-to-door transportation for anyone unable to ride the regular King County Metro bus system. More information: <https://www.solid-ground.org/get-help/transportation/>. Contact: (206) 694-6700.

**Stanwood Community and Senior Center – Snohomish County**

The Stanwood Community and Senior Center includes 80+ housing units for low-income seniors. The Life Enhancement Assistance Program (LEAP) provides medical transportation to senior center members, its tenants, and the Stanwood/Camano Island community. All medical transportation trips begin at the senior center and destinations include Mount Vernon, Stanwood, Camano Island, Arlington, and Everett with fee. Please call (360) 629-7403 for more information.

**Stillaguamish Senior Center – Snohomish County**

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

**Transportation Assistance Program (TAP)—Snohomish County**

TAP provides safe and reliable transportation for older adults and people with disabilities who live outside the DART service area. TAP's wheelchair accessible vehicles connect people to services, health care, senior centers, shopping, recreation and more. TAP clients are picked up at their door and delivered to their destination or if needed, transferred to another transportation provider— DART, Everett Para Transit, or ACCESS. Contact: (425) 423-8517 or [transportation@homage.org](mailto:transportation@homage.org).

**Transpro/Around the Sound (ATS)**

Provides special needs transportation services throughout the northwest, for a fee. More information: <http://atstrans.org/>. Contact: (253) 858-7088.

**VA Hospital Beneficiary Travel**

The Beneficiary Travel program provides eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail, and etc.) or when medically indicated, "special mode (ambulance, wheelchair van)" transport for travel to and from VA health care, or VA authorized non-VA health care for which the Veteran is eligible. Contact: [pugethelp@va.gov](mailto:pugethelp@va.gov) or (206) 764-2120.



## Volunteer Programs

### Catholic Community Services of Western Washington

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

[http://www.ccsww.org/site/PageServer?pagename=seniors\\_volunteertransportation](http://www.ccsww.org/site/PageServer?pagename=seniors_volunteertransportation).

- Catholic Community Services—King County: (206) 328-5787 or [vc@ccsww.org](mailto:vc@ccsww.org)
- Catholic Community Services—Kitsap County: (360) 405-9486 or [donnaj@ccsww.org](mailto:donnaj@ccsww.org)
- Catholic Community Services—Pierce County: (844) 851-9380 or [JodieM@ccsww.org](mailto:JodieM@ccsww.org)
- Catholic Community Services—Snohomish County: (425) 374-6336 or [ChristinaR@ccsww.org](mailto:ChristinaR@ccsww.org)

### Eastside Friends of Seniors—King County

Eastside Friends of Seniors provides volunteer-based services for seniors facing the challenges of aging. Many seniors in their service area struggle to get to the grocery store, to medical appointments, or simply to maintain a clean and safe home. Program volunteers support the independence of the elderly in the community by providing services at no cost to seniors in need. Eastside Friends of Seniors helps the elderly population living in the greater Issaquah and Sammamish communities so that they may stay where they really want to be, in their own homes. More information: [www.eastsidefriendsofseniors.org](http://www.eastsidefriendsofseniors.org) or (425) 369-9120.

### Ethnic Senior Dining Transportation—Snohomish County

The Ethnic Senior Dining program provides elders the opportunity to come together on a regular basis for culturally appropriate meals, socialization and social services. Ethnic Senior Dining Transportation makes it possible for elders to participate in activities at the Multicultural Senior Center located at the Center for Healthy Living in Lynnwood and the Carl Gipson Senior Center in Everett. Meals are served at noon.

- *Lynnwood Location:* Chinese Seniors, Tuesdays, (425) 290-1249, Filipino Seniors, Fridays, (425) 514-3185, Korean Seniors, Thursdays, (425) 290-1274, Vietnamese Seniors, Wednesdays, (425) 290-1256.
- *Everett Location:* Hispanic/Latino Seniors, 1st & 3rd Tuesdays, Carl Gipson Senior Center, (425) 514-3186.

### Mustard Seed Project Key Peninsula Senior Ride Program—Pierce County

The Mustard Seed Project of Key Peninsula provides free individual door-through-door services and the Community Solutions Mini-vans for seniors (60+) and elders with disabilities. Contact: (253) 884-9814. More information:

<http://themustardseedproject.org/services-programs/key-peninsula-senior-ride-program/>.

### Pay Your Pal Program—Snohomish County

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

### Road to Recovery American Cancer Society—Washington State

The Road to Recovery program uses volunteer drivers to provide transportation assistance to cancer patients. The volunteer drivers donate both their time and the use of their personal vehicles to help ensure the cancer patients get to and from their scheduled medical appointments. The American Cancer Society coordinates the program – from recruitment, screening, and training volunteer drivers to scheduling transportation pickups. The Road to Recovery program is a free service. Patients do not need a physician's referral to use the program, but 4 business day advance notice is required to schedule a trip.

Transportation is provided door-to-door for patients. Escort assistance is not provided. However, a patient may bring an escort with them to their appointment. A patient may use a walker or a wheelchair providing the patient is able to transfer without assistance and that either the patient or their escort will load the wheelchair or walker into the vehicle. Contact 1-800-227-2345 to schedule a ride or to speak to someone about becoming a volunteer driver. More information: [www.cancer.org](http://www.cancer.org).

### Sound Generations Volunteer Transportation Program—King County

Sound Generations' Volunteer Transportation Program coordinates a volunteer driver program. Over 600 volunteers driving their own vehicles provide transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand and moral support. Community partners include the Senior Companion Program, Group Health Volunteer Transportation, the American Cancer Society and the Mt. Si Senior Center Senior Services. Contact: (206) 268-6780 or [waltw@soundgenerations.org](mailto:waltw@soundgenerations.org).

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

The Senior Companion Program matches low income seniors, 60 and older, to work with frail elderly and disabled adults in our community. The companions are providing services such as transportation to doctor appointments, help with necessary shopping, friendly visits, phone calls and respite for care givers. In addition, the volunteers help make the lives of the people they are serving less lonely and isolated. The Senior Companions often serve clients for several years and form the most meaningful friendships in their lives. Senior Companions usually visit two to four clients, providing an average of 20 hours of service a week. More information: <http://www.lcsnw.org/tacoma/SeniorCompanion.html>. Contact: (253) 272-8433.

### **Volunteer Driver Transportation Services—King County**

As of July 2017, there are a number of organizations that provide special needs volunteer driver transportation within King County. 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 below:

- American Cancer Society: 1-800-227-2345 or [amber.cook@cancer.org](mailto:amber.cook@cancer.org)
- Catholic Community Services: 206-328-6853 or [hollannemo@ccsww.org](mailto:hollannemo@ccsww.org)
- Eastside Friends of Seniors: 425.369-9120 or [info@eastsidefriendsofseniors.org](mailto:info@eastsidefriendsofseniors.org)
- Kaiser Permanente: 206-326-2815 or [hirohata.l@ghc.org](mailto:hirohata.l@ghc.org)
- Mercer Island Parks & Recreation: 206-236-3545 or [jeannette.eggebrecht@mercergov.org](mailto:jeannette.eggebrecht@mercergov.org)
- Multifaith Works: 206-324-1520 or [robert@multifaith.org](mailto:robert@multifaith.org)
- Northwest Kidney Centers: 206-292-2771 x5355 or [syrenka@nwkidney.org](mailto:syrenka@nwkidney.org)
- SeaTac Community Center-Senior Program: 206.973.4690 or [lcroasdill@ci.seatac.wa.us](mailto:lcroasdill@ci.seatac.wa.us)
- Seattle Parks & Recreation: 206-615-0140 or [david.jensen@seattle.gov](mailto:david.jensen@seattle.gov)
- Sound Generations: 206-268-6780 or [waltw@soundgenerations.org](mailto:waltw@soundgenerations.org)
- US Veterans Administration: 206-764-2564 or [lindac.reed@va.gov](mailto:lindac.reed@va.gov)
- Volunteers of America: 206-329-0515 or [cvasconcelos@voawww.org](http://cvasconcelos@voawww.org)

## **Training Programs**

### **Getting Around Puget Sound—King County**

This program connects King County residents with information about travel options, increasing independence and mobility. Hopelink staff and GAPS volunteer travel trainers provide one-on-one transportation assistance at community centers, libraries and gathering places. Contact: [mobility@hopelink.org](mailto:mobility@hopelink.org) or 425-943-6760. More information: <https://www.hopelink.org/need-help/transportation/mobility-management>.

### **Mobilize! Public Transit Orientation—King County**

Hopelink's Travel Programs provide Public Transit Orientation (PTO) excursions to small groups unfamiliar with the transportation system in the Puget Sound. This program, catered to immigrants, refugees, Veterans, and low-income individuals, is aimed at increasing independence and mobility of the participants on public transportation through guided trips to cultural and educational sites, service locations, or outdoor events. Agencies may determine the trip destination. Pre-trip instruction is included and bus/transit fares are provided. More information: <https://www.hopelink.org/need-help/transportation/mobility-management>. Contact: [mobility@hopelink.org](mailto:mobility@hopelink.org) or (425) 943-6760.

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

Puget Sound ESD offers volunteer driver opportunities for individuals who want to volunteer for the RTI program which provides transportation services to special needs clients in East Pierce and South King County. In exchange for volunteering as a driver, volunteers can then be eligible for the class B CDL training offered by the PSESD. Contact: Samantha Jolin, [Sjolin@psesd.org](mailto:Sjolin@psesd.org) or (425) 917-7958 (King County) or (253) 778-7958 (Pierce County).

### **Seattle Lighthouse for the Blind, Inc.—King County**

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)

### **Travel Ambassadors—King County**

Hopelink partners with social services agencies and community organizations to provide travel training and resources to employees who work with clients. These partnerships increase client independence and mobility through reliable transportation information and education about options "beyond the bus." More information: <https://www.hopelink.org/need-help/transportation/mobility-management>. Contact: [mobility@hope-link.org](mailto:mobility@hope-link.org) or (425) 943-6760.

### **Travel Ambassador Training—Snohomish County**

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

### **Travel Training—Pierce County**

Pierce Transit's Travel Training program is free and available to seniors and those with disabilities seeking independence by using transit. The type of training offered is tailored to the needs of the customers. Travel Training provides individualized destination specific training as well as system wide orientation for groups or individuals. The trainers are adept at teaching trainees how to use power mobility devices for travel on public transit. Participants receive training and support until they feel the individual is ready to ride the bus independently. More information: (253) 984-8208 TTY: 711. More information: <https://www.piercetransit.org/accessible-services/>.

### **Transit Instruction Program—Snohomish County**

Community Transit offers a free travel training program, which is open to any individual with a disability, seniors, and limited-English-speaking individuals. Transit Instruction Program's main goal is to increase a person's mobility and knowledge to travel on public transportation independently. The Program provides free one-on-one training with an experienced travel trainer that offers personalized assistance and is adapted to each person's individual needs and abilities. This intensive and

comprehensive training monitors and mentors each skill to assure success and competency. If the trainee is not deemed safe to ride public transportation, resources for additional options will be provided. Group presentations, and group rides are also available. To request training, call (425) 348-2379. More information: <https://www.communitytransit.org/programs/transit-instruction>.

#### **Transit Instruction—King County**

Metro and Sound Transit provide free training services to teach persons with disabilities and seniors how to ride regular public transit. The Transit Instruction Program offers individual training that is designed to meet riders' specific travel needs, Group orientation (including a trip on the bus to a destination the group selects), and Ramp training on a Metro bus (once a month, a Metro bus will be parked at a central location so customers can practice getting on and off the bus). More information: <http://metro.kingcounty.gov/tops/accessible/transitinstruction.html>. Contact: (206) 749-4242.

## **Financial Subsidies**

#### **American Parkinson's Disease Association (APDA) Ride Repay—Washington State**

The American Parkinson's Disease Association (APDA)'s Ride Repay program reimburse eligible transportation expenses, such as taxi, bus, ferry, rail fare or gasoline, up to \$300 per year. Residents of Washington State who have a diagnosis of Parkinson's disease, who are no longer driving or their driving is significantly limited, and getting out of the house would otherwise be a financial hardship are eligible. More information: <https://www.apdaparkinson.org/community/northwest/>. Contact: [apdanw@apdaparkinson.org](mailto:apdanw@apdaparkinson.org) or 206-695-2905.

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

The private non-profit agency Hopelink serves as the Medicaid broker. Under contract with the Health Care Authority, Hopelink coordinates transportation to and from medical appointments for low-income residents on Medicaid assistance. Hopelink uses contracted providers, fixed-route transit passes, gas cards, and volunteers to provide service. More information: <https://www.hopelink.org/need-help/transportation/medicaid-transportation>.

#### **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, Kitsap Transit, Pierce Transit, Pierce County Ferry, Sound Transit, and several other transit agencies outside of the Region. See transit agency contacts for more information.

#### **Taxi Scrip—King County**

Metro's Taxi Scrip Program serves low-income King County residents who are age 18-64 and have a disability or who are 65 years old or older. Riders must have a Regional Reduced Fare Permit (RRFP); if they do not already have one, they can apply for one at the same time as applying for Taxi Scrip. This program enables qualified participants to buy up to seven books of taxi scrip each month from Metro at a 50 percent discount. Taxi Scrip can be used like cash to pay for taxi rides from several local taxi companies. More information: [http://metro.kingcounty.gov/tops/accessible/taxi\\_scrip.html](http://metro.kingcounty.gov/tops/accessible/taxi_scrip.html). Contact: (206) 553-3000 (TTY Relay: 711).

#### **Human Services Bus Ticket Program—King County**

The Human Services Bus Ticket Program provides subsidized bus tickets to eligible human service agencies serving persons who are homeless and/or low income. In program year 2017, agencies that receive an allocation pay 10 percent of the value of the tickets, with King County Metro Transit Division covering the remaining 90 percent of the tickets' value. More information here: <http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/bus-ticket-program.aspx>.

## **Information Referral and Assistance**

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

The 5-1-1 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, 5-1-1 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, passenger rail and airlines, and weather. More information: <http://wsdot.wa.gov/traffic/511>.

#### **Accessible Travel Map—King and Pierce Counties**

*King County:* Developed in partnership with King County Metro and the King County Mobility Coalition's community partners, the King County Accessible Travel Map is a resource for older adults, people with disabilities, caregivers, and support staff to showcase the transportation options available in King County. Over 30 transportation services and resources are highlighted, including transit, community based shuttles, medical transportation, volunteer driver programs, taxis, fare payments, and more. Link to the brochure: <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/pdf/king-county-accessible-travel-map.pdf>. To request a copy of the brochure, please contact: [mobility@hopelink.org](mailto:mobility@hopelink.org).

*Pierce County:* Many people who travel in Pierce County require assistance getting from one place to another because they lack the resources to provide their own transportation. Pierce County Coordinated Transportation Coalition member organizations work together to remove transportation barriers for residents who need special transportation. Link to the Pierce County's "Need a Ride? Get a Ride" brochure: <https://www.co.pierce.wa.us/DocumentCenter/View/63076>. For more information, contact Jerri Kelly [jkelly4@co.picrec.wa.us](mailto:jkelly4@co.picrec.wa.us) or (253) 798-4465.

**FindARide.org—King, Pierce, and Snohomish Counties**

Hopelink manages 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. More information: <http://www.findaride.org/> or (425) 943-6729.

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

Getting There Transportation Resource Center is located at Harborview Medical Center. The goal of the Getting There Transportation Resource Center is to connect people with the most efficient transportation resources in their area so they can choose the services that best meet their needs. Contact the program to get information about:

- Transportation services that include but are not limited to neighborhood van programs, volunteer transportation, accessible taxicabs and transit instruction
- Learn about the steps to apply for the Taxi Scrip program or how to get a reduced fare bus pass if you are disabled or a senior
- Who to contact to make traveling more accessible in your community. For example, requesting an accessible audible light signal at a crosswalk or fixing damaged sidewalks
- How to obtain reflective equipment that you can wear or put on your mobility device that could make travel safer

Contact: 206-744-TRIP (8747) for more information.

**Information and Assistance Services provided by Area Agencies on Aging (AAA)—King, Kitsap, Pierce and Snohomish Counties**

Each county's Area Agency on Aging (AAAs) plans and organizes services for older adults (60 and older) and administers federal and state funds. Many AAAs also serve younger people with disabilities. All AAAs must fund a program that offers information and assistance about county resources for older adults and their caregivers including transportation. These programs are usually known as Senior Information and Assistance or Aging and Disability Resource Centers (ADRC). The AAA may operate this program in-house or contract out.

- Aging and Disability Services, Seattle, King County: <http://www.agingkingcounty.org/> or call (206) 684-0660.
- Kitsap County Division of Aging & Long-Term Care: <http://www.agingkitsap.com/> or call (360) 337-7068.
- Pierce County Aging & Disability Resources: <http://www.co.pierce.wa.us/1986/Aging-Disability-Resources> or call (253) 798-4600.
- Snohomish County Long Term Care and Aging Division: <https://snohomishcountywa.gov/430/Long-Term-Care-Aging> or call (425) 388-7200.

**King County 2-1-1—King County**

King County 2-1-1 provides the most comprehensive information on health and human services available to King County residents. The information and referral specialists are experts in understanding the eligibility requirements of many human service systems. King County 2-1-1 is part of the Washington Information Network 211 (see WIN 2-1-1 below).

**Mobility Management—King, Pierce, and Snohomish Counties**

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 in the Local Coordinating Coalitions section above.

**North Sound 2-1-1—Snohomish County**

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 WIN 2-1-1.)

**Regional Transit Trip Planner—King, Pierce, and 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.

- Community Transit Trip Planner: <https://www.communitytransit.org/busservice/tripplanner>
- Everett Transit Trip Planner (hosted by King County Metro): <http://everetttransit.org/183/Trip-Planner>
- King County Metro Transit Trip Planner: <http://tripplanner.kingcounty.gov/>
- Pierce Transit Trip Planner: <https://www.piercetransit.org/mobile/>
- Sound Transit Trip Planner: <https://www.soundtransit.org/tripplanner>
- Washington State Ferries Vessel Watch: <http://www.wsdot.com/ferries/vesselwatch/Default.aspx>

**Sound Transit Resources for Riders with Special Needs—King, Pierce, and Snohomish Counties**

Sound Transit provides resources and assists riders with special transportation needs in navigating accessible transit trips throughout the region. More information: <https://www.soundtransit.org/Rider-Guide/accessibility/resources-riders-special-needs>.

**Senior Information and Assistance—King, Kitsap, Pierce and Snohomish Counties**

Senior Information and Assistance (I&A) is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Senior I&A 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.



- King County: <https://soundgenerations.org/get-help/pathways-information-assistance/> or call (206) 448-3110 or (888) 435-3377.
- Kitsap County: <http://www.kitsapgov.com/altc/pdf/1&A%20Brochure.pdf> or call (360) 337-5700 or (800) 562-6418.
- Pierce County: <https://www.co.pierce.wa.us/1986/Aging-Disability-Resources> or call (253) 798-4600 or (800) 562-0332
- Snohomish County: <https://snohomishcountywa.gov/1031/Senior-Information-Assistance> or call (800) 422-2024

#### **South Sound 2-1-1 Transportation Resource Center—Pierce County**

Regional call center serving as the information and referral line for health and human services, including transportation. 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 WIN 2-1-1). More information: <http://www.uwpc.org/transportation>.

#### **Transportation Options—King, Kitsap, Pierce, and Snohomish Counties**

Transportation Options is a directory of major transportation programs in each area and a how-to-ride guide for people who depend on public transportation to travel.

- King County: <http://kingcounty.gov/depts/transportation/metro/travel-options.aspx>
- Kitsap County: <http://www.kitsaptransit.com/service/routed-buses>
- Pierce County: <https://www.co.pierce.wa.us/701/Transportation-Options> or call (253) 581-8000.
- Snohomish County: <http://www.sssc.org/transportation>

#### **Washington Adult Day Services—Washington State**

The Washington Adult Day Services is a directory of adult day care services within Washington State. Adult day services offer an ideal alternative to caregivers by providing a daytime care environment outside of the home. More information: [http://www.carewashington.org/list06\\_wa\\_adult\\_day\\_care.htm](http://www.carewashington.org/list06_wa_adult_day_care.htm).

#### **Washington Information Network (WIN) 2-1-1—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 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. Dial 2-1-1 to be connected to your nearest regional call center (also see North Sound 2-1-1 below).

## ***Streamlining Payment and Eligibility***

#### **Common Intake Form—Pierce County**

A strategic project of the Pierce County Coordinated Transportation Coalition, a common intake form was developed through a partnership of the South Sound 2-1-1 Transportation Resource Center, Beyond the Borders, Road to Independence, and Volunteer Services Western Washington & Key Peninsula. All partners agreed upon one format to capture rider data. Riders call 2-1-1, are screened for eligibility and provide required information. 2-1-1 shares the rider data with the provider in order for the ride to be scheduled and dispatched.

#### **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, 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. More information: [https://orcacard.com/ERG-Seattle/p1\\_001.dq](https://orcacard.com/ERG-Seattle/p1_001.dq) or contact (888) 988-6722.

#### **ORCA LIFT—Puget Sound Region**

Once you qualify for the ORCA LIFT program (people with household income of less than double the federal poverty level), you'll receive an ORCA LIFT card registered to your name, with the same features every ORCA card has. Currently, the ORCA LIFT reduced fares are offered on King County Metro Transit buses, Sound Transit buses, the Link light rail, the Sounder Train, the Seattle Streetcar, the King County Water Taxi, and Kitsap Transit buses. All other ORCA participating agencies will accept the ORCA LIFT card, but the cardholder will pay the current standard adult fare for service provided by those agencies. More information: <http://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/lift.aspx>. Contact: (206) 553-3000.

#### **ORCA Youth—Puget Sound Region**

An ORCA youth card is available to youth age 6-18. It allows you to pay only \$1.50 for your trip including transferring to other services (within a 2-hour window) like Link light rail, Sound Transit buses, Community Transit and other ORCA participating agencies. More information: <http://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/youth.aspx>. Contact: (206) 553-3000.

#### **ParaTransit Peer to Peer Network—King, Pierce and Snohomish Counties**

Four transit agencies in the region – King County Metro, Pierce Transit, Community Transit, and Everett Transit – developed an automated solution for transfer of trip requests and electronically share customer information. This “peer to peer network” facilitates smoother transfers between ParaTransit systems.

## **Other Programs**

### **Night Stop Program—King County**

Available between the hours of 8:00 pm and 5:00 am, King County Metro's Night Stop allows the rider to ask the driver to let them off at any point along the bus route that it is safe for the bus to stop, even though it may not be a Metro bus stop. The program is not allowed within the boundaries of Seattle's central business district or on limited access highways/freeways). More information: <http://metro.kingcounty.gov/tops/bus/how-to-ride/#night-stop>.

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

The Puget Sound Educational Service District (PSESD) partners with Dieringer School District for several transportation related projects. Through a contract Dieringer does the majority of the maintenance for PSESD school buses and vans. The buses are used to transport Head Start and Early Childhood Education and Assistance Program (ECEAP) children in programs that are not served by a school district and therefore cannot access school district transportation services. The vans are used for the Road to Independence (RTI) program. Dieringer School District partners with the PSESD to send potential drivers to the PSESD class B CDL class. This class also trains ECEAP, Head Start, WorkFirst and RTI volunteer drivers. PSESD and Dieringer will then share a list of eligible drivers who completed the CDL program and they are either hired as a substitute driver for the PSESD or Dieringer. The goal is to increase the substitute driver pool for both the PSESD and Dieringer. In addition, it is to provide employment opportunities to those drivers who either volunteered or were enrolled through a Workfirst program to drive for the RTI program.

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

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

# *Attachment D*

## Major Destinations and Employment Densities

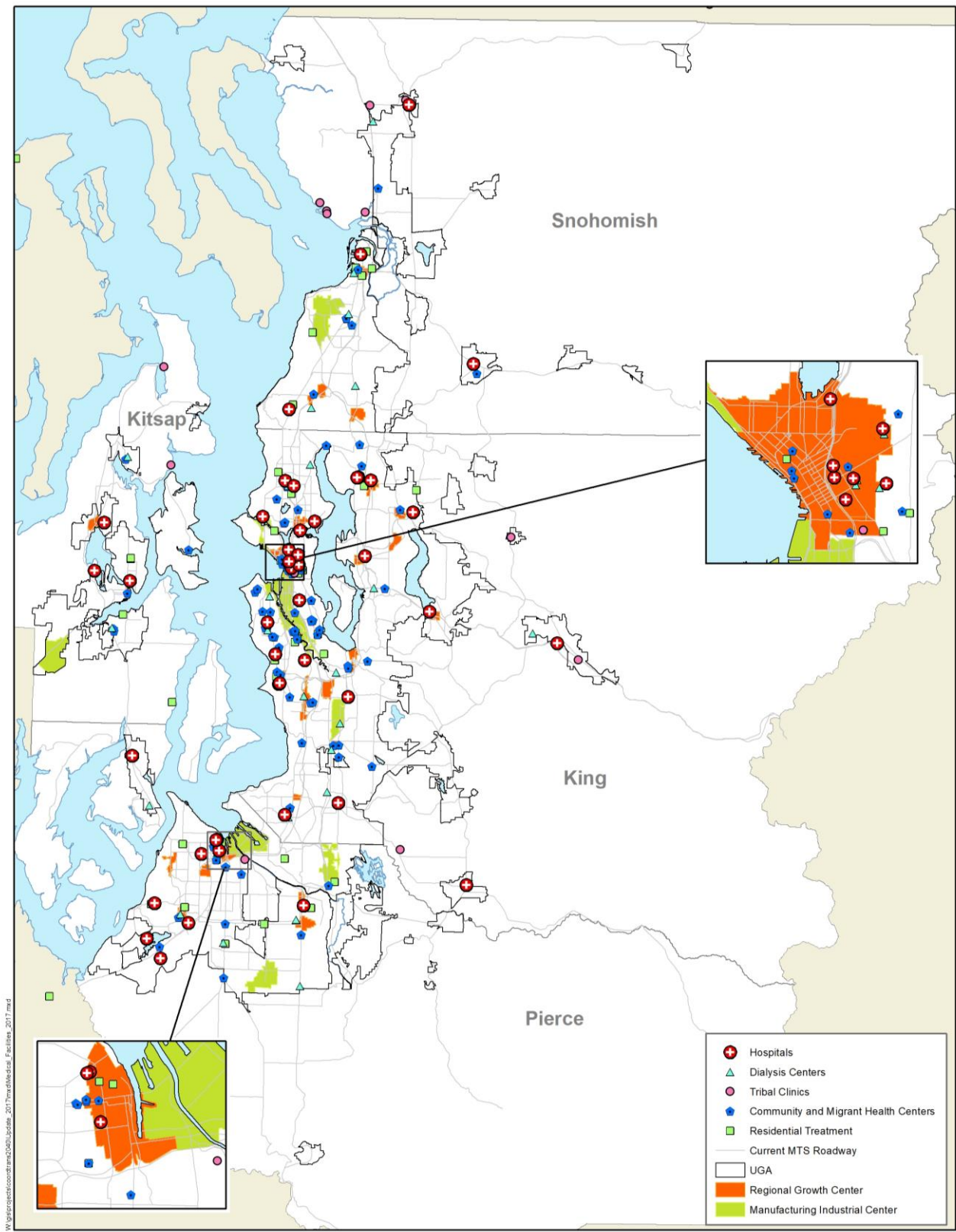
The State requires regional coordinated plans to include common destinations where individuals with special transportation needs go. Examples of destinations include entry level employment opportunities, educational centers, and medical facilities. Although this section is intended to include maps of various major destinations in the central Puget Sound region, it is based upon best available information as of 2017 combined with information provided by special needs transportation stakeholders. It is not intended to be an all-inclusive identification of destinations important to people with special transportation needs.

### *Methodology*

Updated medical facilities data for 2017 was acquired from the Washington State Department of Health. Regionwide datasets for colleges, cultural facilities, sports facilities and regional shopping centers were not found so the 2010 datasets from the original plan were continued in the maps. The Parks and Open Space layer is based on PSRC data that is current through October 2017. The Urban Growth Area boundary, Regional Growth Centers and Manufacturing Industrial Centers are current through October 2017. The employment density maps are based on the most current (2015) employment dataset at PSRC.

# Major Destinations and Employment Densities by County

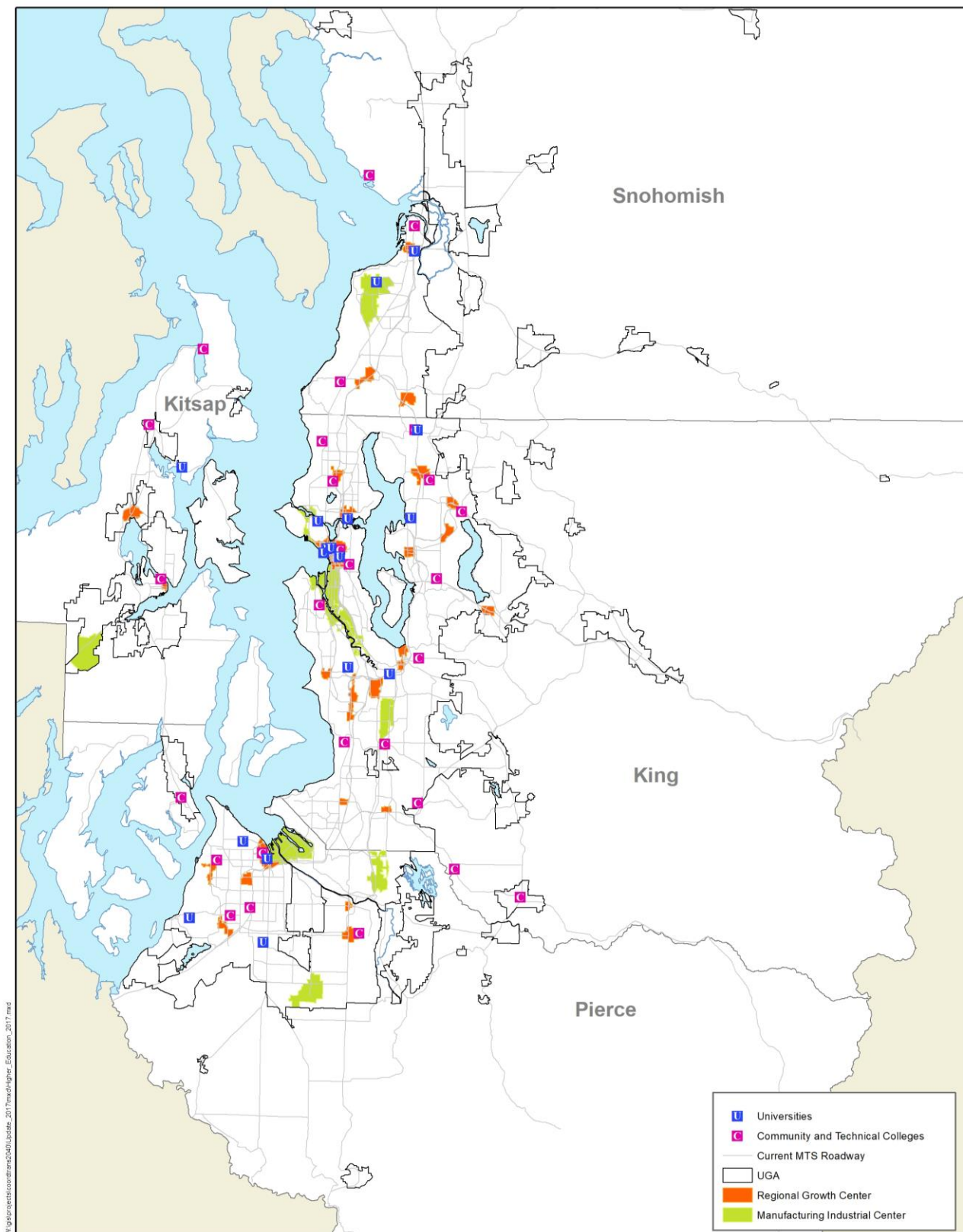
Figure D-1. Major Destinations—Medical Facilities



Source: Washington State Department of Health (2017).



Figure D-2. Major Destinations—Higher Education Institutions, Community and Technical Colleges



Source: Puget Sound Regional Council (2010).

Figure D-3. Major Destinations—Regional Shopping Centers

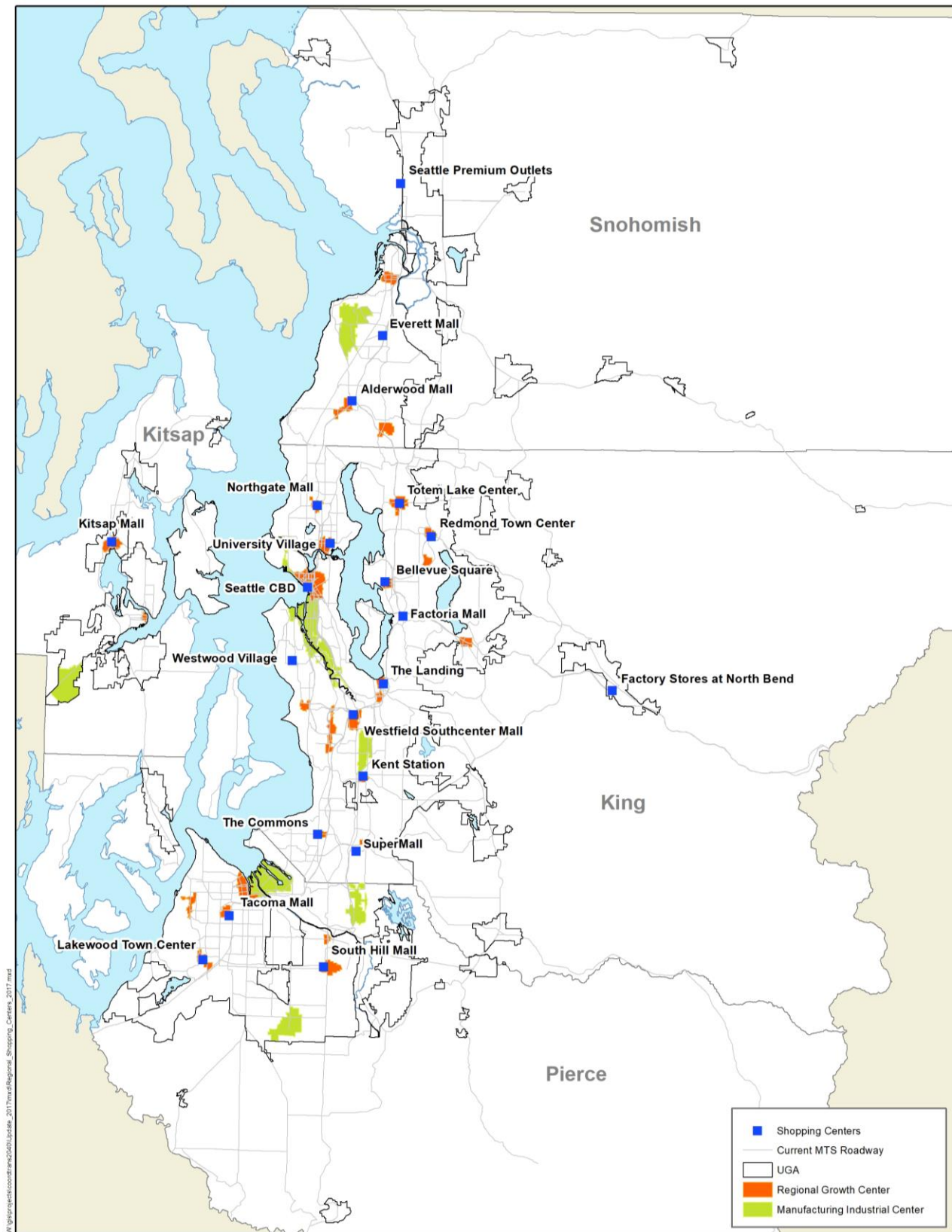
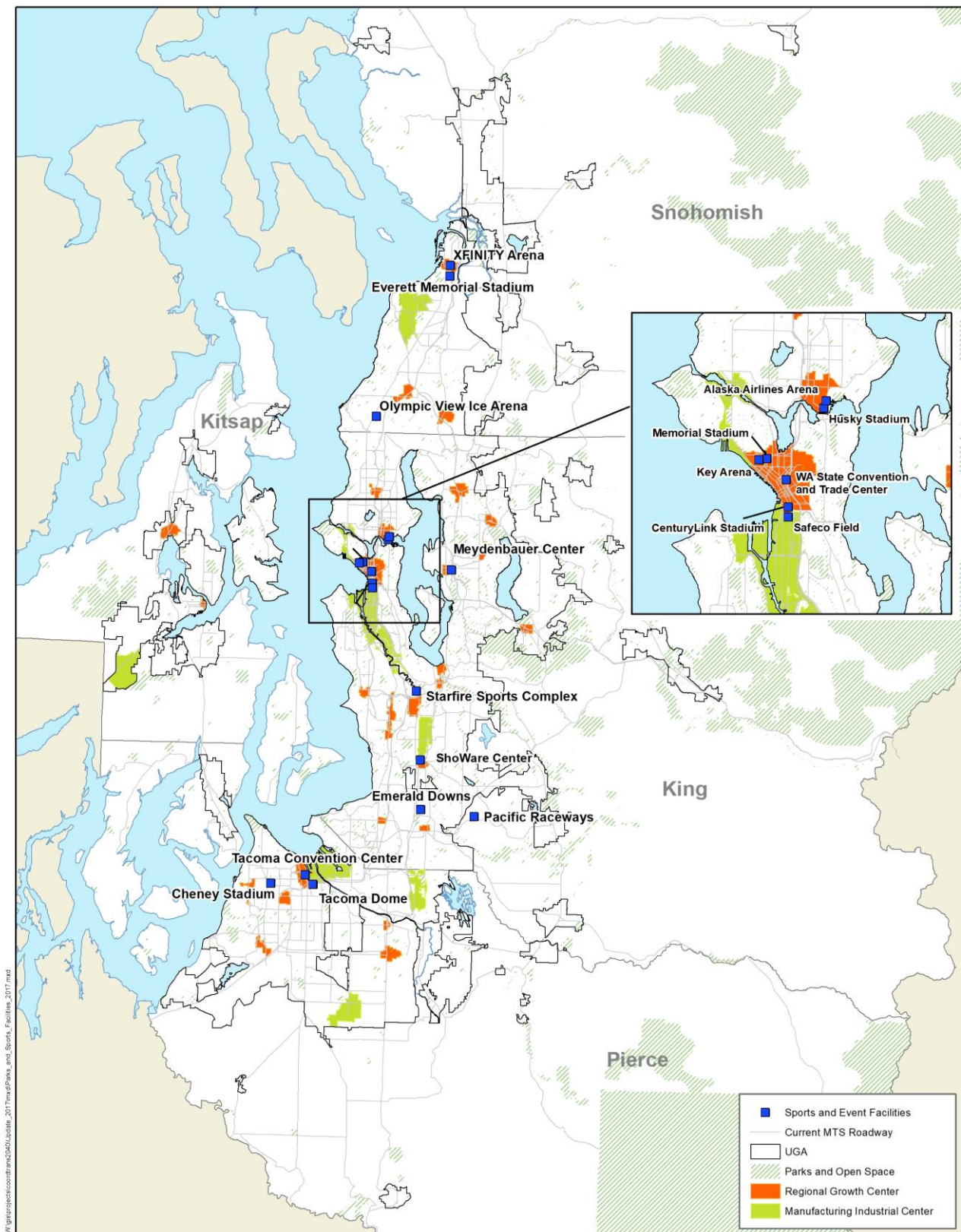




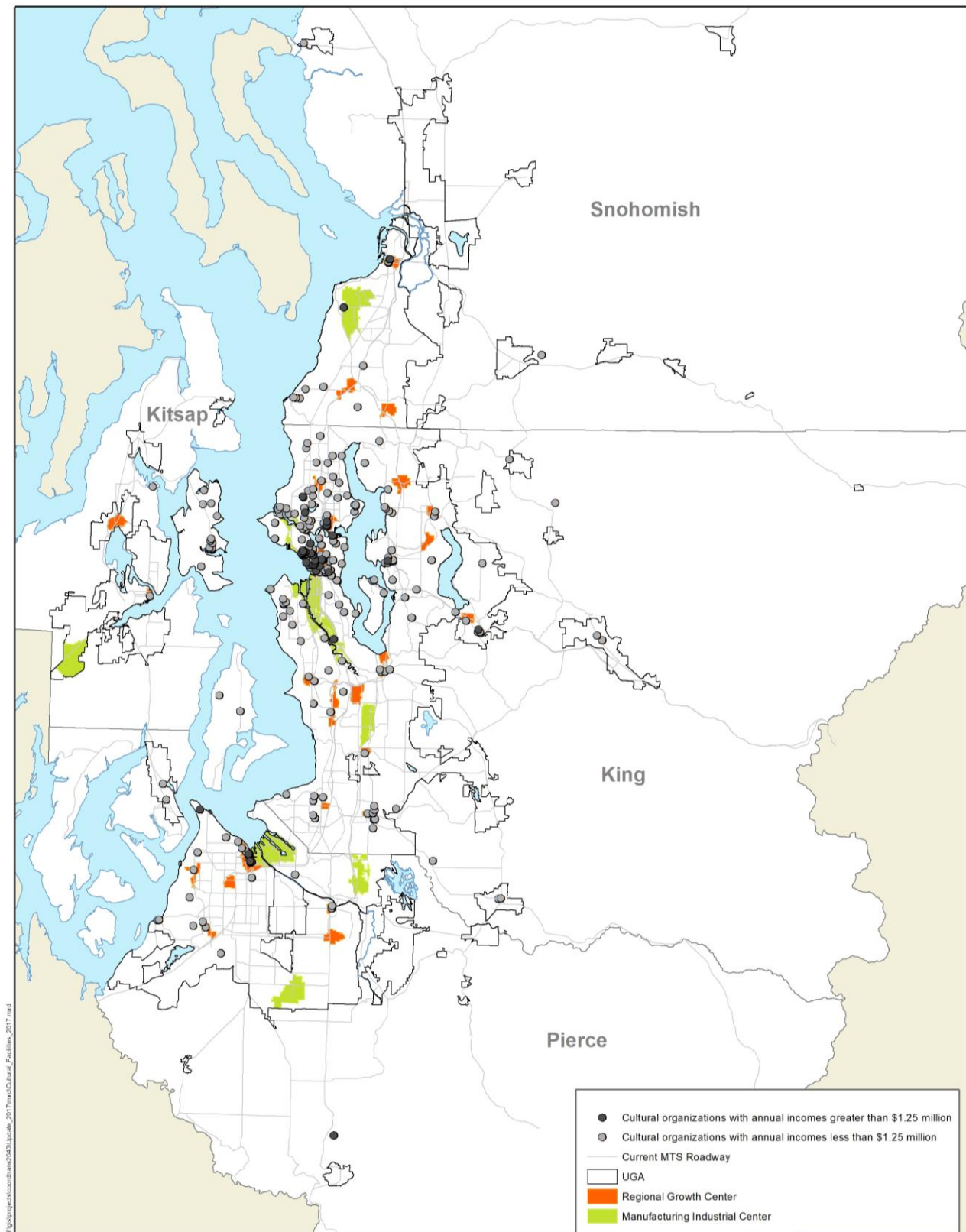
Figure D-4. Major Destinations— Parks and Sport Facilities



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Source: Puget Sound Regional Council (2017 & 2010).

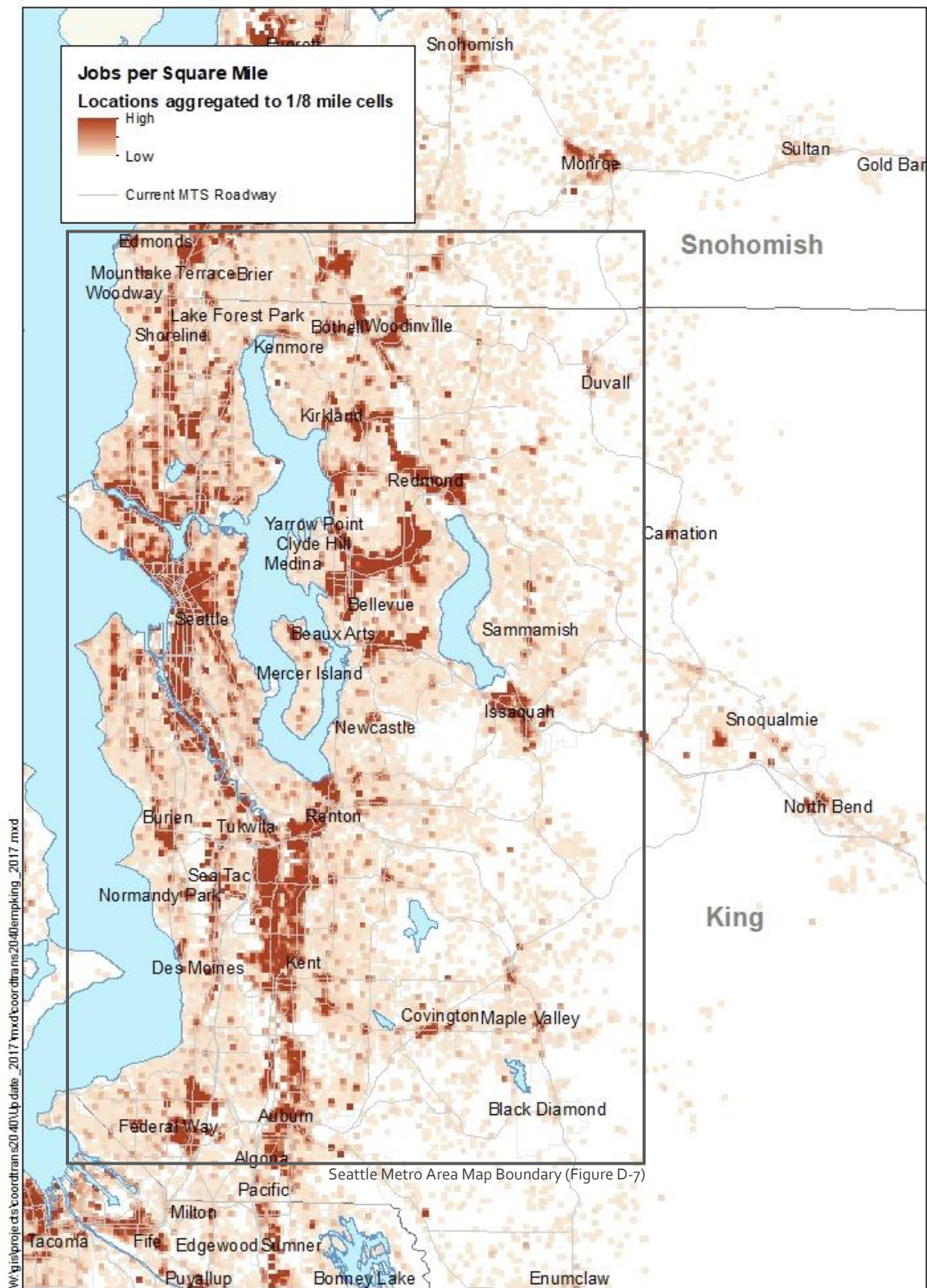
Figure D-5. Major Destinations—Cultural Facilities



Source: Puget Sound Regional Council (2010).



Figure D-6. Employment Density—King County



Source: Puget Sound Regional Council (2015). Employment Density.

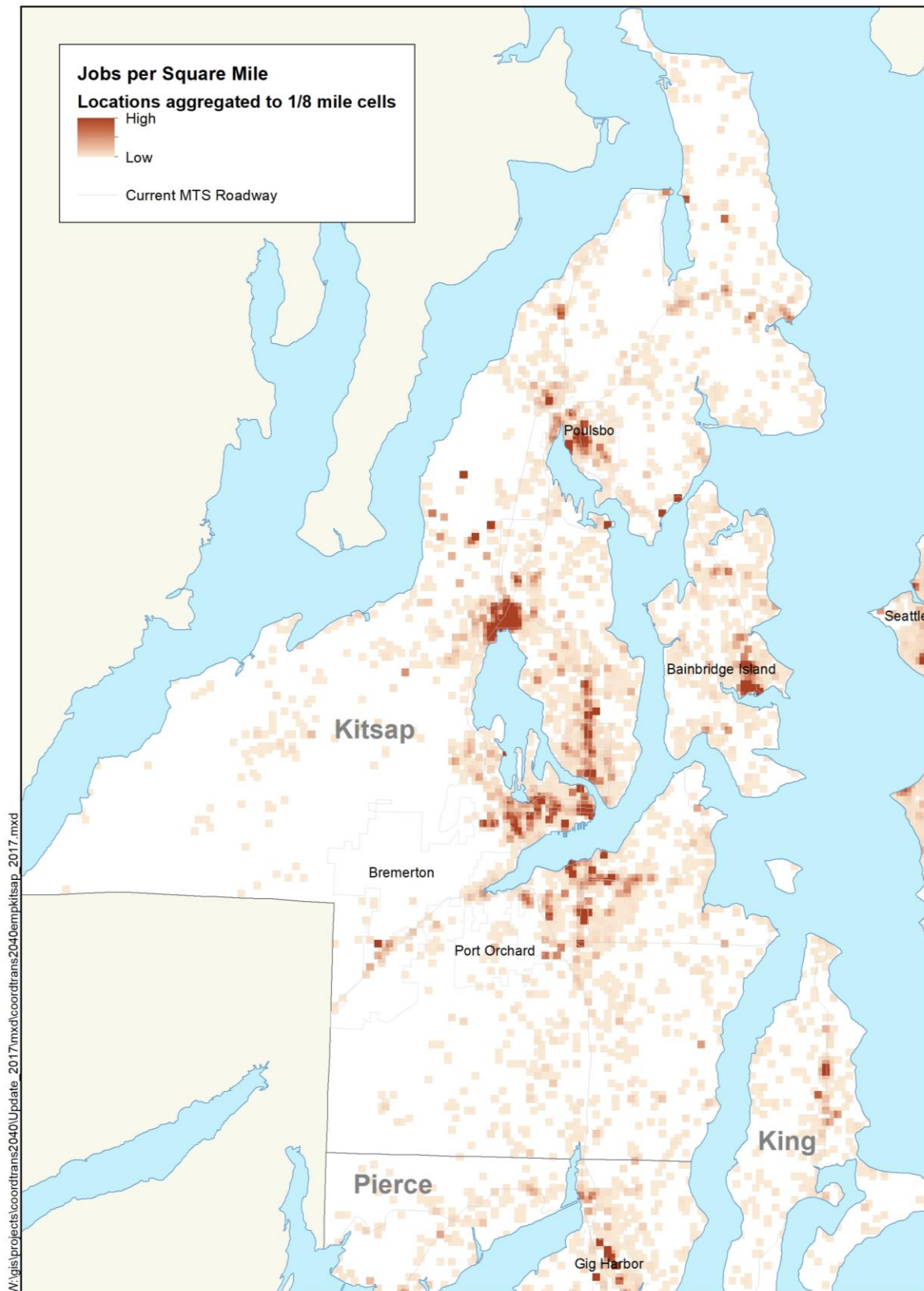
Figure D-7. Employment Density—Seattle Metro Area



Source: Puget Sound Regional Council (2015). Employment Density.

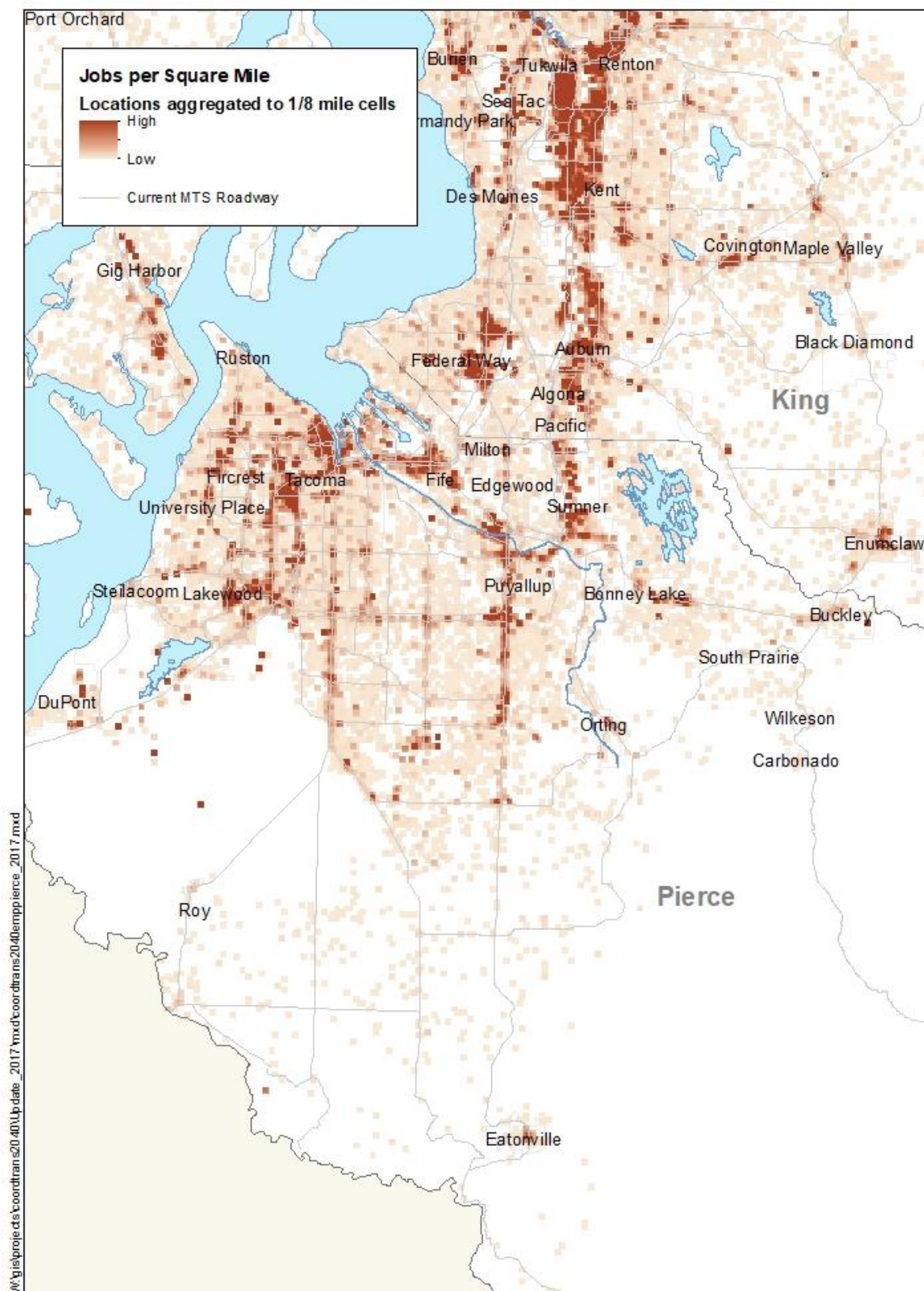


Figure D-8. Employment Density—Kitsap County



Source: Puget Sound Regional Council (2015). Employment Density.

Figure D-9. Employment Density—Pierce County



Source: Puget Sound Regional Council (2015). Employment Density.



Figure D-10. Employment Density—Snohomish County

