



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

MAY 2014

Cover photo courtesy of Sound Transit.

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

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# Ride Around the Sound Bus Buddy Program

SNOHOMISH COUNTY

*Phyllis told me her story on one of our Ride Around the Sound (RAS) trips. She is a recently retired, 77-year-old young senior with a low-income. She said she started planning for her retirement a year prior because she knew that on her retirement income she would not be able to keep her car and she needed some type of transportation. She started attending the RAS trips to learn how to ride the bus and to gain enough confidence to depend entirely on transit once she gave up her car. Now that she is retired she sold her car and takes the bus everywhere — she even took her cat to the vet in a cat carrier. The RAS program has definitely made a difference in her life.*



Source: SNOTRAC Personal Communication

# Chapter 1

## Introduction

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

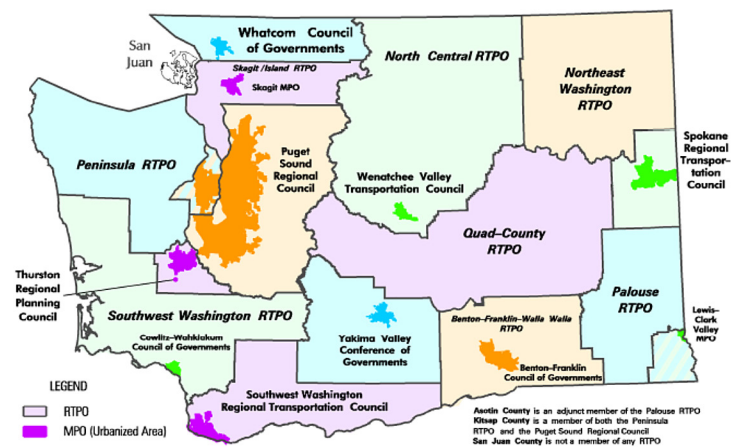
*The plan was originally developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2015–2018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

### What is the Puget Sound Regional Council?

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

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

Figure 1-1. Regional Transportation and Metropolitan Planning Organizations



## Environmental Justice

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



## What are VISION 2040 and Transportation 2040?

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

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

## Transportation 2040 Integrated Framework

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

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

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

### 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.

## IMPROVING MOBILITY

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

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

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

## INTEGRATING TRANSPORTATION SYSTEMS AND PROGRAMS

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

## PROTECTING AND ENHANCING THE ENVIRONMENT

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

- Maintaining air quality.
- Reducing greenhouse gas emissions (GHG).
- Improving water quality.
- Preserving public health.

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

## TRANSPORTATION 2040 FOUR-PART GREENHOUSE GAS REDUCTION STRATEGY

- **Land Use:** Building upon the VISION 2040 Regional Growth Strategy to further the goal of providing an improved jobs and housing balance, and to pursue additional refinements through strategies such as transit-oriented development.
- **User Fees:** Recognizing its critical role in reducing vehicle miles traveled (VMT) and emissions, transition the region over time to a user fee/roadway pricing system.
- **Choices:** Continue to provide travelers options to the single-occupant vehicle and continue research into the costs and benefits of various strategies.
- **Technology:** Recognizing that improvements to vehicles and fuels will play a crucial role in reducing emissions, PSRC has undertaken research with the Department of Ecology on the potential technological advances that may be likely in our region by the year 2040. See [psrc.org](http://psrc.org) for more information.

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

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

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

## SUSTAINABLE FUNDING

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

Transportation costs — capital and operating — have been on the rise over the last few decades for many reasons. Insufficient public resources have led to an increase in the unfunded backlog of maintenance projects,

leading to higher overall costs in the future and raising safety concerns. Meanwhile, existing transportation revenues are not keeping pace with travel demand and the infrastructure investments needed to support this growing demand. Like metropolitan regions throughout the nation, our region faces increasing problems with urban congestion and insufficient transit and other alternatives to driving.

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

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

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

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

## *Coordinated* Transit-Human Services Transportation Planning

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

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

### Required Elements of the Coordinated Plan

- Inventory of current services.
- Assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes.
- 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.

Coordinated Plan offers an inclusive snapshot of the region's available services and a comprehensive vision of special needs transportation now and in the future. The Coordinated Plan will also be incorporated into WSDOT's Human Services Transportation Plan — the statewide plan to coordinate the needs, interests and visions of Washington's 14 regional transportation planning organizations (RTPOs).

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

## Project Prioritization and Funding

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

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

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

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

### Program Goals of FTA Programs Dedicated to Funding Special Needs Transportation

#### **PSRC distributes these funds under MAP-21:**

- *Enhanced Mobility of Seniors and Individuals with Disabilities (§ 5310)*  
To improve mobility for seniors and individuals with disabilities, by removing barriers to transportation services and expanding the transportation mobility options available.

#### **PSRC distributed these funds under SAFETEA-LU:**

- *Job Access Reverse Commute (§ 5316)*  
Improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals.  
Provide financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals.
- *New Freedom (§ 5317)*  
To provide tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society.  
Expand transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.

In the Seattle-Tacoma-Everett Urbanized Area, PSRC acts as the designated recipient and conducts the fair and equitable selection process. Funds apportioned to urbanized areas with fewer than 199,000 people and non-urbanized areas are distributed through a statewide competition. In the central Puget Sound, there are two small urbanized areas where funds will be distributed via a statewide competitive selection process. Eligible projects that use Enhanced Mobility of Seniors and Individuals with Disabilities funds are those that are located in the urbanized area or state to which the funds were apportioned.

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

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

## Urbanized Areas (UZAs)

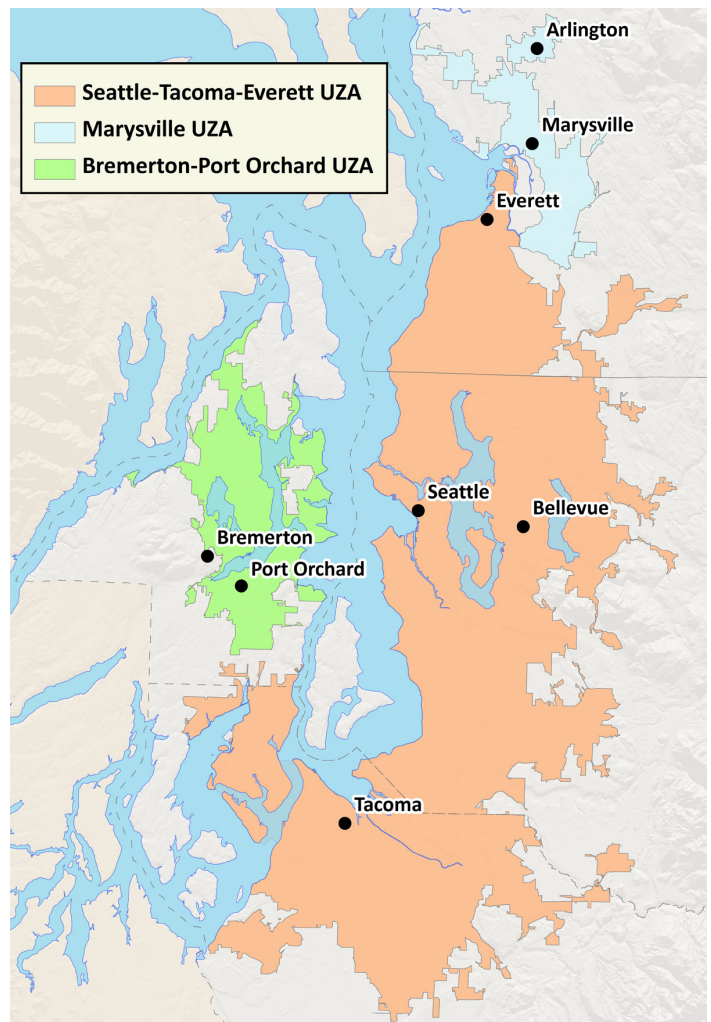
The Census Bureau classifies "urban" as all territory, population, and housing units located within an urbanized area (UZA) or an urban cluster (UC). It delineates UZA and UC boundaries to encompass densely settled territory, which consists of:

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

FTA further delineates urbanized areas into three types:

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

Figure 1-2. Urbanized Areas in the Central Puget Sound



# Snoqualmie Valley Shuttle

KING COUNTY

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



*Alyshia and Sharee  
North Bend*

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

# Chapter 2

## What is Coordinated Planning?

### *Who* are the Transportation-Disadvantaged?

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

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

### *What* is Special Needs Transportation?

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

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

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

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

- Federal Transit Administration (FTA).
- Washington State Department of Social and Health Services (DSHS).
- Washington State Health Care Authority (HCA).
- County and local human service departments including programs for children, the elderly, and disability populations.

- Public transit.
- School districts.
- For-profit and non-profit contractors.

## *What* is Coordinated Special Needs Transportation?

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

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

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

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

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

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

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

## **Coordination Efforts to Date**

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

After the U.S. General Accounting Office issued its findings on multiple funding programs creating duplication of services and service fragmentation, more focus was placed on coordinating special needs transportation services

and funding. Efforts to coordinate special needs transportation services have been occurring in Washington state and the Puget Sound region since the mid-1980s. While coordination efforts have been made at the state level, coordinating special needs transportation has not always been a priority at other levels of government.

## Coordination at the Federal Level

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

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

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

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

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

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

## Coordination at the State and County Levels

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

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

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

In the central Puget Sound region three local coordinating coalitions serve this function: King County Mobility Coalition, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Transportation Coalition (SNOTRAC). Kitsap County has an active Information Referral Network (KIRN) that meets regularly. These coalitions serve an important role in the coordination of transportation services. Their primary responsibility is to

assess the needs of their local community and current transportation network and provide recommendations to improve the system. All four counties are represented on PSRC's Special Needs Transportation Committee. For more information on ACCT, please go to <http://www.wsdot.wa.gov/ACCT/>.

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

### **King County**

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PHONE: 206-205-6577  
E-MAIL: [David.Hull@kingcounty.gov](mailto:David.Hull@kingcounty.gov)

### **King County Mobility Coalition**

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14812 Main Street • Bellevue, WA 98007  
PHONE: 425-943-6769  
E-MAIL: [JWinters@hope-link.org](mailto:JWinters@hope-link.org)  
WEB: <http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html>

### **Kitsap County**

Steve Womble  
Kitsap Transit  
ACCESS Service Coordinator  
PHONE: 360-824-4927  
E-MAIL: [SteveW@KitsapTransit.com](mailto:SteveW@KitsapTransit.com)

### **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**

Tim Renfro  
Pierce Transit  
3701 96<sup>th</sup> Street SW • Tacoma, WA 98499-0070  
PHONE: 253-984-8216 or TDD 253-582-7951  
E-MAIL: [trenfro@piercetransit.org](mailto:trenfro@piercetransit.org)

### **Pierce County Coordinated Transportation Coalition (PCCTC)**

Jerri Kelly, Transportation Specialist  
Pierce County Community Connections  
1305 Tacoma Avenue S, Suite 104 • Tacoma, WA 98402  
PHONE: 253-798-4465  
E-MAIL: [jkelly4@co.pierce.wa.us](mailto:jkelly4@co.pierce.wa.us)

### **Snohomish County**

Sri Rome  
Community Transit  
7100 Hardsen Road • Everett, WA 98203  
PHONE: 425-348-2379  
E-MAIL: [sri.rome@commtrans.org](mailto:sri.rome@commtrans.org)

### **Snohomish County Transportation Coordination Coalition (SNOTRAC)**

SNOTRAC Mobility Manager  
Senior Services of Snohomish County  
11323 Commando Road, Suite 215 • Everett, WA 98204  
PHONE: 425-265-2227  
WEB: <http://www.sssc.org/snotrac.htm>

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

In addition to working with local coalitions, state law mandates that ACCT work with other state agencies toward coordinated transportation and service efficiency. State agency coordination guidelines were formed in August 2000 to encourage state organizations to create policies for transportation coordination. Agencies create plans to meet their needs as well as to set goals, objectives and strategies for carrying out core government functions.

These plans also include strategies to assure that requirements of federal funding sources are met. State agency plans may also give direction to the local and regional agencies that are responsible for service delivery at the local level.

## Coordination at the Regional Level

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

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

### **VISION 2040 TRANSPORTATION MULTICOUNTY PLANNING POLICIES:**

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

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

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

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

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

## *Planning* for Emergencies

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

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

## Emergency Management at the County Level

### **King County Office of Emergency Management**

3511 NE 2<sup>nd</sup> 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/safety/prepare.aspx>

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

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

### **Kitsap County Department of Emergency Management**

911 Carver Street

Bremerton, WA 98312

PHONE: 360-307-5870

E-MAIL: [dem@kitsapdem.org](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 (KC-CEMP) as a blueprint for response to a variety of emergency scenarios. They also assist the cities located in Kitsap County with the development and maintenance of their Comprehensive Emergency Management Plans.

### **Pierce County Department of Emergency Management**

2501 S 35<sup>th</sup> Street, Suite D

Tacoma, WA 98409

PHONE: 253-798-6595

WEB: <http://www.co.pierce.wa.us/Index.aspx?NID=104>

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

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

### **Snohomish County Department of Emergency Management**

720 80<sup>th</sup> Street SW

Everett, WA 98203

PHONE: 425-388-5060

WEB: [http://www1.co.snohomish.wa.us/Departments/Emergency\\_Management/](http://www1.co.snohomish.wa.us/Departments/Emergency_Management/)

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

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

### **OTHER EMERGENCY MANAGEMENT EFFORTS IN THE REGION**

#### **Emergency Service Coordinating Agency**

2901 228<sup>th</sup> Street SW, Suite A

Brier, WA 98036

PHONE: 425-776-3722

WEB: <http://www.esca1.com/index.php/>

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

# SMART Corridors and Special Needs Transportation Planning

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

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

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

## SMART

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

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

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

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

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

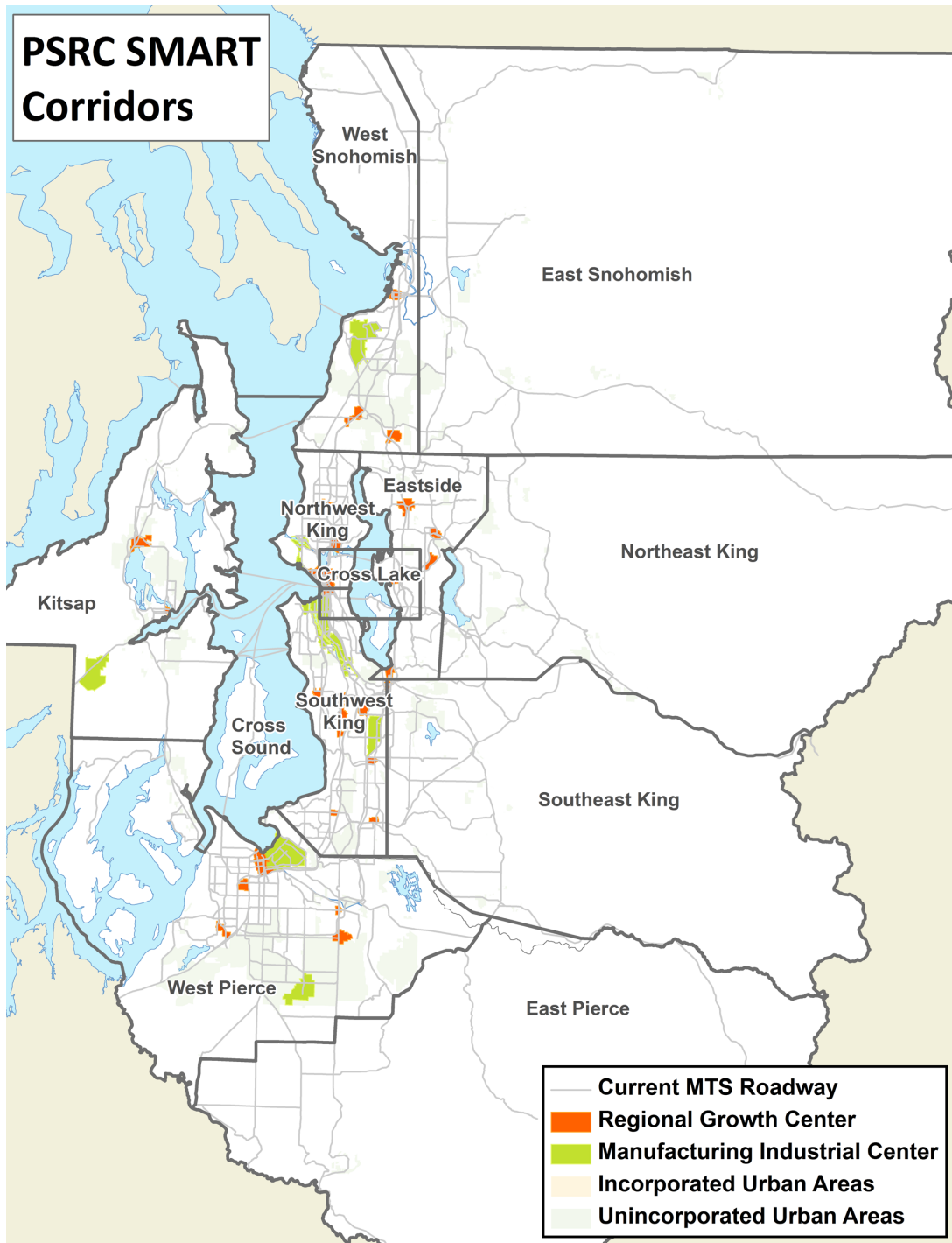
## What does this mean for Coordinated Transportation Planning?

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

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

- **Grant Applications:** existing regional, subarea, and corridor information to help assess needs and gaps, and help identify services and programs to address them.
- **Planning and environmental assessments:** potential use for existing and future transit and special needs plans, programs, or projects.

Figure 2-1. SMART Corridors: Kitsap County, West Snohomish County, East Snohomish County, Northwest King, Eastside King County, Northeast King County, Cross Lake, Cross Sound, South King County, Southeast King County, West Pierce County, East Pierce County



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

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 Chore service through Catholic Community Services for a volunteer driver to pick them up, take them to the appointment, and bring them home again.*

Source: Appendix J 2011–2014 Coordinated Plan

# Chapter 3

## Mobility Today

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

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

### *Special* Needs Demographic Profiles

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



#### **A Note on Data**

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

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

## A Growing Special Needs Population

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

Figure 3-1. Change in Special Needs Populations, 2008–2011

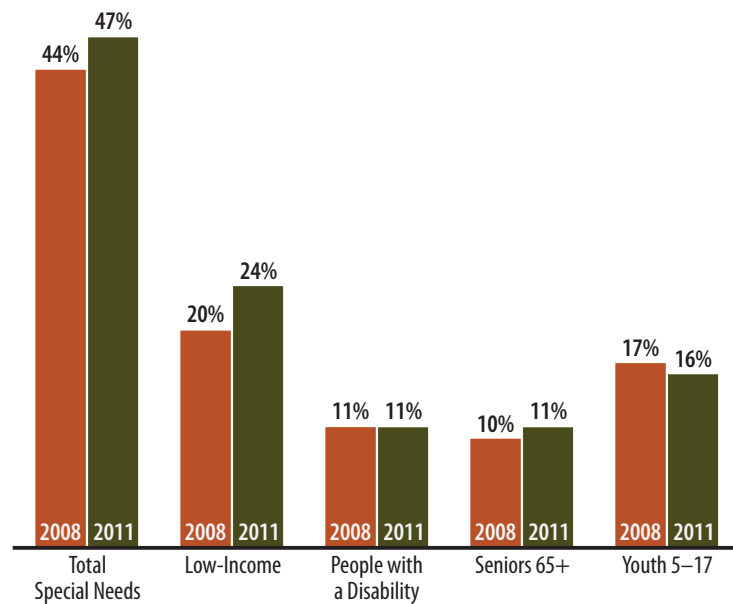


Table 3-1. Special Needs Populations as a Percent of Total Population, 2011

	REGION	KING	KITSAP	PIERCE	SNOHOMISH
Total Population	3,754,000	1,969,000	254,000	807,904	722,400
5-17	16%	15%	17%	18%	17%
65+	11%	11%	14%	11%	11%
Disabled	11%	10%	14%	13%	11%
Low-Income	24%	23%	24%	27%	23%
Veterans	9%	6%	17%	13%	8%
LEP	4%	5%	1%	3%	3%
Total Special Needs	47%	—	—	—	—

Source: 2011 Census Public Use Microdata Sample.

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

## Children Age 5-17

Mobility options for children are generally limited to rides from parents, public transit, school bus, walking, or biking. In some instances these options may be unavailable, unreliable or unsafe. This segment of the regional special needs population is often neglected, as the school bus is seen as fulfilling the transportation needs of children. However, the school bus does not provide transport for after school activities, summer food programs, or after school employment. Furthermore, school districts have begun eliminating school bus service

Figure 3-2. Percent of Elementary School Students Receiving Reduced Price Lunch

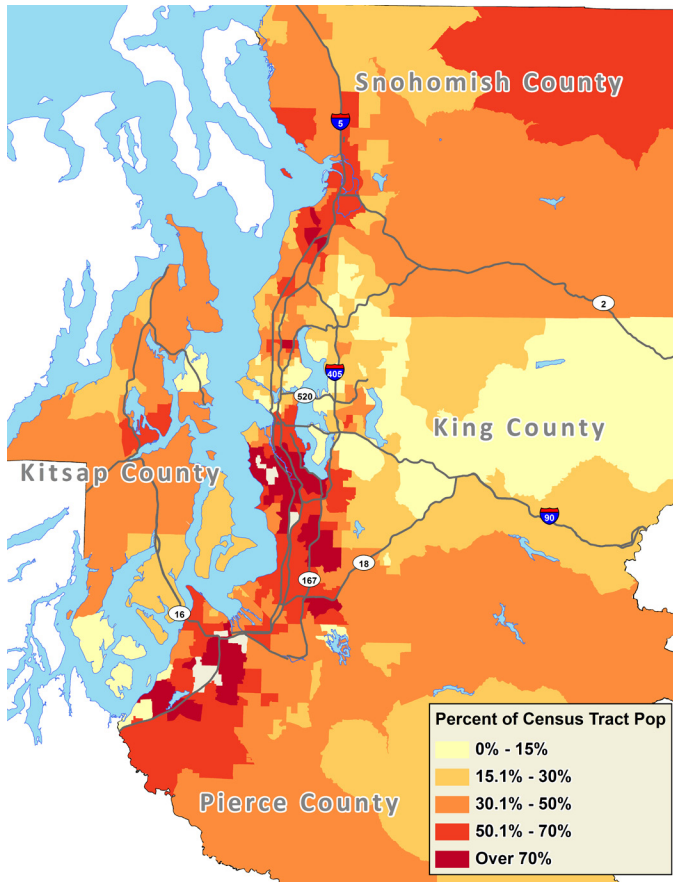
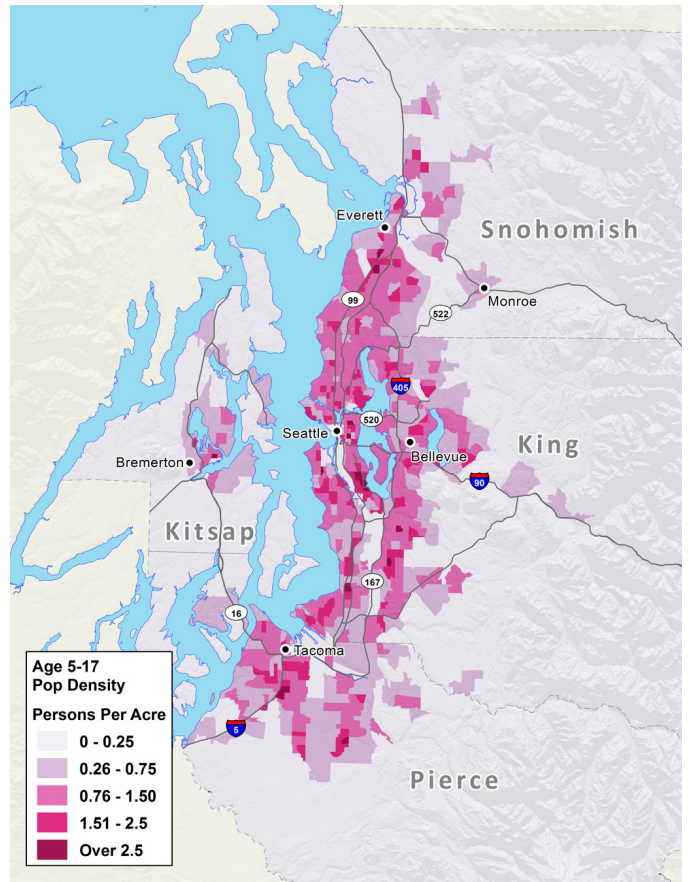


Figure 3-3. Population Density of Persons Age 5–17

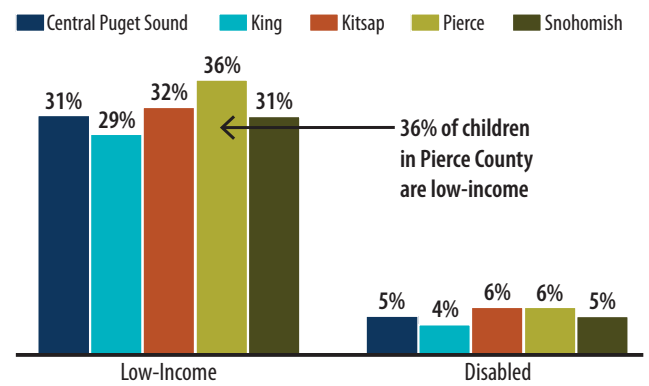


to households within one mile of a school. As a result, the need for investment in nonmotorized transportation and supporting programs, such as Safe Routes to School, has become increasingly important to ensure children are able to safely travel to and from school.

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

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

Figure 3-4. Percent of Total 5–17 Population, 2011



<sup>1</sup> Zhang, Sarah. (2013, August 5). Free lunch programs funded, searching for kids to feed. *The Seattle Times*.

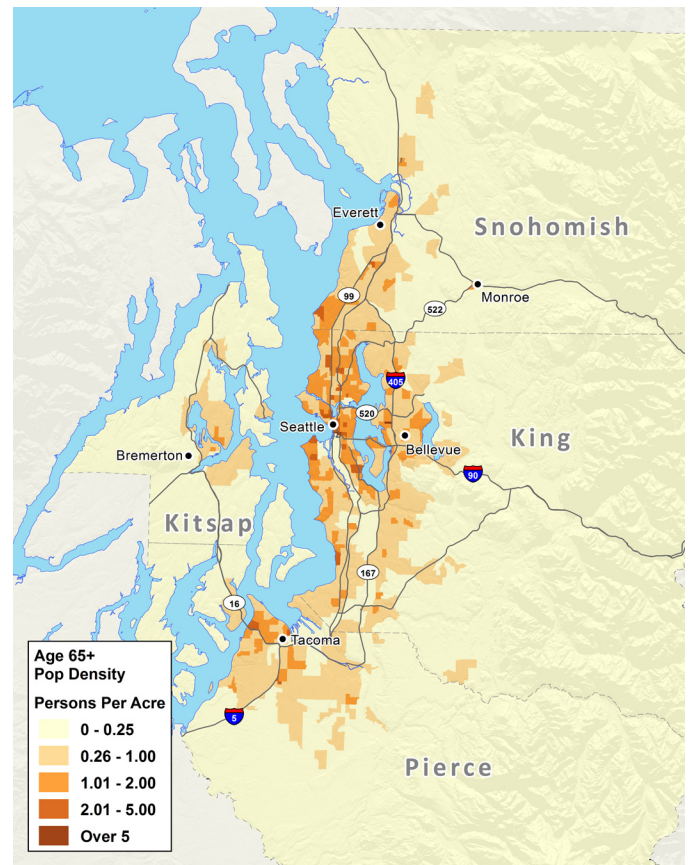
## Seniors Age 65+

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



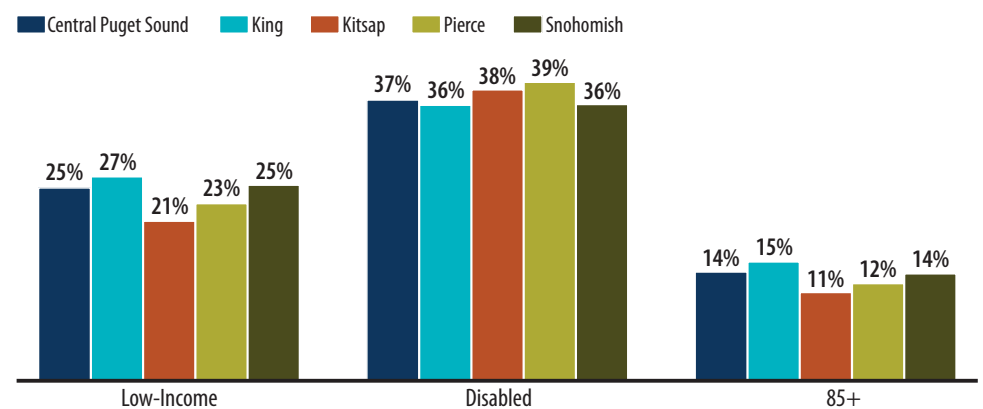
Seniors are outliving their ability to drive safely by an average of 7–10 years. — American Automobile Association

Figure 3-5. Population Density of Persons Age 65+



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

Figure 3-6. Percent of Total 65+ Population, 2011



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

## Individuals With a Disability

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

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

Figure 3-7. Percent of Individuals With a Disability, 2011

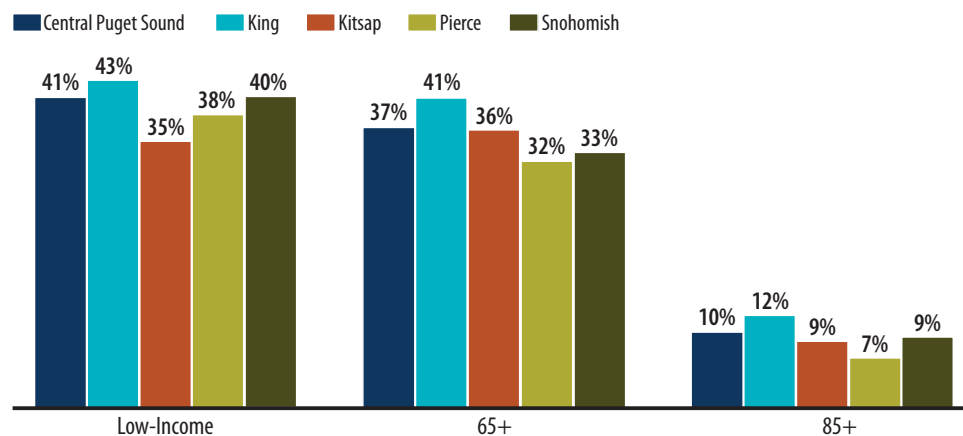


Table 3-2. Unemployment for Individuals With a Disability

	REGION	KING	KITSAP	PIERCE	SNOHOMISH
With a Disability	21%	17%	18%	27%	22%
No Disability	9%	8%	9%	12%	10%

Source: 2011 American Community Survey.

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

## Low-Income Individuals

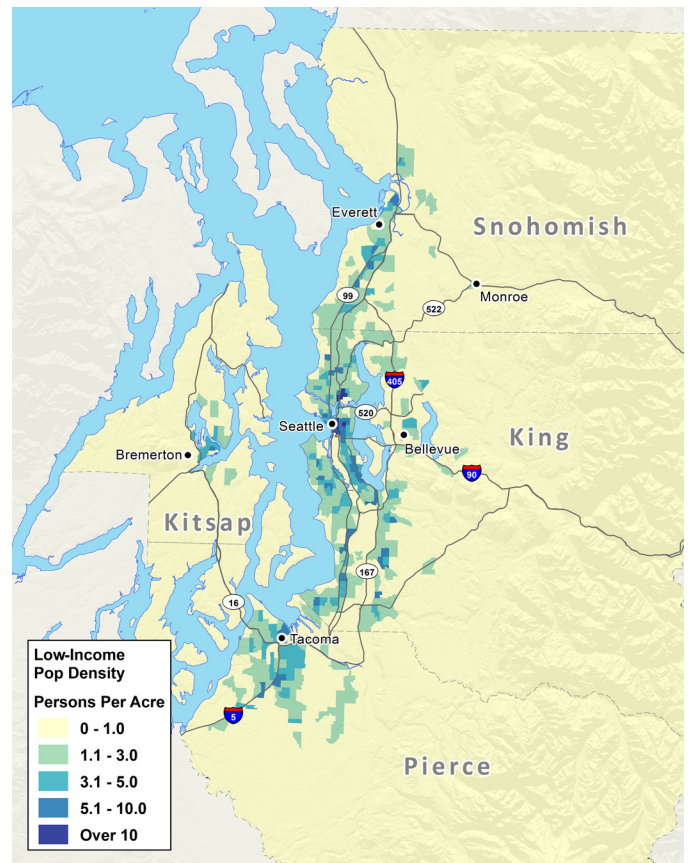
Transportation costs put a tremendous strain on the budgets of individuals with low incomes. A study by the Metropolitan Policy Program at the Brookings Institution found that the working poor spend a much higher portion of their income on commuting and that the combined cost of commuting and housing make up a larger portion of household budgets of the working poor than other households. According to the Surface

Transportation Policy Project, the poorest 20 percent of American households — those earning less than \$13,908 (after taxes) per year — spend 42 percent of their take-home pay on transportation.<sup>2</sup> For many people in this situation, owning a private vehicle, or being able to maintain a private vehicle, is not a reasonable option. Retaining employment can be difficult for low-income populations if they do not have a reliable private automobile and there are no transportation options. Transit-dependent employees who work late night or early morning hours are at a particular disadvantage due to inconsistent or unavailable transit service.

As of 2011, 24 percent of the central Puget Sound population was low-income (below 200 percent of federal poverty line) with 11 percent falling below the federal poverty line of \$23,550 for a family of four.<sup>3</sup> This represents a 4 percent increase in the low-income population since 2008. In part, this is a reflection of the economic recession which hit the nation in 2008 and continues to have lingering effects.

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

Figure 3-8. Population Density of Low-income Individuals



### SUBURBANIZATION OF POVERTY

The suburbanization of poverty is a national trend that has recently gained attention. A major driver of this trend is employment decentralization. The suburban poor face transportation disadvantages unlike those of their urban counterparts. These include an overreliance on public transportation and a spatial mismatch between where they live and where they work or need to get to for social services. When looking at data for the Seattle-Tacoma-Bellevue Metropolitan area, the Metropolitan Policy Program at the Brookings Institution found that only 29 percent of jobs were accessible via transit from low-income suburbs.<sup>4</sup>

From 2007 to 2010, suburban King County’s unemployment rate rose from less than 4 percent to almost 10 percent — outpacing nearby Seattle. — *confrontingsuburbanpoverty.org*

<sup>2</sup> Surface Transportation Policy Project. <http://www.transact.org/library/factsheets/equity.asp>.

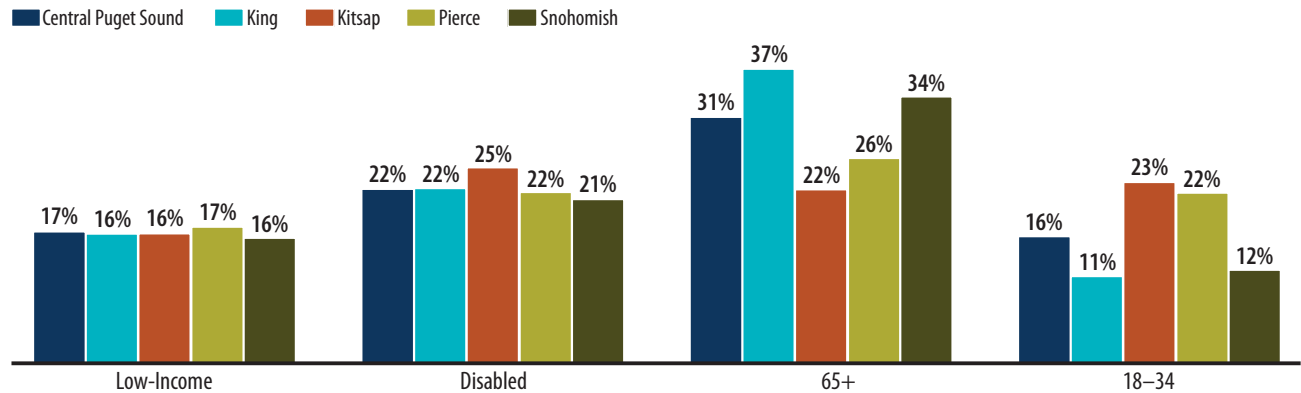
<sup>3</sup> A commonly used definition of low-income for environmental justice and special needs planning applications among Metropolitan Planning Organizations (MPOs), such as PSRC, is the number of persons below the federal poverty line. However, given that the poverty thresholds are very low, PSRC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

<sup>4</sup> Confronting Suburban Poverty in America. Seattle Metropolitan Area Profile. <http://confrontingsuburbanpoverty.org/wp-content/uploads/metro-profiles/Seattle-WA.pdf>.

## Veterans

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

Figure 3-9. Percent of Total Veterans, 2011

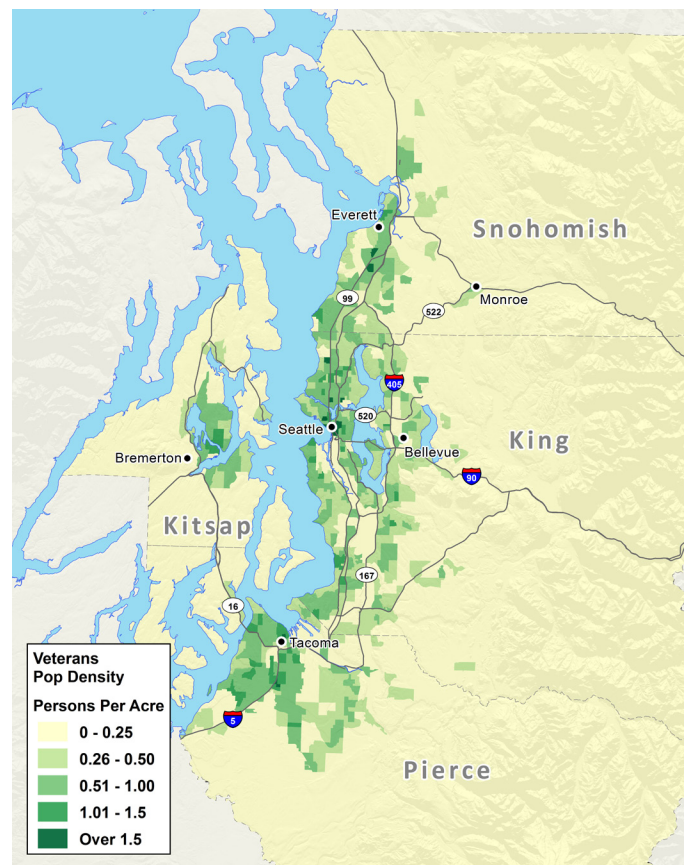


Nationally, veterans make up 9 percent of the population; however, in the central Puget Sound region, that figure rises to 11 percent, with nearly one third of the region's veterans living in Pierce County. When compared to the general population, a disproportionately higher percentage of veterans have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

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

In response to the transportation needs of veterans, the Federal Transit Administration began the Veterans Transportation Community Living Initiative (VTCLI) in 2011. The VTCLI provides \$29 million in grant funding to help local governments and transit agencies around

Figure 3-10. Population Density of Veterans



the country make better use of technologies that make it easier for veterans to access transportation options — such as mobile applications and electronic information kiosks. For the 2011-2013 biennium WSDOT administered \$1.5 million in VTCLI funds, including several projects in the central Puget Sound.

## Limited English Proficient Individuals

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

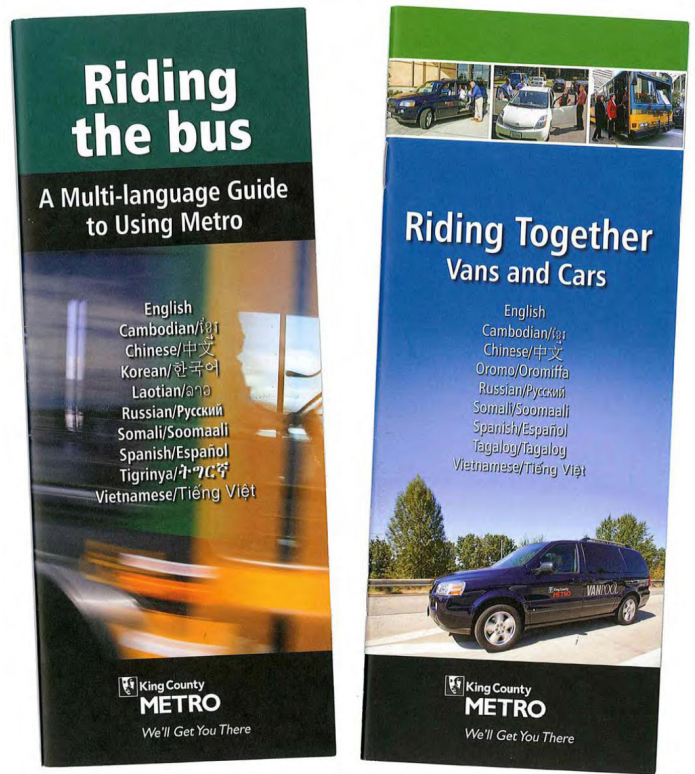
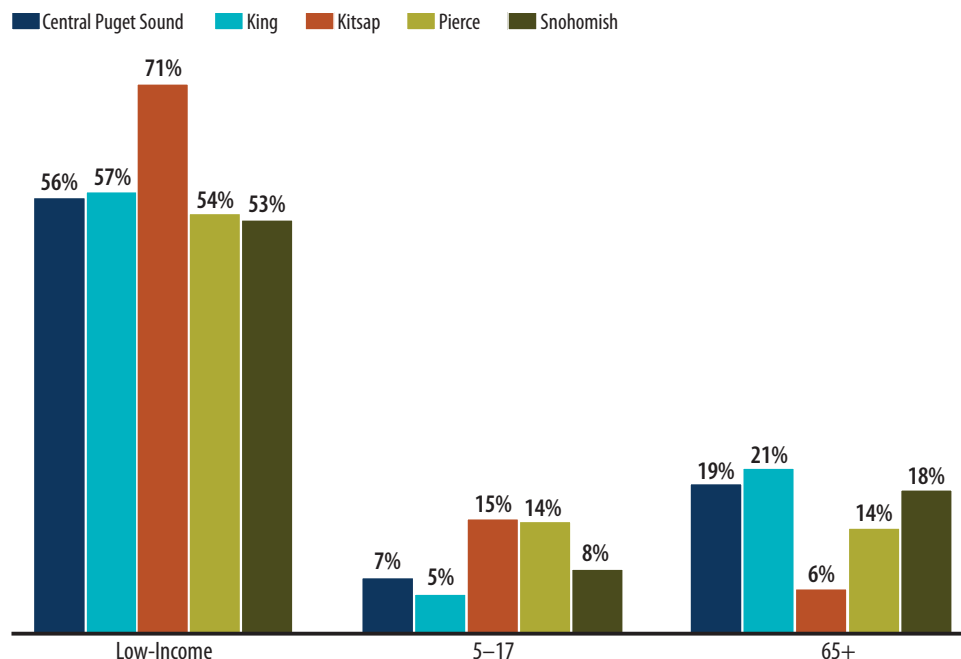


Figure 3-11. Percent of Total LEP Population, 2011



## Major Destinations

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

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

## Transportation Programs and Services

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

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

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

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

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

- *ADA Paratransit Service* — complimentary paratransit service to people who are unable to use fixed-route service because of a disability. Service must be provided within 3/4 of a mile of non-commuter fixed-route bus service during the same hours and days as the fixed-route service. Any public transit agency providing fixed-route service is required to provide complimentary paratransit service.
- *Non-ADA Paratransit Service* — provides demand response transportation services to people with special needs. Non-ADA paratransit service is available to people who may not be eligible for ADA paratransit service.

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

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

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

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

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

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

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

## *Transportation* Providers

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

### Public Transportation Providers

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

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

### Human Service Transportation Providers

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

## Brokered Transportation

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

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

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

## Transportation Provided by School Districts

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



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

instruction, and to and from service agencies and medical facilities if the student is disabled. The allocation is driven by annual enrollment figures at each school within a district, collected each October. Districts receive funds in the form of a standard “student mile” allocation rate for each student living a mile or more from school.

## Other Direct and Indirect Providers

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

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

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

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

# Transportation Costs

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

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

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

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

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

# Special Needs Transportation Programmatic Cross-Check

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

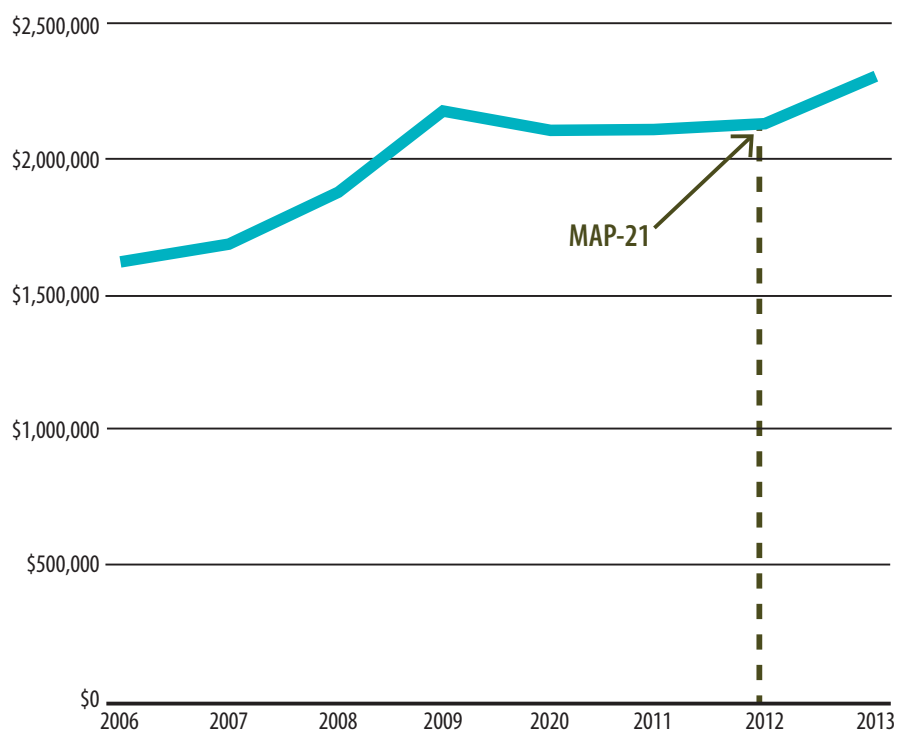
People with special transportation needs are defined in RCW 81.66.010(3) as people, “including their personal attendants, who because of physical or mental disability, income, status, or age are unable to transport themselves or purchase transportation.” Special needs transportation serve the following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

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

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

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

Figure 3-12. Dedicated Special Needs Transportation Funding, 2006–2013



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

On average, PSRC funds dedicated to special needs transportation represent 1.5 percent of total FTA funds to the Seattle–Tacoma–Everett UZA.

ever, this dedicated funding represented only approximately 1.5 percent of the overall FTA funding to this UZA.

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

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

# Hopelink

KING COUNTY

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



Annette  
West Seattle

# Chapter 4

## Needs, Gaps, and Duplications

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

### Needs

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

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

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

### Gaps

Gaps in the special needs transportation network have been identified as falling into one of the following five categories: spatial, temporal, institutional, infrastructure, or awareness. This section of the Coordinated Plan explains

each gap in greater detail and identifies the specific gaps in the central Puget Sound region. Each gap was either identified through outreach to local mobility coalitions or was carried over from the previous Coordinated Plan.

## Spatial Gaps

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

### SPATIAL GAPS IN THE CENTRAL PUGET SOUND

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

## Temporal Gaps

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

### TEMPORAL GAPS IN THE CENTRAL PUGET SOUND

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

## Institutional Gaps

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

### INSTITUTIONAL GAPS IN THE CENTRAL PUGET SOUND

- **Connection with ferries** is difficult for paratransit vehicles. Because they do not get priority boarding, paratransit vehicles often miss ferries during peak times, which can result in riders missing appointments. Furthermore, due to a lack of communication between transportation providers and the ferry system, coordinating docking time with a pick-up on the other end is difficult.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.

- Complimentary ADA paratransit service is funded locally through the transit district’s tax base. Since this service is federally mandated, without a separate funding base, ADA paratransit service both competes with funding for fixed-route service and adds to the cost of providing fixed-route service. This can result in decreased fixed-route service in order to maintain the minimum level of ADA paratransit service and discourage expansion of paratransit service beyond the minimum to comply with the ADA laws.
- **Common standards** do not exist among agencies, including but not limited to vehicle safety, driver training, and driver licensing.
- Transportation providers and brokers use **different scheduling, dispatching, and reporting software**, making information sharing difficult.
- Transportation providers do not group trips or offer **shared rides among different special needs populations**. This can result from eligibility requirements preventing shared trips, perceived increased liability, or an agency’s concern that funding will be jeopardized if they transport someone who is not their client.
- Statewide cost-sharing allocation formulas are lacking.
- Fixed-route transit service reductions are forcing individuals with special transportation needs onto higher-cost transportation services.
- **It is challenging for new projects to compete for funding**. As a result, new projects that effectively respond to recent changes in the special needs transportation landscape (e.g., transit service reductions) may not get off the ground.
- **Cross-county trips** outside the PSRC region are difficult due in part to a lack of coordination among service providers.
- **Transfer between different special needs transportation services** is cumbersome and may result in additional wait time for a customer to complete a trip.

## Infrastructure Gaps

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

### INFRASTRUCTURE GAPS IN THE CENTRAL PUGET SOUND

- Transit facilities and bus stops without **accessible walkways and safe crossings**.
- **Sidewalk ramps** that are not level or too steep.
- Bus stops and other transportation waiting areas lack benches.
- Bus stops lack adequate **weather protection**.
- Rural and suburban roads are unsafe for pedestrian and wheel chair users.
- Special needs populations have limited **access to new travel information resources**, including mobile and web-based applications.
- Public spaces lack amenities for seniors and individuals with disabilities.
- **Pedestrian crossing times at signalized intersections** are not long enough for seniors, children, and individuals with mobility impairments.
- Lack of affordable, accessible, or lift-equipped vehicles for people who are disabled, but who are not eligible for Medicaid or ADA paratransit services.

## Awareness Gaps

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

### AWARENESS GAPS IN THE CENTRAL PUGET SOUND

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

## Duplications

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

### EXAMPLES OF DUPLICATIONS

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

# Regional Examples of Addressing Needs and Gaps

## Beyond the Borders — Pierce County

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



## Community Travel Tips — King County

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

**Transporte Comunitario:** Consejos para Traslada  
*Esta guía es una versión impresa de una serie de tres videos creada para ayudar 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 antes. Cuando se acerque el autol que se encuentran en el frente y a coincidir con el número de ruta de el correcto. Si no habla inglés, pid con la información de su parada d Muéstresela al conductor al subir:

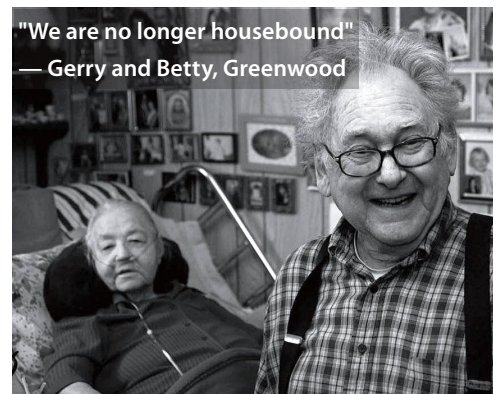
## Transportation Assistance Program — Snohomish County

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



## Life In Motion — King County

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





# Chapter 5

## Mobility Tomorrow

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

### Planning for the Future

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

The central Puget Sound is forecast to add over 1 million residents by 2040, and as a result will likely see population increases in all special needs categories, not just seniors. These forecast population increases will create greater demand for both public transportation and special needs transportation services in the region. The region has already realized increased demand for transit as the number passenger trips on fixed-route and demand response service grew by 2 percent in 2012, nearly tying the record ridership year of 2008 after declines in 2009 and 2010, due to the effects of the economic recession.<sup>5</sup> Meanwhile, fixed-route and demand response service hours were reduced, as most of the region's transit agencies have had to cut back on service due to lower sales tax revenues.

<sup>5</sup> Puget Sound Regional Council. *Puget Sound Trends*. (May 2013). <http://www.psrc.org/assets/2122/trend-t6.pdf>.

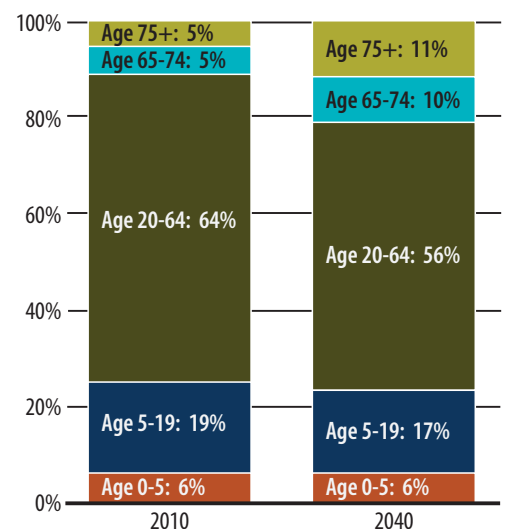
#### Vision

Mobility, quality, and efficiency through regional coordination.

#### Mission

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

Figure 5-1. Population Projections by Age Cohort



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

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

## *PSRC's* Role

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

## Transportation 2040

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

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

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

## CORE TRANSIT SERVICE

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



## COMMUNITY CONNECTOR TRANSIT SERVICE

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



## SPECIALIZED TRANSIT SERVICE

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

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

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

## Growing Transit Communities

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

1. Attract more of the region's residential and employment growth near high-capacity transit.

2. Provide housing choices affordable to a full range of incomes near high-capacity transit.
3. Increase access to opportunity for existing and future community members in transit communities.

Embedded in the Growing Transit Communities Strategy are 24 strategies and supporting actions for PSRC, transit agencies, local governments, and other regional partners. The 24 strategies are intended to:

- Create a regional framework for supporting transit communities.
- Attract housing and employment growth.
- Provide affordable housing.
- Increase access to opportunity.

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

**GTC Strategy 22:**

**Invest in Equitable Mobility Options**

**Action 22.7** — Invest in pedestrian and bicycle facilities that increase connectivity and safety within transit communities, especially to transit stops and destinations frequented by communities of color, low-income residents, seniors, children, and disabled people.

## Stakeholders

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

### Riders

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

**RIDERS VALUE:**

- Choice:** A range of mobility options that are usable, effective, and affordable.
- Easy:** The ability to easily plan, arrange, and pay for trips, regardless of mode.
- Reliability:** Transportation services that dependably arrive and depart within predictable timeframes.
- Safety:** Transportation services that are safe and secure with drivers who are respectful and helpful.
- Service:** Sufficient service levels to meet needs.
- Privacy:** Confidentiality and respect with regard to how their personal information is used.

### Transportation Purchasers

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

## TRANSPORTATION PURCHASERS VALUE:

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

## Transportation Providers

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

## TRANSPORTATION PROVIDERS VALUE:

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

## Communities at Large

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

# Vision and Mission

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

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

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

## Goals and Prioritized Strategies

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

### GOAL #1 — Put People First

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

#### High-Priority Strategies

- A. Develop and deliver affordable, accessible, and innovative transportation programs and projects that address the needs and gaps identified in the Coordinated Plan.
- B. Improve connections to and within the regional transportation system.

#### Other Priority Strategies

- C. Improve functionality of passenger facilities, traveler information resources, and ride share programs.
- D. Encourage and respond to stakeholder feedback.

#### Desired Outcomes

- More affordable transportation options for special needs populations.
- Improved transportation reliability for special needs populations.
- Easier to use transportation services and information resources.
- Increased geographic coverage of transportation services.
- Increased availability of transportation options outside of peak transit hours.
- Improved cross-jurisdictional connections.
- Faster trips made by special needs populations.

- Improved access to transportation options and common destinations.
- Improved accessibility at passenger facilities for special needs populations.
- Effective travel instruction programs that familiarize special needs populations with available transportation options.
- Innovative traveler information resources for special needs populations.
- Improved functionality of special needs transportation programs and services.
- Innovative approaches to service delivery and coordinated planning.

## GOAL #2 — Move People Efficiently

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

### High-Priority Strategies

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

### Other Priority Strategies

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

### Desired Outcomes

- More mobility options for special needs populations.
- Improved resource coordination among existing transportation providers.
- Efficient use of existing special needs transportation resources.
- More affordable transportation options for special needs populations.
- Fewer duplications in service and program delivery.
- Better assessment of program and service efficacy.
- Better use of limited resources as client and rider needs evolve.
- Common standards for service and program operations.
- Innovative approaches to service delivery and coordinated planning.

- Effective and meaningful performance measures.
- Increased awareness among special needs population on efficient use of transportation options.
- Easier to use transportation services and information resources.
- Innovative traveler information resources for special needs populations.

## GOAL #3 — Move More People

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

### High-Priority Strategies

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

### Other Priority Strategies

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

### Desired Outcomes

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

## *Implementing* the Goals and Strategies

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

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

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

## *Measuring Success*

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

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

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

1. **Gaps in Service Filled:** Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support.
2. **Ridership:** Actual or estimated numbers of rides (as measured by one-way trips) provided annually for seniors and individuals with disabilities on Section 5310 supported vehicles and services.
3. **Physical Improvements:** Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services as a result of projects implemented in the current reporting year.

This Coordinated Plan incorporates the measures listed above. PSRC will continue to monitor developments in performance planning for the Section 5310 program and other programs related to special needs transportation and will continue to update and refine performance measures for the special needs transportation program in the central Puget Sound region.

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

## Quality Measures

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

## Efficiency Measures

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

## Mobility Measures

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

## *Next Steps*

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

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

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

## *Funding*

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

# Volunteer Transportation

KING COUNTY

*I would cancel an appointment before I would take a cab, because to go by cab would probably cost me \$80 roundtrip from where I live. With Volunteer Transportation, I don't have to worry how to get there or bother my family because they all work full-time. And I can't be asking friends, they don't live close to me.*

*I don't know what I would do without the service, I really appreciate it.*



Grace  
Magnolia





# Attachment A

## GLOSSARY

<p><b>2-1-1</b></p>	<p>The Federal Communications Commission (FCC) assigned 2-1-1 on July 21, 2000, to be used for access to community information and referral services. The Washington State Legislature passed and the governor signed comprehensive 2-1-1 enabling legislation that went into effect on July 1, 2003. The legislation creates 2-1-1 as the official state number for people to call for information and referral for health and human services and to get information about accessing services after a natural or non-natural disaster. Communities across the state are developing 2-1-1 systems. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. There are seven unique regions within Washington’s 211 Statewide Information and Referral System. Each region supports local human service programs for residents in that area. <a href="http://www.win211.org/">http://www.win211.org/</a></p>
<p><b>5-1-1</b></p>	<p>On March 8, 1999, the U.S. Department of Transportation (USDOT) petitioned the Federal Communications Commission (FCC) to designate a nationwide three-digit telephone number for traveler information. On July 21, 2000, the FCC designated 5-1-1 as the national traveler information number. The FCC ruling leaves nearly all implementation issues and schedules to state and local agencies and telecommunications carriers. Consistent with the national designation of 5-1-1, the FCC expects that the transportation industry will provide the traveling public with a quality service that has a degree of uniformity across the country. 5-1-1 began operations in Washington State in 2003. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. <a href="http://www.wsdot.wa.gov/Traffic/511/">http://www.wsdot.wa.gov/Traffic/511/</a></p>
<p><b>Accessibility</b></p>	<p>The extent to which facilities, including transit vehicles are barrier-free and can be used by people who have disabilities, including wheelchair users.</p>
<p><b>Accessible Vehicle</b></p>	<p>The requirements for accessibility features differ with the type of vehicle. In general, the vehicle must provide for entry maneuverability, securement, and exit of nobility aids including wheelchairs. Public information systems including stop announcement and other passenger information inside the vehicle, as well as destination signs outside the vehicle must support the needs of people with vision and hearing impairments as appropriate. The specific requirements for each vehicle type were developed by the Access Board and ware contained in 49 CFR Part 38</p>
<p><b>Americans with Disability Act (ADA)</b></p>	<p>Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications, and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-routes services with complementary paratransit services for those persons unable to use fixed-route service because of their disability. The ADA also specifies design guidelines for accessibility to places of public accommodation and commercial facilities by individuals with disabilities. These guidelines are to be applied during the design, construction, and alteration of such buildings and facilities to the extent required by regulations issued by Federal agencies, including the Department of Justice, under the Americans with Disabilities Act of 1990. <a href="http://www.ada.gov/stdspdf.htm">http://www.ada.gov/stdspdf.htm</a></p>
<p><b>Agency Council on Coordinated Transportation (ACCT)</b></p>	<p>Established by the Washington State Legislature in 1998, ACCT is a partnership of state agencies, transportation providers, and consumer advocates. The mission of the Council is to: Provide oversight and direction to the state’s coordination agenda; Promote the coordination of special needs transportation; and Provide a forum for discussing issues and initiating change.</p>
<p><b>Boardings/Passenger Trips</b></p>	<p>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.</p>
<p><b>Brokerage</b></p>	<p>A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, service provider management, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities, and other organizations. Actual trips are provided in a number of different ways including public transit, paratransit services, mileage reimbursement, volunteers, and gas vouchers.</p>
<p><b>BRT</b></p>	<p>Bus rapid transit (BRT) is a term applied to a variety of public transportation systems that use buses to provide a service that is of a higher speed than an ordinary bus line. The goal is to approach the service quality of rail transit but with the cost savings of bus transit.</p>

<b>Cabulance</b>	An accessible vehicle generally operated by a for-profit organization. The term is generally used interchangeably with paratransit services in the Northwest. <i>Cabulance</i> 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>Commute Trip Reduction (CTR)</b>	The Washington State Legislature passed the Commute Trip Reduction (CTR) Law in 1991, incorporating it into the Washington Clean Air Act. The CTR law affects the state's nine most populated counties: employers must participate in CTR if they have 100 or more full-time employees at a single worksite who begin their scheduled workday 6:00-9:00 a.m. The goals of the program are to reduce traffic congestion, reduce air pollution, and petroleum consumption through employer-based programs that decrease the number of commute trips made by people driving alone. By encouraging people to ride the bus, vanpool, carpool, walk, bike, work from home, or compress their workweek, the CTR Program removes nearly 19,000 vehicles from roadways statewide every morning.
<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, and they also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.
<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 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.
<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>Common wheelchairs and mobility aids</b>	Means belonging to a class of three or four wheeled devices, usable indoors, designed for and used by persons with mobility impairments which do not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and do not weigh more than 600 pounds when occupied. "Oversized" wheelchairs exceed these dimensions.
<b>Curb-to-Curb Service</b>	A common designation for paratransit services. The vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.
<b>DART— Dial-A-Ride Transit</b>	Dial-A-Ride Transit, or "DART," is a commonly used name for demand response trips. In Snohomish County, Community Transit's ADA paratransit program is called DART, and is provided by Senior Services of Snohomish County. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.  King County Metro uses the program name DART for its general public deviated fixed route service. The service operates primarily as fixed-route service with the flexibility to deviate off the specific routing within a limited service area. Customers may reserve a route-deviation trip within each route's designated service area during regular service days and hours. Metro subcontracts the operations of this service.
<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. 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>Disability</b>	The ADA has a three-part definition of "disability." This definition, based on the definition under the Rehabilitation Act, reflects the specific types of discrimination experienced by people with disabilities. Accordingly, it is not the same as the definition of disability in other laws, such as state workers' compensation laws or other federal or state laws that provide benefits for people with disabilities and disabled veterans. Under the ADA, an individual with a disability is a person who: has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.
<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. 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 MAP-21, this program is intended to enhance mobility for seniors and individuals with disabilities by providing funding for programs to serve the special needs of transit-dependent populations beyond those provided by traditional public transportation services and ADA complementary paratransit services. Puget Sound Regional Council is a designated recipient for these funds in the Seattle-Tacoma-Everett large urbanized area. Under MAP-21 this program consolidates the former New Freedom program with that of the Elderly and Disabled Program, both of which were separate programs under SAFETEA-LU.
<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>FTA— Federal Transit Administration</b>	The Federal Transit Administration (FTA) is one of the eleven modal administrations within the U.S. Department of Transportation. FTA headquarters, located in Washington, D.C., administers 10 regional offices that assist state and local transit agencies with public transportation, which includes buses, subways, light rail, commuter rail, monorail, passenger ferry boat, trolley, inclined railways, and people movers. FTA provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems.
<b>Hand-to-Hand Service</b>	Service in which the driver will not leave an individual alone. The driver picks up the passenger up from the care of one individual and drops the passenger off in the care of another individual.
<b>HCA</b>	The Washington State Health Care Authority oversees the state's two top health care purchasers – Medicaid and the Public Employees Benefits Board (PEBB) Program, as well as other programs.
<b>HCT</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. High capacity transit vehicles make fewer stops, travel at higher speeds, have more frequent service, and carry more people than local service transit such as typical bus lines.
<b>Hopelink</b>	Hopelink is a non-profit community action agency based on the eastside of King County. Hopelink serves as the Medicaid Broker for Snohomish and King Counties, serves as support to the King County Mobility Coalition and sub-regional coalitions, provides travel training/educational opportunities, and operates the King County Metro DART service.
<b>Job Access and Reverse Commute (JARC)</b>	Under MAP-21, JARC is a category of reimbursable project expense under the Urbanized Formula (Section 5307) and Rural Formula (Section 5311) programs. JARC projects provide non-traditional transportation services intended to serve the employment-related transportation needs of welfare recipients and low-income individuals. A job access and reverse commute project is defined in 49 U.S.C. 5302(9) as:  <i>"a transportation project to finance the planning, capital and operating costs that support the development and maintenance of transportation services designed to transport welfare</i>

	<i>recipients and eligible low income individuals to and from jobs and activities related to their employment, including transportation projects that facilitate the provision of public transportation services from urbanized areas and rural areas to suburban employment locations.”</i>
<b>Job Access and Reverse Commute (JARC) Program</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 includes 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. See <i>Jobs Access and Reverse Commute (JARC)</i> above for information about JARC under MAP-21. Several projects in the central Puget Sound region will continue to be funded by the JARC program during the 2015-2018 time period until funding appropriated through FFY 2012 runs out.
<b>King County 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.
<b>Kitsap County Access Transportation</b>	ACCESS is Kitsap County Metro's ADA paratransit program. Eligibility is based on whether a person's disability prevents them from performing the tasks needed to ride regular bus service some or all of the time. A person must apply and be found eligible ahead of time to use this program.
<b>Level of Service (LOS)</b>	<b>Level of service (LOS)</b> is a measure to determine the effectiveness of elements of transportation infrastructure. LOS is most commonly used to analyze highways, but the concept has also been applied to intersections and transit. The LOS range is usually A to F, with A the least congested and F the most.
<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 the remaining minorities 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>MAP-21</b>	Moving Ahead for Progress in the 21 <sup>st</sup> Century (MAP-21) is the reauthorization of the surface transportation program signed into law by President Obama on July 6, 2012. MAP-21 provides reauthorization through fiscal year 2014. MAP-21 also consolidated several programs, including those dedicated to special needs transportation. <i>Jobs Access and Reverse Commute (JARC)</i> (Section 5316) and <i>New Freedom</i> (Section 5317) programs were repealed as separate programs, and were consolidated into other programs. JARC was consolidated into the <i>Urbanized Formula Program</i> (Section 5307), and the <i>Rural Formula Program</i> (Section 5311), and <i>New Freedom</i> was consolidated into the <i>Enhanced Mobility of Seniors and Individuals with Disabilities</i> (Section 5310) program. See <i>JARC</i> , <i>New Freedom</i> , and <i>Enhanced Mobility of Seniors and Individuals with Disabilities</i> for more information.
<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.

<sup>1</sup> <http://www.justice.gov/crt/cor/Pubs/eolep.pdf>

<b>Medicaid Brokerage Access Program</b>	A federal and state Medicaid program to assure access to medical services for Medicaid clients, including both transportation and interpreter services. Brokers review client requests for eligibility for transportation portion of the program, and arrange the least costly method of transportation appropriate for each client's mobility status and personal capabilities.
<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.
<b>Metropolitan Planning Organization (MPO)</b>	With their principal origins in the urban transportation planning requirements of the Federal-Aid Highway Act of 1962, MPOs came into being on a large scale in the mid-1960s in response to the growing momentum of the highway program and the federal funding of the planning process through the highway program and section 701 of the Housing and Urban Development Act of 1965. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) strengthened the metropolitan transportation process, enhanced the role of local elected officials, required stakeholder involvement, and encouraged movement away from modal parochialism toward integrated, multi-modal strategies for greater system efficiency, mobility, and access. To meet their highway and transit planning requirements, MPOs receive financial assistance under the federal highway and transit programs.
<b>Mobility Management</b>	Mobility management is brokering, facilitating, encouraging, coordinating, and managing traditional and nontraditional services to expand the array of transportation services to diverse customer groups, such as seniors, Medicaid and Temporary Assistance for Need Families (TANF) clients, and the general public. This definition presupposes responsibility from many partners, in addition to public transit, to provide greater mobility.
<b>New Freedom Program</b>	Federal Transit Administration's New Freedom formula grant program (Section 5317) was created by SAFETEA-LU to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The program funded capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities. Under MAP-21, signed into law on July 6, 2012, the New Freedom program was consolidated as an eligible activity under the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program. Several projects in the central Puget Sound region will continue to be funded by the New Freedom program during the 2015-2018 time period until funding appropriated through FFY 2012 runs out.
<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. (National Transit Database.)
<b>Paratransit Services, Inc.</b>	Paratransit Services, Inc. is a non-profit organization based in Bremerton, Washington that serves as a Medicaid broker in several regions of the state, and which also provides paratransit transportation in some areas. This company is the transportation broker for Pierce County, and just recently selected to broker trips in Snohomish County.
<b>Passenger Miles</b>	The cumulative sum of the distance ridden by all passengers (e.g. ten passengers riding in a vehicle for two miles equals 20 passenger miles).
<b>Passenger Trip</b>	A one-way trip provided to an individual between origin and destination of route. For demand response trips, a passenger trip is a completed reservation by an eligible individual.
<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 11:45 and 12:15.
<b>Program Transportation</b>	Are services related to a 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, Kitsap Transit, Pierce Transit, the City of Seattle, and Sound Transit. Ferry services are provided by Kitsap Transit, King County, Pierce County, and WSDOT (Washington State

	Ferries).
<b>Public Transportation Benefit Area (PTBA)</b>	This is a jurisdiction established to provide public transportation. PTBAs are controlled by a board of elected officials from jurisdictions within the PTBA. They have taxing authority to raise funds to provide services.
<b>Revenue Miles</b>	Miles of travel operated while a service is available to carry passengers; excludes mileage associated with "deadhead" travel and other "non-revenue" mileage.
<b>Senior Citizen</b>	"Senior" is defined by many variables and can range from age 50 up to 70, depending on the purposes for which it is being used. A person, aged 60 or older, is considered a "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.
<b>Service Animal</b>	A service animal is a dog guide, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with disabilities. Service animals are able to travel with this individual on vehicles.
<b>Service Miles</b>	All miles put on the vehicle, whether a passenger is on the vehicle or not.
<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>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.
<b>Special Needs Populations</b>	People with special transportation needs are defined in RCW 47.06B as people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."
<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>Subscription ride</b>	A ride schedule, arranged in advance, in which a person is given a ride to and from the same places, at the same time, on a regular, on-going basis.
<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. There are 26 transit systems currently operating in Washington State--19 of which are public transportation benefit areas (PTBA). In 2002, approximately 87 percent of the state's population resided within the service boundaries of a transit system.
<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>Trip Generation/ Trip Generator</b>	Trip generation is the first step in a conventional four-step transportation forecasting process (followed by trip distribution, mode choice, and route assignment), widely used for forecasting travel demand. It predicts the number of trips originating in or destined for a particular traffic analysis zone (TAZ).

<b>Universal Design</b>	Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities.
<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.

# 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. The previous version covered FFY 2011 to 2014. Update of the PSRC Coordinated Plan is now tied to the four-year update schedule of Transportation 2040, PSRC's metropolitan transportation plan. This coordinated update approach

### **Public Involvement**

Public outreach for both Transportation 2040 and the Coordinated Plan followed PSRC's adopted Public Participation Plan, which meets federal and state requirements under MAP-21, and Washington's Growth Management Act (GMA), and State Environmental Policy Act (SEPA). PSRC also fully complies with the Civil Rights Act of 1964, Executive Order 12898, and the Americans with Disabilities Act (ADA). PSRC works with its member organizations to coordinate public information efforts and seek joint opportunities for public involvement as needed. Refer to Transportation 2040 Appendix I to see the public outreach effort described (<http://www.psrc.org/transportation/t2040>)

The Federal Transit Administration requires that designated recipients, which PSRC is, certify that the Coordinated Plan was developed through a process that included 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.

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

In addition to holding almost monthly meetings with the Special Needs Transportation Committee (members listed below), PSRC also held a workshop on Plan update methodology on December 13, 2012, and a workshop focused on update of Coordinated Plan prioritized strategies on June 19, 2013.

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

### **Coordinated Plan Outreach 2012/2013**

#### **PSRC Committees**

6/15/2012: Transportation Operators Committee

6/20/2012: Special Needs Transportation Committee

9/19/2012: Special Needs Transportation Committee

11/14/2012: Special Needs Transportation Committee

12/13/2012: Special Meeting held at PSRC: Coordinated Plan Update Methods Workshop

1/10/2013: Transportation Policy Board

1/16/2013: Special Needs Transportation Committee

1/24/2013: Executive Board

2/14/2013: Coordinated Plan Goals and Strategies Working Group  
2/20/2013: Special Needs Transportation Committee  
3/14/2013: Coordinated Plan Goals and Strategies Working Group  
3/19/2013: Special Needs Transportation Committee  
3/21/2013: Transportation Operators Committee  
4/17/2013: Special Needs Transportation Committee  
4/18/2013: Regional Staff Committee  
5/15/2013: Special Needs Transportation Committee  
5/17/2013: Transportation Operators Committee  
6/19/2013: Special Needs Transportation Committee (Workshop on Prioritized Strategies)  
9/18/2013: Special Needs Transportation Committee  
10/16/2013: Special Needs Transportation Committee  
10/17/2013: Transportation Operators Committee  
11/20/2013: Special Needs Transportation Committee  
12/04/2013: Transportation Operators Committee

#### External Groups

7/11/2012: Kitsap Information Referral Network (KIRN)  
8/21/2012: King County Mobility Coalition  
9/10/2012: SNOTRAC Steering Committee  
9/12/2012: Kitsap Information Referral Network (KIRN)  
9/21/2012: Pierce County Coordinated Transportation Coalition  
1/28/2013: SNOTRAC Steering Committee  
2/13/2013: Kitsap Information Referral Network (KIRN)  
2/15/2013: Pierce County Coordinated Transportation Coalition  
2/19/2013: King County Mobility Coalition

5/17/2013: Pierce County Coordinated Transportation Committee  
5/21/2013: King County Mobility Coalition  
6/12/2013: Kitsap Information Referral Network (KIRN)  
6/24/2013: SNOTRAC Steering Committee

#### Updated Plan Information

This update maintained the linkages to VISION 2040 and Transportation 2040 established in the 2011-2014 Coordinated Plan. Where possible data that is replicable and consistent with the way PSRC conducts its work was used. This included using American Community Survey data due to the fact that the U.S. Census bureau changed the questions relating to disability, and because demographic data was moved from the decennial census to the American Community Survey. In addition, for the first time, PSRC explicitly included veterans and limited English proficiency (LEP) populations in the Plan, because of their high correlation with transportation disadvantaged population.

In addition to updates to special needs demographics identified above, there were updates assess the changes in special needs demographics in relation to changes in dedicated special needs funding; needs and gaps were reorganized and updated; a narrative relating to disaster planning for vulnerable populations was added, and new initiatives, as appropriate, were mentioned or cross-referenced within the updated Coordinated Plan. PSRC also sought local coalition input to update the Plan's Inventory of Services (Attachment C) and the SMART Corridors attachment (Attachment F).

The most significant change to the Coordinated Plan in this update was the review and revision of the Coordinated Plan's prioritized strategies. Strategies were updated under existing goals in order to refresh them and ensure that they are relevant to the current state of special needs transportation in the region, with recent declines in fixed-route transit service which traditionally served as the backbone of special needs transportation service in the region, and the 2012 passage of MAP-21, and its consequent changes to the special needs funding landscape. To assist in this effort, PSRC developed a working group composed of members of the Special Needs Transportation Committee and other interested parties, to develop these updated strategies. This working group held extra meetings to develop the updated strategies. Next PSRC sought input in the form of a survey that was sent to the Special Needs Transportation Committee, the Transportation Operators Committee, and other local special needs transportation coalitions in the region, to help prioritize these strategies.

**Representation**

Note: The following were involved in the update to the Coordinated Plan. While every effort was made to include all participants, in the case of inadvertent omissions, PSRC apologizes.

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

- |                                                   |                                                       |
|---------------------------------------------------|-------------------------------------------------------|
| David Hull, King County Metro                     | Dennis Bloom, Intercity Transit                       |
| Chris O’Claire, King County Metro                 | John Clauson, Kitsap Transit                          |
| Mike Bergman, Sound Transit                       | Jonathan Bez, King County Metro                       |
| George Baxter, Everett Transit                    | Melissa Cauley, Community Transit                     |
| Wendy Clark-Getzin, Kitsap Transit                | Jonathan Dong, Seattle DOT                            |
| Steffani Lillie, Everett Transit/Kitsap Transit   | Kelly Hayden, Pierce Transit                          |
| Ray Deardorf, WSDOT-Ferries                       | Melinda Marine, Everett Transit                       |
| Bill Bryant, City of Seattle                      | Sabina Popa, Everett Transit                          |
| June DeVoll, Community Transit                    | Brian Lagerberg, WSDOT-Public Transportation Division |
| Deb Wallace, Pierce County                        | Ben Smith, WSDOT-Ferries                              |
| Charles Prestrud, WSDOT—Urban Planning Office     | Tyler Benson, WSDOT-Ferries                           |
| Peter Stackpole, Pierce Transit                   | Theresa Greco, WSDOT-Ferries                          |
| Darin Stavish, Pierce Transit                     | Matt Graves, Pierce County                            |
| Stan Suchan, WSDOT—Public Transportation Division | Lisa Wolterink, Sound Transit                         |
| Ann Freeman-Manzanares, Intercity Transit         | Monica Overby, Sound Transit                          |
| AJ McClure, King County Ferry District            | Rachel Smith, Sound Transit                           |
| Michelle Allison, King County Ferry District      | Brian Brooke, Sound Transit                           |
| Lauren Behm, Pierce County                        | Andrea Tull, Sound Transit                            |
|                                                   | Karen Waterman, Sound Transit                         |

### **Local Coordinating Coalition Partners**

Danette Klemens (through November 2012) and Sandy Schurman, SNOTRAC Mobility Manager Snohomish County Transportation Coordination Coalition (SNOTRAC)

Beth Stenwick, Crisis Clinic of the Peninsulas and Peninsulas'2-1-1; Kitsap Information Referral Network (KIRN)

Marge Tully (through 2012) and Jerri Kelly, Transportation Coordinator; Pierce County Coordinated Transportation Coalition (PCCTC)

Michelle Zeidman (through 2012) and Jon Morrison Winters, King County Mobility Manager, King County Mobility Coalition (KCMC)

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

### **Special Needs Transportation Committee (<http://www.psrc.org/about/advisory>)**

Darren Brugmann, Senior Services of Snohomish County  
Jesse Eller, Seattle-King County Aging and Disability Services  
Stephanie Novacek, Snohomish County Aging and Long Term Care  
Ann Kennedy, Paratransit Services  
Danette Klemens, SNOTRAC  
Jacque Mann, Puget Sound Educational Service District  
John Mikel, Pierce County Aging and Long Term Care  
Michael Miller, Sound Transit  
Lynn Moody, Hopelink  
Alex O'Reilly, King County Mobility Coalition (City of Bellevue)  
Tim Renfro, Pierce Transit  
Sascha Sprinkle, Washington State Ferries  
Bob Sahm, King County Metro  
David Hull, King County Metro  
Margaret Tully, Pierce County Coordinated Transportation Coalition  
Jerri Kelly, Pierce County Coordinated Transportation Coalition  
Steve Womble, Kitsap Transit  
Cindy Zwart, Senior Services King County  
Kelly Schwab, Kitsap Information Referral Network (KIRN)  
Ref Lindmark, King County Mobility Coalition (King County Metro)

Steve Hutchins, Around the Sound  
Jean Archer, Pierce Transit  
Penny Belcher, United Way of Pierce County  
Penni Grellier, Catholic Community Services of Western Washington (Pierce County)  
Bill Brackin, SNOTRAC, Volunteers of America  
Ella Campbell, Sound Transit  
Bill Eby, Neighborhood House  
Susan Harris-Huether, Washington State Ferries  
Melony Joyce, King County Metro  
Francois Larrivee, Hopelink  
Rick Maesner, Transpro  
Sherry Martin, Pierce County Community Services  
Michelle Zeidman, Hopelink (King County Mobility Coalition)  
Jon Morrison Winters, Hopelink (King County Mobility Coalition)  
Susie Starfield, Snohomish County Aging and Long Term Care  
Suzanne Ramage, Seattle/King County WDC  
Irene Stewart, Seattle-King County Aging and Disability Services  
Christe Scheffer, Paratransit Services  
Sandy Schurman, SNOTRAC  
Sri Rome, Community Transit  
Scott Ninneman, King County Department of Community Health Services  
Priscilla Vargas, King County Metro

### **Federal Transit Administration**

Ned Conroy  
John Witmer

### **WSDOT Public Transportation Division**

Don Chartock  
Jason Beloso  
Kristi McGill  
Evan Olsen

# 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

Organization	Supporting Statements or Links to Agency Plans
Agency Council on Coordinated Transportation (ACCT)	In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. <a href="http://www.wsdot.wa.gov/acct/default.htm">http://www.wsdot.wa.gov/acct/default.htm</a>
Health Care Authority	As the state Medicaid agency in Washington, the Health Care Authority (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. <a href="http://www.hca.wa.gov/medicaid/transportation/Pages/index.aspx">http://www.hca.wa.gov/medicaid/transportation/Pages/index.aspx</a>
Office of the Superintendent of Public Instruction (OSPI)  <i>Preparing Washington's Students for the 21<sup>st</sup> Century – Five Year Strategic Plan for the Office of the Superintendent of Public Instruction 2002-2007</i> April 2003	OSPI Values and Beliefs: 4. OSPI works in partnership with students, families, community members, business leaders, educators, and policy makers Objective 1.5 Ensure that all schools implement a plan for continuous improvement that involves a whole community collaborative effort and results in increased student achievement. Objective 3.3 Ensure that students have access to social and health services that reduce barriers to learning <a href="http://www.k12.wa.us/">http://www.k12.wa.us/</a>
Northwest Educational Service District—includes 35 public school districts and several private schools in Island, San Juan, Skagit, Snohomish and Whatcom counties	<a href="http://www.nwesd.org/nwesd/site/default.asp">http://www.nwesd.org/nwesd/site/default.asp</a>
Puget Sound Educational Services District (PSESD)—includes 35 school districts and more than 200 private schools in King and Pierce counties plus Bainbridge Island  2008–2009 Ends Report	Improve Student Learning Create and support high quality programs for: Increase Leadership Capacity Improve Safety, Civility & Support in Learning Environments Increase Economic Efficiencies & Resources Increase Family & Community Engagement <a href="http://www.psesd.org/">http://www.psesd.org/</a>

<p>Puget Sound Regional Council  <i>Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) for the central Puget Sound region</i></p>	<p><b>VISION 2040 Transportation Multicounty Planning Polices:</b>  <u>MPP-T-22</u> Implement transportation programs and projects in ways that prevent or minimize negative impacts to low income, minority, and special needs populations.  <u>MPP-T-25</u> Ensure mobility choices for people with special transportation needs, including persons with disabilities, the elderly, the young, and low-income populations.</p> <p>VISION 2040 <a href="http://www.psrc.org/growth/vision2040">http://www.psrc.org/growth/vision2040</a>  Transportation 2040 <a href="http://www.psrc.org/transportation/t2040">http://www.psrc.org/transportation/t2040</a>  Special Needs Transportation Program <a href="http://www.psrc.org/transportation/special-needs">http://www.psrc.org/transportation/special-needs</a></p> <p>Puget Sound Regional Council  1011 Western Avenue, Suite 500  Seattle, WA 98104-1035  Reception: 206-464-7090  FAX: 206-587-4825 TTY Relay 711  <a href="http://www.psrc.org/">http://www.psrc.org/</a></p>
<p><b>Local Information</b></p>	
<p>Cities</p>	<p>PSRC city members are numerous, so each city plan is not cited here. If you cannot locate city plans directly, or need assistance with any city plans, please contact the PSRC Information Center at:  Puget Sound Regional Council  1011 Western Avenue, Suite 500 Seattle, WA 98104-1035  Reception: 206-464-7090  FAX: 206-587-4825 TTY Relay 711  <a href="http://www.psrc.org/">http://www.psrc.org/</a></p>
<p>Counties</p>	<p>King County  <a href="http://www.kingcounty.gov/">http://www.kingcounty.gov/</a>  Kitsap County  <a href="http://www.kitsapgov.com/">http://www.kitsapgov.com/</a>  Pierce County  <a href="http://www.co.pierce.wa.us/pc/">http://www.co.pierce.wa.us/pc/</a>  Snohomish County  <a href="http://www1.co.snohomish.wa.us/">http://www1.co.snohomish.wa.us/</a></p>
<p>Public Transportation Providers in central Puget Sound region:</p>	<p>Everett Transit  <a href="http://www.ci.everett.wa.us">http://www.ci.everett.wa.us</a>  Community Transit (Snohomish County)  <a href="http://www.commtrans.org/">http://www.commtrans.org/</a>  King County Metro  <a href="http://metro.kingcounty.gov/">http://metro.kingcounty.gov/</a>  Kitsap Transit  <a href="http://www.kitsaptransit.org/">http://www.kitsaptransit.org/</a>  Pierce Transit  <a href="http://www.piercetransit.org/">http://www.piercetransit.org/</a>  City of Seattle  <a href="http://www.seattle.gov/">http://www.seattle.gov/</a>  Sound Transit  <a href="http://www.soundtransit.org/">http://www.soundtransit.org/</a>  Washington State Department of Transportation  <a href="http://www.wsdot.wa.gov/">http://www.wsdot.wa.gov/</a></p>

Local Coordinating Coalitions

**King County**

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

King County Mobility Coalition  
Jon Morrison Winters, Mobility Manager  
Hopelink 14812 Main St. Bellevue, WA 98007  
Tel: 425-943-6769 Fax: 425-644-9956  
E-mail: [JWinters@hope-link.org](mailto:JWinters@hope-link.org)

Web: <http://metro.kingcounty.gov/tops/kccsnt/kccsnt.html>

**Kitsap County**

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

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

**Pierce County**

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

Pierce County Coordinated Transportation Coalition (PCCTC)  
Jerri Kelly, Transportation Program Specialist  
Pierce County Community Connections  
1305 Tacoma Ave, Suite 104 Tacoma, WA 98402  
Tel: (253) 798-4465  
E-mail: [jkelly4@co.pierce.wa.us](mailto:jkelly4@co.pierce.wa.us)

**Snohomish County**

Sri Rome  
Community Transit  
Address 7100 Hardeson Rd, Everett, WA 98203  
Tel: 425-348-2379  
Email [sri.rome@commtrans.org](mailto:sri.rome@commtrans.org)

Snohomish County Transportation Coordination Coalition (SNOTRAC)  
SNOTRAC Mobility Manager  
Senior Services of Snohomish County  
11323 Commando Road, Suite 215  
Everett, WA 98204 Tel: 425-265-2227 Fax: 425-353-1212  
Web: <http://www.sssc.org/snotrac.htm>

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

## Transportation Programs & Services

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

### **Fixed-Route Service**

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

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

### **Demand Response Service**

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

### **ADA Paratransit**

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

#### ***Everett Transit:***

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

#### ***Community Transit:***

Dial-A-Ride Transportation (DART) is a paratransit service that provides 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 3/4 of a mile of a Community Transit local, non-commuter bus route, during the hours that the bus route runs in that area. A DART trip will take about as long as that bus ride. For more information on DART, operated by Senior Services of Snohomish County, visit [www.dialaride.org](http://www.dialaride.org) or [www.commtrans.org](http://www.commtrans.org) or call to request an application (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 ¼ of a mile on either side of non-commuter fixed route bus service during the time and on the days those routes are operating. In addition, some service is provided in Eastern King County and other rural parts of the county not served by buses. Access Transportation service uses contractors to provide shared ride van transportation within most of King County. More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html> Contact: 206-205-5000 (TTY Relay: 711) or 1-866-205-5001

### **Kitsap Transit:**

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

### **Pierce Transit:**

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

### **Sound Transit:**

ADA Paratransit service is available for persons with disabilities who are unable to use the light rail due to their disability. The trips must have both a start and end within ¼ mile of the Central Link alignment. It provides next-day shared rides service during the time and on the days Link operates. The service is provided for Sound Transit riders by Access Transportation service. More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html> Contact: 206-205-5000 (TTY Relay: 711) or 1-866-205-5001

## **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>

### ***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/>

### ***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. Please call 360-652-7362 Ex 249

### ***Tulalip Transit Program – Tulalip Tribes***

Tulalip Transit has received funding from The Federal Transit Administration Tribal Transit Program for FY 2009-2013 for operations. Tulalip also received ARRA funding for the purchase of two capitol bus purchases. Tulalip began participating in SNOTRAC Steering Committee in 2011. Tulalip Transit currently operates two fixed deviated routes entirely within the Tulalip Indian Reservation. Transit service accesses key housing, shopping, employment, and service centers. Please call 360-716-4206.

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

## **Deviated Fixed Route Service**

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

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

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

The purpose of the PCCTC Beyond the Borders project is to serve the South and East Pierce County area that is outside of the Pierce Transit Service area. The primary focus of the project is to provide people with special transportation needs access to lifeline services such as dialysis as well as work and work-related activities.

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

DART (Dial-a-Ride Transit) is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area. DART service is available to everyone. Metro purchases DART services from private contractors. More information: <http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html> Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

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

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

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. You can find schedules for both of these routes on [Metro Online](#) by entering the route numbers under "Get a Timetable."

More Information: <http://www.kingcounty.gov/transportation/kcdot/WaterTaxi/WestSeattleRoute.aspx>

### ***Dial-A-Ride—Kitsap Transit***

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

### ***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 deliver, and staff transportation. Brokering service is provided 24/7. Monday through Friday two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink's Bellevue facility. Off-hours and week-end service is provide at Hopelink's Brokerage Service Center located in Bellevue.

### ***Hopelink — 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

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

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

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

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

### ***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. Contact: (425) 347-4700 or [mercytransportation.net](http://mercytransportation.net).

### ***Northshore Senior Center Transportation Program***

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

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

Contact: 425-286-1026

### **Paratransit Services – Medicaid Transportation in 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).

### **Hyde Shuttles—King County**

Senior Services offers demand-response transportation for seniors 55 years of age and older and people with disabilities of all ages, transporting eligible riders to medical appointments, hot lunch programs, senior center activities, grocery shopping, food banks and other social and cultural activities. The Shuttles target un-served and under-served people who fall through gaps in public transportation, including refugee and immigrant populations, limited English proficiency, and rural populations. The vans are lift-equipped and operate Monday through Saturday, 8 a.m. to 4 p.m. Riders register for Shuttle service by phone. Rides are donation based. The Shuttles fall into two categories: Nutrition Vans and Community Vans. The Nutrition Vans transport people to ethnic meal programs supported by Aging and Disability Services. Community Vans provide transportation within specific geographic areas, including 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: Contact: 206-727-6262 (voice) or 1-877-415-3632

### **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, Fall City and Carnation 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 of all ages, that runs between North Bend and Duvall, Monday through Friday, from 5:30 AM until 9:00 PM. SVT additionally performs the Valley-area dispatching for the Senior Services Volunteer Ride program which provides door-to-door volunteer driver services for seniors requiring extra assistance getting to and from medical appointments. *History of SVT:* The program started in 2003 as part of a long-term effort toward sustainable rural transportation for riders with special needs in the Snoqualmie Valley. Initial funding and assistance came from WSDOT, WISDOM, Hopelink, United Way of King County, and King County Metro Transit's Community Access Transportation program. In 2008, the partnerships were enhanced with additional funding from the Snoqualmie Tribe, as well secured parking provided by the Cities of North Bend and Snoqualmie with additional funding provided by both cities. Technology and vehicle support are provided in part by Metro Transit King County with travel training and additional assistance provided by Hopelink and PSRC. The Valley Shuttle program, which began in September 2013, is funded by King County Metro Transit and the Snoqualmie Tribe. As of October, 2013, SVT has two dispatchers, four call takers and eleven drivers.

### **Stillaguamish Transportation Program—Snohomish County**

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

### **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 tap@sssc.org.

## **Shared Ride**

### **CAT Vanworks**

See CAT Vanworks under Program Transportation

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

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

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

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

### **Stilly Crews Line – Snohomish County**

The vanpool program called "Stilly Crews Line" offers Tribal employees a way to get to work in a cost effective manner. The program was started in 2009 with the aid of a 2008 Tribal Transit Program award through the Federal Transit Administration. All Tribal employees are eligible for the program. A Rideshare or vanpool group is a group of 2-8 commuters who ride to work together in a vehicle provided by the Stillaguamish Tribe. Rideshare groups generally follow a set schedule and route, but unlike a bus, these are

set by the riders themselves. Rideshare participants make only a month to month commitment. Eligible drivers are required to provide current driver's abstracts and meet minimum driving qualifications to be eligible to operate a Tribal Rideshare vehicle. The fees are discounted and based on the daily round trip mileage per month and paid through automatic payroll deduction. The Tribe provides the vehicle, gas and maintenance. Rideshare is one of the most cost-effective, flexible and convenient commuting alternatives to driving to work alone. The Program has 17 vehicles which includes 12 alternative fueled vehicles; 10 hybrids and 2 clean diesels. A Rideshare Coordinator oversees the program. The Rideshare Coordinator also works with Tribal members, descendants, Tribal clients and Tribal employees who want or need help to determine efficient transportation strategies and education to access public, private or Tribal transportation services. Please call 360-652-7362 Ex 249.

#### ***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. Call 425-353-RIDE (7433) for more information. 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. 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. (SNOTRAC stands for Snohomish County Transportation Coalition and is a partnership of transit, human service providers and schools working together to coordinate and maximize transportation resources.

#### ***VanPool—King County***

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

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

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

#### ***VanShare—King County***

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

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

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

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

#### ***VanWorks—King County***

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

#### ***VanLink—Kitsap County***

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

#### ***Community Partnership Program***

See Community Access Transportation under Program Transportation

#### ***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. King County's Jobs Access Program has contracted with Mobility, Inc. (ZipCar) to provide access to their car sharing program for low-income populations in King County and Seattle Housing Authority sites, as well as, with other social service and employment agencies.

#### ***SCOOT—Kitsap County***

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

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

In 2007 and 2008, Seattle and King County jointly created a demonstration project with Yellow Cab to operate 16 wheelchair accessible taxicabs throughout most of King County. Professional, licensed taxicab drivers provide curb-to-curb service, including assisting passengers in boarding the taxis and securing their wheelchairs. Fares for these accessible taxicabs are the same as standard taxi rates. Seattle and King County intend to issue permanent licenses for wheelchair accessible taxicabs so this service can continue to be available after the temporary licenses from the demonstration project expire in June 2010. For wheelchair-accessible taxicab service through June 2010, call Yellow Cab: 206-622-6500. For general information about wheelchair accessible taxicabs in

King County, contact Jodi Trueblood: 206-296-3933. For general information about wheelchair accessible taxicabs in Seattle, contact Craig Leisy: 206-386-1296

## **Student Transportation**

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

Contact: e-mail Mike Shahan at [Mshahan@psed.org](mailto:Mshahan@psed.org).

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

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

## **Program Transportation**

### ***Community Access Transportation—King County***

The Community Access Transportation (CAT) program funds a variety of transportation services for seniors and people with disabilities. All programs are for seniors and people with disabilities. Over 20 transportation services receive funding from the CAT program. Some of these include the Hyde Shuttle, Snoqualmie Valley Transportation, and the Southeast Regional Shuttle in Maple Valley. Through the CAT program, Metro provides vans, along with emergency response, vehicle maintenance and repairs, driver training, and technical assistance to participating agencies. Agencies agree to provide a minimum number of rides to Access users each month. Additional funding is available for agencies that commit to delivering more trips this additional funding can cover insurance, fuel, and administration and driver salaries. Rides are requested through the individual programs.

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

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

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

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

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

### ***Children's Hospital—Seattle***

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

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

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

### ***East County Senior Center – Snohomish County***

East County Senior Center offers a three-day per week transportation program for seniors (60+) and younger individuals with disabilities living in Monroe and the surrounding unincorporated area. This door-to-door service provides access to shopping, medical appointments, socializing and other activities. Service requires approval of a registration form and a telephone call to schedule. The program is free with a \$1.50 donation suggested. Please call 360-794-6359.

### ***Key Peninsula School Bus Connections - 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 Key Peninsula School Bus Connections (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.

For more information please contact Marcia Harris 253-884-BUSS

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

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

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

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

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

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

Contact: 206-320-5325

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

A van program that the Puget Sound Educational Service District (PSESD) operates as part of their Early Childhood programs. Road to Independence functions as both a driving training program and a transportation program. The program trains WorkFirst participants as drivers who in turn transport other WorkFirst and special needs clients to their jobs or other employment related activities. The Road to Independence program is located in Pacific and serves both East Pierce County and South King County. Contact: e-mail Jacqueline Mann [jmann@psesd.org](mailto:jmann@psesd.org), 425-917-7886 (King County) or 253-778-7886 (Pierce County)

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

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

### ***Solid Ground***

Solid Ground runs 30 programs and services help nearly 55,000 households each year overcome poverty and build better futures throughout King County and beyond. Solid Ground provides two transportation services:

- 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.
- Solid Ground Transportation – provides door-to-door transportation for anyone unable to ride the regular King County Metro bus system.

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

The Stanwood Community and Senior Center includes 84 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 on Tuesdays for \$12 roundtrip, Stanwood/Arlington on Wednesdays for \$6 roundtrip, and Everett on Thursdays for \$18 roundtrip. In addition, tenants can sign up for a weekly shopping trip to the Stanwood Haggens and Bartells for \$1. This bus stops at another low-income senior apartment in Stanwood and the organization is open to expanding this on an as-needed basis. Please call 360-629-7403.

### ***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.

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

Swedish provides free patient transportation to and from patients' homes and Swedish Ballard Hospital or for Swedish associated doctor appointments. Service is provided in Northwest Seattle (I-5 west to the water, Mercer Street north to Shoreline). Rides can be scheduled by the patient or through their medical provider.  
Contact: 206-781-6116

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

Swedish Medical Center provides free patient transportation to and from patients' homes and the Swedish First Hill campus, Swedish Cherry Hill campus, or for Swedish associated doctor appointments. Patients must live within the Seattle city limits. Rides can be scheduled by the patient or through their medical provider.  
Contact: 206-386-6270

### ***Transpro***

Provides special needs transportation services throughout the northwest,

### ***VA Hospital Beneficiary Travel***

The VA's Beneficiary Travel Department provides special mode transportation such as cabulance and ambulance service to eligible veterans going to VA medical appointments. It also provides travel expense reimbursement to qualified veterans.  
Contact: 206-764-2120

## **Volunteer Programs**

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

For more information, contact individual volunteer driver programs:

**American Cancer Society:** 425-322-1140 or [amber.cook@cancer.org](mailto:amber.cook@cancer.org)

**Bailey-Boushay House:** 206-720-2260 or [david.pavlick@vmmc.org](mailto:david.pavlick@vmmc.org)

**Catholic Community Services:** 206-328-6853 or [eileenr@ccsww.org](mailto:eileenr@ccsww.org)

**Eastside Friends of Seniors:** 425.369-9120 or [info@eastsidefriendsofseniors.org](mailto:info@eastsidefriendsofseniors.org)

**Group Health Cooperative:** 206-326-2815 or [hirohata.l@ghc.org](mailto:hirohata.l@ghc.org)

**Mercer Island Parks & Recreation:** 206-236-3545 or [jeannette.eggebrecht@mercergov.org](mailto:jeannette.eggebrecht@mercergov.org)

**Multifaith Works:** 206-324-1520 or [robert@multifaith.org](mailto:robert@multifaith.org)

**Nikkei Concerns:** 206-726-6474 or [naokou@nikkeiconcerns.org](mailto:naokou@nikkeiconcerns.org)

**Northshore Senior Center:** 425-286-1026 or [jims@seniorservices.org](mailto:jims@seniorservices.org)

**Northwest Kidney Centers:** 206-292-2771 x5355 or [syrenka@nwkidney.org](mailto:syrenka@nwkidney.org)

**SeaTac Community Center-Senior Program:** 206.973.4690 or [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)

**Senior Services:** 206-448-5740 or [cindy@seniorservices.org](mailto:cindy@seniorservices.org)

**Simon of Cyrene:** 360-794-8720 or [lpmatthewhouse@aol.com](mailto:lpmatthewhouse@aol.com)

**US Veterans Administration:** 206-764-2564 or [lindac.reed@va.gov](mailto:lindac.reed@va.gov)

**Volunteers of America:** 206-329-0515 or [cvasconcelos@voaww.org](mailto:cvasconcelos@voaww.org)

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

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

Contact: 425-374-6336, or email [NicoleM@ccsww.org](mailto:NicoleM@ccsww.org).

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

#### **Catholic Community Services— Pierce County**

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

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

#### **Catholic Community Services Disabled Veterans Transportation – Snohomish County**

The Disabled Veterans Transportation (DVT) provides veterans living in Snohomish County with a safe and reliable way to access critical healthcare services including medical and dental services, as well as life-sustaining appointments such as chemotherapy, radiation and dialysis. Volunteer drivers provide veteran access to the VA Health Care Systems in Seattle and Lake City, and the Community Outpatient Clinics, food banks, grocery shopping, and other errands such as personal hygiene appointments.

For more information, please contact our transportation department at 425-374-6336, or email [NicoleM@ccsww.org](mailto:NicoleM@ccsww.org).

#### **Eastside Friends of Seniors**

Eastside Friends of Seniors provides volunteer-based services for seniors facing the challenges of aging. Many seniors in our community struggle to get to the grocery store, to medical appointments, or simply to maintain a clean and safe home. Our 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, Sammamish, Snoqualmie Valley and Bellevue communities with volunteers, so that they may stay where they really want to be—in their own homes.

#### **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: 425-265-2226

#### **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. For more information contact Robin Dawson at [rdawson@psesd.org](mailto:rdawson@psesd.org) or 425-917-7958.

### **Road to Recovery American Cancer Society**

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 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. In Snohomish County program questions and individuals **interested in volunteering to be a driver may call** – Jerri Wood at 425-404-2199.

### **Senior Services Volunteer Transportation Program—King County**

Senior Services 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: 206-448-5740 or [cindy@seniorservices.org](mailto:cindy@seniorservices.org)

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

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

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

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

## **Training Programs**

### **Orientation & Mobility Assessment & Training**

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

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

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

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

Connects King County residents with information about travel options, increasing independence and mobility. Volunteers and Hopelink provide drop-in transportation assistance at community outreach events and some advertised community locations.

Contact: [mobility@hope-link.org](mailto:mobility@hope-link.org) or 425-943-6760

Website: [http://www.hope-link.org/get\\_help/transportation/travel\\_programs/](http://www.hope-link.org/get_help/transportation/travel_programs/)

### **Travel Options Training Program—King County**

Community based training provides an in-depth overview of travel options available in the area. Designed to provide resources and information on transportation options that can be tailored to client needs.

Contact: [mobility@hope-link.org](mailto:mobility@hope-link.org) or 425-943-6760

Website: [http://www.hope-link.org/get\\_help/transportation/travel\\_programs/](http://www.hope-link.org/get_help/transportation/travel_programs/)

### **Ride Around The Sound – King County**

Provides excursions to groups on public transportation in King County, to help clients learn how to use the bus systems. This program increases independence for people with barriers to transportation or who are new to King County. This program serves immigrants and refugees, limited English speakers, veterans, and low-income individuals.

Contact: [mobility@hope-link.org](mailto:mobility@hope-link.org) or 425-943-6760

Website: [http://www.hope-link.org/get\\_help/transportation/travel\\_programs/](http://www.hope-link.org/get_help/transportation/travel_programs/)

### **Bus Buddy Program—Pierce County**

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

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

PSESD offers class B CDL training with an "S" endorsement to Community Jobs participants, Head Start and ECEAP parents enrolled in a PSESD program and volunteers who drive for the RTI program. For more information contact Robin Dawson at [rdawson@psesd.org](mailto:rdawson@psesd.org) or 425-917-7958.

### ***Travel Training—Pierce County***

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

### ***Travel Ambassador Program—Pierce County***

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

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

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 an awareness regarding the transportation options within our region. 425-225-2226

### ***SNOTRAC-Ride Around the Sound (RAS)***

The Ride Around the Sound is a mobility travel program. Public transportation is fast, economical, safe, and energy efficient. The project offers monthly trips for participants from senior centers and senior housing locations utilizing the bus, ferry, train and light rail to travel to an interesting destination for the day. This program provides travel instruction to seniors in a friendly peer-centered group setting. Training addresses the topics of safety and awareness while traveling on public transit, along with tips for riding the bus. The rider learns strategies in preparing for independent travel, how to plan a trip using public transportation, instruction on bus stops and travel information, fare procedures, the reduced fare permit, the ORCA card application process, and other helpful information in using public transportation. Contact: 425-265-2226

### ***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 has an array of services that aspire to increase a person's mobility and knowledge to travel on public transportation independently. Providing free one-on-one training with an experienced travel trainer to offer personalized assistance that is adapted to each person's individual needs and abilities. This is intensive and comprehensive training that monitors and mentors each skill. 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, please call 425-348-2379.

### ***Get on Board!***

Get on Board is a Metro transit instruction program for persons with mobility aids who want to practice boarding a Metro bus using the lift or a ramp. Once a month, a Metro bus will be parked at a destination frequented by persons with disabilities. A Metro driver and transit instructor will be there to assist persons using mobility devices to practice getting on and off the bus and to answer questions about how to ride the bus. Contact: 206-749-4242

### ***Travel Training – 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; and  
Group orientation (including a trip on the bus to a destination the group selects).  
More information: <http://metro.kingcounty.gov/tops/accessible/transitinstruction.html>  
Contact: 206-749-4242

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

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

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

The Jobs Access Transportation Program developed by the King County Department of Transportation works with social service agencies and employers in providing transportation resources to transition low-income and welfare reform clients into employment and to assist low-income employees to address reverse commute travel issues.

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

The primary purpose of orientation and mobility services is to provide Lighthouse employees, Deaf-Blind community members and individuals referred by King County Metro who are blind, low vision and Deaf-Blind with the skills needed to travel to/from work and within the community as safely and independently as possible. Secondary purposes include training for sighted individuals to enhance their abilities to support blind/Deaf-Blind individuals as sighted-guides and co-workers and consultation/collaboration with professionals in the community to improve transit services and systems.  
Contact: 206-749-4242 (King County Metro) or 711 (TTY statewide relay)

### ***Working Wheels—King County***

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

## **Financial Subsidies**

### ***Commuter Bonus Voucher Program—King County***

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

### ***Medicaid Transportation Within King 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.

### ***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, Clallam Transit, Mason Transit, Community Transit, Everett Transit, Intercity Transit, Jefferson Transit, Kitsap Transit, Pierce Transit and Sound Transit. Please see Attachment H for a copy of the eligibility form

### ***Taxi Scrip—King County***

Metro's Taxi Scrip Program serves low-income King County residents who are age 18-64 and have a disability or who are 65 years old or older. Riders must have a Regional Reduced Fare Permit (RRFP); if they do not already have one, they can apply for one at the same time as applying for Taxi Scrip. This program enables qualified participants to buy up to 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)

### ***Parkinson's Taxi Voucher Program***

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

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

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

### ***Ticketbook Program—King County***

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

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

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

## **Information, Referral, and Assistance**

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

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

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

The 511 travel information system offers real time traffic and weather information to users by simply dialing 5-1-1 from most phones. The new system builds upon the highly successful Washington State Highway hotline that now manages 4.6 million calls each year.

Updated every few minutes, 511 currently allows callers to obtain a variety of information: Puget Sound traffic conditions, statewide construction impacts, incident information, mountain pass conditions, the state's ferry system information, 800 numbers for passenger rail and airlines, and weather.

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

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

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

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

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

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

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

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

- Assistance or information about other transportation services that include but are not limited to Senior Services senior shuttles, neighborhood van programs, and accessible taxicabs
- Assistance with the application process for other transportation services, such as Metro's Taxi Scrip program or a reduced fare bus pass for senior citizens
- Information on who to contact to make traveling more accessible, such as contacting the city or county to request an accessible audible light signal at their crosswalk or fixing damaged sidewalks or curb cuts
- Information on who to contact to obtain equipment that makes travel safer, such as safety flags when crossing streets or safety vests that increase visibility for people who use wheelchairs
- Referrals to transit instruction programs for customers who are eligible and would like to learn to ride the bus Contact: Jodi Connolly, 206-744-TRIP (8747)

#### ***Information and Assistance Services provided by Area Agencies on Aging (AAA)***

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. Senior Information and Assistance for Snohomish County is operated by Senior Services of Snohomish County 425-513-1900 or 1-800-422-2024 Serves older adults (60+) and adults with disabilities (18+).

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

Language barriers often prevent non-English speaking residents from understanding and using the transportation options available in their community. King County Metro Transit, local city jurisdictions, and nonprofit organizations offer a number of programs that provide neighbor-to-neighbor transportation advice for people, in their native language. More information: <http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html> Contact: ref.lindmark@kingcounty.gov or 206-684-1104

#### ***Mobility Managers***

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

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

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

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

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

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

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

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

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

### **Ride Guide—King County**

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

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

Senior Information and Assistance (I&A) is a service of Pierce County Aging and Long Term Care. I&A is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Provides information, service referral assistance, client advocacy, and screening to determine whether an older person should be referred to the appropriate agency for a comprehensive assessment. Responsible for maintaining a community resource file and for providing outreach, education and program publicity. Part of the information and referral services includes senior transportation.

### **Senior Services Senior Information and Assistance**

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

More information: <http://www.seniorservices.org/financiallegalprograms/Home.aspx> (general)

<http://www.seniorservices.org/financiallegalprograms/ResourceDatabase/RideGuide.aspx> (Ride Guide)

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

### **South Sound 2-1-1**

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

### **Special Needs Transportation Hotline—Pierce County**

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

### **Special Transportation Needs – North Sound 2-1-1 Information & Referral—Snohomish County**

Volunteers of America (VOA) provides Special Transportation Needs information in Snohomish County through North Sound 2-1-1 Information & Referral services. By dialing 211, Snohomish County residents are able to access transportation and human service information and referrals. VOA staff provides callers with information to meet their transportation and links them to the most appropriate provider(s).

### **Transportation Options—Snohomish County**

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed; or by calling (425) 348-2379.

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

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

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

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

### **Transportation Options—Kitsap and Snohomish Counties**

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

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

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

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

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

### **Washington Adult Day Services Association**

The Washington Adult Day Services Association is a coalition of adult day centers in Washington.  
[www.adultday.org/](http://www.adultday.org/) 206-461-3899

## **Streamlining Payment and Eligibility**

### **Common Intake Form—Snohomish County**

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

### **ORCA—Puget Sound Region**

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

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

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

## **Other Programs**

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

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

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

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

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

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

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

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

# Attachment D

## ENVIRONMENTAL JUSTICE

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

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

**Transportation 2040 DEIS and FEIS:**

<http://www.psrc.org/transportation/t2040>

**Transportation 2040 Appendix G Environmental Justice Analysis:**

<http://www.psrc.org/transportation/t2040>

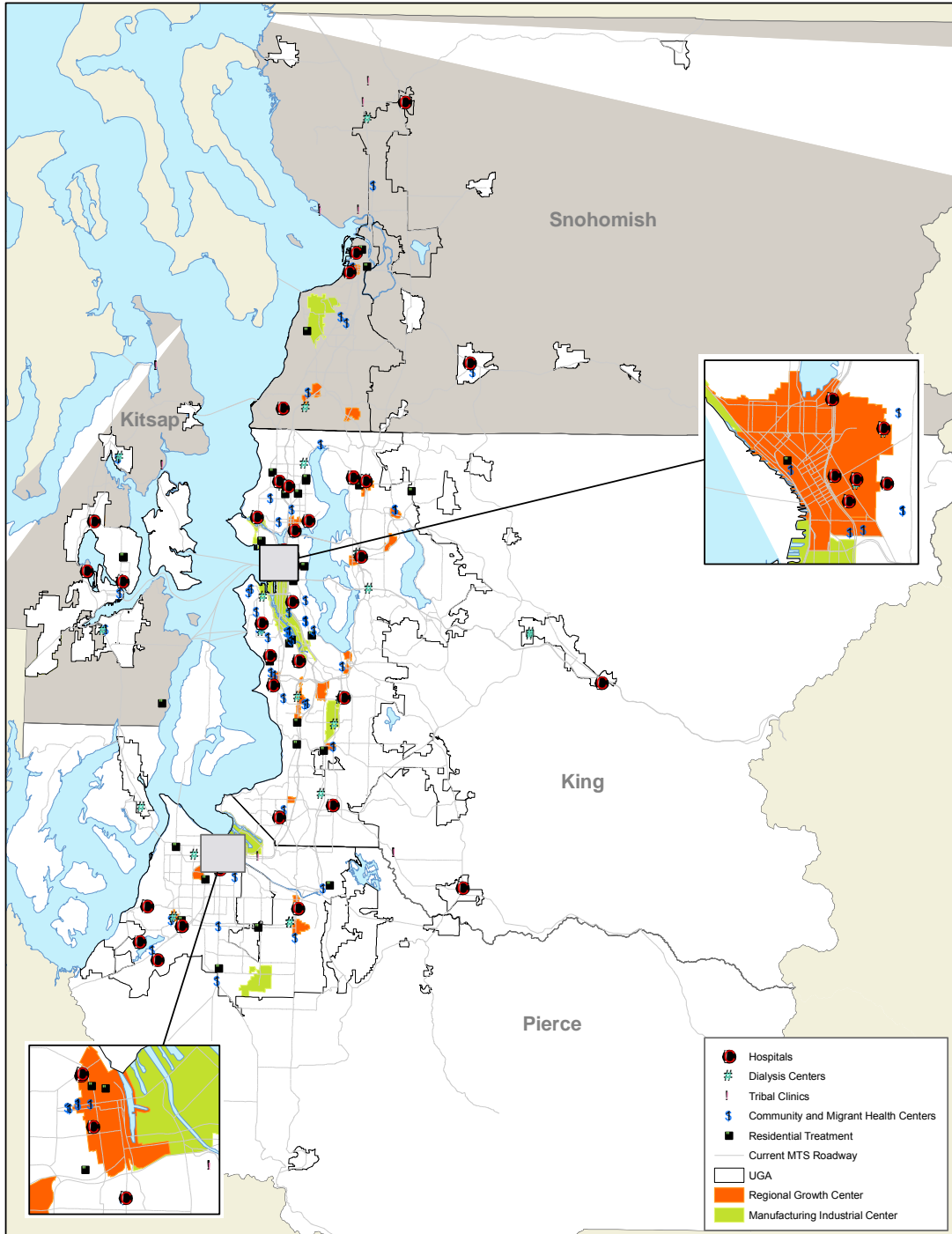
# **Attachment E**

## MAJOR DESTINATIONS AND EMPLOYMENT DENSITIES

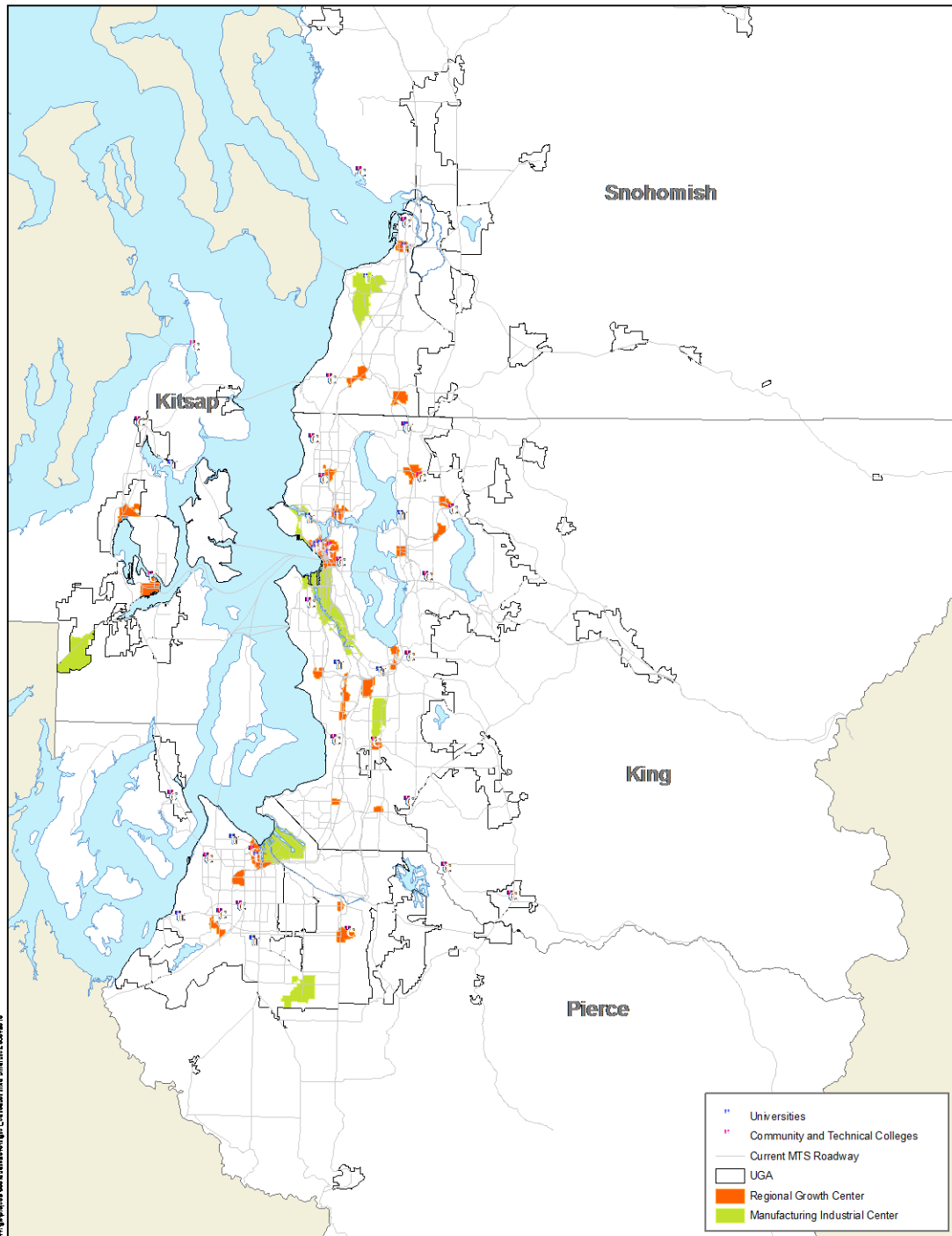
Attachment E: Major Destinations and Employment Densities

# Major Destinations and Employment Densities by County

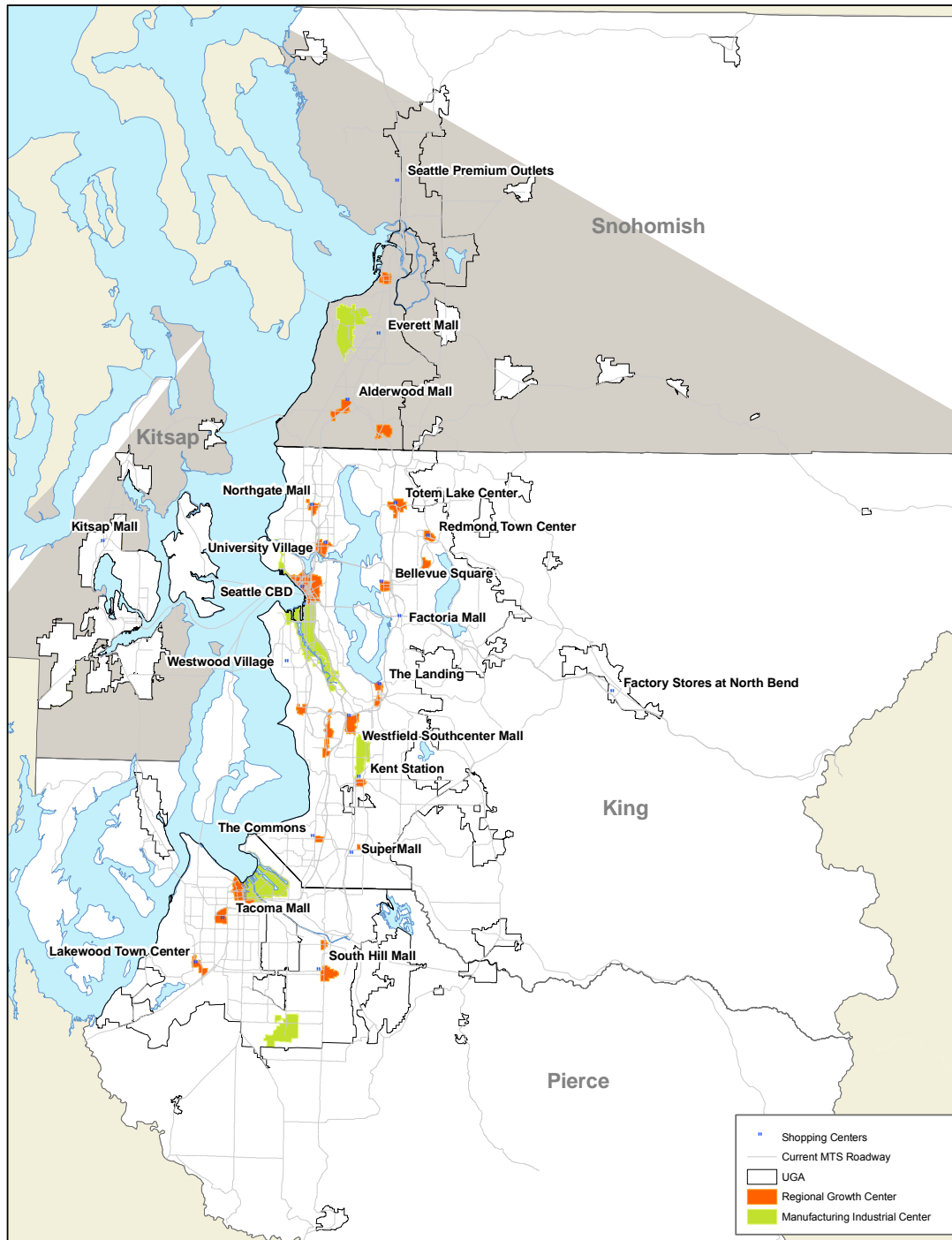
## Major Destinations — Medical Facilities



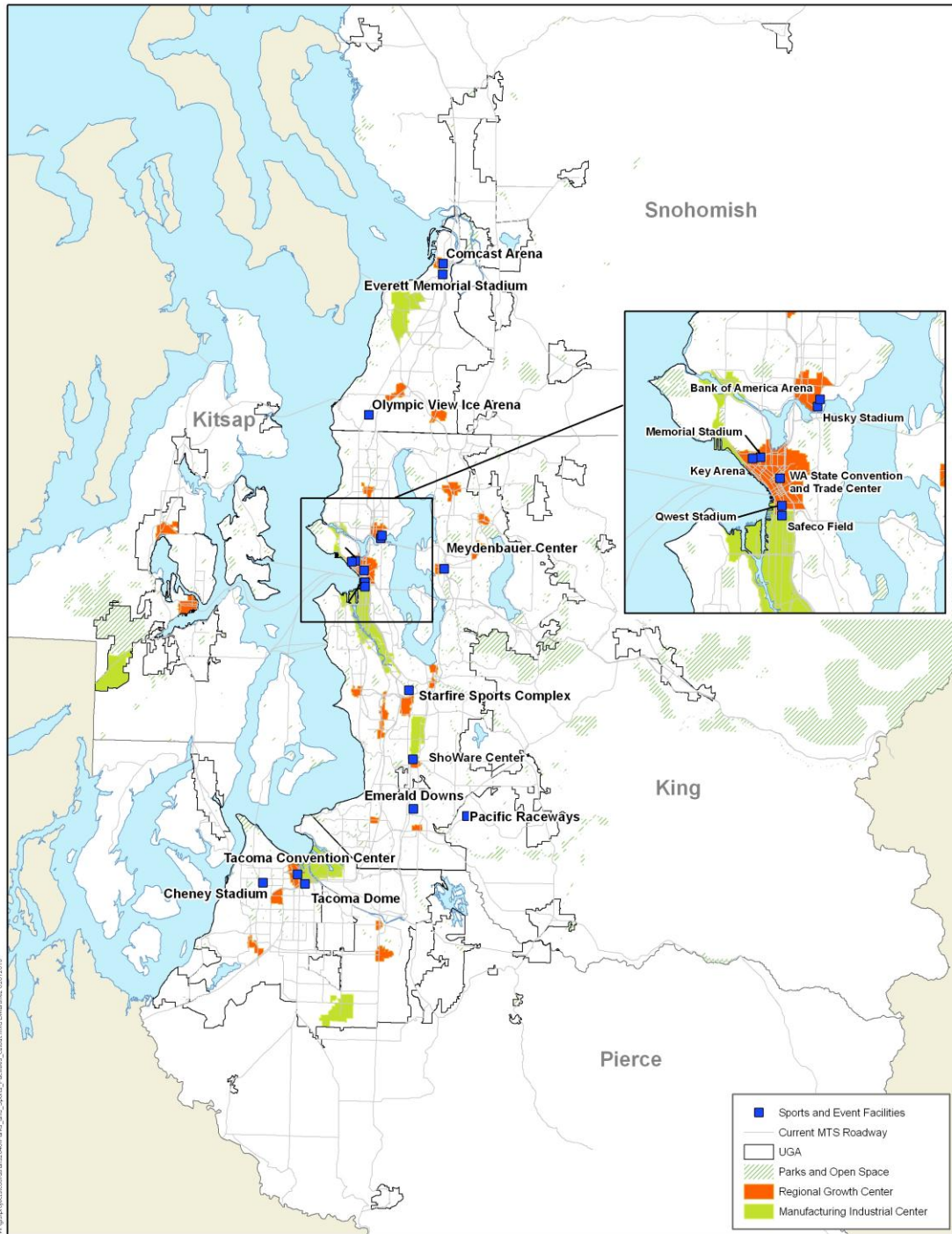
## Major Destinations — Higher Education Institutions, Community and Technical Colleges



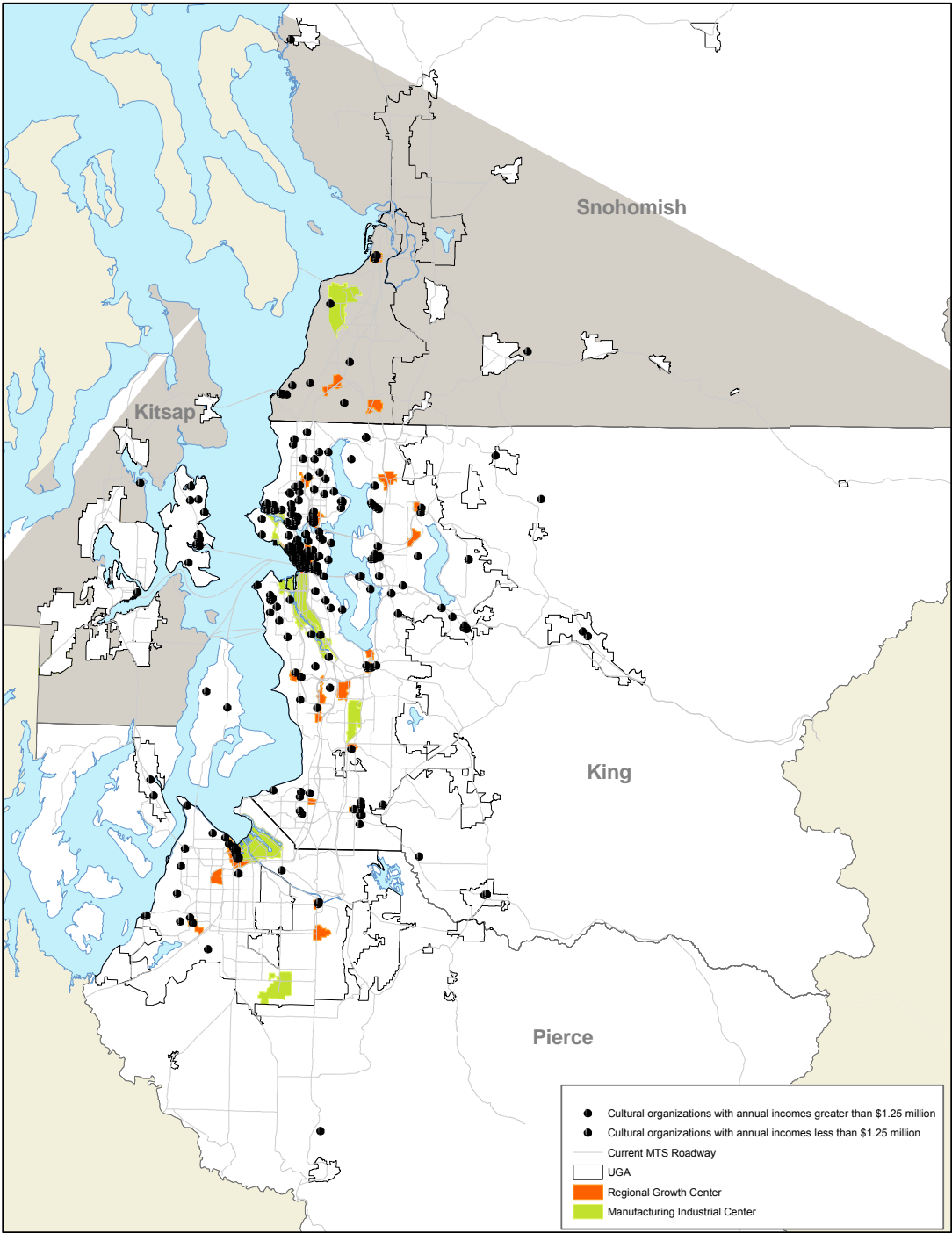
## Major Destinations — Regional Shopping Centers



## Major Destinations — Parks and Sports Facilities



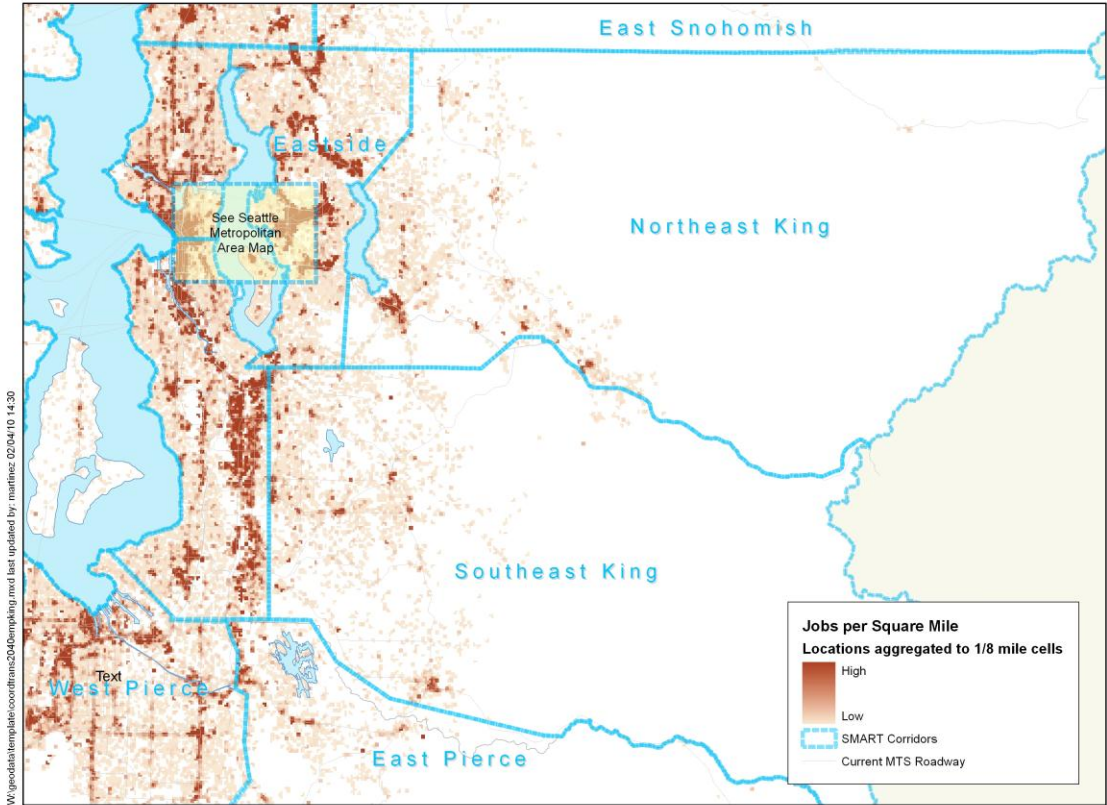
**Major Destinations — Cultural Facilities**



### Kitsap County Major Destinations — Employment Density



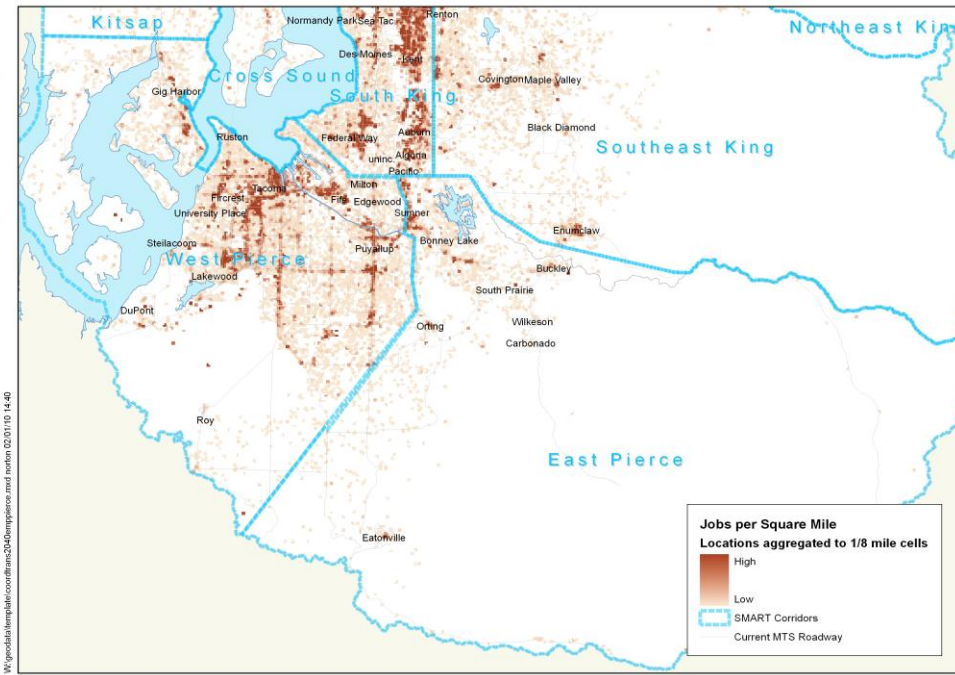
**King County Major Destinations — Employment Density**



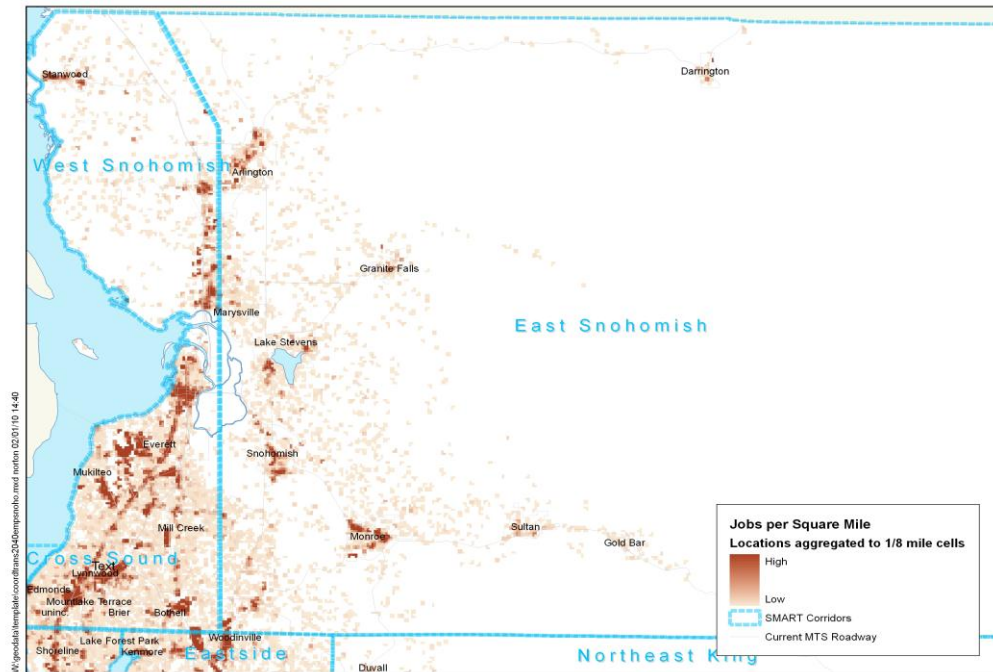
## Major Destinations — Employment Density Seattle Metro Area



**Pierce County Major Destinations — Employment Density**



**Snohomish County Major Destinations — Employment Density**



# Attachment F

## SMART CORRIDORS AND SPECIAL NEEDS TRANSPORTATION PLANNING

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

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

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

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

**Safe and Sustainable** (communities, finance, environment, economy). The term “Livable Communities” has been recently defined as “mixed-use neighborhoods with highly-connected streets promoting mobility for all users.”<sup>1</sup> “Financially sustainable” transportation investments must address the realities of financial resources both today and in the future. Finding transportation solutions that minimize or reverse harm to the environment is a clear priority to the central Puget Sound region.

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

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

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

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

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<sup>1</sup> Federal Register, Proposed Statement on the Eligibility of Pedestrian and Bicycle Improvements Under Federal Transit Law, November 13, 2009, page 58678.

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

### **SMART Corridors**

- Kitsap County
- West Snohomish County
- East Snohomish County
- Northwest King
- Eastside King County
- Northeast King County
- Cross Lake
- Cross Sound
- Southwest King County (South King)
- Southeast King County
- West Pierce County
- East Pierce County

### **What does this mean for coordinated transportation planning?**

The corridor level approach allows PSRC to understand, beyond the regional scale, existing conditions and evaluate proposed transportation improvements for all modes and populations, including those individuals with special transportation needs. The full report includes many areas beyond what is represented in the Coordinated Plan, in its entirety these are:

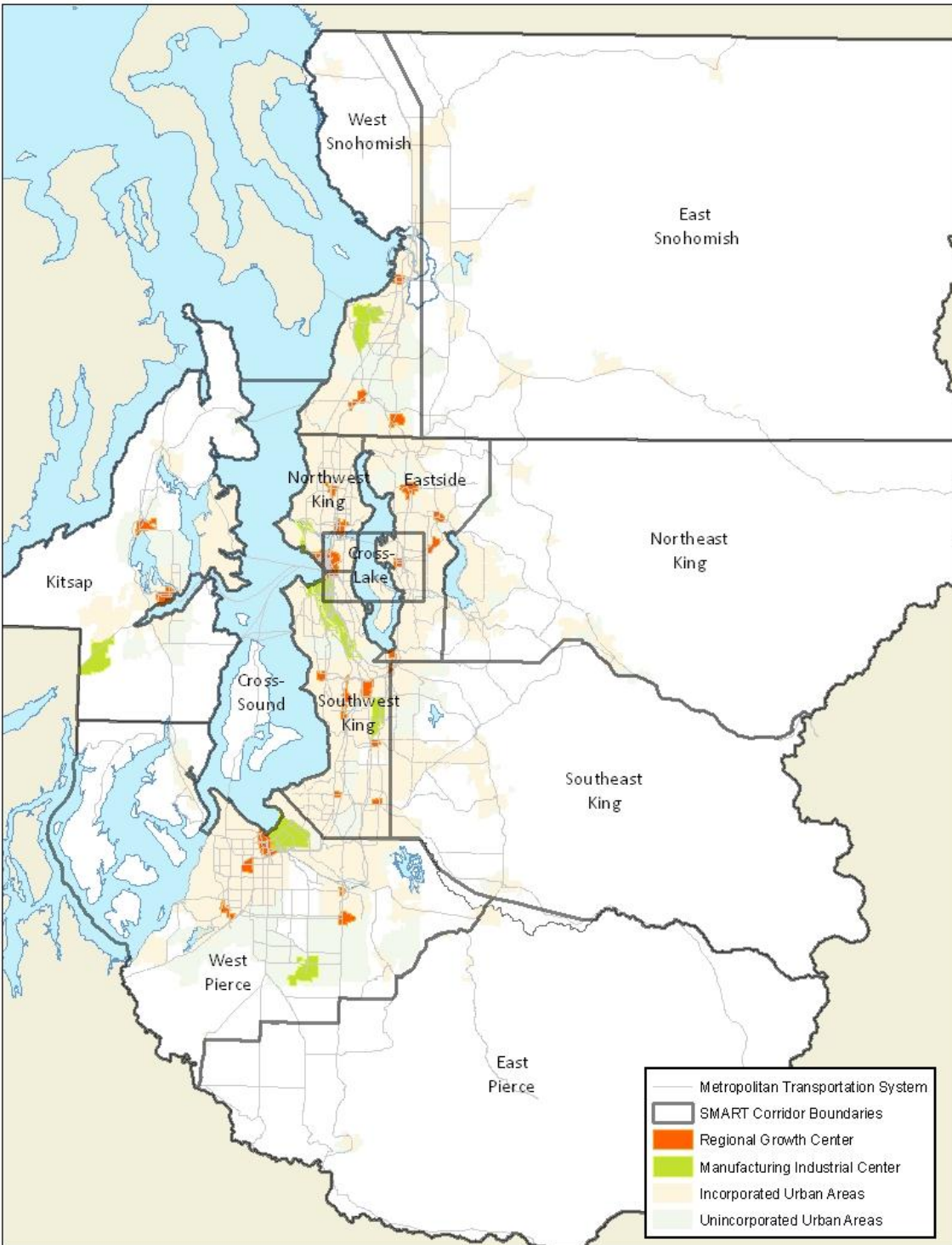
- Land Use
- Transportation Demand Management
- Park and Ride Facilities
- Tolling/pricing Locations
- Transit Congestion
- Bicycle and Pedestrian Facilities
- Travel Times (top commuting corridors with the most congestion)
- “Top 25” Priority Arterials
- Stop and Go Roadway Conditions (Level of Service, LOS A—F)
- Freight (T1/T2 priority corridors)
- Ferries
- Transportation System Management and Operations
- Safety
- Special Needs (appendix to the SMART report)

The entire SMART Corridors/CMP report is available at [psrc.org](http://psrc.org)

### **PSRC’s Coordinated Transit-Human Services Transportation Plan:**

For the SMART Corridors in the Coordinated Plan included are a description of the corridor; special needs populations; major destinations; and the existing transportation system, which includes a description of the transit and special needs transportation services. Maps include: the corridor; overall special needs populations by county, and broken out by age, disabilities, and income at the county and corridor level; employment densities; and major destinations.

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



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

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

### **What information is in the SMART Corridors report for Special Needs Transportation Planning?**

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

#### Corridor description

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

Countywide and corridor level maps that show percentages of special needs populations as a percentage of the whole:

- Ages 5 to 17 and 65 and over
- People with disabilities
- People who have low and very low incomes<sup>2</sup>

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

#### Existing Conditions

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

Ferries

Transit system and transit congestion (in addition to roadway congestion, transit can be affected by other ways)<sup>3</sup>

Special Needs Transportation<sup>4</sup>

Bicycle and Pedestrian Facilities (Non-motorized)

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

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

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

<sup>4</sup> Beyond the special needs transportation services listed, numerous additional Human Services organizations have been identified as having a transportation role. Refer also to Attachment C—Inventory of Services—that describe the wide range of services and programs in more detail.

## Park and Ride Lots

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

### Destinations of importance to special needs populations

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

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

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

### Special needs transportation strategies:

The goals and strategies in Chapter 5—Mobility Tomorrow—will be implemented through a wide range of services and programs. Chapter 5's goals are broad, allowing for the multitude of daily mobility needs, regardless of the purpose of the trip or destination (see below Transportation Services and Programs). Many factors influence the particular program or service—all of which must be taken into consideration when developing, implementing, and operating services and programs. These include:

- The individual's specific need, such as age, income, or disability
- Geographic area
- Destination
- Existing transportation options

These transportation services and programs cover the range of mobility options necessary for those needing special needs transportation:

- Fixed Route Bus & Rail Service
- ADA Paratransit
- Demand Response
- Shared Rides
- Program Transportation (including school buses)
- Volunteer Programs
- Travel Instruction Programs
- Financial Subsidies
- Information, Referral, and Assistance

These Coordinated Plan chapters, in particular, reflect the SMART Corridor information relative to the chapter's focus:

- Chapter 2—What is Coordinated Transportation?
- Chapter 3—Mobility Today: The Current Special Needs Transportation Landscape
- Chapter 4—Needs, Gaps, and Duplications
- Chapter 5—Mobility Tomorrow

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

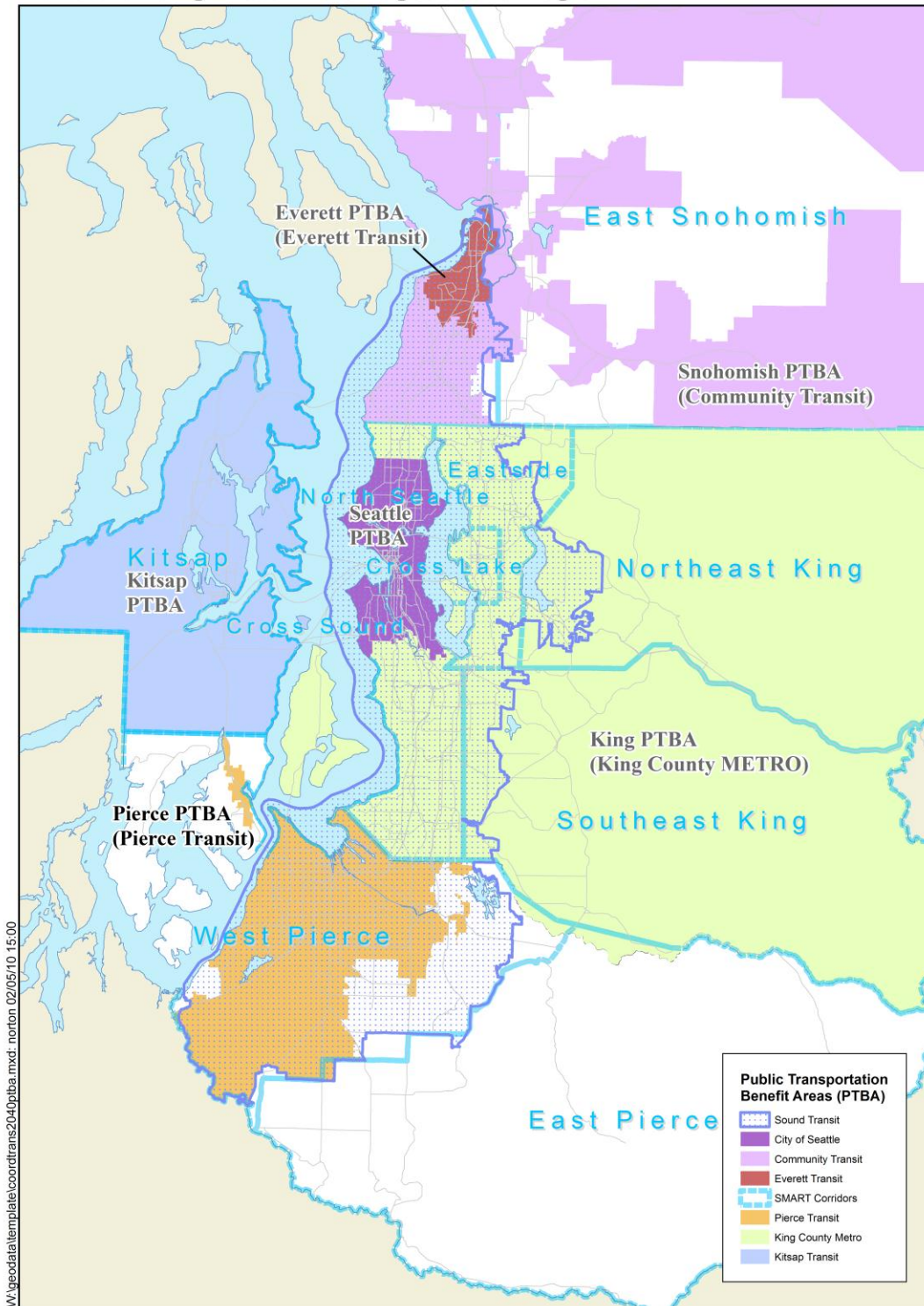
### **PSRC's role**

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

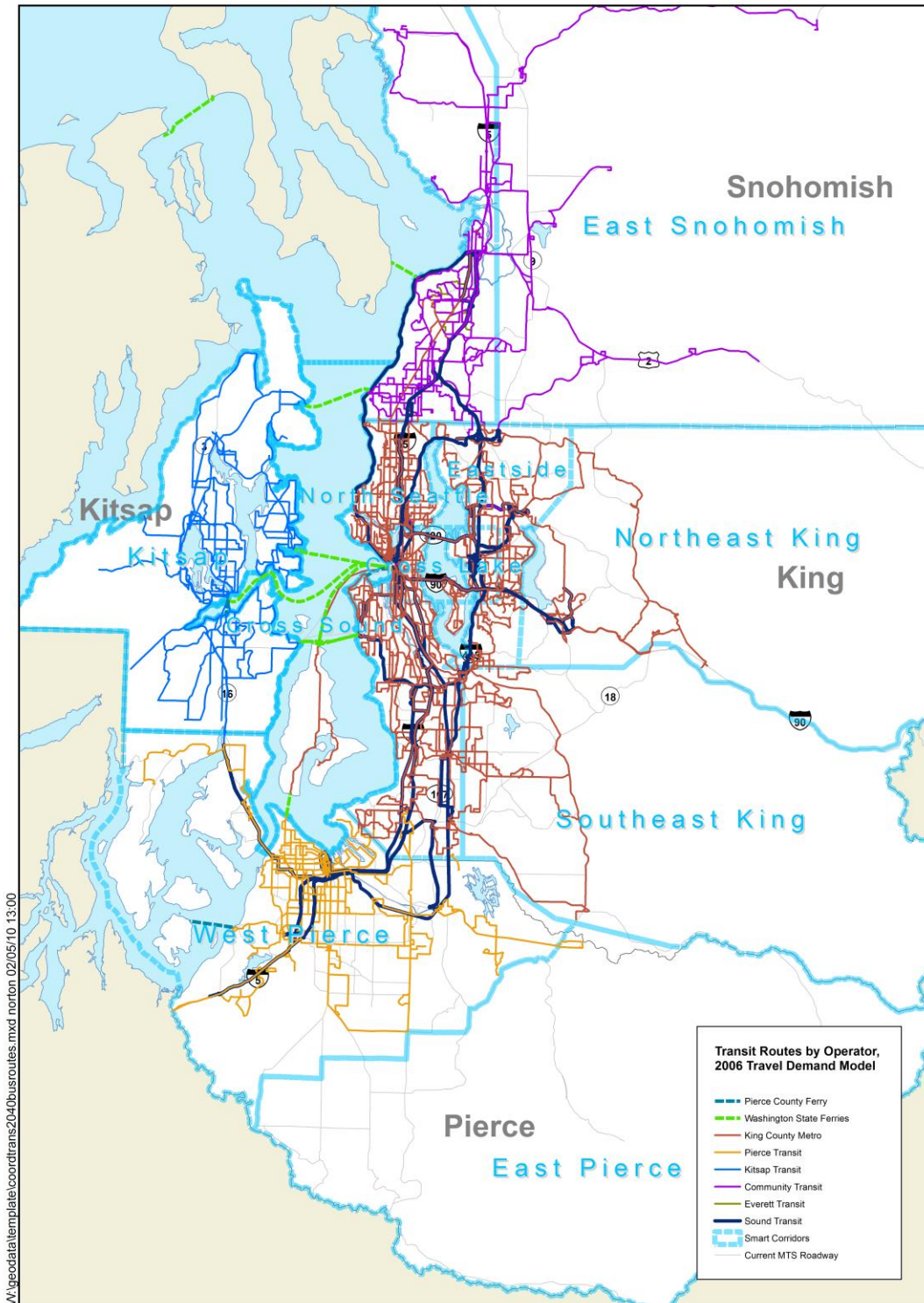
It is PSRC's responsibility to develop and update the Coordinated Plan, which serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes. The Coordinated Plan must lay out strategies for meeting those needs, and prioritizes services, and implementation strategies to guide investment decisions, particularly for the federal Enhanced Mobility of Seniors and Individuals with Disabilities funding program administered by PSRC.

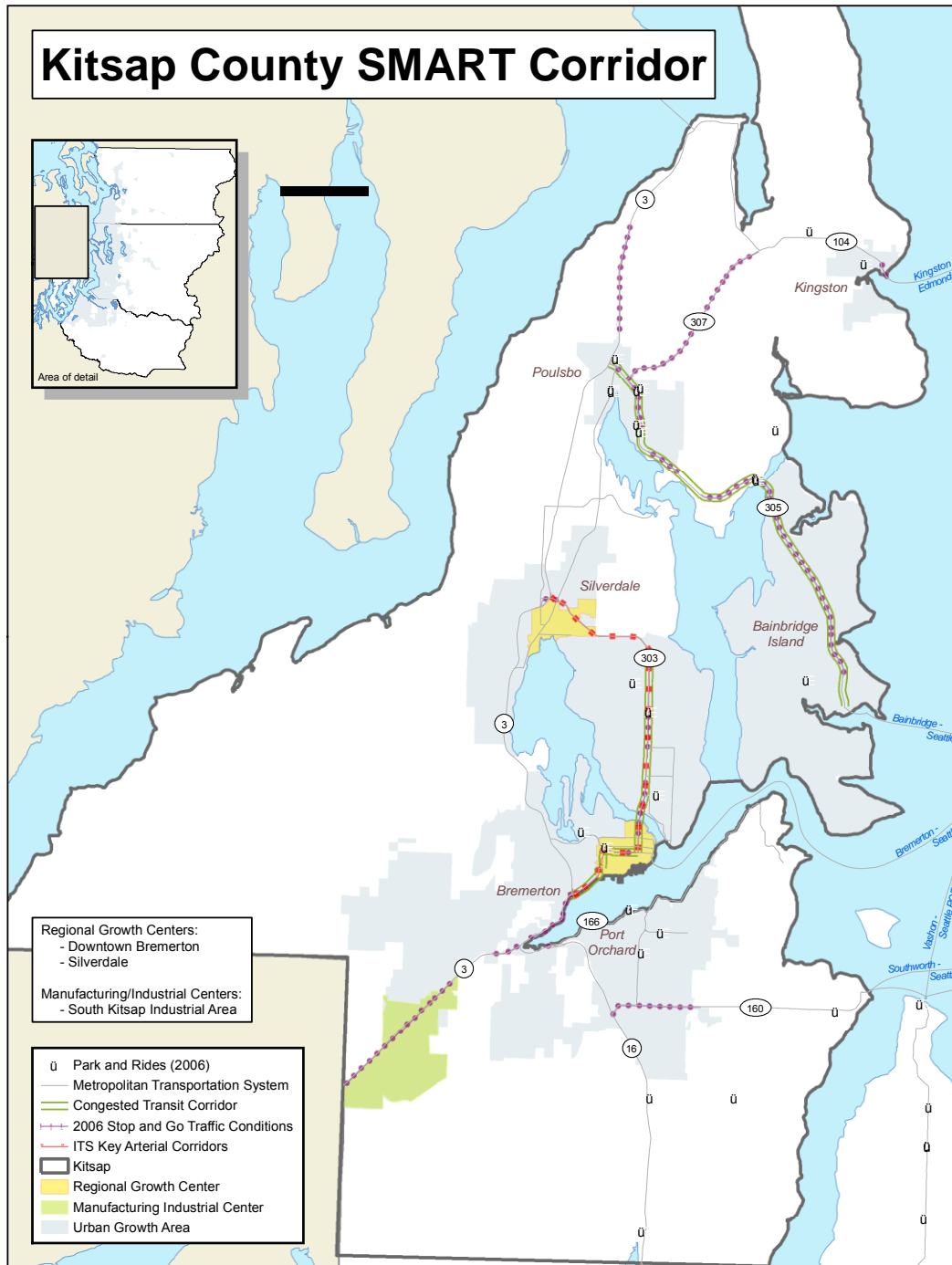
The Coordinated Plan must be updated every four years. This frequent update cycle allows the Coordinated Plan to adapt quickly to emerging trends and respond meaningfully with funding priorities. As the SMART Corridor work evolves, this analytic tool is expected to provide the detailed information necessary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

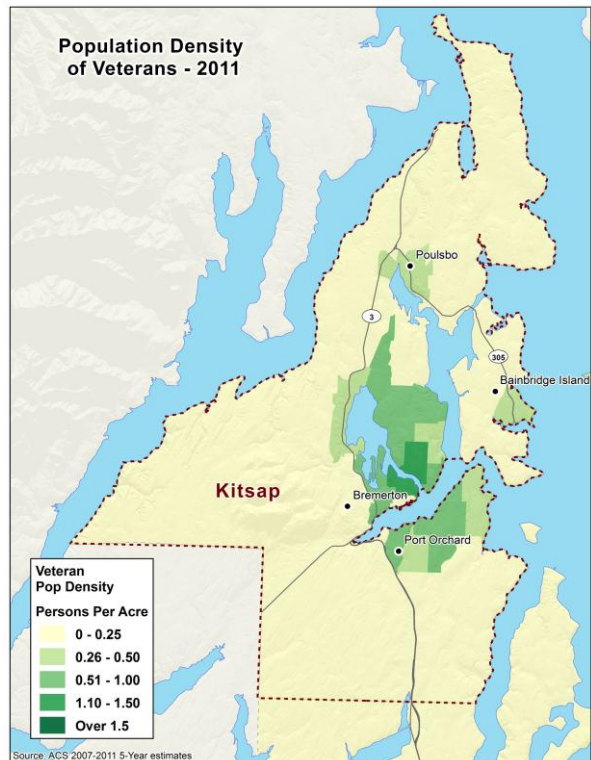
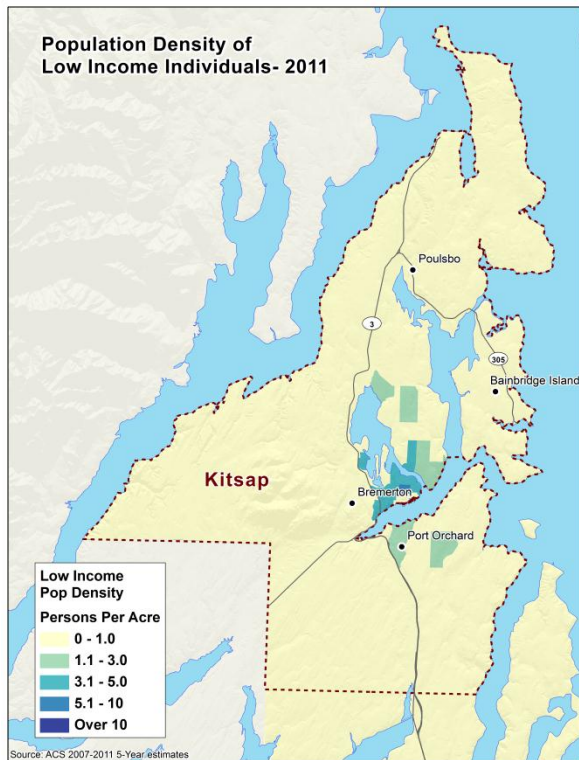
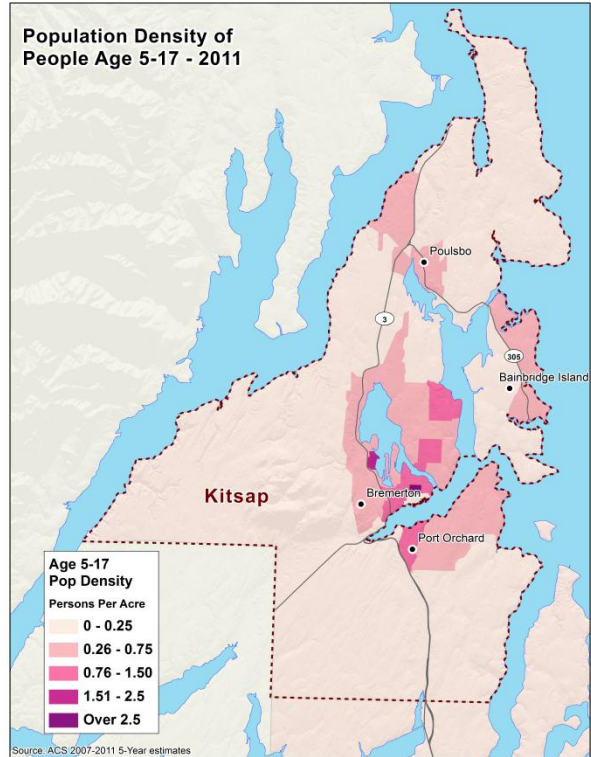
### Transit Funding Areas in the Puget Sound Region



## Transit Routes by Operator







## Kitsap County Corridor

### Corridor Description

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

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

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

#### Major Employers:

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

#### Regional Growth Centers:

- Bremerton
- Silverdale

#### Manufacturing/Industrial Centers:

- South Kitsap Industrial Area

### Major Destinations

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

Major educational destinations are Western Washington University, Vincennes University, Everest College, Old Dominion University, Olympic College (community college) and near Kingston, the Port Gamble S'Klallam Extended campus of the Northwest Indian College. Major employment destinations are in Bremerton with the medical campuses and the Naval Shipyards. Farther north are additional naval facilities around Silverdale with Naval Base Kitsap and

### Kitsap SMART Corridor Demographics \*

	Kitsap	Region
<b>Total Population</b>	242,256	3,600,000
<b>5-17</b>	17%	16%
<b>65+</b>	14%	11%
<b>Low Income</b>	24%	24%
<b>Veterans</b>	14%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

Bangor Trident Submarine Base. Kitsap Mall in Silverdale, off SR 3 is a major shopping destination, along with the destinations of Bainbridge Island, Kingston, Poulsbo, Silverdale, Bremerton, and Port Orchard. The Bloedel Reserve on Bainbridge Island off SR 305 is a major regional recreational destination. Several state parks take advantage of Kitsap's access to Puget Sound. Bainbridge Island, while not a major employment destination, does have multiple cultural organizations off SR 305 near Winslow and Eagle Harbor, where the Cross-Sound Ferry terminal is located.

## **Existing Conditions**

### **Roadways**

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

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

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

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

### **Ferries**

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

Five primary Washington State Ferry routes serve Kitsap County:

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

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

- Port Orchard/Bremerton
- Annapolis/Bremerton

### **Transit**

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

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

Kitsap Transit (“drivers”). Today both civilian and military personnel comprise KT’s Worker/Driver ridership, with the current service area extending from Port Gamble to Burley in Kitsap County.

### Existing Transit Congestion

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

### **Special Needs Transportation**

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

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

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

### **Bicycle and Pedestrian Facilities**

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

KT offers bicycle lockers at some park-and-ride lots and bicycle racks on buses. There is no secured, covered parking for bicycles at the Bremerton Transit Center, which includes the ferry terminal. As currently designed and signed, circulation at the Bremerton Transit Center poses a heightened potential

for conflict between cyclists, pedestrians, and vehicle traffic. There is limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

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

### **Park-and-Ride Lots**

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

Park-and-Ride Lot Name	Capacity	Utilization
Southworth	382	42%
Bainbridge Island Ferry	1028	74%
Bremerton Ferry P&R	751	58%

## **Kitsap Corridor—Transportation 2040**

### **Transit**

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

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

In 2040, Bus Rapid Transit (BRT) runs north-south starting in Port Orchard on Bethel Road, crossing Dyes Inlet on the Port Orchard-Bremerton Foot Ferry and continuing through Bremerton on SR 303 to Silverdale. A second BRT operates between Poulsbo and Bainbridge Island Ferry Terminal on SR 305. Bus Rapid Transit on SR 3/303 and SR 305 will reduce travel times between Silverdale and Bremerton and between Poulsbo and the Washington State Ferry Terminal on Bainbridge Island. Frequent core bus service with a doubling of the service hours will operate south to Tacoma on SR 16, east to the Southworth, Kingston and Bainbridge Island Ferry Terminals, and southwest on SR 3 to Mason County, as well as north on SR 3 and SR 303 through Bremerton, along with several east-west connections. Local community connector service will provide less frequent transit service, more similar to today’s service, connecting medical facilities with community centers and shopping, as well as neighborhoods. Community Connector service will focus on the Ferry Terminals and extend throughout the urban areas of Kitsap Peninsula, particularly Bremerton to Silverdale along SR 303 as well as Bainbridge Island and the area south of the Sinclair Inlet from Port Orchard to Southworth.

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

### **Special Needs Transportation**

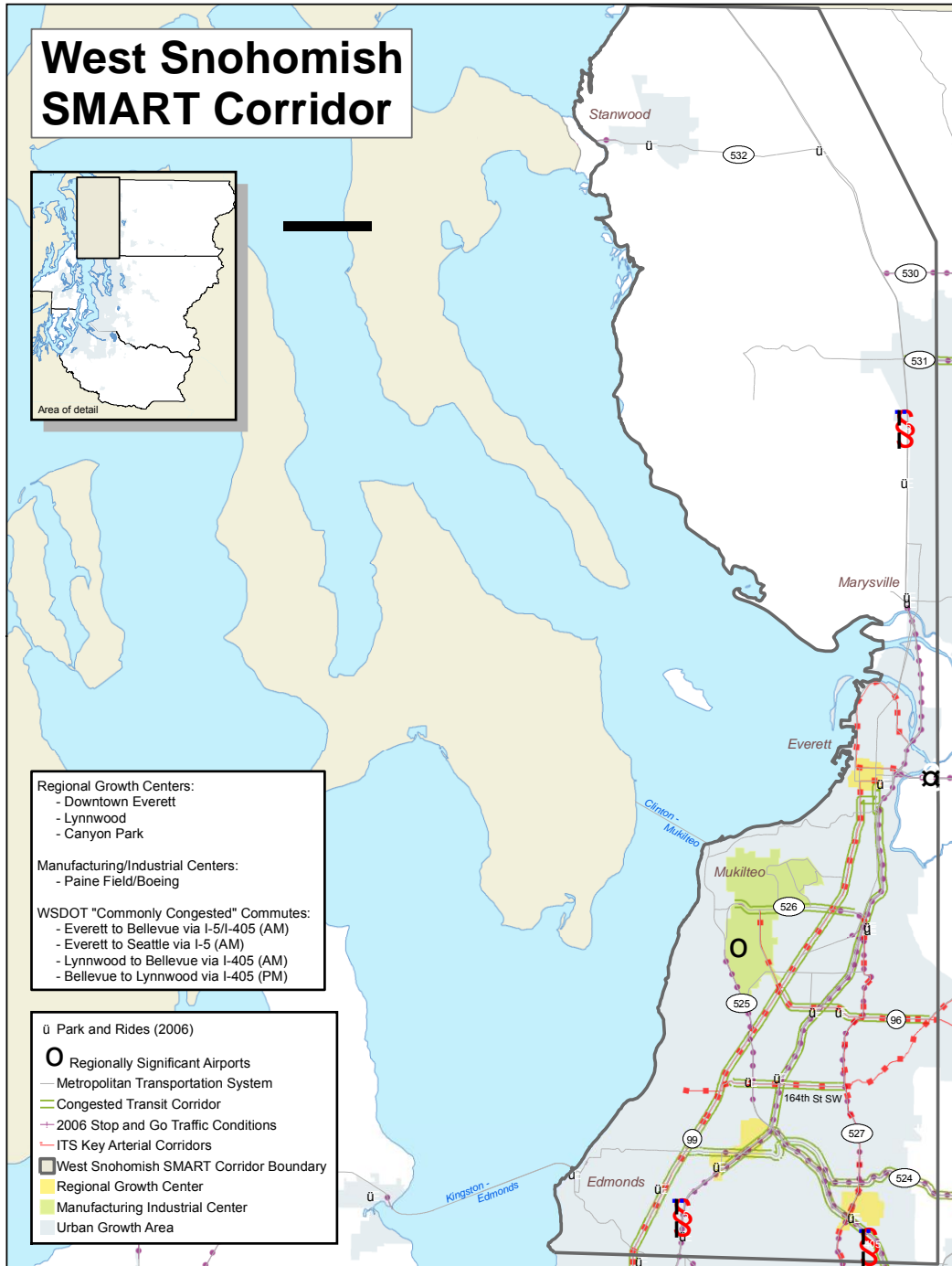
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth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

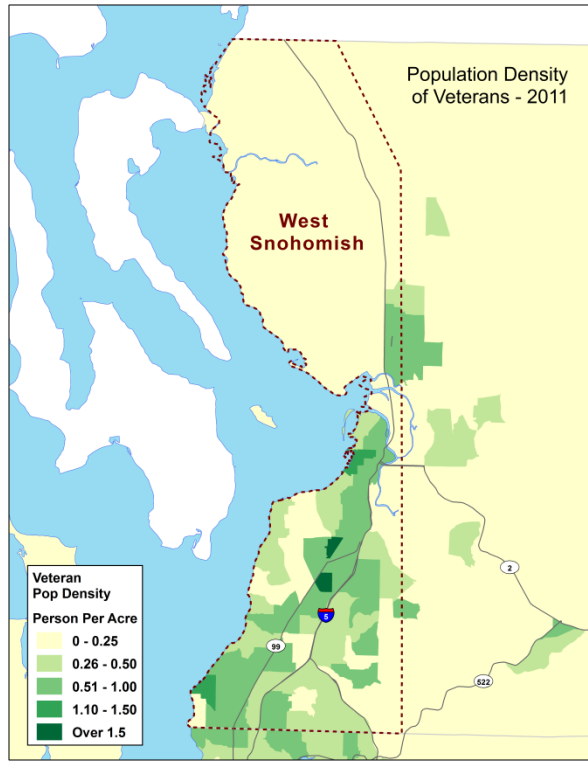
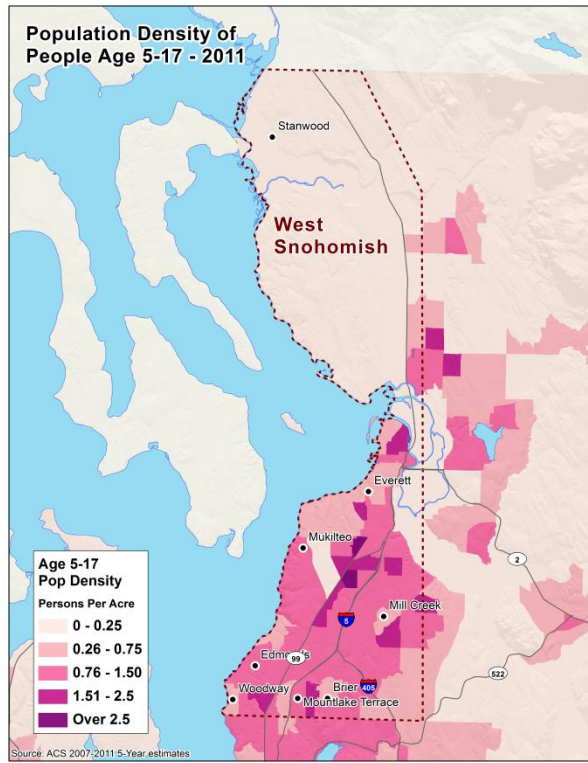
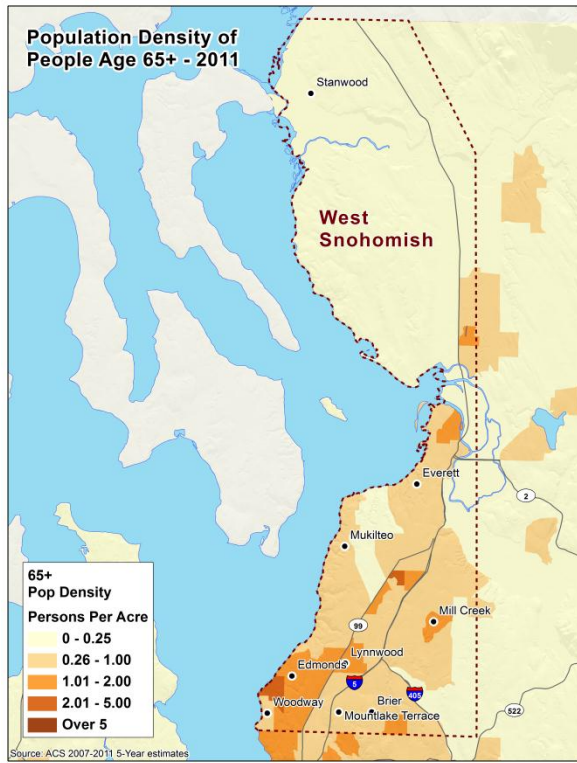
In 2040, the Bus Rapid Transit on Bethel-Foot Ferry-SR 303 corridor and SR 305 will improve low-income, under-18 and over-65 populations' access to more frequent transit service to major destinations. It will also improve access to the Cross-Sound WSF ferry terminals with routes to Seattle from both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

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

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¼-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize "Complete Streets" practice in all the region's urban areas. The regional effort to "Complete Streets", as identified in Transportation 2040, will add sidewalks and bike lanes on new local and regional street developments within the urban areas of Kitsap County, connecting walking and biking routes to transit stops. The adjacent bike trail along SR 305 will facilitate improved access to the BRT stations and local bus service stops. The fully completed bike trail along the south side of Sinclair Inlet from the Southworth Ferry Terminal to Vashon Island through Port Orchard to Bremerton will connect several ferry terminals and bus routes together, also improving access to transit and ferries.





## West Snohomish County Corridor

### Corridor Description

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

Major Employers:

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

Regional Growth Centers:

- Downtown Everett
- Lynnwood
- Canyon Park

Manufacturing/Industrial Centers:

- Paine Field/Boeing

Special need populations

### Major Destinations

Major medical facilities include Swedish Hospital (Edmonds) and Providence Hospital's Everett Campus on Highway 99 N/Evergreen Way (now with Community Transit BRT service) and Group Health Hospital in Everett. Colleges in the corridor include Everett and Edmonds Community Colleges, the NW Indian College on the Tulalip Indian Reservation, the Central Washington University branch campus in Lynnwood, DeVry University, City University of Seattle, Embry-Riddle Aeronautical University, University Center of North Puget Sound, Western Washington University (branch campus), University of Washington (branch campus) - Bothell, WA, Columbia College - Marysville, WA. Technical Institutes include: ITT Technical Institute - Everett, WA, Washington Aerospace Training and Research Center - Everett, WA, and Sno-Isle TECH Skills Center - Everett, WA. Everett has many educational branch campuses where future transportation opportunities with the Sounder Commuter rail along with the bus transit center located there. The major transportation hub is Everett Station, home to the Everett Transit Customer Service

### West Snohomish SMART Corridor Demographics \*

	W. Snohomish	Region
<b>Total Population</b>	501,969	3,600,000
<b>5-17</b>	17%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	24%	24%
<b>Veterans</b>	9%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

Center as well as WorkSource, WorkForce, The University Center, among others. In addition, Amtrak, Greyhound, Northwest Trailways, Skagit Transit, Island Transit, Sound Transit, and Community Transit also provide service from Everett Station.

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

## **Existing Conditions**

### **Roadways**

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

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

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

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

### **Ferries**

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

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

### **Transit**

Community Transit provides transit service in Snohomish County, outside the city of Everett, which has its own transit agency providing service throughout the city. A significant area of West Snohomish County corridor is in Community Transit's Public Transportation Benefit Area (PTBA). Community Transit operates Swift Bus Rapid Transit 23 local routes; 3 commuter routes to the Boeing Everett plant; 6 suburban routes to University of Washington's main campus in Seattle; and 13 suburban commuter routes to Overlake and Seattle. Everett Transit, a department of the city of Everett, operates 12 fixed routes within the city. Sound Transit operates five regional commuter routes from Snohomish County to Seattle and Bellevue. Sound Transit also operates in the southwestern part of Snohomish County. Sound Transit also operates commuter rail to Everett from Seattle.

### **Existing Transit Congestion**

Transit congestion in the Snohomish West Corridor affects north-south routes such as I-5 and SR 99 between Lynnwood and Everett, continuing north to Marysville. SR 99's transit congestion consists of all types with pullout congestion and high mobility device uses represented by wheelchairs and bicycles. The SR 99 corridor is a strong non-work corridor according to the Transit Competitiveness Index (an analytic tool that PSRC uses). Due to limited east-west service, routes along 196th Street SW and 128<sup>th</sup> St SE

and 164<sup>th</sup> St SW to Mill Creek suffer from significant spillover intersection congestion at SR 99 and I-5. According to the respective transit agencies, SR 526 experiences congestion during Boeing's morning and afternoon shift changes at the I-5 interchange, slowing down I-5 and limiting access to the Everett Mall for transit vehicles.

### **Special Needs Transportation**

In addition to Community Transit's regular fixed-route services they also offer comparable ADA-paratransit service, through its Dial-a-ride-Transit (DART) service operated on behalf of Senior Services of Snohomish County. DART services are provided within ¾-mile of an existing Community Transit fixed-route service and operate during the same hours as Community Transit's fixed-route (non-commuter) buses. Community Transit's DART service is increasing at twice the population growth rate at 2% annually but paratransit ridership is only 2% of the overall CT ridership in 2012, similar to the regional average. Everett Transit provides a similar paratransit service, but its operating area lies within the city limits of Everett. Everett Transit and Community Transit work together to coordinate any trips that cross service boundaries.

In addition to Community Transit and Everett Transit's fixed-route and paratransit services, other transportation options include: Stillaguamish Transportation Program and Tulalip Transit (which serves the Tulip Tribal Region), the Transportation Assistance Program (TAP)(which brings rural riders with special needs into the urban areas to better access other transit networks), Volunteer Transportation through Catholic Community Services (volunteer drivers serving low income seniors, disabled adults and disabled veterans), Mercy Transportation (providing non-emergency medical transportation). Community Services for the Blind Partially Sighted (serving sight challenged individuals), and Hope Link who currently provides Medicaid Transportation. SNOTRAC's Pay Your Pal Volunteer Driver Voucher Program brings rural riders with special needs into the urban areas to better access other transit networks or to their doctor, school or job. The American Cancer Society Road to Recovery Program provides transportation to and from treatment for people who have cancer in Snohomish County, who do not have a ride or are unable to drive themselves. Northshore Senior Center Transportation provides special needs service in southern areas of the corridor no longer within the DART service area. The Stanwood Senior Center provides Senior Medical Transportation through LEAP, Life Enhancement Assistance Program. All these programs provide individuals with special needs transportation options throughout the West Snohomish County corridor.

### **Bicycle and Pedestrian Facilities**

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

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

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

### **Park-and Ride-Lots**

The West Snohomish Corridor contains ten major park-and-ride lots. There are four smaller park-and-ride lots in the corridor totaling 556 stalls with an average utilization rate of 66% (2012).

<b>Park-and-Ride Lot Name</b>	<b>Capacity</b>	<b>Utilization</b>
Canyon Park	302	99%
Eastmont	389	37%
Edmonds	255	42%
Lynnwood	1370	99%
Mariner	644	65%
McCollum Park	409	94%
Mountlake Terrace	877	94%
South Everett/112th	397	100%
Swamp Creek	410	51%
Everett Station	913	93%

### **West Snohomish County Corridor— Transportation 2040**

#### **Transit**

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

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

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

With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue to low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Everett Transit and Community Transit are experiencing significant declines in tax revenues due to the recession. To respond to the reduced revenues, Everett Transit raised fares up to 50% in 2009 while Community Transit increased fares in 2008 and will increase fares again in June 2010. Community Transit has delayed filling vacant positions since 2008 and will eliminate Sunday and Holiday transit service in June 2010, in addition to reducing daily hours of service on most routes.

With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue to low-income and fixed-income populations suffering financially

when fares are increased or routes eliminated. Everett Transit and Community Transit have experienced significant declines in tax revenues due to the recession. To respond to the reduced revenues, Everett Transit raised fares in 2009 and 2013 Community Transit increased fares in June 2010 and again in February 2012. Community Transit's six year Transit Development Plan assumes a fare increase every two years for the next six years. Community Transit has cut over 37% of total service (including elimination of Sunday and holiday service), laid off over 200 employees, delayed filling vacant positions, and utilized reserves to fund transit services. In spite of the large reductions in daily hours on most routes, weekday ridership has only seen a 5% reduction.

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

### **Special Needs Transportation**

For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity continues to be a significant issue to those who rely on public and special needs transportation services. To provide the most options to people with special transportation needs, Community Transit, Everett Transit, and Sound Transit have expanded and enhanced the fixed-route transit service in their corridors.

People often live in the more rural areas or the edges of cities due to lower cost housing options. However, to provide cost efficient service, transit agencies typically provide more frequent service in areas with more population and transit usage, such as in urban areas. Consequently, this can leave many people without transit service. Even within transit service areas, the service levels in some areas may not meet the travel needs of the people who live there. Human service agencies occasionally provide transportation services, but are often designated for a specific targeted populations (e.g. Disabled or Veterans, etc.) or for specific destination type (e.g. medical trips). A limited number of specialized transportation services are available, but these services are often limited on weekends and can affect an individual's quality of life; including limiting social activities, such as going to a place of worship. SNOTRAC developed the cost effective Pay Your Pal Program to help bridge some of the transportation gaps in the rural areas but with limited funding this is a small program and there is still a strong need for more transportation choices in the rural areas.

Regular fixed route buses are ADA accessible and are intended to be the primary mode of public transportation for persons with disabilities. Community Transit's SWIFT Bus Rapid Transit service which runs from Everett Station along SR 99 to Aurora Station also provides significantly better transit service and connections to special needs populations with frequent service and reduced barriers to board.

### **ADA Paratransit Transportation**

The American with Disabilities Act (ADA) is a Federal Law. It requires public transit providers to provide paratransit service comparable to its local fixed-route bus service for individuals who, due to a disability, are unable to take the fixed-route transit service. Eligibility for ADA paratransit service is based on one's functional abilities rather than medical conditions. An individual will be "ADA paratransit eligible" if there is any part of the local fixed –route bus system the person cannot use because of a disability or condition. Some people may qualify for paratranist service under very specific conditions, which apply on a trip-by trip basis.

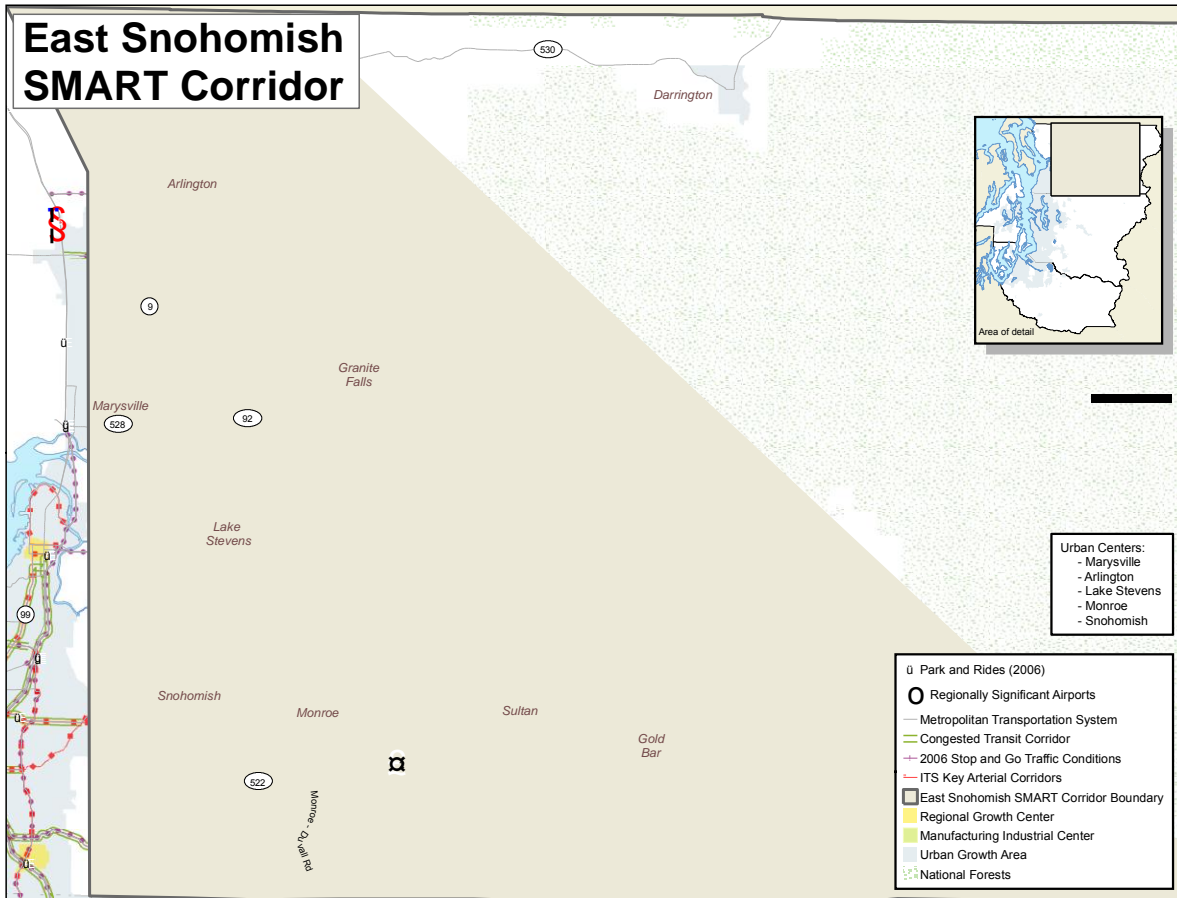
Community Transit offers ADA paratransit services through their DART (Dial-A-Ride Transportation) service. Serving qualifying individuals to areas within three-quarters of a Community Transit non-commuter fixed-route bus system. Within the City of Everett, Everett Transit provides fixed-route and paratransit service, with the paratransit service open to all ADA-eligible riders. Everett Transit also offers non-ADA paratranist rides to seniors, 65 years of age or older. These are non-ADA trips and trips are restricted to the city limits of Everett. Transfers to other regional ADA-paratransit providers are arranged to assist riders to travel as expediently as a regular bus rider.

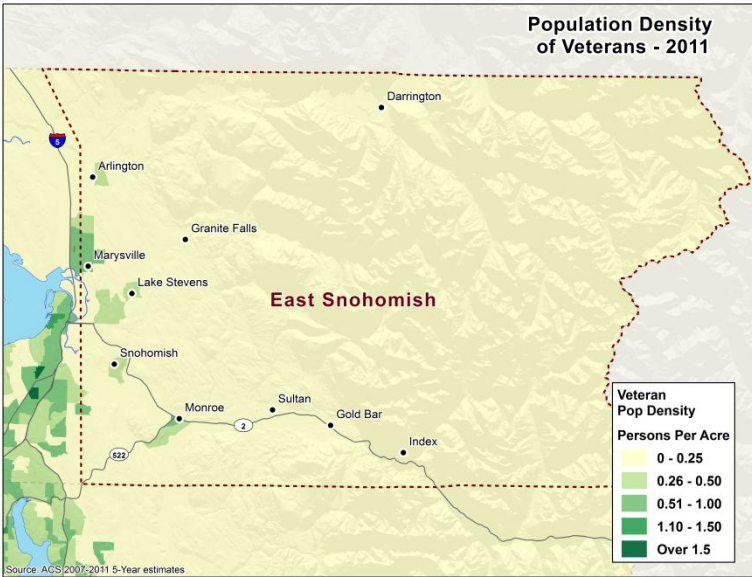
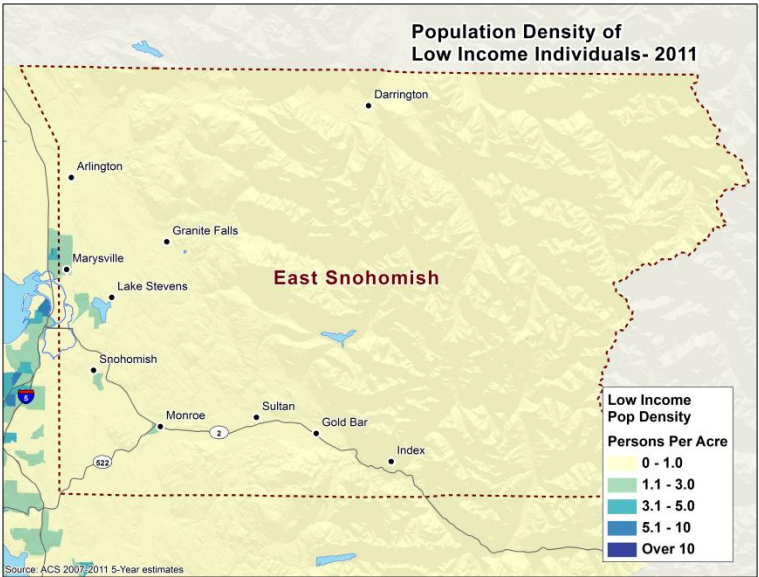
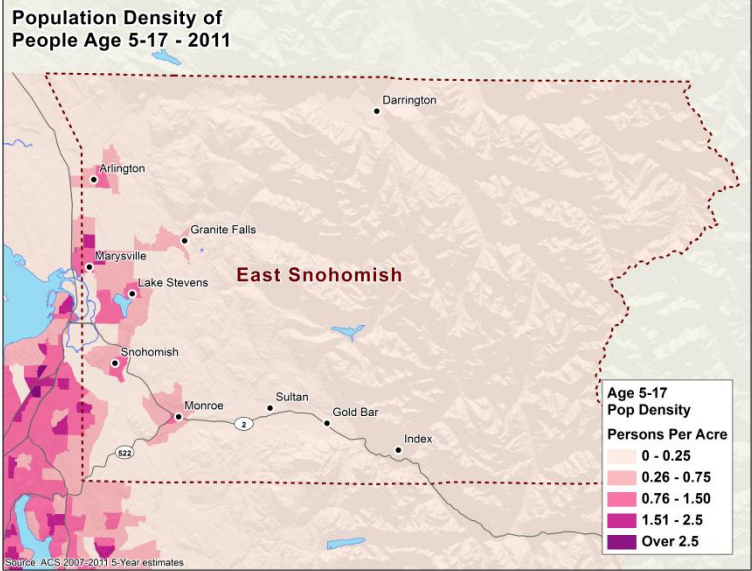
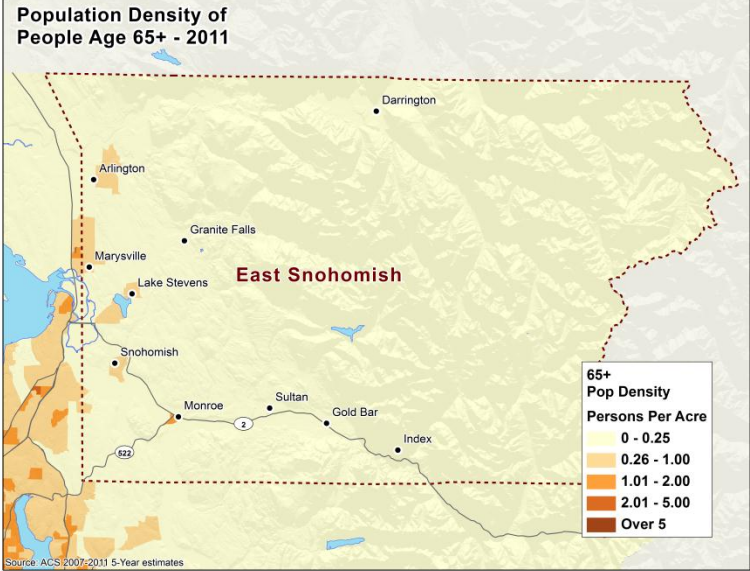
### **Nonmotorized Transportation**

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

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

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





## East Snohomish County Corridor

### Corridor Description

The corridor includes rural suburban cities such as Arlington, Lake Stevens, Monroe, and Snohomish, as well as urban and rural portions of unincorporated Snohomish County. This corridor is primarily rural and residential.

#### Major Employers:

- Stillaguamish Tribes
- Meridian Yachts
- Public School Districts
- Washington State Department of Corrections (in Monroe)

Regional Growth Centers—none in this Corridor

#### Urban Centers:

- Marysville
- Arlington
- Lake Stevens
- Monroe
- Snohomish

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

### Major Destinations:

Due to the primarily rural nature of this corridor, there are few major destinations other than the cities of Lake Stevens, Monroe, and Snohomish. Secondary destinations include Bothell and the Evergreen medical district of Kirkland which is reaching out regionally to encompass both Snohomish and King County. Along US 2, the primary east-west route, there are also the smaller communities of Sultan, Startup, Gold Bar, and Index. US 2 is typically congested, particularly on winter weekends, due to traffic to recreational areas heading east across Stevens Pass. In this rural corridor, connections to grocery stores, community centers, and medical offices are important destinations, with less frequent trips for major shopping, major medical, or recreational trips. Similar rural issues exist along the north-south route of SR 9.

### East Snohomish SMART Corridor Demographics \*

	E. Snohomish	Region
<b>Total Population</b>	250,770	3,600,000
<b>5-17</b>	21%	16%
<b>65+</b>	9%	11%
<b>Low Income</b>	18%	24%
<b>Veterans</b>	9%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

## **Existing Conditions**

### **Roadways**

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

- US 2 from Everett to Monroe
- SR 9 from SR 522 to Marysville
- SR 522 from Bothell to US 2
- SR 530 and Smokey Point between I-5 and SR 9

### **Ferries**

Not applicable.

### **Transit**

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

### **Existing Transit Congestion**

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

### **Special Needs Transportation**

Community Transit provides ADA paratransit service, through its Dial-a-ride-Transit (DART) service operated on behalf of Senior Services of Snohomish County. DART services are provided within ¾-mile of an existing Community Transit fixed-route service and operate during the same hours as Community Transit's fixed-route (non-commuter) buses. CT's DART is increasing at twice the population growth rate at 2% annually but paratransit ridership is only 2% of overall CT ridership in 2007, similar to the regional average.

In addition to Community Transit and Everett Transit's fixed-route and paratransit services, other transportation options include: Stillaguamish Transportation Program and Tulalip Transit (which serves the Tulip Tribal Region), the Transportation Assistance Program (TAP)(which brings rural riders with special needs into the urban areas to better access other transit networks), Volunteer Transportation through Catholic Community Services (volunteer drivers serving low income seniors, disabled adults and disabled veterans), Mercy Transportation (providing non-emergency medical transportation). Community Services for the Blind Partially Sighted (serving sight challenged individuals), and Hope Link who currently provides Medicaid Transportation. SNOTRAC's Pay Your Pal Volunteer Driver Voucher Program brings rural riders with special needs into the urban areas to better access other transit networks or to their doctor, school or job. The American Cancer Society Road to Recovery Program provides transportation to and from treatment for people who have cancer in Snohomish County, who do not have a ride or are unable to drive themselves. The Monroe East County Senior Center provides transportation for seniors or individuals with a disability for errands and medical appointments in the Monroe area. All these programs provide individuals with special needs transportation options throughout the East Snohomish County corridor.

## **Bicycle and Pedestrian Facilities**

Data requested to be provided by representatives of jurisdiction and modal experts.

## **Park-and-Ride Lots**

The East Snohomish Corridor contains no large park-and-ride lots that contain over 250 stalls. There are nine smaller park-and-ride lots in the corridor, totaling 643 stalls with an average utilization in 2006 of 40%.

## **East Snohomish County Corridor—Transportation 2040**

### **Transit**

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

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

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

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

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

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

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

### **Special Needs Transportation**

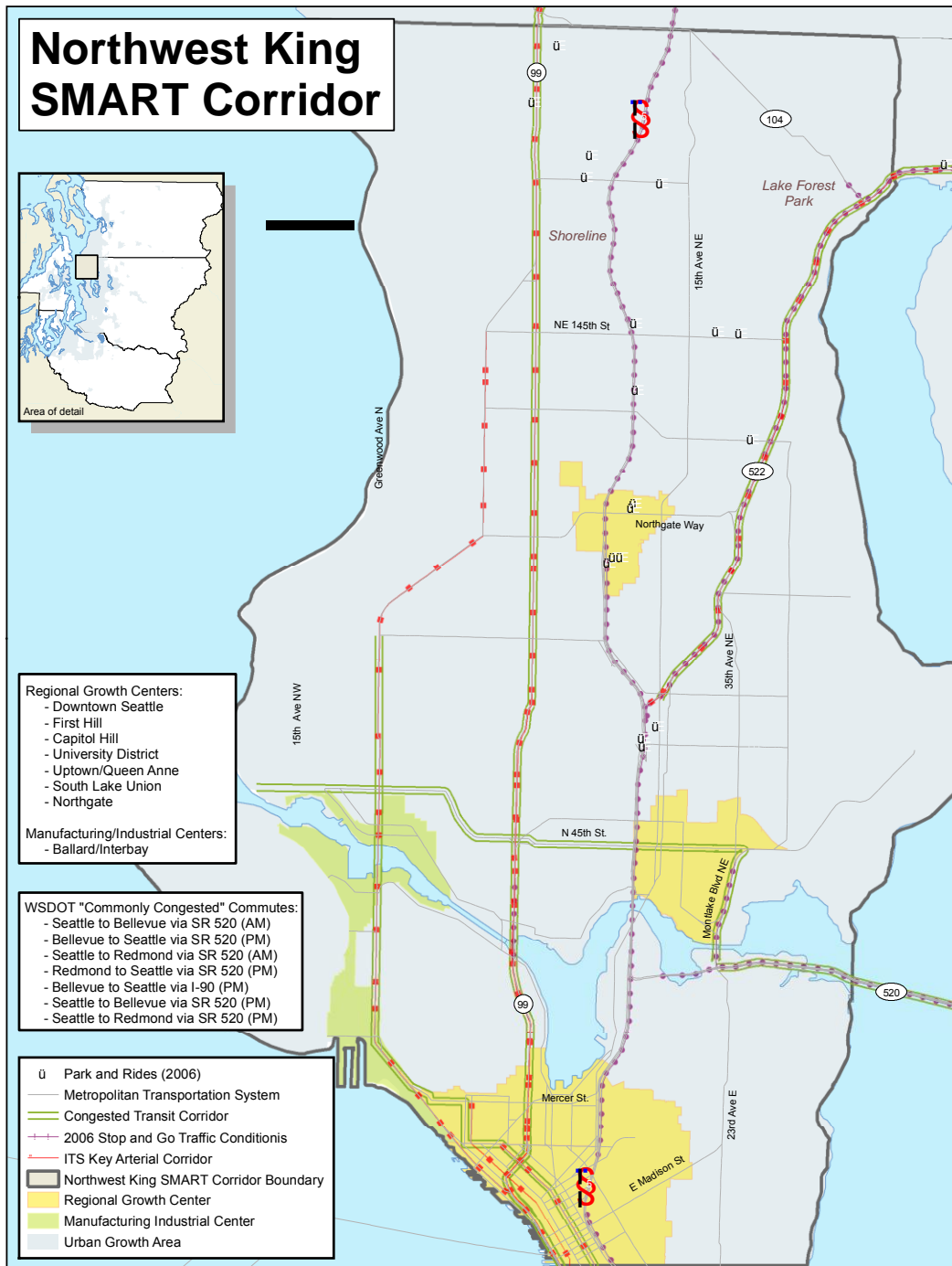
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth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

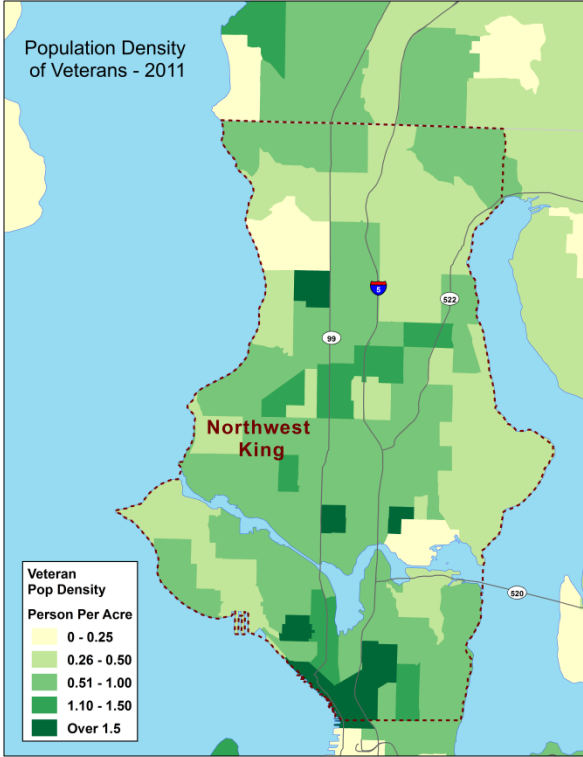
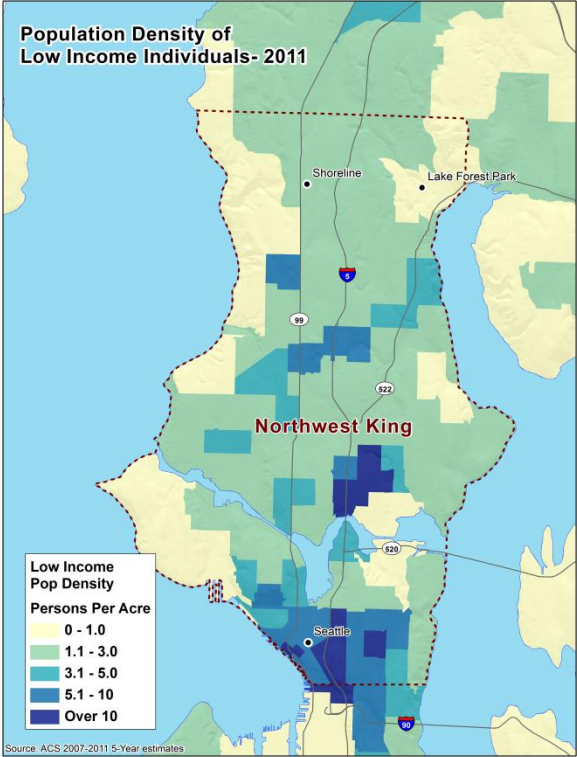
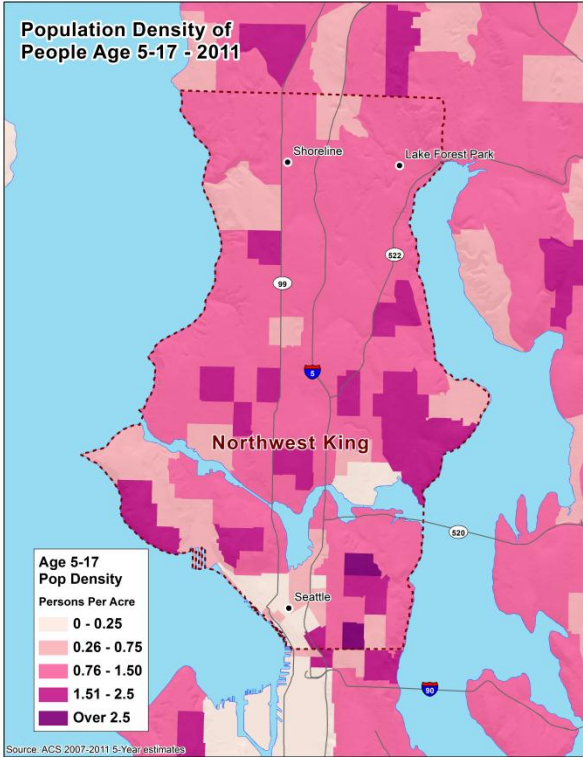
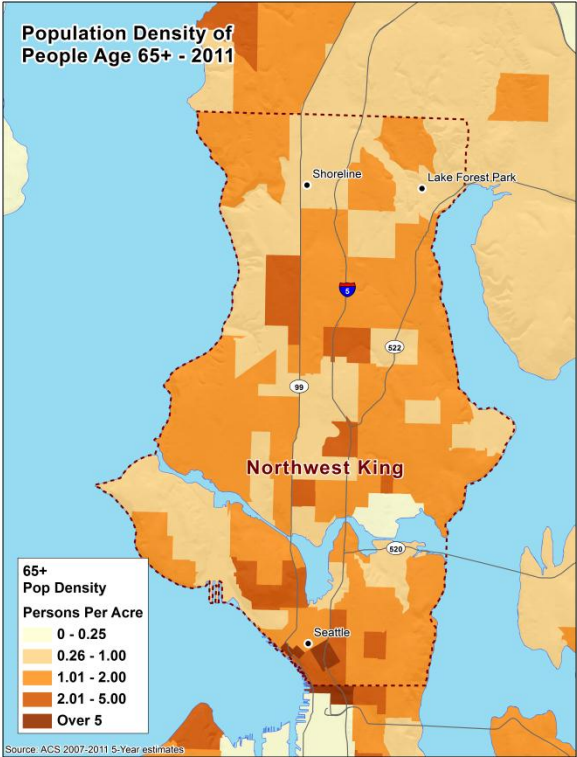
For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income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

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

### **Nonmotorized Transportation**

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





## Northwest King Corridor

### Corridor Description

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

#### Major Employers:

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

#### Regional Growth Centers:

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

#### Manufacturing/Industrial Centers:

- Ballard-Interbay

### NW King SMART Corridor Demographics \*

	NW King	Region
<b>Total Population</b>	465,933	3,600,000
<b>5-17</b>	10%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	24%	24%
<b>Veterans</b>	6%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

## **Major Destinations**

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

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

## **Existing Conditions**

### **Roadways**

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

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

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

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

### **Ferries**

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

There are two primary Washington State Ferry routes that serve downtown Seattle at Colman Dock:

- Seattle/Bainbridge Island
- Seattle/Bremerton

The King County Ferry District currently operates two passenger-only routes:

- Downtown Seattle between West Seattle
- Vashon Island between downtown Seattle

### **Transit**

All of King County is in King County Metro's service area with the western portion within Sound Transit's service area. The Northwest King Corridor is served by King County Metro (Metro) locally and regionally, and Sound Transit regionally from Seattle to the county border in Shoreline. Community Transit operates commuter routes with service from Everett and Snohomish County to the University of Washington in the University District and express bus routes between Snohomish County neighborhoods and downtown Seattle. Sound Transit contracts with Metro to provide regional commuter service routes from East King County, and with Pierce Transit to provide regional commuter service from Tacoma to the University District. King County Metro provides core city local routes and commuter routes within Seattle, many of which serve the Northwest King Corridor.

### Existing Transit Congestion

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

### **Special Needs Transportation**

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

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the 3/4-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro's ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

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

#### Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle transports seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van. Senior Services Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.
- Findaride.org provides information and referral assistance by geographic area in King County.
- Seattle Indian Health Board provides transportation and referral services to low-income native, Alaska natives and other populations.
- Northshore Senior Center Transportation Program provides Door-to-door service to Northshore & Kenmore Senior Centers and local medical appointments in the Bothell/Lake Forest Park area.

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

#### **Bicycle and Pedestrian Facilities**

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

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

Many arterials north of 85<sup>th</sup> Street have no sidewalks. Nonetheless, the street network in much of this area (particularly Shoreline and North Seattle proper) is laid out in some form of a grid pattern highly conducive to walking. So, despite the scarcity of sidewalks in much of this area, there is great potential to

improve walkability if safe facilities are provided. The sidewalk system south of North 85<sup>th</sup> Street is nearly complete, with a relatively small number of gaps in the network. In contrast, the street network in Lake Forest Park does not follow a grid and has limited sidewalks.

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

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

**Park-and-Ride Lots**

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

<b>Lots over 250 stalls</b>	<b>Capacity</b>	<b>Utilization</b>
Shoreline	400	17%
Edmonds	255	50%
Edmonds Ferry		NA
Mountlake Terrace	387	85%
Northgate P&R	401	18%
Northgate TC	296	100%
Northgate TC Ext.	492	100%
Lynnwood	1260	108%

**Northwest King Corridor—Transportation 2040**

**Transit**

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

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

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

District as part of Seattle's Urban Village Transit Network (UVTN). Additionally, several RapidRide BRT routes operate in this corridor with plans for more in the future :

- RapidRide Line E – Beginning early 2014 operates on SR 99 between Aurora Transit Center and downtown Seattle in place of Metro route 358.
- RapidRide Line D – Operated between Ballard and downtown Seattle.
- SR 520 BRT as part of Sound Transit's ST2 connection from the University District to Bellevue/Redmond
- SR 522 on Lake City Way north to Lake Forest Park and Bothell

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

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

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

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

Washington State Ferry Terminals at the Colman Dock in downtown Seattle is a major terminus for several core and community connector bus routes serving downtown Seattle and First Hill. King County Ferry District will add Passenger-only ferry service from Ballard and Des Moines to downtown Seattle, as well as upgrading service to Vashon Island and West Seattle from downtown Seattle. Proposed Cross-Lake Ferry service to the University of Washington from Kirkland and Kenmore would add significant alternative non-roadway capacity, as would ferry service from Renton to Leschi connected with direct bus access to downtown Seattle from Leschi.

### **Special Needs Transportation**

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

With the upgrades to BRT in several corridors that particularly serve local trips, like SR 99 N, transit access will be significantly improved for the special needs population with the larger doors, off-board fare

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

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

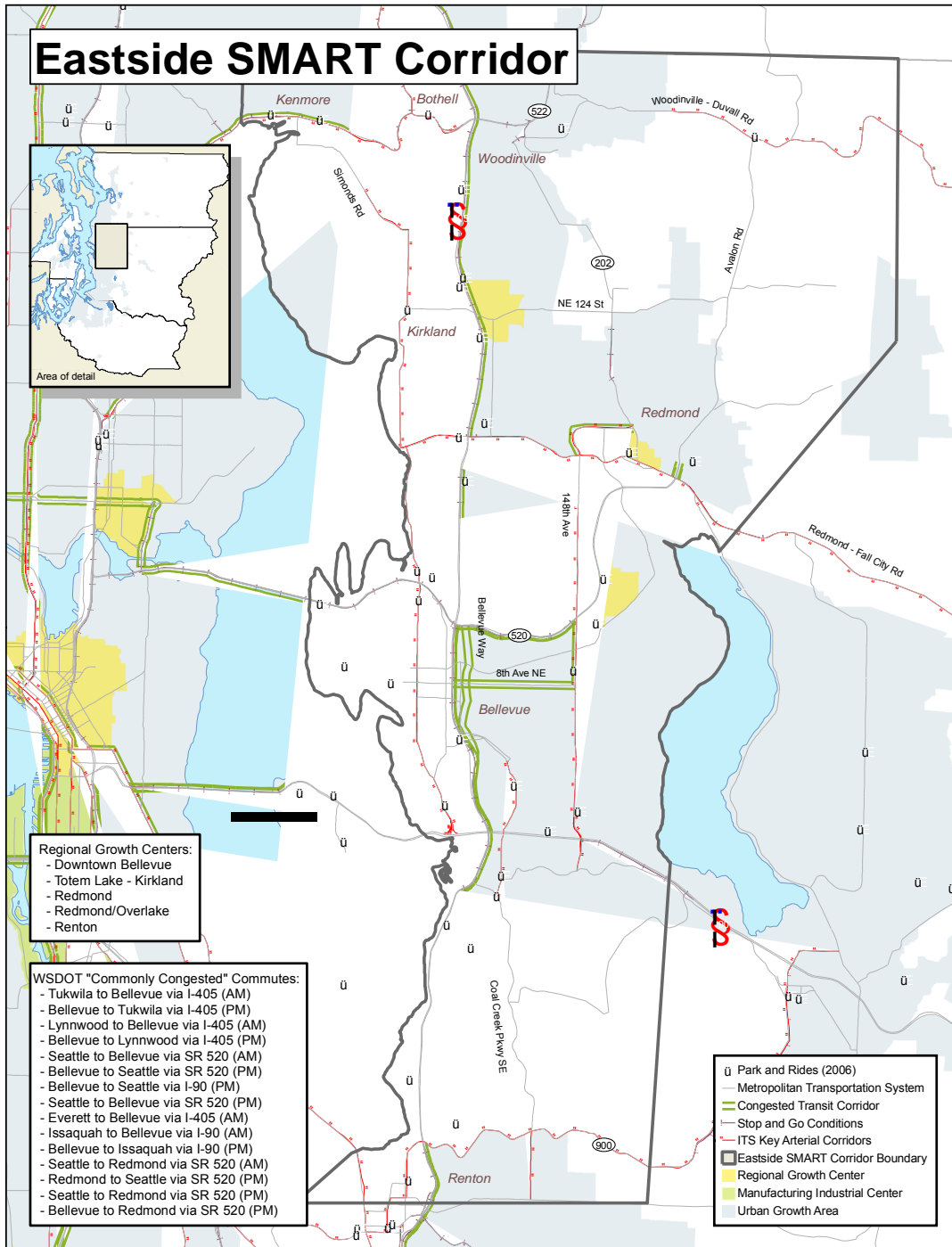
For the special needs population, a large portion of which is transit-dependent, preserving existing transit and paratransit service is paramount, particularly in North Seattle, which, even though it has the lowest percentages of special needs population origins in the county, has the highest number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

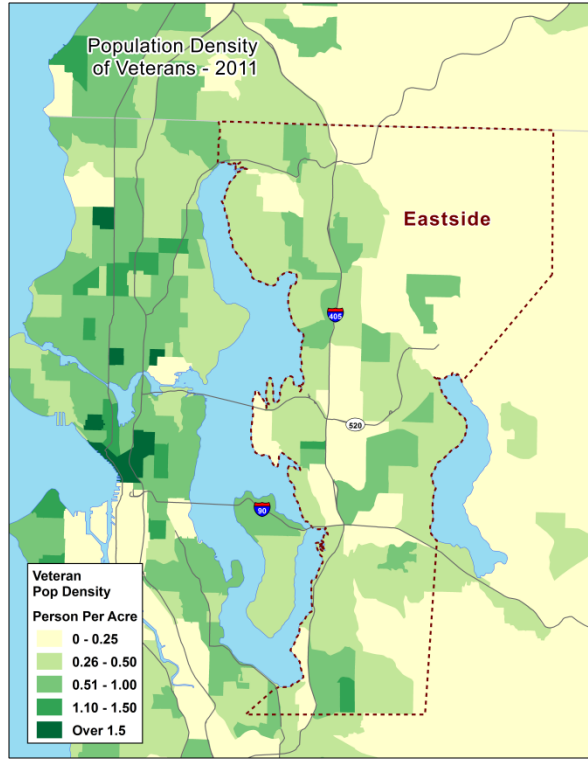
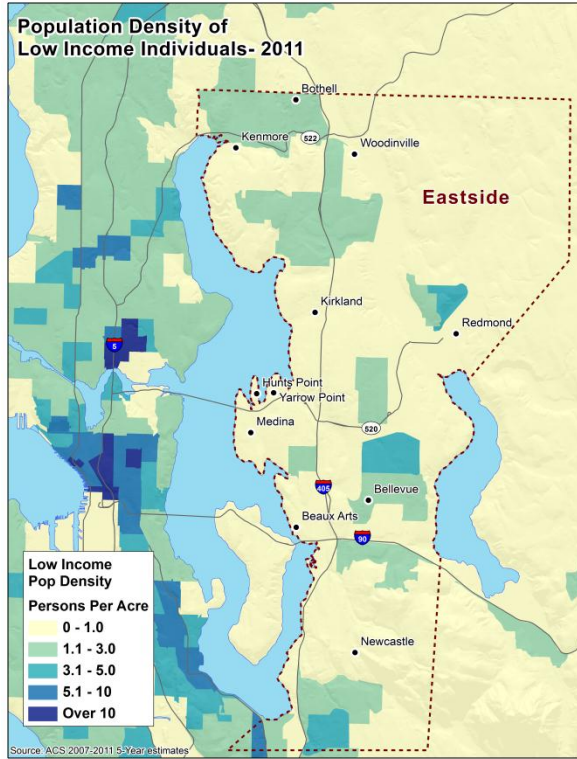
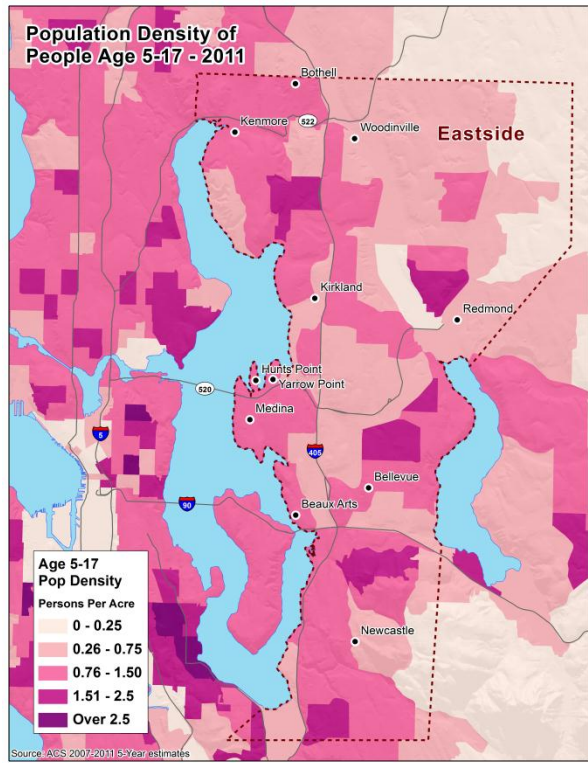
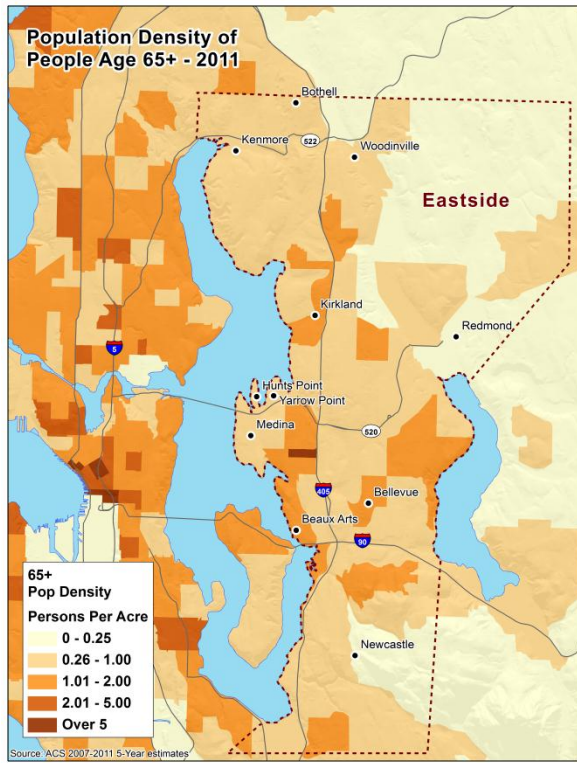
Municipal efforts to complete the street network by building “Complete Streets” including paved bike lanes and sidewalks will maximize the “walkability” of the neighborhoods, increase access to transit, and improve the overall healthy options for mobility impaired and other special needs populations.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

For those individuals needing additional assistance, multiple human service providers, available through [findaride.org](http://findaride.org), have targeted shuttles and volunteer drivers programs, such as Senior Services' volunteer drivers.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region's urban areas.





## Eastside King County Corridor

### Corridor Description

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

Regional Growth Centers:

- Downtown Bellevue
- Totem Lake - Kirkland
- Bothell - Canyon Park
- Redmond
- Overlake
- Renton

Major Employers:

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

### Major Destinations

Among the major medical destinations in the Eastside Corridor are Overlake Hospital and Seattle Children’s Clinic in Bellevue, and Evergreen Hospital in Totem Lake/Kirkland, along with the Community and Migrant Health Centers in Renton, Redmond, and Kenmore, Residential Treatment Centers in Totem Lake and Redmond and Dialysis Centers in Bellevue, Renton, and Totem Lake. Higher Educational destinations include several University and Community College campuses

### Eastside SMART Corridor Demographics\*

	Region	
<b>Total Population</b>	428,186	3,600,000
<b>5-17</b>	16%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	16%	24%
<b>Veterans</b>	6%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

in Renton, Bellevue, Kirkland, Redmond, Totem Lake, and Bothell. Major employment areas are downtown Bellevue (PSE), Overlake area of east Bellevue (Microsoft), Redmond, Kirkland (Costco), Woodinville, and Renton.

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

### **Existing Conditions**

#### **Roadways**

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

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

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

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

#### **Ferries**

Not applicable.

#### **Transit**

All of King County is in King County Metro's service area with the western portion within Sound Transit's service area. The Eastside Corridor is served by King County Metro locally and regionally and Sound Transit regionally. In addition, Community Transit operates one commuter route to Overlake. Sound Transit contracts with Metro to provide seven regional commuter service routes from east King County and with Community Transit to provide seven regional commuter routes from Snohomish County. King County Metro provides 63 suburban local routes and 69 suburban commuter routes, many of which serve

the Eastside Corridor. Major transit centers are located in Renton, Bellevue, Overlake and downtown Kirkland, Totem Lake, Redmond, and at the UW Campus in Bothell.

### Existing Transit Congestion

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

### **Special Needs Transportation**

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

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

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

Other transportation programs at Metro include:

- Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow the rider to arrange for transit service closer to a location.) DART local community connector service is provided between Redmond and Kingsgate/Kirkland, Kirkland/Juanita, Bellevue/Crossroads to Eastgate, Renton Highlands to Lake Kathleen, Newcastle to Coal Creek and Kenmore to Juanita to Kingsgate.
- Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)

- Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, ZipCar, to the Seattle region, with vehicles located in downtown Bellevue in the Eastside Corridor.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

#### Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage and provides other community transportation services as a non-profit.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.

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

#### **Bicycle and Pedestrian Facilities**

There are numerous bicycle travel options in this corridor including off-road facilities such as the Burke Gilman (northern portion), Sammamish River, SR 520, I-90, and Lake Washington Trails, but critical gaps exist in the bikeway network. The bicycle trail network is more fully developed than the bicycle on-road network, which needs significant improvements to ensure that it adequately accommodates bicycle travel. There are also some difficult roadway crossings and a need to improve east/west connections. There is limited wayfinding signage, although five Eastside cities (Bellevue, Redmond, Kirkland, Issaquah, and Bothell) jointly applied for, and received, grant funding to begin planning on a coordinated bicycle wayfinding system in 2010.

King County Metro and Sound Transit offer secure bicycle lockers at park-and-ride lots and transit centers as well as bicycle racks on buses. As of February 2009, there is a waitlist for lockers at Kenmore and the Redmond, South Bellevue, South Kirkland, and South Sammamish park-and-ride lots. In 2008, King County Metro began a demonstration/pilot project on the SR 520 Bridge allowing deadheading coaches to provide free bike service in either direction between Montlake and Evergreen Point to free up capacity for cyclists making longer trips using regular in-service coaches across the lake. It also supports the increase in cyclists traveling across the SR 520 Bridge, which has no pedestrian or bicycle access.

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

The city of Bellevue has made significant progress in improving the walkability of its downtown and in 2009, the city of Bellevue adopted a Pedestrian and Bicycle Transportation Plan—a detailed assessment of Bellevue’s transportation network resulting in specific recommendations for new pedestrian and bicycle

facilities. The plan includes 435 projects that when built will yield 90 miles of sidewalk, 144 miles of bikeway, and 20 miles of trail facility improvements through the Complete Streets approach in Transportation 2040. Among these projects is a vision for the Bel-Red Corridor that offers the potential to create transit-rich development nodes and neighborhoods in which walking and bicycling opportunities abound. Providing a high quality pedestrian and bicycling environment along this arterial will create auto-free access between neighborhoods, to regional trail systems, as well as light rail stations.

Pedestrian access to transit service varies in quantity and quality, with some routes lacking covered waiting areas, route information, and benches. Pedestrian improvements are needed to enhance access to bus rapid transit service currently programmed to link Bellevue and Redmond on NE 8<sup>th</sup> St. and 156<sup>th</sup> Ave. NE.

**Park-and-Ride Lots**

The Eastside Corridor contains 14 major park-and-ride lots containing over 250 stalls. There are 38 smaller park-and-ride lots in the corridor totaling 3031 stalls with an average utilization rate of 69% (2006).

<b>Park-and-Ride Lot Name</b>	<b>Capacity</b>	<b>Utilization</b>
Kenmore	432	20%
Kingsgate	502	72%
Northshore	376	21%
Canyon Park	298	100%
Kenmore	432	21%
Woodinville	438	48%
Kingsgate	502	73%
Houghton	470	28%
South Kirkland	596	97%
South Bellevue	519	94%
Redmond Park and Ride	377	91%
Newport Hills Park and Ride	275	71%
Bear Creek Park and Ride	334	84%
Eastgate Park and Ride	1614	63%

## Eastside King County Corridor—Transportation 2040

### Transit

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

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

Light rail will be extended from the current terminus in downtown Seattle east across Lake Washington to Bellevue and eventually to Redmond/Overlake area. Commuter rail will operate from Renton north along the lake on the Eastside BNSF tracks to Bellevue and Kirkland and through Woodinville to reach across the Snohomish River floodplain to City of Snohomish. The east Lake Washington commuter rail service will provide a consistent alternative to travel on SR 522 and I-405 during peak hours, particularly along the Renton Curves, one of WSDOT's 2006 most congested commutes.

Sound Transit's planned SR 520 Bus Rapid Transit line (or other high capacity transit) will connect the University District to Bellevue and Redmond. King County Metro's RapidRide BRT corridor will connect downtown Bellevue with Redmond Town Center through the Overlake Transit Center, near Microsoft's headquarters.

By 2040, the expansion of light rail across Lake Washington and commuter rail north along the eastside of the lake will allow some of the express buses to downtown Seattle to be refocused to more local core bus service on the Eastside. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes, providing local and regional connectivity. The enhanced core and Bus Rapid Transit (BRT) bus service will be focused north south along the eastside of the lake on I-405 and adjacent arterials, and east-west on I-90, SR 520, NE 8<sup>th</sup>, Bel-Red Road and Lake Hills Blvd. in Bellevue, Lake Washington Blvd./Market Street in Kirkland and 148<sup>th</sup> Ave NE/Redmond Way in Redmond, and adjacent arterials. Specific route planning will be done by the transit agencies in conjunction with the affected jurisdictions.

The core and BRT service will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. Core bus routes will operate along all freeways, and on most arterials in Bellevue and Kirkland. Less frequent local Community Connector bus routes will serve the areas of Finn Hill to Kenmore, Kingsgate and the Sammamish Valley, Marymoor Park, Newcastle and Renton Highlands. Many specialized express bus routes will remain serving existing park and rides along I-90, I-405, and SR 522.

With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009-10. In addition, Metro raised fares in 2008, 2009, and plans for annual fare increases in 2010-2011.

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

Washington State Ferry Terminals at the Colman Dock in downtown Seattle is a major terminus for several core and community connector bus routes serving downtown Seattle and First Hill. King County Ferry District will add Passenger-only ferry service from Ballard and Des Moines to downtown Seattle, as well as upgrading service to Vashon Island and West Seattle from downtown Seattle. Proposed Cross-Lake Ferry service to the University of Washington from Kirkland and Kenmore would add significant alternative non-roadway capacity, as would ferry service from Renton to Leschi connected with direct bus access to downtown Seattle from Leschi.

### **Special Needs Transportation**

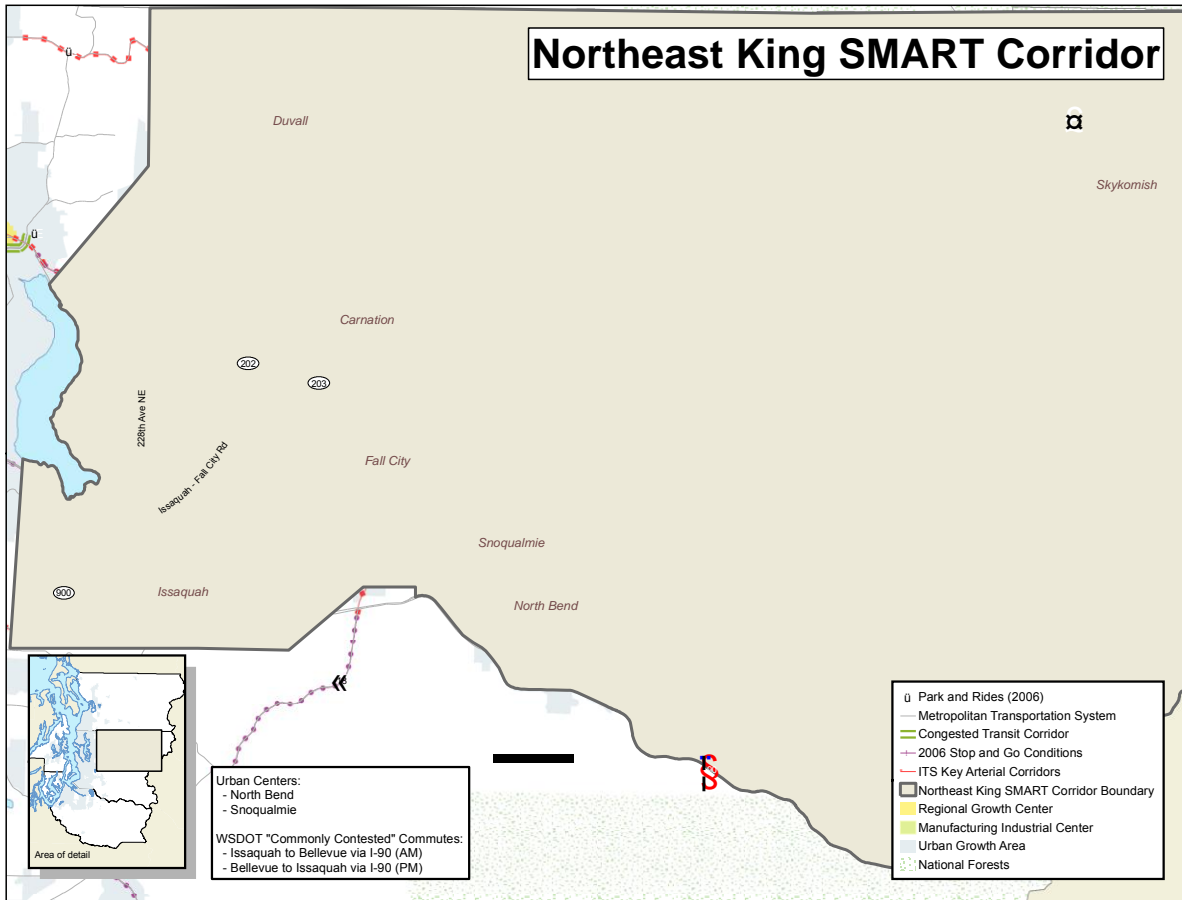
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth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

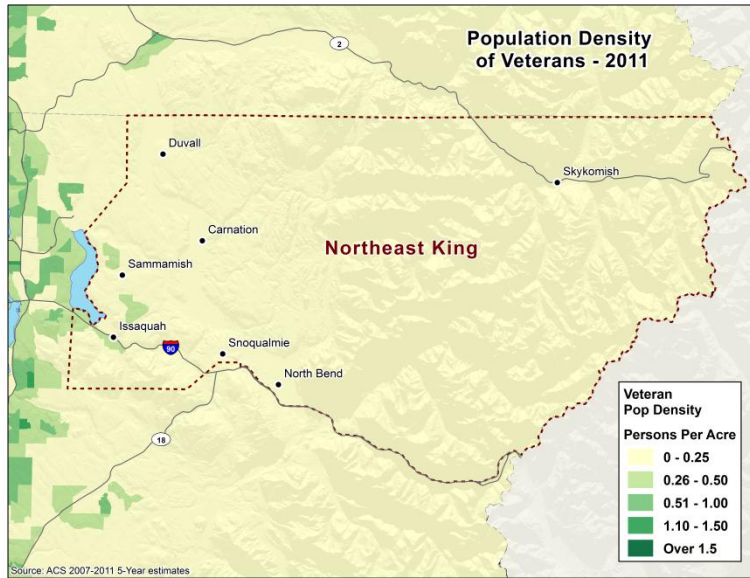
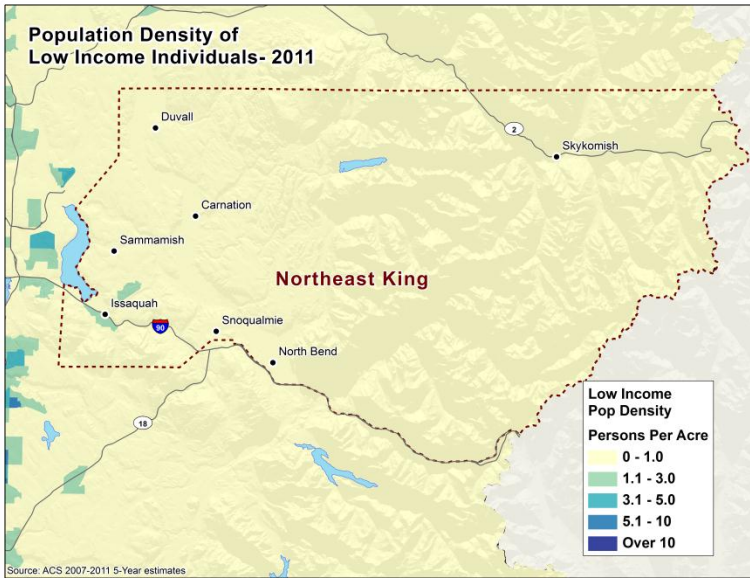
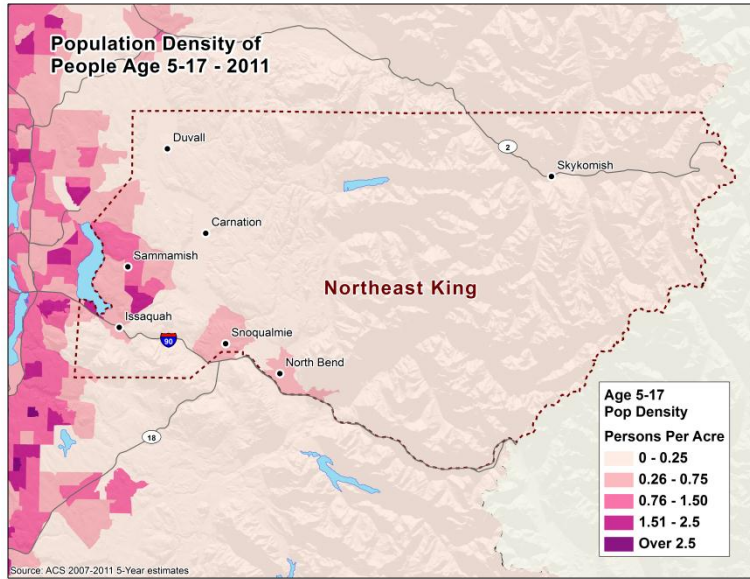
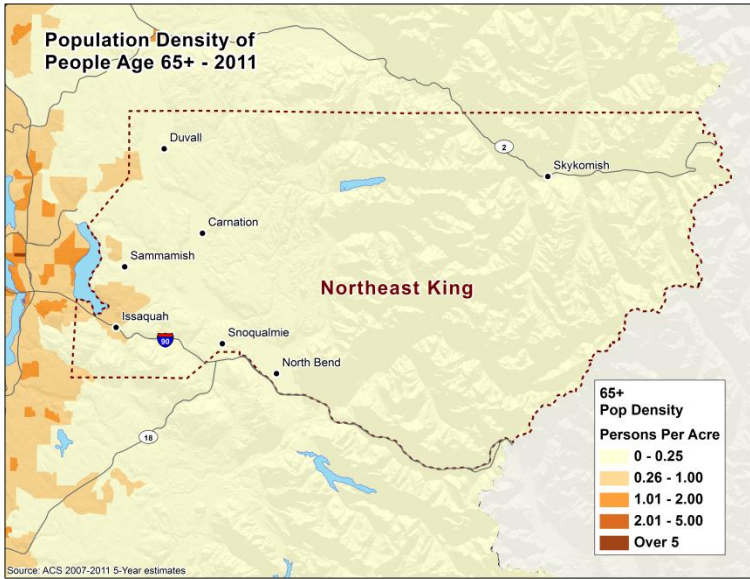
With the expansion of the light and commuter rail systems on the Eastside, with stations at or near Overlake Hospital and Seattle Children's Hospital's Bellevue Clinic, many mobility obstacles will be reduced with wider doorways and improved signage and lighting at the new stations. The frequency of the rail service, along with the increased frequency of the core bus service on arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system. This will allow those living along the core or rail routes to take multiple daily trips on transit, allowing increased schedule flexibility and mobility. The new station platforms along the rail lines and the bus rapid transit routes will improve the wait-at-the-station experience. The auto-free access between neighborhoods and the complete streets in the Bel-Red corridor will create an attractive neighborhood that will allow individuals with special transportation needs to easily access regional medical, shopping, employment and recreational destinations.

For those individuals needing additional assistance, multiple human service providers will have expanded shuttle and volunteer driver programs, such as Senior Services volunteer drivers.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize "Complete Streets" practice in all the region's urban areas.





## Northeast King Corridor—SR 202, I-90

### Corridor Description

The corridor includes rural suburban cities such as North Bend and Snoqualmie, as well as urban and rural portions of unincorporated King County. This corridor is primarily rural and residential. The eastern portion of I-90 is in the corridor, which carries freight and traffic to and from the region.

#### Major Employers:

- Nintendo
- Microsoft (Issaquah campus)
- Costco Headquarters
- Spacelabs
- Siemens

#### Urban Centers:

- Issaquah
- North Bend
- Snoqualmie

<b>NE King SMART Corridor Demographics*</b>		
	<b>NE King</b>	<b>Region</b>
<b>Total Population</b>	165,704	3,600,000
<b>5-17</b>	21%	16%
<b>65+</b>	8%	11%
<b>Low Income</b>	10%	24%
<b>Veterans</b>	6%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

## **Major Destinations**

The only hospital in the NE King County Corridor is the Snoqualmie Valley Hospital in Snoqualmie along with an Indian Health clinic and various doctors' offices in the corridor. No higher education facilities are located in the corridor. A regional shopping destination is the Factory Stores complex in North Bend. There are a small grouping of cultural facilities in Issaquah and a few in Sammamish, Snoqualmie, Duvall and North Bend. One of the major attractions is the Northwest Railway Museum in North Bend.

Recreational destinations include Snoqualmie Falls and other natural features such as Mt. Si and Snoqualmie National Forest east along I-90. To the east of Lake Sammamish, there are many state and county parks.

## **Existing Conditions**

### **Roadways**

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

- SR 202 between I-405 and Fall City
- SR 203 between Fall City and Monroe
- I-90 between Issaquah and North Bend
- I-90 between Bellevue and Issaquah

### **Ferries**

Not applicable.

### **Transit**

All of King County is in King County Metro's service area with the western portion within Sound Transit's service area. King County Metro provides service east to Duvall in the north and to North Bend in southern section of Northeast King County. The local circulator transit route operates along I-90 to North Bend, then north to Snoqualmie, Carnation, and to Duvall along Fall City – Carnation Road (SR 203). The remainder of the routes are east-west service into Bellevue, Overlake, Issaquah, and Seattle. A fair number of vanpools originate in the corridor, again primarily along I-90; however, there are also vanpool users in areas surrounding the cities of Sammamish, Duvall, and Carnation.

### **Existing Transit Congestion:**

In comparison to the significant transit congestion identified in the Top Ten Congested Transit Routes, no transit congestion was identified in Northeast King County.

### **Special Needs Transportation**

For those individuals who are unable to take the fixed-route transit service due to a disability, King County Metro's ADA Paratransit Program provides next-day, shared rides on *Access Transportation* within  $\frac{3}{4}$ -mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Beyond the fixed-route transit network and paratransit services of Access Transportation, King County Metro has several programs that focus on the Issaquah-Sammamish area. Snoqualmie Valley Transportation 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, Fall City and Carnation with limited service to outlying Preston, Monday through Friday, from 6:00 AM until 8:00 PM. Snoqualmie Valley Transportation also operates a deviated, fixed-route service called the Valley Shuttle for transit-dependent riders of all ages, that runs between North Bend and Duvall, Monday through Friday, from 5:30 AM until 9:00 PM. Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the  $\frac{3}{4}$ -mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)

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

Other transportation programs at Metro include:

- Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow riders to arrange for transit service closer to a location.) DART service is provided in the lower density Issaquah, Lake Sammamish Plateau areas.
- Job Access Transportation Program or JARC (comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.

Beyond the transit agency provided special needs transportation services listed above and on Findaride.org, numerous additional Human Services organizations have been identified as having a transportation role.

### **Bicycle and Pedestrian Facilities**

Data needed to be provided by representatives of jurisdiction and modal experts.

### **Park-and Ride-Lots**

The Northeast King County Corridor contains two large park-and-ride lots that contain over 250 stalls. There are 12 smaller park-and-ride lots in the corridor totaling 677 stalls with an average utilization in 2006 of 69%. Concern with limited access for the new Issaquah Park-and-Ride for Issaquah residents has been raised; however, a license plate survey of the lot has identified an evenly spread distribution of people using the lot in Outer Northeast King County as well as from Issaquah itself. The lot is located just before the majority of the daily congestion begins on I-90 westbound, which can be an incentive to use park-and-ride lots.

Park-and-Ride Lot Name	Capacity	Utilization	City
Issaquah Transit Center	398	107%	Issaquah
South Sammamish Park and Ride	265	27%	Sammamish

## Northeast King—Transportation 2040

### Transit

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

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

By 2040, the expansion of light rail east to Bellevue and Redmond will improve transit access on the west side of the NE King County Corridor. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core bus service will be focused north-south along the major routes from Duvall along NE Woodinville – Duvall Road to Woodinville, Novelty Hill Road to Redmond and south on SR 203 to North Bend and through the Issaquah Highlands and Sammamish Plateau to Redmond. Core service will also continue along I-90 to Issaquah from Seattle. Although significant population growth is expected in NE King County by 2040, many of the new residents will still need to commute outside of the corridor; as a result, additional service hours will be added to the specialized express buses serving the existing park and rides along I-90, SR 522, and SR 520.

Preserving existing transit and paratransit service is paramount, particularly in Northeast King County, which has the highest percentages of special needs populations in the county. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has raised fares annually in 2008, and 2009, and has more planned in 2010-2011.

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

### **Special Needs Transportation**

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

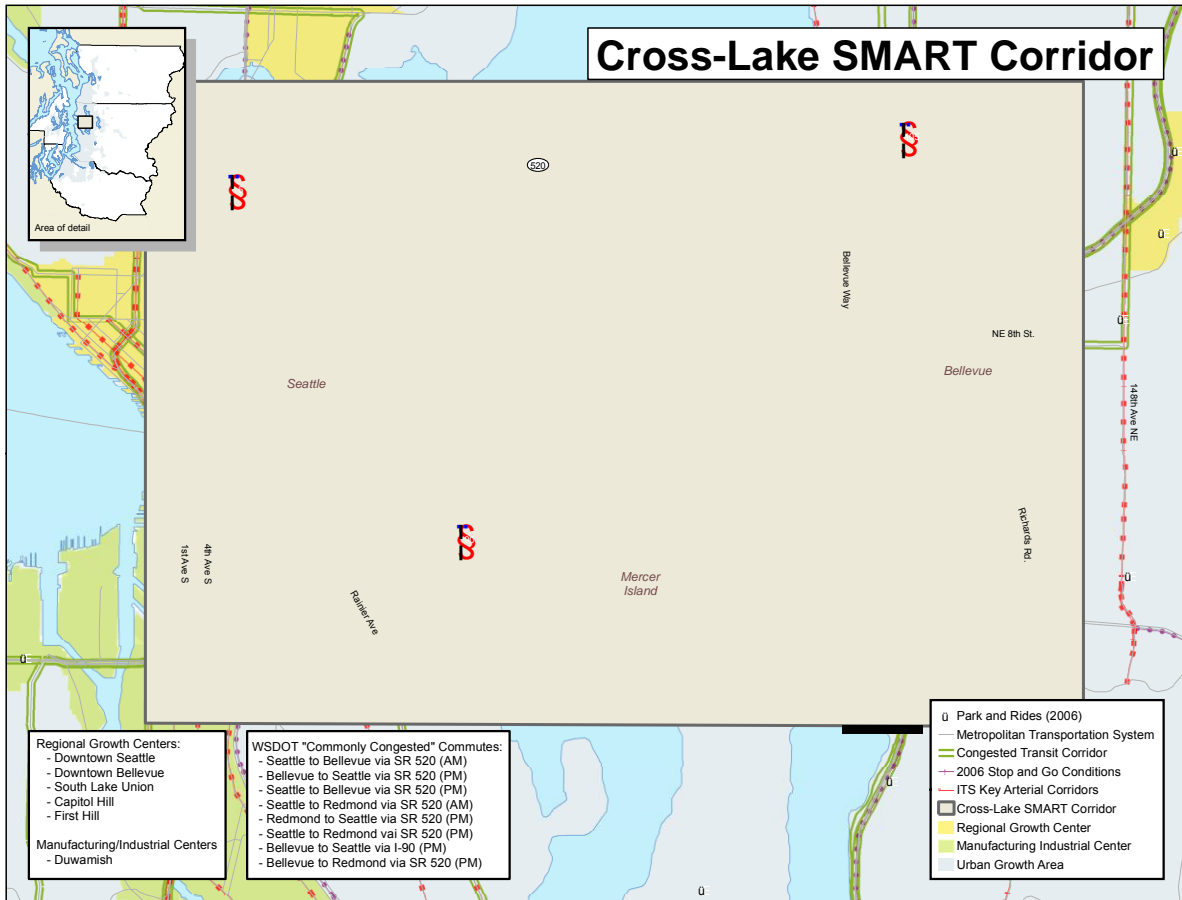
In this suburban to rural corridor on the edge of Lake Sammamish, the increased frequency of the core bus service on the north-south arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system, and allow them improved access to medical, cultural and recreational facilities in the Snoqualmie Valley and west to Bellevue and Redmond. The additional community connector bus service in Issaquah and on SR 202 to Carnation, connecting local activities such as City Hall, local schools, and community centers will have increased service, reducing the wait and allowing scheduling of multiple daily trips by transit.

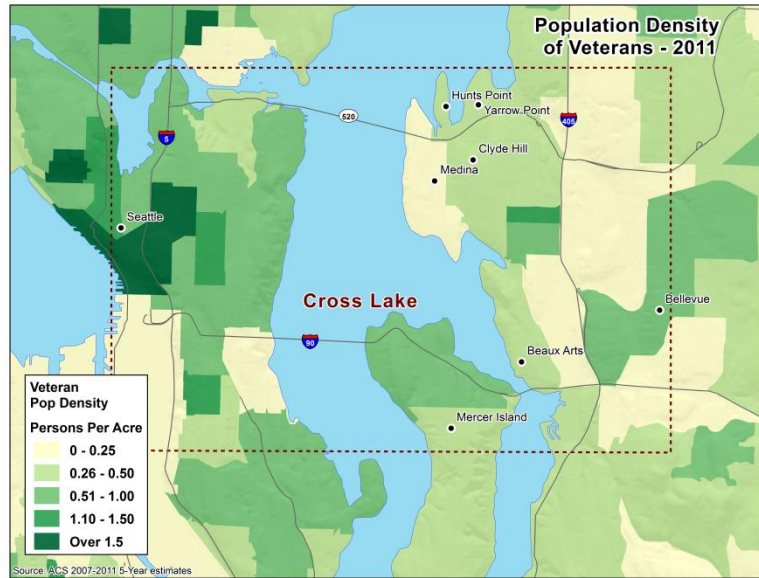
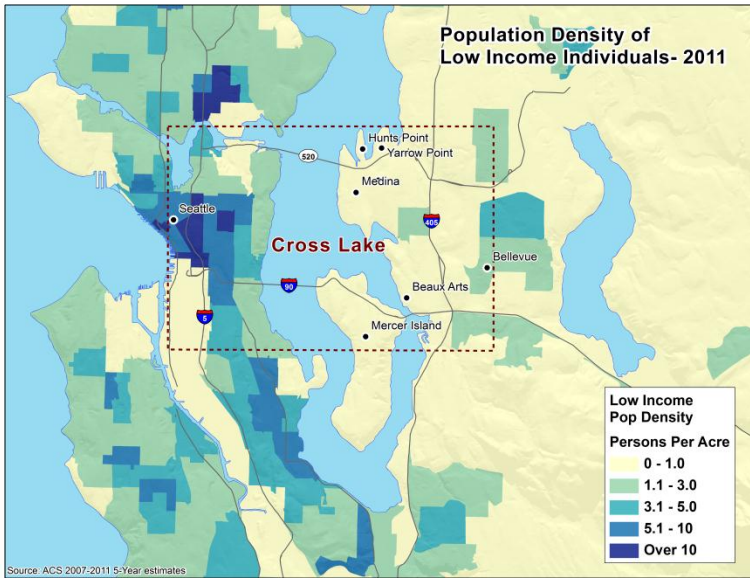
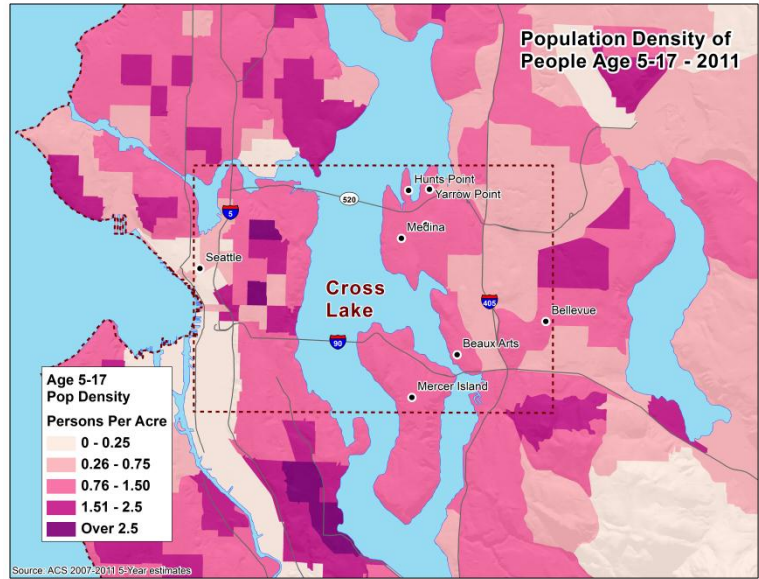
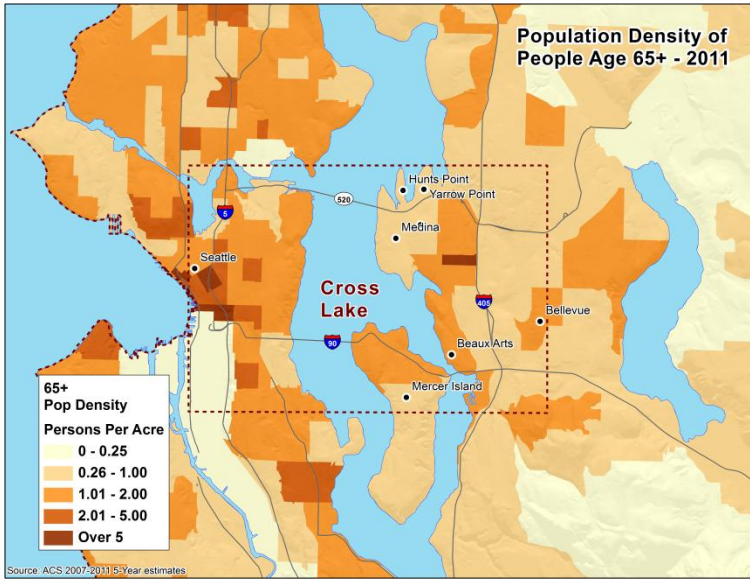
The expansion of the fixed-route transit network, along with vehicle improvements to allow level boarding, wider doors, improved signage and lighting at bus stops, will expand options for people with disabilities to use the fixed-route transit network. For those who are unable to use the fixed-route system, the expansion of the transit network will also include an expansion of the Access paratransit system. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.

Cross Lake Corridor





## Cross Lake Corridor—SR 520, I-90

### Corridor Description

The corridor spans Lake Washington and nine jurisdictions: Seattle, Medina, Hunts Point, Yarrow Bay, Clyde Hill, Kirkland, Bellevue, Mercer Island, and Redmond. Most of the corridor land use is urban or suburban in nature. Major commercial/retail centers are in downtown Seattle and Bellevue.

Regional Growth Centers:

- Seattle
- Bellevue

### Major Destinations

For special needs transportation, significant destinations are the medical facilities on First Hill, along South Lake Union, and in the University District in Seattle, and along the east side of I-405 in Bellevue. The University of Washington has established its own inter-campus bus network for staff connecting Harborview Medical Center on First Hill with the University District medical campus, Seattle Children’s Clinic, and the Colman Dock in downtown Seattle. For special needs populations, a medical circulator bus similar to the UW circulator has been discussed.

With downtown Seattle and downtown Bellevue in the Cross-Lake Corridor there are two major shopping and cultural districts in this corridor. Recreational destinations are numerous, including multiple waterfront parks on either side of the lake, UW Husky Stadium and Bank of America Arena, and Meydenbauer Center.

### Cross Lake SMART Corridor Demographics\*

	Cross Lake	Region
<b>Total Population</b>	249,259	3,600,000
<b>5-17</b>	11%	16%
<b>65+</b>	13%	11%
<b>Low Income</b>	24%	24%
<b>Veterans</b>	6%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

### Existing Conditions

#### **Roadways**

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

- SR 520 between Seattle and Bellevue
- I-90 between Seattle and Bellevue
- I-5 and I-405 between SR 520 and I-90
- Montlake Blvd. from SR 520 north
- SR 99 south of downtown Seattle

#### **Ferries**

Not applicable.

## **Transit**

King County Metro, Sound Transit, and Community Transit all provide service in this corridor, particularly to Bellevue. In 2006, the SR 520 Bridge had 17 King County Metro bus routes, four Sound Transit routes, and one Community Transit route operating on it, while the I-90 Bridge had 13 King County Metro routes and two Sound Transit routes operating between Seattle and East King County. In addition, Sound Transit operates six more regional routes serving the I-405 corridor out of Bellevue.

### **Existing Transit Congestion**

Existing transit congestion in the corridor matches WSDOT's list of congested roadways, although the transit HOV lanes and reversible corridor on I-90 perform significantly better than the SR 520 Bridge, without HOV lanes. There is significant congestion in the SR 520 westbound approach with 3+ HOV lanes. From the Transit Competitiveness Index (an analytic tool PSRC uses) gaps analysis, north Seattle and West Seattle riders are less likely to take transit in this corridor due to the additional transfer required in the University District, since these are not through-routed.

### **Special Needs Transportation**

Within this corridor are major special needs destinations. Medical transportation to and between the numerous regional medical facilities is a major special needs activity, particularly for Medicaid and Medicare patients. With the major recreational, cultural, and shopping destinations on either side of Lake Washington, there is significant demand for special needs transportation.

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

In addition, Metro offers free transit instruction to individuals and groups that meet certain criteria. This training teaches persons with disabilities and seniors how to ride regular public transportation, including use of the lift or ramp. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the 3/4-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro's ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

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

- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit reduced fare sticker or an Access Pass is valid for the fare.)
- Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, ZipCar, to the Seattle region.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

#### Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage and provides other community transportation services as a non-profit.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van. Senior Services Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.

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

#### **Bicycle and Pedestrian Facilities**

The Cross Lake Corridor spans Lake Washington and includes nine jurisdictions: Seattle, Mercer Island, Medina, Hunts Point, Yarrow Bay, Clyde Hill, Kirkland, Bellevue, and Redmond. WSDOT’s SR 520 Transit and HOV project, as part of the overall SR 520 Bridge Replacement and HOV project, is critical in completing design and construction of the SR 520 cross-lake connection. A proposed bicycle/pedestrian path along SR 520 and on the new Evergreen Point Bridge has the potential to connect the region’s longest and most popular trails, including Burke Gilman Trail, Washington Park Arboretum Waterfront Trail, Lake Washington Loop Route, Sammamish River Trail, East Lake Sammamish Trail, as well as many on-street bike routes.

The I-90 Trail takes riders from the edge of Beacon Hill east across Lake Washington to Mercer Island and Bellevue. In Bellevue, the Greenway trail that connects to the I-90 trail at Enatai Beach goes eastward through Mercer Slough and ends at Factoria Boulevard. The next safe and separated multi-use trail begins 1.9 miles east at the Sunset Trail and 161st Avenue SE. The city of Bellevue’s 2009 Pedestrian and Bicycle Transportation Plan identifies this missing connection as a unique opportunity to fill one of only five short missing links in this cross-state facility that will link Bellevue residents and people throughout the region to major population centers. This link is consistent with Bellevue Comprehensive Plan Policy UD-53: “Integrate designs of frontage roads along the I-90 freeway corridor as contributors to the Mountains to Sound Greenway concept. Give particular attention to multi-use trails, large scale landscaping and pedestrian amenities.”

#### **Park-and-Ride Lots**

The Cross Lake Corridor contains four large park-and-ride lots that contain over 250 stalls. There are 12 smaller park-and-ride lots in the corridor, totaling 601 stalls with an average utilization in 2006 of 57%.

Lots over 250 stalls	Capacity	2006 Ave Annual Utilization	
		Rate	Location
South Kirkland	596	97%	Kirkland
South Bellevue	519	106%	Bellevue
Mercer Island	257	100%	Mercer Island
Eastgate Park and Ride	1614	63%	Bellevue

## Cross Lake—Transportation 2040 Conditions

### Transit

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

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

Light Rail will be extended from the current terminus in downtown Seattle east through East Seattle/Beacon Hill across Lake Washington to Bellevue and eventually to Redmond/Overlake. This will directly connect downtown Seattle’s Transit Tunnel with the Bellevue Transit Center, making a strong connection between the two most robust transit destinations in the region. The Light Rail extension through the Bel-Red redevelopment area to the Overlake and Redmond Transit Centers will enhance reverse commute access to employment in Bellevue/Redmond from South Seattle. Sound Transit’s planned SR 520 Bus Rapid Transit line (or other High Capacity Transit (HCT) line) will connect the University District to the light rail stations and transit centers in Bellevue and Redmond.

By 2040, core bus routes will have expanded by 100% in the peak and 90% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core and Bus Rapid Transit (BRT) bus service focused across the lake on SR 520 and I-90 will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. The existing core bus service levels will increase on both SR 520 and I-90.

Community connector bus routes will continue to serve the areas beyond the two freeways with service in East Seattle and on Mercer Island and a few supplement routes to support the grid of core bus routes on the eastside. In Seattle, additional street and signal improvements enhance the key transit corridors connecting urban villages, increasing efficiency of the existing transit network by reducing congestion affecting transit travel times. A series of City of Seattle streetcars will radiate from downtown into nearby neighborhoods, enhancing the existing transit-oriented-development (TOD), and adding new developments that support transit ridership. King County Ferry District’s proposed passenger-only ferry service from Renton to Leschi will serve downtown Seattle, along with the Kirkland and Kenmore ferry service to the University District.

Preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with

the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has annually raised fares in 2008 and 2009 and has more planned in 2010-2011.

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

### **Special Needs**

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

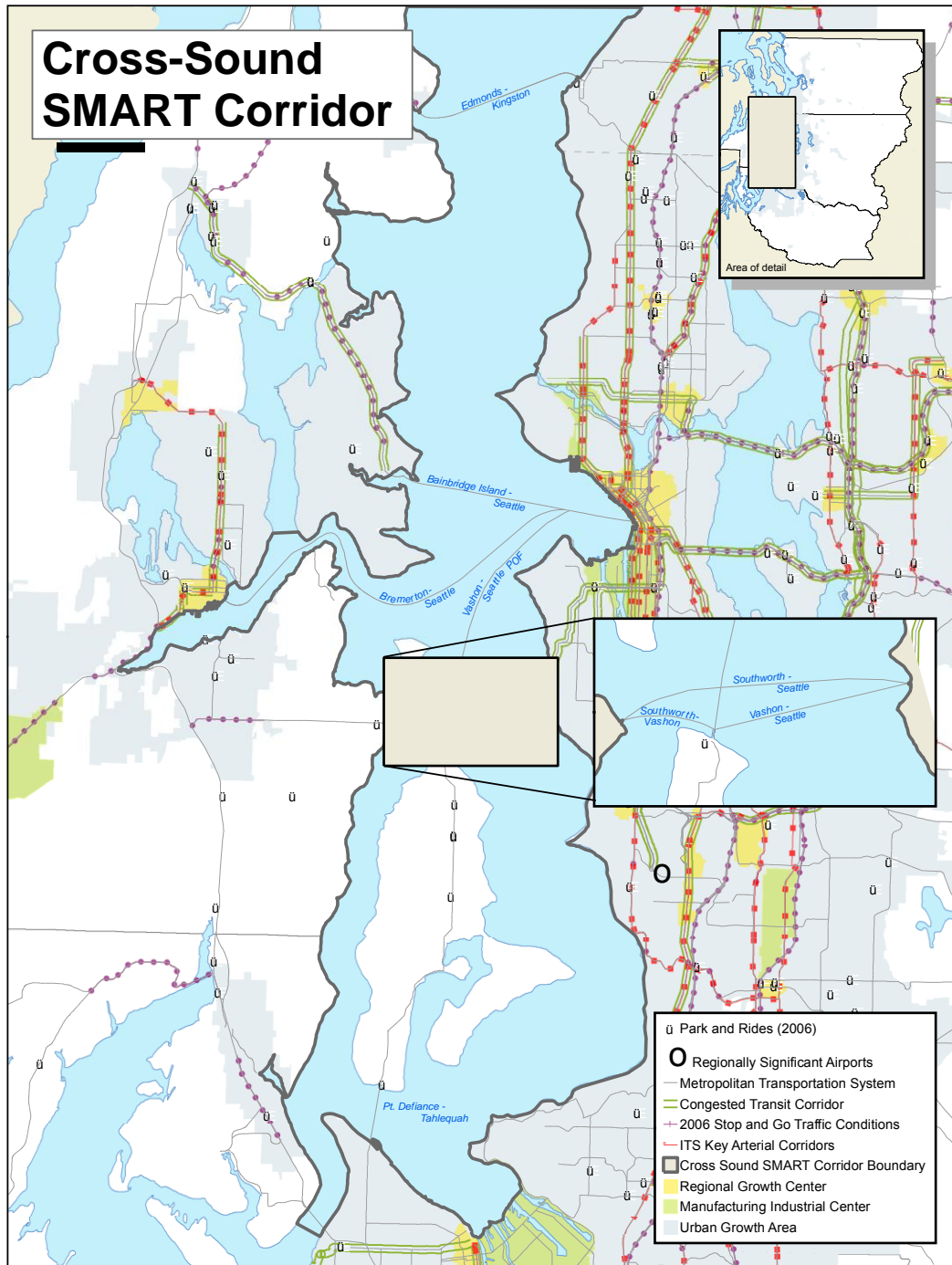
For special needs populations, a large portion of who are transit dependent, preserving existing transit and paratransit service is paramount, particularly in southeast Seattle, which has among the highest percentages of special needs populations in the county. Many of the regional medical, cultural, shopping, and recreational destinations are located within this corridor, attracting trips from Kitsap, Pierce, and Snohomish counties. Trips to the medical facilities on First Hill from across Lake Washington are a significant connection for a medically fragile population.

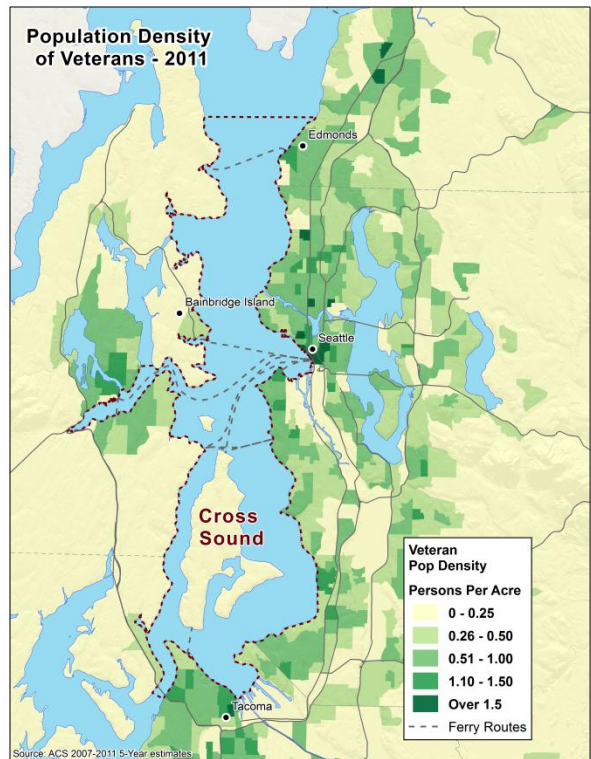
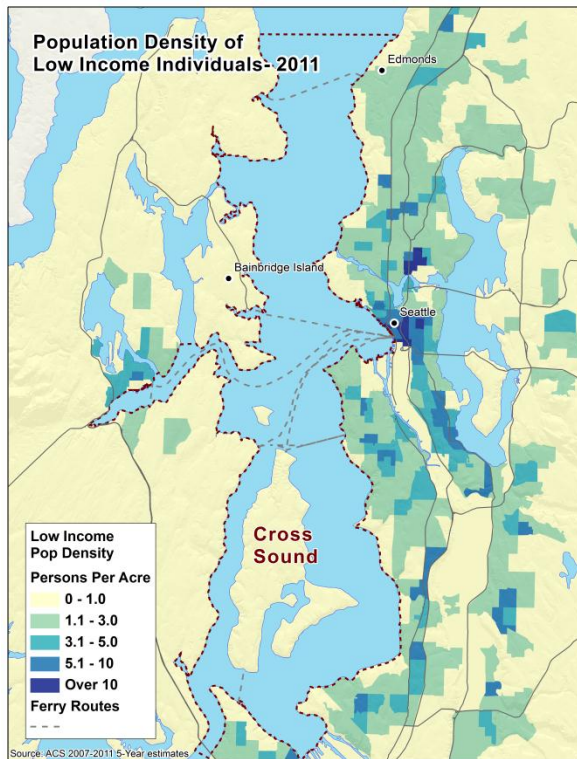
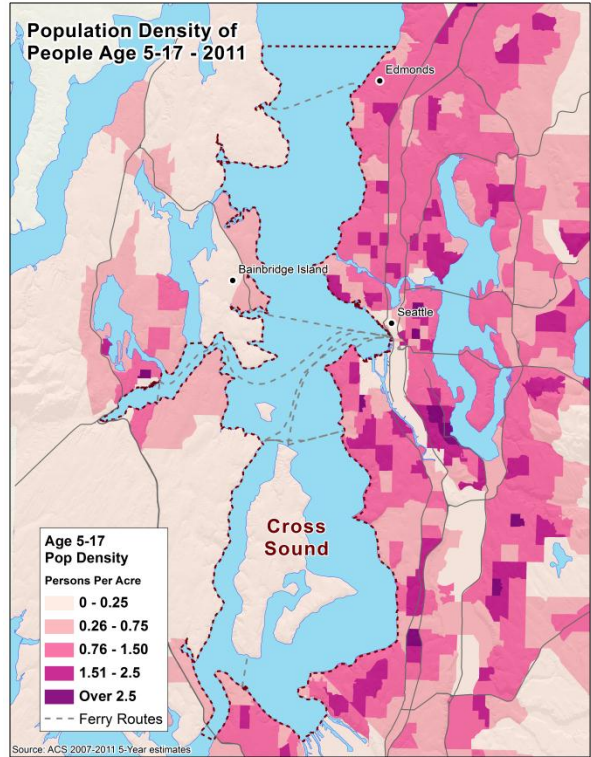
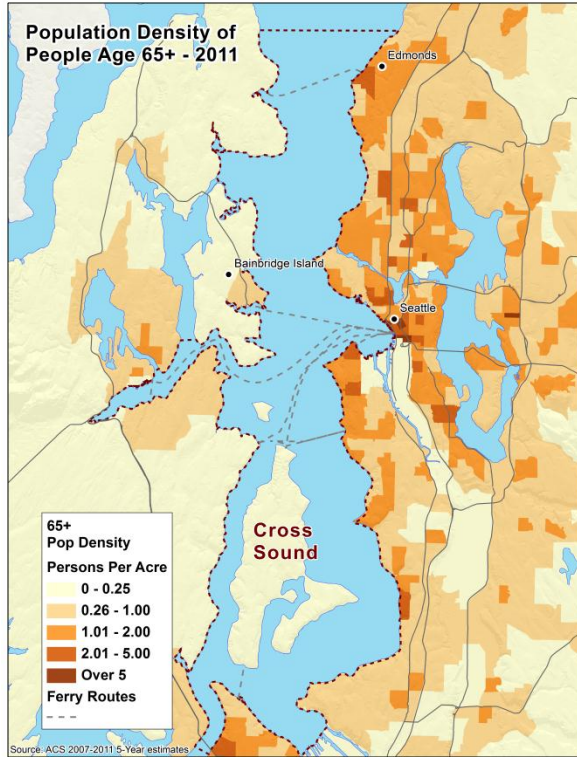
The LRT and BRT routes will focus on serving regional destinations that attract special needs populations such as medical and educational facilities, along with shopping and recreational sites. The Cross-Lake SR 520 BRT route will assist some of the lower-income population to access the higher income jobs in the Bellevue/Redmond area, a benefit for the JARC-eligible population. For those individuals needing additional assistance, multiple human service providers, available through [findaride.org](http://findaride.org), have targeted shuttles and volunteer drivers programs, such as Senior Services volunteer driver programs such as Senior Services Volunteer Transportation, or Medicaid through Hopelink.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within 3/4-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize "Complete Streets" practice in all the region's urban areas.

The new SR 520 Bridge is proposed to be built with a multi-use path for bicycles and pedestrians to access a safe route across the lake besides the I-90 Multi-use path to the south.





## Cross Sound Corridor—Ferries, Tacoma Narrows Bridge

### Corridor Description

The Cross Sound Corridor represents travel across Puget Sound by ferry and the Tacoma Narrows Bridge. Since this corridor is primarily about travel across Puget Sound by ferry and bridge, please refer to the respective corridor information for Kitsap, West Pierce, and western King Counties.

### Major Destinations

Boeing and Paine Field, downtown Seattle, Naval Facilities in Bremerton, downtown Tacoma.

### Existing Conditions

#### Ferries

There are ten primary ferry routes that serve cross sound routes (Washington State Ferry, unless otherwise identified).

- Edmonds/Kingston
- Seattle/Bainbridge Island
- Seattle/Bremerton
- Seattle/Vashon Island Passenger Only (King County Ferry District)
- Fauntleroy (West Seattle)/Vashon Island
- Fauntleroy (West Seattle)/Southworth
- Southworth/Vashon Island
- Mukilteo/Clinton (Whidbey Island)
- Point Defiance (Tacoma)/Tahlequah (Vashon Island)
- Steilacoom/Anderson Island (Pierce County Ferry Service)

### Cross Sound SMART Corridor Demographics \*

	Cross Sound	Region
<b>Total Population</b>	314,993	3,600,000
<b>5-17</b>	15%	16%
<b>65+</b>	16%	11%
<b>Low Income</b>	19%	24%
<b>Veterans</b>	11%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

## Transit

No transit agencies provided cross-Sound ferry service in 2006 (the baseline year).

### Existing Transit Congestion

Loading congestion was an issue at most ferry docks during peak hours for both auto and pedestrian movements, although ferry schedules have been adjusted to reflect this congestion. There is poor coordination between ferry schedules and transit schedules, with only Kitsap Transit optimizing its bus service departures to match up with the ferry arrivals. Several congested transit routes serve the ferry terminals, including King County Metro routes to Colman Dock in downtown Seattle and the Fauntleroy terminal in West Seattle, and Kitsap Transit's SR 305 route to the Bainbridge Ferry.

## Bicycle and Pedestrian

Data needed to be provided by representatives of jurisdiction and modal experts.

## Park-and-Ride Lots

Many of the ferry terminals have park-and-ride lots. Often there is a fee associated with parking at the ferry terminal lots.

There are six smaller park-and-ride lots in the corridor primarily on Vashon Island and at the Steilacoom Ferry terminal, totaling 401 stalls with an average utilization in 2006 of 68%.

<b>Lots over 250 stalls</b>	<b>Capacity</b>	<b>2006 Ave Annual Utilization Rate</b>	<b>Location</b>
Southworth Ferry P&R	382	42%	Southworth
Bainbridge Ferry P&R	1028	75%	Bainbridge Island
Bremerton Ferry P&R	751	58%	Bremerton
Edmonds Ferry P&R	460	0	Edmonds

## Cross Sound—Transportation 2040 Conditions

### Transit

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

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

The Washington State Ferry system will work to maintain its existing 2006 service pattern and service hours in 2040. Several new boats will be built to replace the existing aging fleet, with some of the new boats having slightly more capacity. Three of the major terminals (Mukilteo, Seattle-Colman Dock, and Edmonds) will be replaced. While the Mukilteo terminal will be built in a new location in coordination with

the future Sounder Commuter Rail station, the other two terminals will be rebuilt in approximately the same location.

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

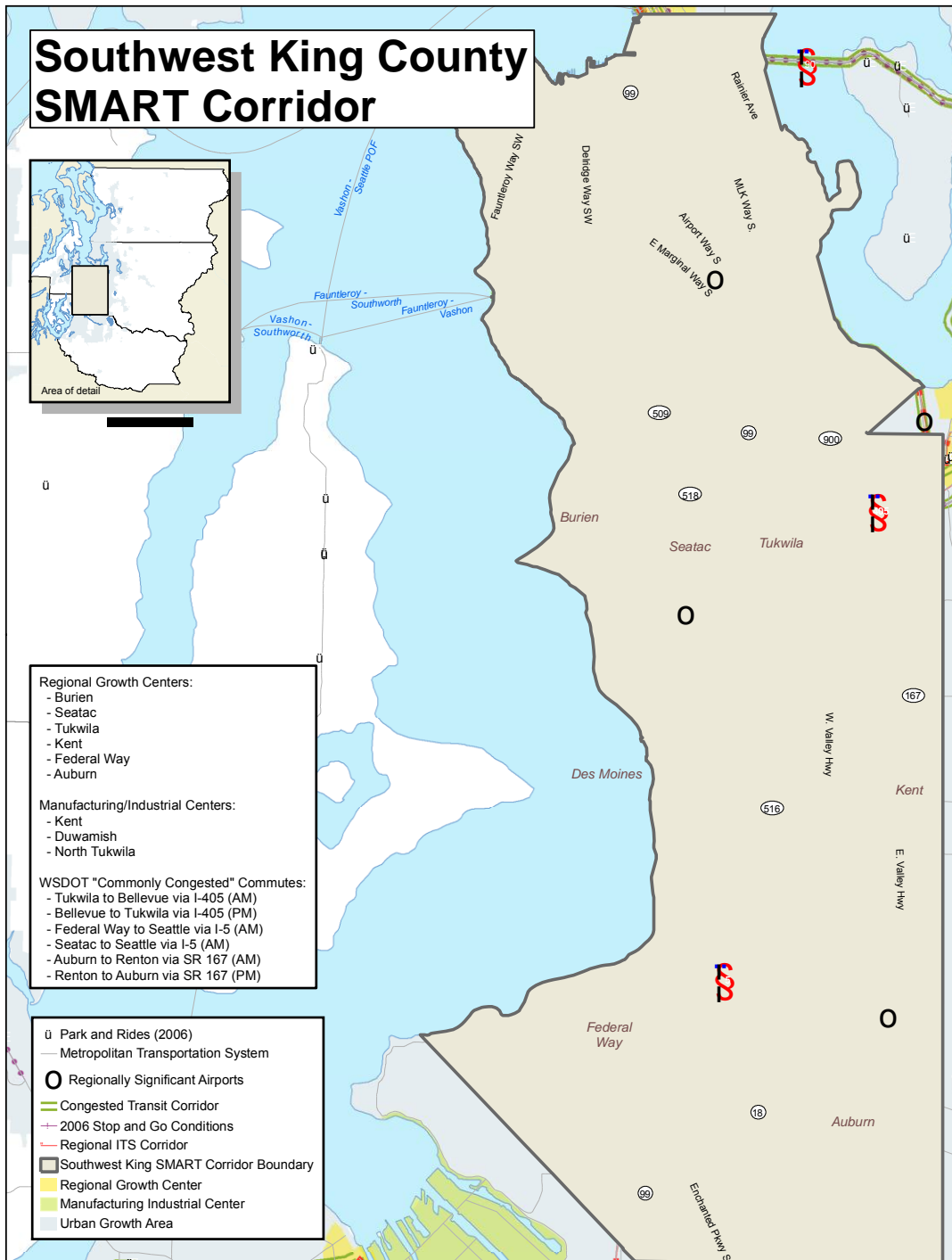
### **Special Needs**

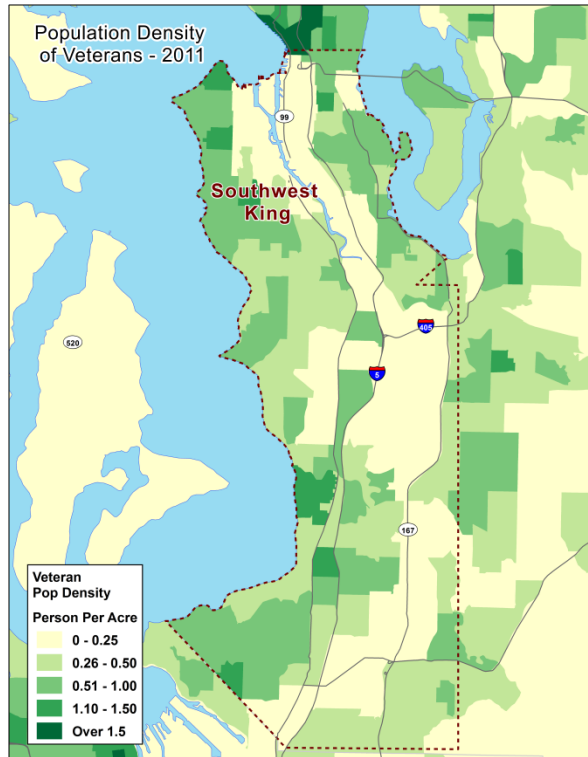
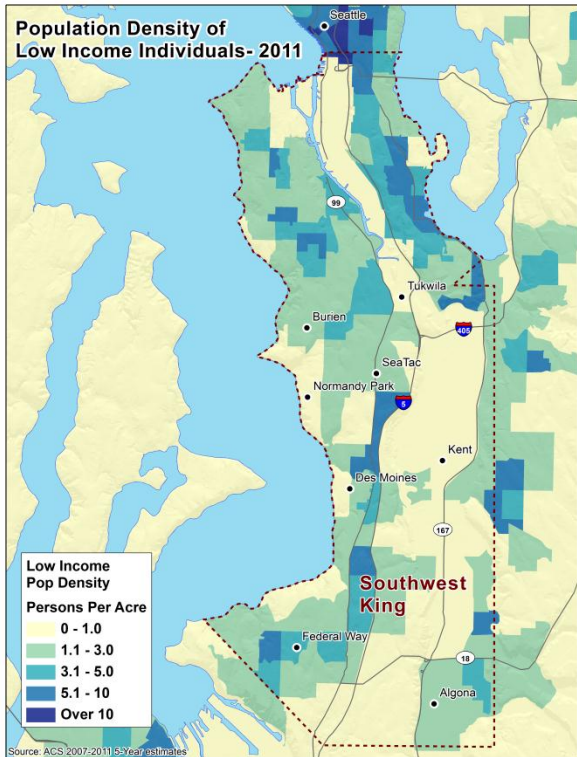
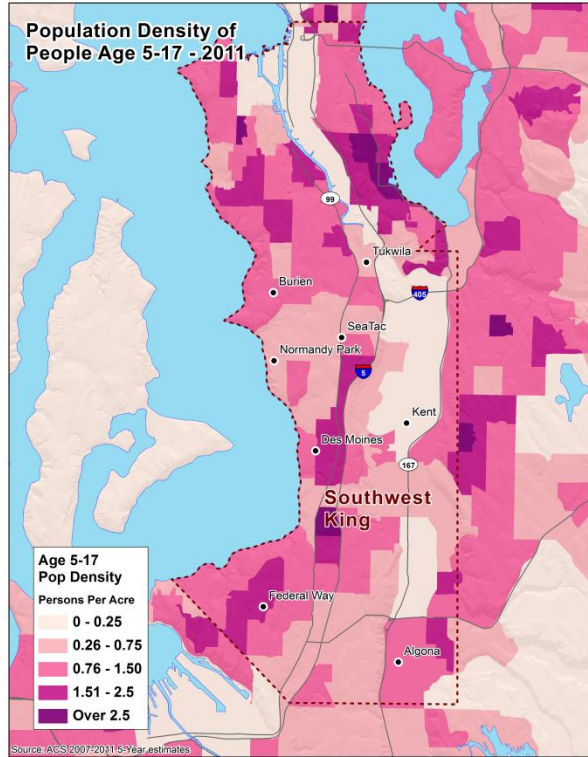
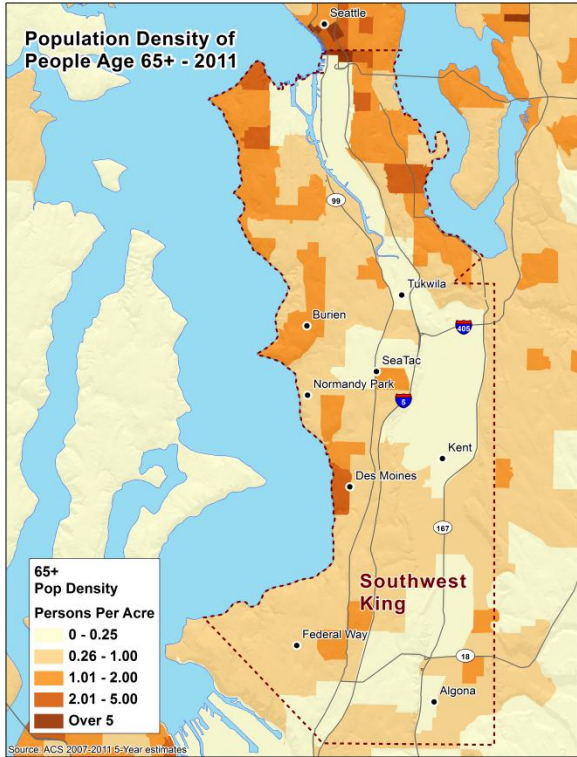
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth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

Pedestrian improvements at the ferry terminals will reduce loading congestion and streamline the priority service for the mobility impaired and medically fragile. Improvements to easier and faster transfers between modes (e.g., ferry to bus) are also envisioned. Facility improvements on the vehicle loading side have reduced vehicle loading congestion and queuing congestion. Improved and short connections between WSF and Sounder Commuter Rail service will be a benefit to the special needs population.

### **Nonmotorized Transportation**

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





## Southwest King County Corridor

### Corridor Description

The cities of Auburn, Burien, Federal Way, Kent, Renton, Seattle (south of downtown and including West Seattle), SeaTac, and Tukwila make up most of this corridor. The corridor also includes other suburban communities, rural communities, and urban and rural portions of unincorporated King County.

The corridor includes major commercial/retail centers, industrial activity areas, and other trip generators that have an effect on travel within the corridor and the whole region. Most of the corridor land use is urban or suburban in nature. Major commercial/retail centers exist in downtown Seattle and many of its neighborhood community centers, including West Seattle and Beacon Hill. Large suburban commercial/retail centers exist in the Southcenter Mall area that is located at the intersection of I-405 and I-5, and at the Super Mall of the Great Northwest that is located in Auburn at the intersection of SR 167 and SR 18.

A major industrial activity area is located along the Duwamish Waterway south of downtown Seattle, and includes Boeing Field and Port of Seattle facilities. Suburban major industrial activity centers are located north of downtown Renton next to I-405 where Boeing and Paccar are located, and in Kent along SR 181 where another Boeing plant and other industries are located. Significant freight traffic originates from the warehouses in the Green River Valley.

Other major destinations in the corridor include the many hospitals and special events that occur at Safeco Field, and Qwest Stadium and Exhibition Center. Another major trip generator in the corridor is the Seattle-Tacoma (Sea-Tac) International Airport, which is located west of I-5 in the city of SeaTac. Sea-Tac International Airport is the only major commercial airport in the Puget Sound region. The corridor also serves major north-south and east-west freight and passenger rail corridors.

#### Major Employers:

- Boeing
- Weyerhaeuser
- Starbucks
- REI
- Port of Seattle

#### Regional Growth Centers:

- Burien
- SeaTac
- Tukwila
- Kent
- Federal Way
- Auburn

#### Manufacturing/Industrial Centers:

- Renton
- Kent
- Duwamish
- North Tukwila

**Major Destinations**

A major portion of the region’s medical facilities are located in this corridor with Harborview Medical Center, a major trauma facility, located immediately north of the International District. Additional medical facilities are located in Beacon Hill, around South Center/I-405, in Normandy Park, Renton, Kent, Auburn, and Federal Way. A large number of employment sites are located in downtown Seattle, in the Duwamish Industrial area, and in the Green River Valley, south towards Federal Way and Auburn. Several major community colleges and other higher educational facilities are also located in the South King County corridor. Major regional shopping areas in the corridor include downtown Seattle, Pioneer Square, and the International District, Westfield Southcenter Mall in Tukwila, the Commons in Federal Way, and the Auburn Supermall. Significant regional sports facilities are Qwest Field and Safeco Field in Seattle, ShoWare Center (ice hockey) in Kent, and Emerald Downs (horse races) in Auburn. Other regional recreational facilities are Boeing Field and Museum of Flight in Seattle, and Wild Waves Amusement Park in Federal Way. Major cultural facilities are also located in this corridor with a high percentage of them in Seattle, and additional facilities and organizations in Burien, Renton, Kent, Auburn, and Federal Way.

**SW King SMART Corridor  
Demographics\***

	SW King	Region
<b>Total Population</b>	588,204	3,600,000
<b>5-17</b>	16%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	33%	24%
<b>Veterans</b>	7%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

**Existing Conditions**

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

- I-5 from Seattle to Pierce County line
- SR 99 as an alternative route to I-5. Congested segments through Seattle
- SR 509 an alternative route to SR 99 and I-5
- SR 518 from I-405 to I-5
- SR 167 from I-405 to Pierce County line
- SR 161/Meridan from Federal Way to Pierce County
- West Valley Highway a parallel arterial route west of SR 167
- I-405 from Tukwila to Renton
- SR 18 between I-5 and Auburn

**Ferries**

Ferry services in the corridor:

- Seattle/Vashon Island Passenger Only
- Fauntleroy (West Seattle)/Vashon Island
- Seattle/Bainbridge Island
- Seattle/Bremerton
- Fauntleroy (West Seattle)/Southworth
- West Seattle Water Taxi

## **Transit**

King County Metro, Sound Transit, and Pierce Transit all provide service in this corridor, particularly from downtown Seattle. In 2006, I-5 had seven Sound Transit routes operating on it, most to downtown Tacoma and Pierce County, but one also to SeaTac International Airport. Sound Transit operates two bus routes on SR 167 and one route on I-405 from Bellevue to Burien to Fauntleroy Ferry Terminal in West Seattle. In addition, Sound Transit operates the Sounder Commuter Rail line south from Seattle to Tukwila, Kent, Auburn and into Pierce County. Pierce Transit has three bus routes that operate into South King County to the Federal Way Transit Center. King County Metro operates Transit Centers jointly with Sound Transit at Federal Way, Auburn, Kent, Burien, and Renton. The King County Metro Joint Bus and Light Rail transit tunnel operates through downtown Seattle with underground stations at International District, Pioneer Square, University Street, Westlake, and Convention Place. The E3 Busway south of downtown provides a transit-only route for buses and Central Link LRT to avoid I-5 and downtown Seattle congestion, and a queue for the joint Bus/LRT Tunnel.

### Existing Transit Congestion

Existing transit congestion in this corridor matches the WSDOT most congested commutes on I-5 and I-405. Transit routes from downtown Seattle to West Seattle were identified as operating on heavily congested arterials with all five types of transit congestion. The Rainier Valley bus routes, as the top ridership routes in the region, suffer from arterial congestion affecting transit reliability, which was improved by the opening of Central Link LRT in a dedicated right-of-way in 2009. The Transit Competitiveness Index analysis (a PSRC analytical tool), demonstrated a need for directly connecting service from West Seattle to Bellevue and Redmond along I-90, rather than the long commute along I-405. From the volume vs. capacity ratio (V/C) analysis (which PSRC conducted for Transportation 2040), the transit service on SR 509 showed a need for additional transit capacity from Seattle to Burien.

### **Special Needs Transportation**

King County Metro's ADA Paratransit Program provides next-day, shared rides on *Access Transportation* within ¾-mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Access is a shared-ride shuttle service for people who, because of their disability, are unable to ride the regular fixed-route bus service within King County. Eligibility is based on whether the disability prevents the rider from performing the tasks needed to ride regular bus service some or all of the time. Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, Intercity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. Persons found eligible by any of those agencies are eligible to use paratransit service offered by the other agencies. Applications for eligibility are processed by the transit agency that serves the area where the rider lives.

In addition, Metro offers free transit instruction to individuals and groups who meet certain criteria. This training teaches persons with disabilities and seniors how to ride regular public transportation, including the use of the bus lift or ramp. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

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

Other transportation programs at Metro include:

- *Dial-a-ride Transit or DART* (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow you to arrange for transit service closer to a location.) DART service in South King County includes community connector service in Federal Way, Kent and Kent East Hills, Algona/Pacific and Auburn.
- Job Access Transportation Program or *JARC* (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)
- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Car sharing (King County Metro and the City of Seattle have joined with Mobility, Inc. to introduce the car sharing program, Zipcar, to the Seattle region.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

#### Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle using both paid and volunteer drivers, transport seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
  - Senior Services Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.

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

#### **Bicycle and Pedestrian Facilities**

There are several bicycle travel options serving parts of this corridor. There are off-road facilities that include the Duwamish River Trail, Alki Waterfront Trail, BPA-Power line trail, Green River Trail, and Interurban Trail. Critical connectivity and coverage gaps exist in the bikeway network. The trail network is more advanced in its development in the north-south direction than it is in the east-west direction. The on-road bicycle network needs significant improvements to ensure it adequately accommodates safe, connected bicycle travel. Some difficult roadway crossings need safety improvements. There is very limited wayfinding signage. King County Metro and Sound Transit offer secure bicycle lockers at park-and-ride lots, transit centers, and Sounder commuter rail stations as well as bicycle racks on buses.

Although most of South Seattle was developed before World War II (when neighborhoods were generally designed with pedestrians in mind), there are still significant gaps in the sidewalk system. This is particularly the case in Southeast Seattle, an area with high rates of obesity and diabetes. Better pedestrian facilities would encourage people to walk more, thereby improving their health. Sidewalks are even rarer south of Seattle city limits. Nonetheless, the street network in much of this area is laid out in some form of a grid pattern highly conducive to walking (particularly in South Seattle/North Highline). So, despite the scarcity of sidewalks, there is great potential to improve walkability if safe facilities are provided.

Street crossing improvements throughout the corridor are needed, particularly across a number of major arterials such as Pacific Highway South, West Valley Highway, and East Valley Highway/Central Avenue/Auburn Way. The poor quality of crossing facilities, as well as the long distance between crossing

points, makes long sections of many of these busy arterials into major pedestrian barriers dividing neighborhoods.

Pedestrian access to transit service varies in quantity and quality, with some routes lacking covered waiting areas, route information, and benches. Improvements for pedestrian access to bus rapid transit service currently programmed for Pacific Highway South is needed.

While the more urbanized areas generally have more complete walkway systems and supporting facilities, some of the region’s growth centers have sparse sidewalk networks. Pedestrians are often confronted with unsafe and sometimes inaccessible walking routes particularly to schools and bus stops lacking covered waiting areas, route information, and benches.

There is a great need to increase multimodal travel choices to employment centers, businesses, residences, school facilities, and recreational activities throughout the South King Corridor.

**Park-and-Ride Lots**

The Southwest Seattle Corridor contains 15 large park-and-ride lots that contain over 250 stalls. There are 21 smaller park-and-ride lots in the corridor totaling 1276 stalls with an average utilization in 2006 of 77 percent.

Park-and-Ride Lot Name	Capacity	Utilization	City
Tukwila	255	100%	Tukwila
South Federal Way	515	79%	Federal Way
Star Lake	540	79%	Kent
Kent/Des Moines	370	95%	Kent
South Renton	373	100%	Renton
Kent Transit Center	713	18%	Kent
Federal Way	877	74%	Federal Way
Burien	385	91%	Burien
Twin Lakes	600	16%	Federal Way
Kent Garage at Kent Station	874	64%	Kent
Auburn Garage at Auburn Station	365	105%	Auburn
Renton Rainier Avenue	546	0	Renton
Auburn	358	34%	Auburn
Federal Way Transit Center	1200	43%	Federal Way
Redondo Heights Park and Ride	697	7%	Federal Way

**Southwest King—Transportation 2040 Conditions**

**Transit**

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

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

As part of High Capacity Transit (HCT) plans, light rail will be extended from the current terminus near SeaTac Airport, south through Des Moines, Federal Way, Fife and through downtown Tacoma to tie into Tacoma Link. Sounder Commuter Rail service operates from King Street Station south through Tukwila, Kent, and Auburn with peak hour trains approximately half an hour apart. High Capacity Transit (possibly either LRT or BRT) is planned to operate on I-405 from Burien through Tukwila and Renton to Bellevue. Additionally, several BRT routes are planned for this corridor:

- Pacific Highway South/SR 99 S BRT would upgrade Metro Rt. 174 on SR 99, the fifth highest ridership route in the region, as part of Metro's Transit Now
- I-405 BRT upgrades as part of Sound Transit's ST2 would bypass the traffic on the congested I-405.
- West Seattle from downtown Seattle, as part of Metro's Transit Now

Focusing bus service on the HCT network by 2040, core bus routes will have expanded by 100% in the peak and 90% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced core and Bus Rapid Transit (BRT) bus service focused in South King County will also provide improved mobility to all special needs populations with wider doors, easier payment processing, and level boarding on all vehicles. The existing core bus service will increase on I-5 from Tacoma to Seattle, and from Burien/SeaTac to Renton/Bellevue on I-405.

Core bus routes will operate throughout West Seattle and South Seattle to connect into the series of core bus routes near I-405. From there they will extend south along SR 181 and paralleling SR 167 to the next east-west connections between Des Moines and Kent, touching on Highline Community College along SR 516. The Core bus routes continue south to SR 18, terminating in Federal Way or Auburn, with extensions slightly to the south of those cities. Washington State Ferry Terminals are major terminus destinations for the Core bus routes serving them at Fauntleroy in West Seattle and Colman Dock in downtown Seattle.

The express bus network continues to radiate from downtown Seattle and Bellevue into the Green River Valley. Sound Transit express bus service also connects SeaTac with Lakewood and Pierce County. Community connector bus service builds on the HCT stations with grid networks in West and South Seattle, then radial networks from each of the regional growth centers in Burien, SeaTac, Tukwila, Federal Way, Kent, and Auburn. The community connector bus service, typically on hourly or greater service headways, connect with the areas around the Transit Centers with community and lifeline bus service.

Preserving existing transit and paratransit service is paramount, particularly in South King County, which has the highest percentages of special needs populations in the county. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009, with the entire county staff taking almost monthly furlough days. In addition, Metro has annually raised fares in 2008 and 2009 and has more planned in 2010-2011.

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

### **Ferries**

WSF would continue their current routes with significant improvements at the Fauntleroy and Colman Dock terminals by 2040. The new King County Ferry District (KCFD) plans to add Lake Washington ferry service from Renton to Leschi with connector bus service to downtown Seattle. KCFD also will be providing peak hour ferry service to downtown Seattle from Des Moines and Ballard on Puget Sound.

### **Special Needs**

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

For special needs populations, a large portion of who are transit dependent, preserving existing transit and paratransit service is paramount, particularly in South King County, which has the highest percentages of special needs populations in the county.

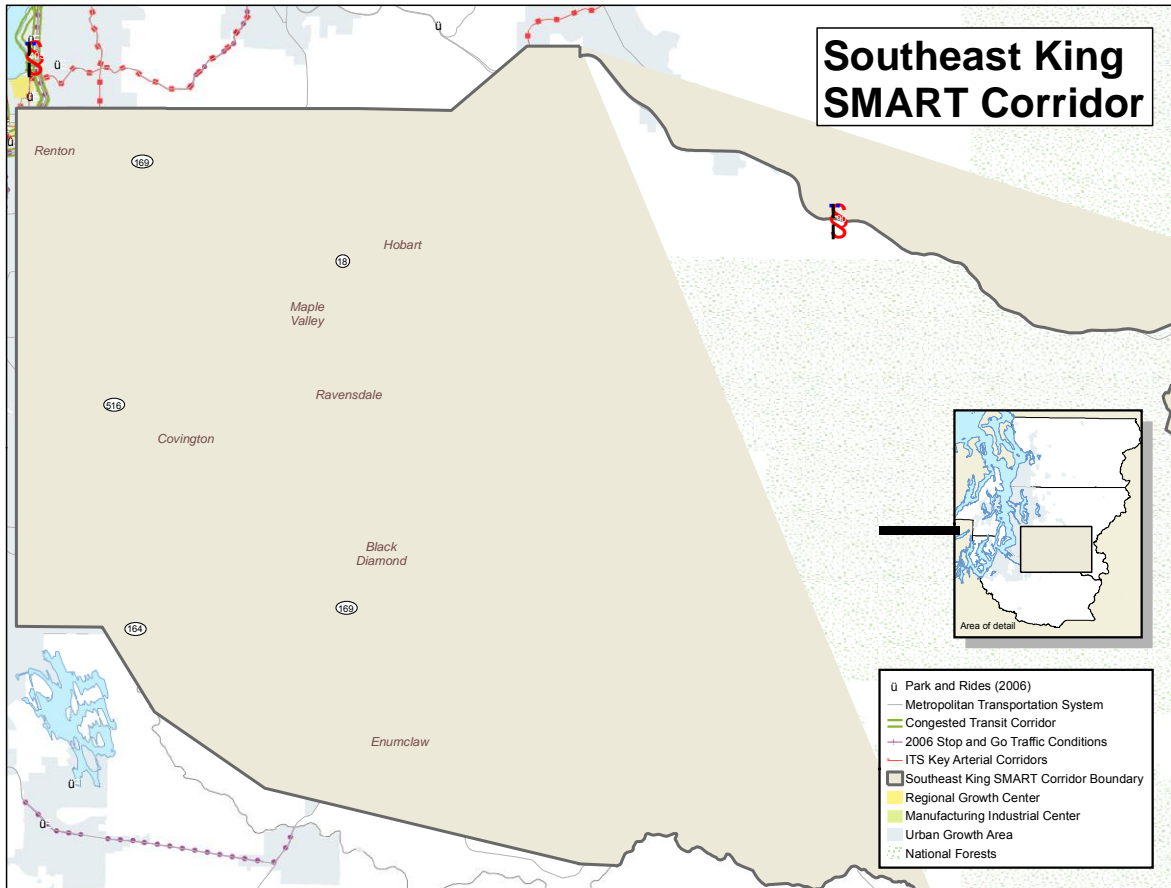
With the upgrades to BRT in several corridors that particularly serve local trips, like Pacific Highway South (SR 99), transit access will be significantly improved for the special needs population with the larger doors, off-board fare payment/ORCA cards readers, and potentially self-securing mobility spaces (no seatbelts for wheelchairs, etc.). The LRT and BRT routes will focus on serving regional destinations that attract special needs populations, such as medical and educational facilities, along with shopping and recreational sites. Focusing access north-south and east-west routes will enhance access, particularly for low-income populations. The Green River Valley areas has a significant number of employment, so providing access, including outside of normal working hours, to those distributed locations will be important.

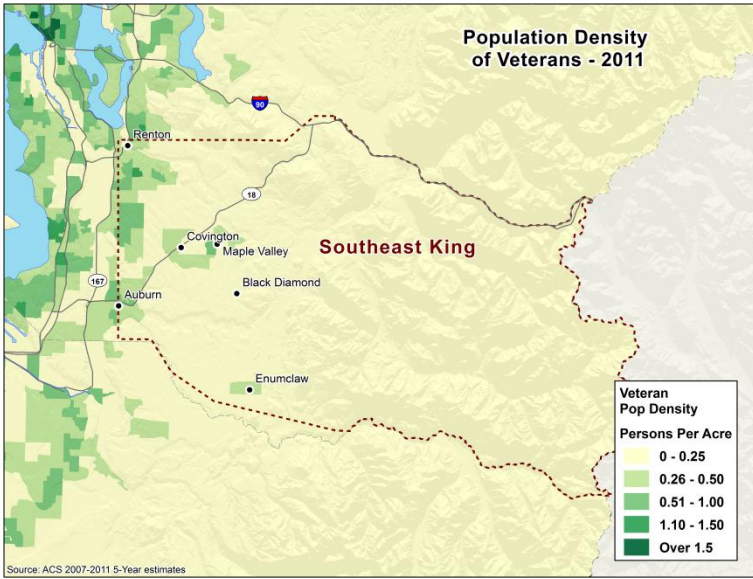
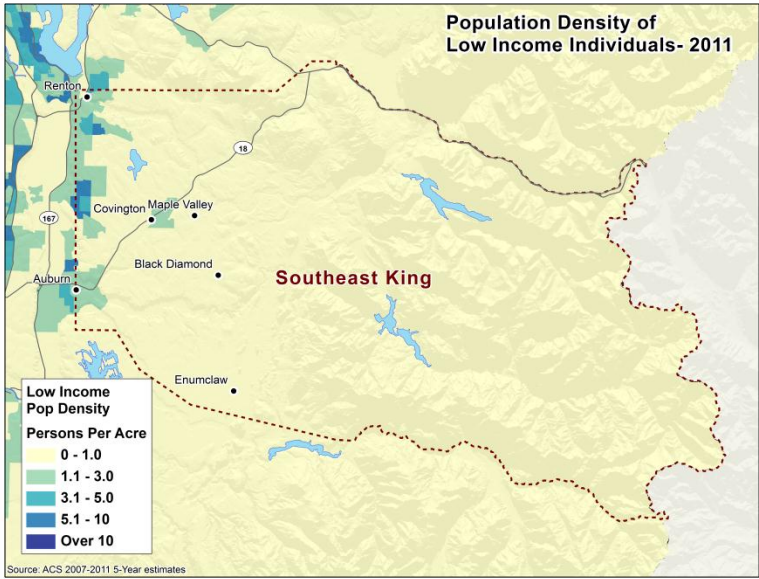
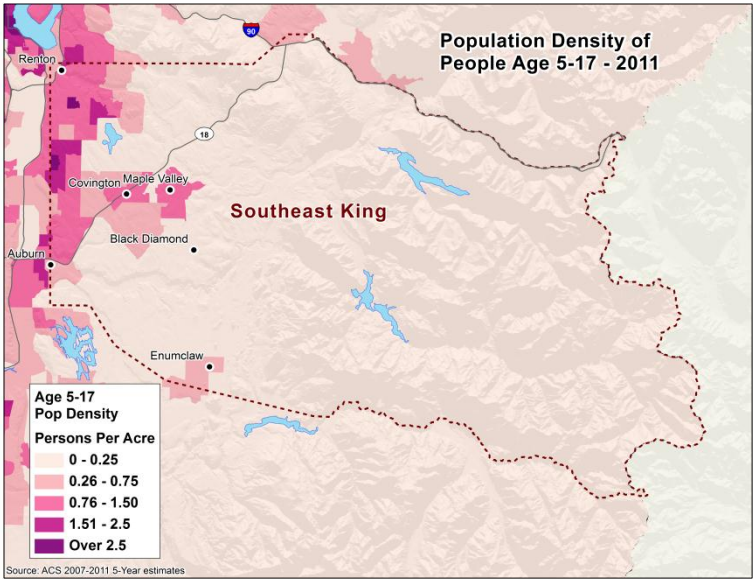
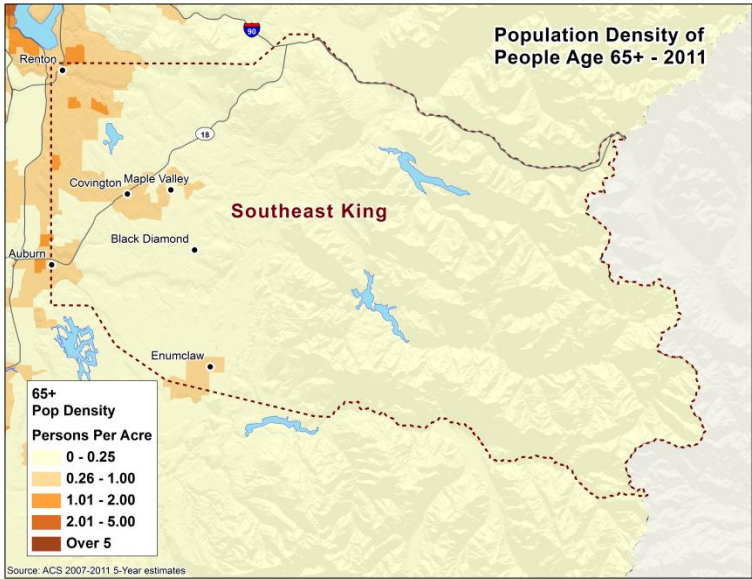
Improvements at the WSF Ferry Terminals will result in easier disabled access to the ferryboats and priority vehicle boarding for medically fragile. Upgrades of bus service at the South King County ferry terminals will result in frequent core bus service at least every 15 minutes serving the terminals, improving the connectivity across Puget Sound. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County, or Seattle Indian Health Board Services will provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.

Southeast King County Corridor





## Southeast King County Corridor

### Corridor Description

This corridor includes rural suburban cities such as Enumclaw, Maple Valley, Black Diamond, Covington, and rural portions of unincorporated King County. Large traffic generators include the White River Amphitheater and King County Fair Grounds.

### Major Destinations

Major regional hospitals are located in Kent, Auburn, Enumclaw, and Snoqualmie, with tribal clinics on the Muckleshoot Reservation near Enumclaw and in North Bend for the Snoqualmie Tribe. Due to the suburban and predominately rural nature of this corridor, there are few other medical facilities outside of the urban areas along SR 167 and I-90. Three community colleges serve the western portion of the corridor with campuses in Renton, Auburn, and Enumclaw; all three are served by King County Metro transit routes that connect rural SE King County to the colleges. The Northwest Indian College has a campus on the Muckleshoot Indian Reservation near Auburn.

Regional shopping destinations include Westfield Southcenter Mall in Tukwila, The Landing at Renton, Kent Station, Auburn SuperMall, and the Factory Stores in North Bend. Cultural facilities group along the major freeways in the corridor along I-90 and SR-167 through the Kent Valley. There are some on the Muckleshoot Reservation and in Enumclaw and North Bend. Recreational destinations include the ShoWare Center in Kent, along with the Emerald Downs Horse Racing Track, and the Pacific Raceways Kart racetrack. To the east of the Kent Valley, multiple state and county parks attract visitors, along with many areas in the Cascades.

### Existing Conditions

#### **Roadways**

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

- The interchange of SR 18 and SR 169
- SR 516 Between SR 18 and SR 169
- SR 164 event traffic

The Regional Traffic Operators Committee did not identify any key arterials in this corridor.

#### **Ferries**

Not applicable.

### SE King SMART Corridor Demographics \*

	SE King	Region
<b>Total Population</b>	327,730	3,600,000
<b>5-17</b>	19%	16%
<b>65+</b>	10%	11%
<b>Low Income</b>	20%	24%
<b>Veterans</b>	8%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

## Transit

All of King County is in King County Metro's service area with the western portion within Sound Transit's service area. The Southeast King Corridor is served by King County Metro locally. King County Metro provides two rural local routes and five rural intercity routes, many of which serve this corridor, particularly service to Black Diamond, Covington, Maple Valley and Enumclaw from Kent and Auburn. Sound Transit provides Sounder commuter rail service along the east side of the Kent Valley, going through Sumner, Auburn, Kent, and Renton. Sound Transit also provides several buses connecting the same set of cities to SeaTac and downtown Seattle and Tacoma.

### Existing Transit Congestion

No transit-congested corridors were identified in the Southeast King Corridor. The bus route operating between Auburn and Black Diamond showed a high volume-to-capacity ratio (V/C ratio), but no other types of transit congestion. However, due to the congestion on the arterial connecting Black Diamond and Covington to Kent and its impact on the bus service there during peak hours, many transit riders travel out of direction (south on SR 18) to Auburn to ride the Sounder commuter rail trains to Seattle. As a result, in 2009 the local communities started a SE King County Diesel Multiple Unit (DMU) study for a connector service to Sounder Commuter Rail in Auburn.

### **Special Needs Transportation**

To provide the most options to people with special transportation needs, King County Metro Transit has expanded and enhanced the fixed-route transit service in this suburban and rural area. Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service, King County Metro's ADA Paratransit Program provides next-day, shared rides on *Access Transportation* within 3/4 of a mile on either side of non-commuter fixed-route bus service during the times and on the days those routes are operating. Beyond the fixed-route transit network and paratransit services of Access Transportation, King County Metro has several programs that focus on the Kent/Auburn area. Farther to the east, there are fewer transit-supported programs and in the rural areas of SE King County, more of the Human Service Providers take a lead role with volunteer drivers and shuttle programs.

Going beyond the required ADA services, through its Community Transportation Program, King County provides:

- Enhanced Access Transportation Service (expanded service area beyond the 3/4-mile of fixed-route service, advance reservations, etc.)
- Taxi Scrip Program (allows disabled low-income residents to purchase taxi scrip at 50% discount)
- Transit Instruction Program (free training for persons with disabilities on how to ride regular transit)
- Community Access Transportation:
  - CAT Advantage Vans (Provides retired Access and vanpool vehicles to participating agencies, including emergency response, vehicle maintenance and repairs, driver training, and technical assistance)
  - CAT Vanworks (Provides retired Access and vanpool vehicles and pays the cost of standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro's ADA Paratransit program (Access) and are traveling to work sites.)

Other transportation programs at Metro include:

- Dial-a-ride Transit or DART (Using vans that can go off regular routes to pick up and drop off passengers within a defined service area, DART service may allow riders to arrange for transit service closer to a location.) DART service is provided in the lower density Renton Highlands, Kent East Hills, Auburn—Pacific, and Auburn East Hills areas.
- Job Access Transportation Program or JARC (Comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment)
- Rideshare Operations (provides Ridematch, vanpool and Rideshare Plus for sharing the ride to work, school or other frequent destinations. Lift-equipped vehicles are available for vanpools.)

- Custom Bus (service for employers and schools. Routes are designed to meet the specific needs of the business or educational facility. Fares are based on the length of the trip; however, a current Regional Reduced Fare Permit, reduced fare sticker or an Access Pass is valid for the fare.)
- Bicycling (Every Metro bus has a bicycle rack that can accommodate two bikes, and many of our vanpools are also equipped for transporting bikes. No special permit or extra fare is required.)

#### Community Resources:

- Hopelink coordinates transport to services covered by Medicaid through Medical Transportation Brokerage.
- Crisis Clinic operates the Community Information Line providing information and referral assistance.
- Senior Services has two programs to assist seniors:
  - Hyde Shuttle transports seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. Service area and type of service is specific to each van.
  - Volunteer Transportation with volunteers driving their own vehicles providing transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand, and moral support.

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

#### **Bicycle and Pedestrian Facilities**

There are several bicycle travel options in this corridor including off-road recreational facilities such as the Cedar River Trail, but critical gaps exist in the bikeway network. The trail network is more fully developed than the on-road bicycle roadway network, which needs significant improvements to ensure it adequately accommodates bicycle travel. There are also some difficult roadway crossings and a need to improve east/west connections. There is very limited wayfinding signage.

King County Metro and Sound Transit offer bicycle racks on buses. Each Sounder car is equipped with tie-downs for two standard-size bicycles. There is limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers.

Most residential development was completed during the decades after World War II, when pedestrians were not a major design concern. As a result, sidewalk coverage is incomplete. Furthermore, the connectivity of the underlying street network rates poorly in terms of connectivity (large block sizes, many-cul-de-sacs, neighborhoods with few access points, etc.). Making these communities walkable poses a challenge.

Street crossing improvements throughout the corridor are needed, particularly across a number of major arterials, such as Kent-Kangley Road and Maple Valley Highway. The poor quality of crossing facilities, as well as the long distance between crossing points, makes long sections of many of these busy arterials into major pedestrian barriers dividing neighborhoods.

#### **Park-and-Ride Lots**

The Southeast King Corridor contains no major park-and-ride lots. There are 14 smaller park-and-ride lots in the corridor totaling 912 stalls with an average utilization rate of 56% (2006).

### **Southeast King—Transportation 2040 Conditions**

#### **Transit**

Transportation 2040 envisions VISION 2040 designated growth centers and high areas of employment inter- and intra-connected through a network of transit services that provide real mobility options for all trip purposes. This transit network will be built around core transit services that operate all day and at high

frequencies, supported by community connector bus routes. Specialized express bus service will serve productive routes in peak periods. This will provide reliable, predictable, and convenient transportation alternatives. Transportation 2040 public transportation investments, ranging from large-scale regional projects to local improvements, will provide a comprehensive public transportation system with a wide range of benefits. Transportation 2040 specifically calls for significant increases to local and regional transit services.

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

By 2040, the expansion of light rail south to Federal Way and Tacoma will allow some of the express buses to downtown Seattle to be refocused to more local service in the Kent Valley, possibly improving the east-west transit connection between Federal Way, Auburn, Maple Valley, and Black Diamond. Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced Core bus service will be focused east-west along the major state routes of SR 164 to Enumclaw, SR 516 to Maple Valley, SR 169 from Renton to Black Diamond. Additional core routes will operate in the hills immediately east of Renton, Kent and Auburn, connecting to the Sounder commuter rail stations in the Kent Valley. Less frequent local community connector bus routes will serve the areas of Renton Highlands, the industrial areas north of Kent, and in the Lea Hill and Algona areas near Auburn. Although significant population growth is expected in SE King County by 2040, many of the new residents will still need to commute outside of the corridor; as a result, additional service hours will be added to the specialized express buses serving the existing park and rides along I-90, SR 18 and SR 169.

With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. King County Metro Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2009-10. In addition, Metro raised fares in 2008, 2009 and has annual fare increases planned for 2010-2011.

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

### **Special Needs**

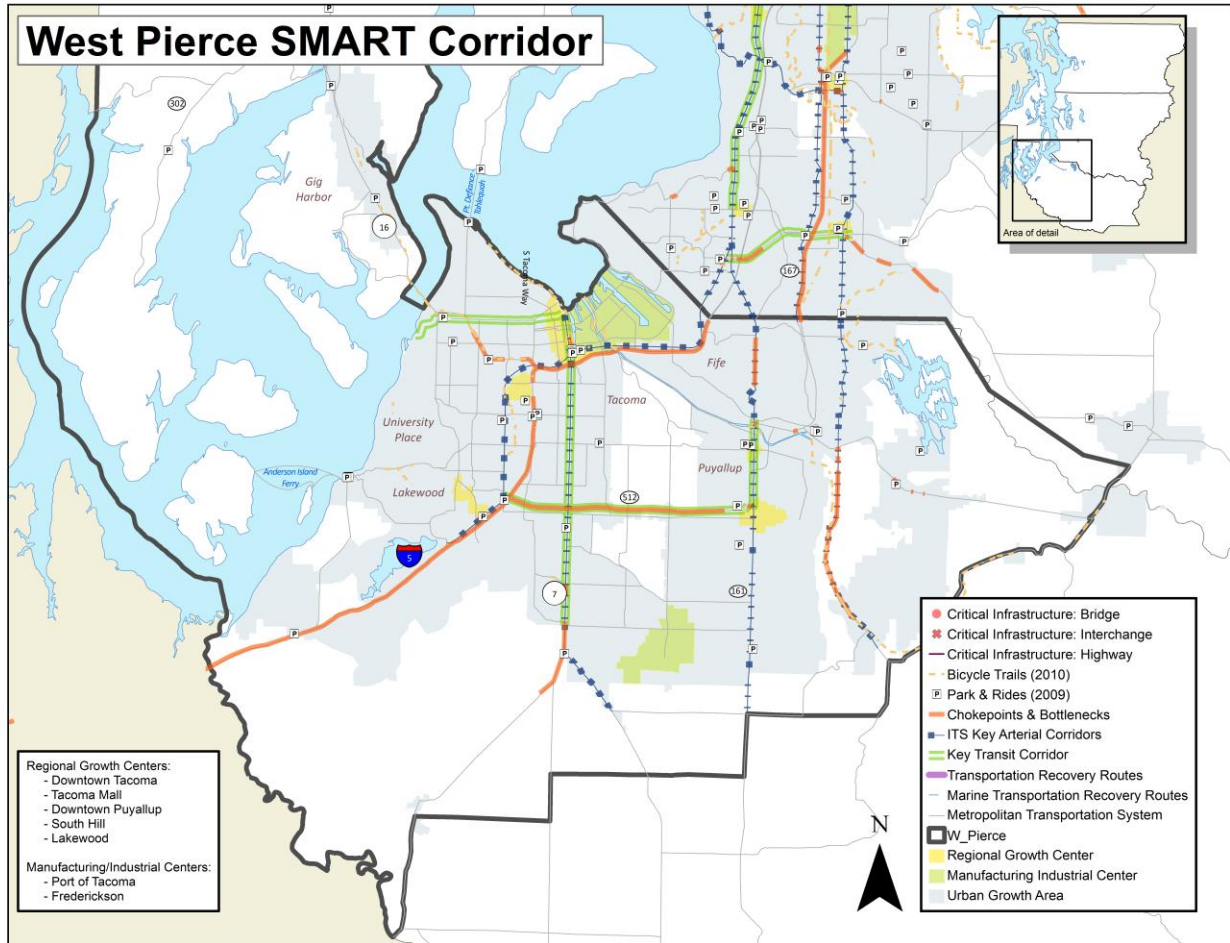
Transportation 2040 calls for ongoing work to coordinate disparate funding programs and services and prioritize goals and implementation strategies to improve transportation options for special needs populations. Additional funding for special needs transportation services proportional to the growth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

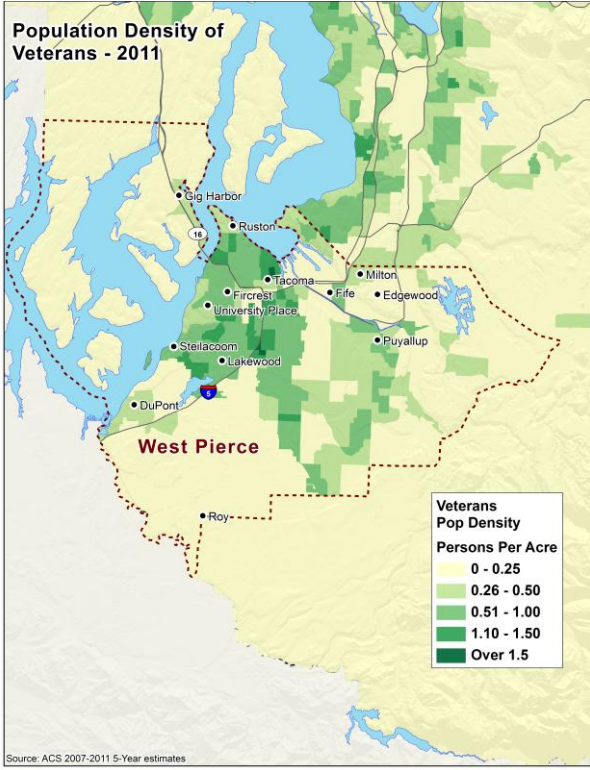
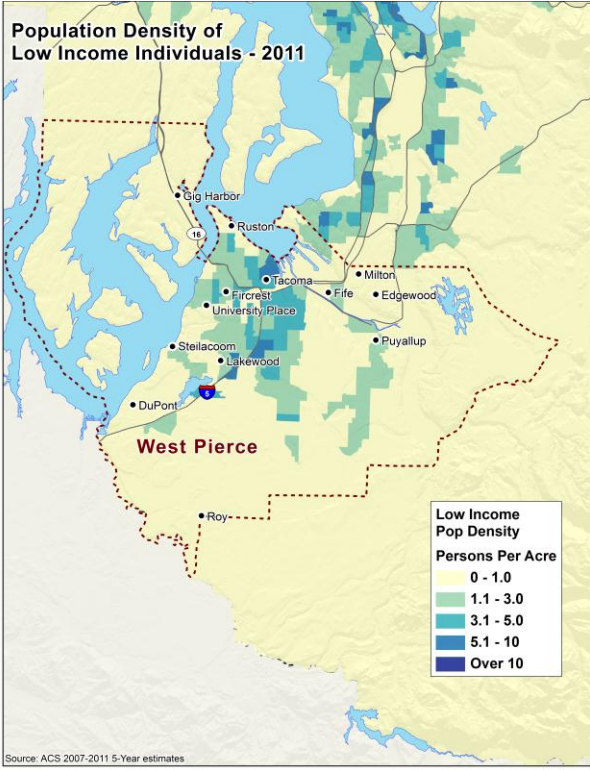
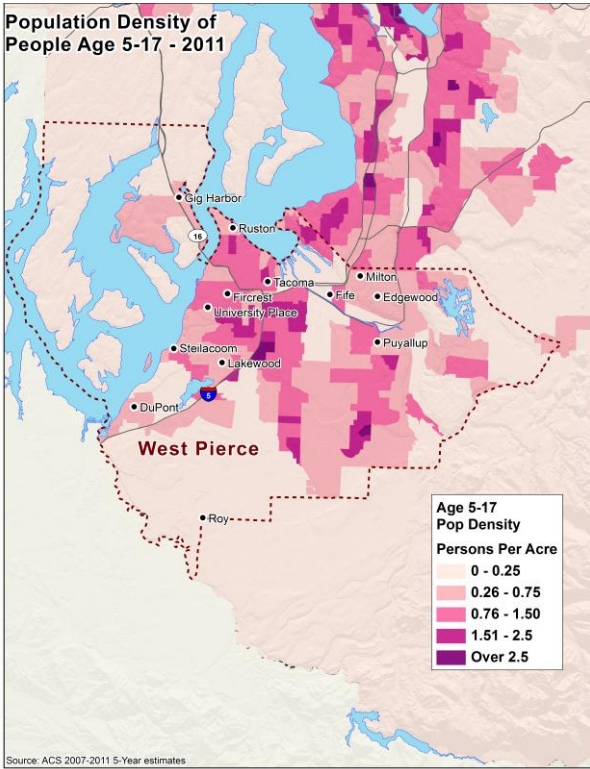
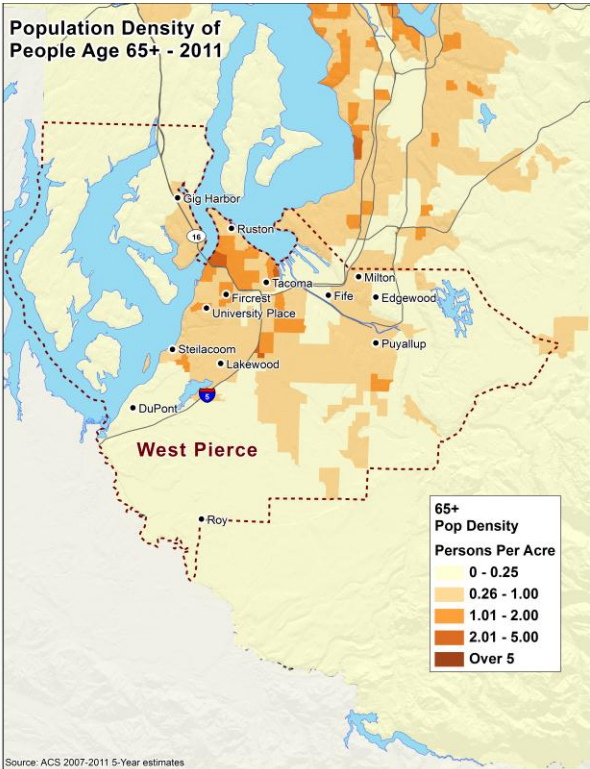
In this suburban to rural corridor on the edge of Kent Valley, the increased frequency of the core bus service on the east-west arterials will reduce scheduling constraints for most travelers with special transportation needs using the fixed-route transit system, and allow them improved access to medical, cultural, and recreational facilities in the Kent Valley. The additional Community Connector bus service will connect other local destinations, such as the Maple Valley and Covington City Halls, and local schools and community centers will have increased service hours, reducing wait times and allowing scheduling of multiple daily trips by transit.

The expansion of the fixed-route transit network, along with vehicle improvements to allow level boarding, wider doors, improved signage and lighting at bus stops, will expand options for people with disabilities to use the fixed-route transit network. For those who are unable to use the fixed-route system, the expansion of the transit network will also include an expansion of the Access paratransit system. Beyond the King County Metro Transit programs, human service providers like Senior Services of King County will provide connections to volunteer drivers, shuttle programs, and medical transportation to appointments.

### **Nonmotorized Transportation**

Transportation 2040 will focus bike and walk improvements in regional growth centers, facilities with one terminus in a center, or within ¾-mile of transit passenger facilities, and build facilities that complete a missing link, and in general realize “Complete Streets” practice in all the region’s urban areas.





## West Pierce County Corridor

### Corridor Description

The West Pierce County Corridor includes urban, suburban, and rural areas. Tacoma is located on the eastern shore of Puget Sound and is the major urban center in Pierce County. Other communities on the east side of Puget Sound include large suburbs, such as Lakewood and Puyallup, as well as smaller suburban communities and rural areas. Pierce County on the Kitsap Peninsula is a combination of suburban and rural development, and includes the community of Gig Harbor.

This corridor includes major commercial/retail centers, industrial activity areas, and other major trip generators, which affect travel patterns. Major commercial/retail centers are located in downtown Tacoma north of I-5, in the Tacoma Mall area near the junction of I-5 and SR 16, and in the South Hill Mall area adjacent to SR 512 in south Puyallup and the Washington State Fairgrounds. Major industrial activity areas are located in Tacoma at the Port of Tacoma facilities on Commencement Bay and south of Lakewood at the Joint Base Lewis-McChord. Other major trip generators in the corridor include Pacific Lutheran University, Tacoma Community College, hospitals, University of Puget Sound, the University of Washington Tacoma Campus, and the Tacoma Dome.

#### Major Employers:

- Multicare Health System
- U.S. Army
- Public school districts
- U.S. Air Force
- State of Washington
- Precision Aerospace
- Golden State Foods
- The Truss Company
- Pacific Crest Industries
- REI

#### Regional Growth Centers:

- Downtown Tacoma
- Tacoma Mall
- Downtown Puyallup
- South Hill
- Lakewood

#### Manufacturing/Industrial Centers:

- Port of Tacoma
- Frederickson

### West Pierce SMART Corridor Demographics\*

	W. Pierce	Region
<b>Total Population</b>	768,503	3,600,000
<b>5-17</b>	18%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	27%	24%
<b>Veterans</b>	11%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

### Major Destinations

In Pierce County, the majority of special needs trips are evenly distributed through the urban areas and adjacent unincorporated areas. As a result, significant community support is needed to transport people with special needs within the county.

Major destinations include downtown Tacoma, Port of Tacoma, Lakewood, Puyallup, Graham, and Joint Base Lewis-McChord. Medical destinations include the two military hospitals of Madigan General and American Lake Veterans Hospitals, and the general public hospitals of Tacoma General, Good Samaritan (Puyallup), St Claire (Lakewood), and Western Washington State Hospital (Steilacoom). There are several other medical facilities located off SR 16 in Gig Harbor, near I-5 at Tacoma Mall and in Lakewood, and in Puyallup and Bonney Lake. With the high levels of special needs populations with medical issues, transportation to Adult Day Health facilities and supported employment sites is a significant need.

There are multiple distributed higher education sites in western Pierce County with University of Washington—Tacoma and Tacoma Community College among them. Employment centers are more concentrated around downtown Tacoma and Port of Tacoma, then along SR 7 to Spanaway and spread-out between I-5 and Puget Sound through Lakewood and University Place. One of the significant commuter corridors is the low-income areas of Lakewood and Tacoma to SeaTac International Airport in King County.

Major shopping destinations are Tacoma Mall, Lakewood Towne Center, and South Hill Mall. Sports and event facilities include the Tacoma Dome, Cheney Stadium, and Tacoma Convention Center. Cultural organizations are evenly spread out through Tacoma north and east of I-5. There are a few along SR 16 towards Gig Harbor and one in Spanaway. A major regional attractor in the fall is the Washington State Fair in Puyallup. Congestion along I-5 is shifting the north-south and east-west traffic movements onto adjacent arterials, transferring the congestion as well.

## **Existing Conditions**

### **Roadways**

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

- I-5 from county line to county line particularly through downtown Tacoma and at Joint Base Lewis-McChord gate exit
- SR 512 between I-5 and SR 162 (Meridian/SR 167)
- SR 7 from SR 512 to SR 507
- Portions of SR 16 From Tacoma through Gig Harbor

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

- 16<sup>th</sup> Ave S/SR 161/Enchanted Parkway South/Meridian Ave E (P1): between SR 99 and 224<sup>th</sup> Street E
- SR 99/E G Street/E 26<sup>th</sup> St/South Tacoma Way/Pacific Highway SW/Gravelly Lake Dr SW (P8): between King County line and Nyanza Road SW/Gravelly Lake Drive SW
- Pacific Avenue/SR 167 (P6): between Stadium Way and 224<sup>th</sup> Street East

### **Ferries**

Two ferry routes ferry route serve the West Pierce County Corridor:

- Point Defiance (Tacoma)/Tahlequah (Vashon Island) – WSF route)
- Steilacoom/Anderson Island (Pierce County Ferry District)

### **Transit**

Most of this Corridor is in Piece Transit’s Public Transportation service area and Sound Transit also operates in West Pierce Corridor. Pierce Transit provides 42 fixed local routes in Pierce County along with commuter service to Seattle, Olympia, and Kitsap County. Pierce Transit operates seven transit

centers, five of which are within this corridor: Tacoma Dome Station North, Commerce Street Transfer Area, Tacoma Community College, Lakewood, and I-5/SR 512 Transit Center. Pierce Transit also operates 21 park-and-ride lots. Sound Transit provides Sounder Commuter Rail service between Tacoma and Seattle with stations in Puyallup and Sumner. Sound Transit also provides seven bus routes between downtown Tacoma and King County/Seattle; two bus routes east to serve Puyallup and Sumner stations and surrounding areas; one bus route northwest to Gig Harbor on the Kitsap Peninsula; and four bus routes continue south of downtown Tacoma to Lakewood and DuPont. Sound Transit operates the 1.5-mile Link LRT line in downtown Tacoma starting from the Tacoma Dome Station at Freight house Square to the Commerce St Transit Center in downtown Tacoma.

#### Existing Transit Congestion

Pierce Transit identified SR 512, SR 7/Pacific Avenue and 6th Avenue West as having the greatest roadway congestion in its service district. On Pierce Transit's Route 1, the highest ridership route in the county along SR 7 and 6th Ave W, there is congestion from high passenger loading in downtown Tacoma and mobility device loading along the route. From WSDOT's congestion records, I-5 from Joint Base Lewis-McChord to Fife also has significant roadway congestion, not only in the peak hour but off peak and weekends as well. There is also considerable congestion affecting the 590 series of Sound Transit buses that operate on the I-5 corridor between Tacoma and Seattle.

#### **Special Needs Transportation**

Regular accessible bus service is intended to be the primary mode of public transportation for persons with disabilities. For those individuals who are unable to take the fixed-route transit service, Pierce Transit provides ADA required paratransit service through their SHUTTLE program. SHUTTLE is a shared-ride service for people who, because of their disability, are unable to ride a regular Pierce Transit bus. SHUTTLE provides door-to-door service, or, in some instances, transportation to Transit Centers to connect with regular bus service. SHUTTLE operates oversized vans, all of which are wheelchair accessible.

Pierce County Community Connections in partnership with Pierce Transit funding, operates the Beyond the Borders program. This program serves seniors, people with disabilities, youth (age 12 to 17) and individuals who meet low income requirements and live outside of the Pierce Transit service area in rural Pierce County. Individuals may use this demand response service to travel to rural destinations in the county or to connect to Pierce Transit services in Spanaway, South Hill, and Puyallup. In 2013 Beyond the Borders began offering deviated fixed routes including a Sumner Community circulator and a South Hill-Spanaway circulator

On the west side of the sound from Gig Harbor, Sound Transit provides regional express bus connections to Seattle while Pierce Transit provides express bus connections to Tacoma .. Bus service south to Olympia and Lacey is provided by Sound Transit and Intercity Transit. .

#### **Bicycle and Pedestrian Facilities**

There are significant gaps in the non-motorized system. A bike map will provide a bicyclist with the fundamentals to ensure a comfortable ride in the West Pierce County Corridor. Off-road facilities include the Scott Pierson, Riverwalk, and Foothills Trails. The trail network is more fully developed than the roadway network. On-road facilities include shoulders of state highways having high traffic volumes and speeds and/or heavily used county roads with varying shoulder widths and other conditions less suitable to safe and comfortable bicycling. There is very limited wayfinding signage.

Joint Base Lewis-McChord has an extensive system of bike lanes and encourages nonmotorized transportation. The Cushman Powerline Trail leads from the Scott Pierson Trail in Tacoma to Gig Harbor. University Place has the one of the best bike lane systems in Washington State. In Tacoma, bicycles may be transported on the Light Link streetcar and ride around downtown for free. Bikes are also welcome inside a Pierce Transit bus if space is available. Several arterial streets in Tacoma could use sidewalks, such as the SR 16 corridor. Another opportunity would be to provide bike access on Tacoma arterial streets.

Pierce Transit and Sound Transit offer secure bicycle lockers at park-and-ride lots, transit centers, and Sounder commuter rail stations as well as bicycle racks on buses. Each Sounder car is equipped with tie-downs for two standard-size bicycles. There is very limited information on the availability of bicycle racks and end-of-trip facilities such as lockers and showers

While the more urbanized areas generally have more complete walkway systems and supporting facilities, some of the region's growth centers have sparse sidewalk networks. Pedestrians are often confronted with unsafe and sometimes inaccessible walking routes and bus stops lacking covered waiting areas, route information, and benches. Pedestrian access to transit service varies in quantity and quality.

The city of Tacoma is currently in the process of developing a Mobility Master Plan that will identify key network and route gaps in the bicycling and pedestrian systems. The Mobility Master Plan will be presented to the City Council as a comprehensive plan amendment in June 2010. Tacoma also recently passed a Complete Streets Guidelines for mixed-use centers and residential areas. The Pierce County Council recently passed the Pierce County Regional Trails Plan for a comprehensive system of trails throughout the county.

### **Park-and-Ride Lots**

The West Pierce County Corridor contains five major park-and-ride lots. There are 21 smaller park- and-ride lots in the corridor totaling 1617 stalls.

<b>Park-and-Ride Lot Name</b>	<b>Capacity</b>	<b>Utilization</b>
SR 512/Lakewood	489	101%
South Hill	350	38%
Sumner Station	286	97%
Bonney Lake South	356	27%
Puyallup Station	364	90%
Tacoma Dome Station	2363	87%
Lakewood Station	622	40%

### **West Pierce County Corridor— Transportation 2040**

#### **Transit**

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

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

As part of High Capacity Transit plans, light rail will be extended from the current terminus near SeaTac Airport south through Federal Way, Fife and through downtown Tacoma using Tacoma Link to Tacoma Community College. Bus Rapid Transit routes, operating on 15 minutes or less headways, would upgrade Route #1 on SR 7, Pierce Transit’s highest ridership route from Spanaway and Parkland in the south and a dense area of special needs populations due to low income. Another BRT route would operate all day on SR 161 from the Sounder Station at Puyallup south through South Hill to Graham with connecting core bus service west to Spanaway on 224th. Sounder Commuter Rail service will be extended south to Lakewood.

By 2040, Core bus routes will have expanded by 100% in the peak and 80% in the off-peak over the 2006 levels with frequent bus service every 15 minutes. The enhanced core and Bus Rapid Transit (BRT) bus service focused in West Pierce County can improve mobility to all special needs populations by providing wider entry doors, easier payment processing, and level boarding on all vehicles. The existing core bus service will increase on I-5 from Tacoma Dome Transit Center to Seattle and Olympia. Core bus routes will operate on SR 16 north to Purdy and Gig Harbor, connecting with frequent bus service from Kitsap Transit to Bremerton in the north, providing access to jobs at the naval shipyards. Multiple north-south and east-west core bus routes will operate within NW Tacoma, connecting University Place, and Tacoma Community College to downtown Tacoma. Additional core bus service will operate north-south in South Tacoma, connecting Tacoma Mall and Lakewood. Core bus service will extend east along the Sounder Commuter Rail corridor to Puyallup.

In addition, community connector bus service will connect western Lakewood, DuPont, and Joint Base Lewis-McChord to the I-5 Core bus service and Sounder Commuter Rail. This community connector service will provide access to the major medical facilities around the military bases and in south Pierce

County. Regular bus service in northwestern Tacoma near Point Defiance will maintain a grid network expanding from downtown Tacoma, along with additional service in south Tacoma towards Parkland. With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects, reduced staff by 48 positions in 2009, and reduced service by 5% in July 2009. Should the reduction in tax revenues continue, Pierce Transit forecasts it will need to reduce transit service by 66% at the end of 2011, triggering an effort to identify what service it should reduce or eliminate.

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

### **Special Needs**

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

Although the growth in population is expected to be more concentrated in the regional growth centers, in Pierce County in 2040, the cost of housing for special needs populations, many of whom may work only part-time or not at all due to medical issues, is still likely to be a major determinant in housing location. South Tacoma, Lakewood, and Parkland are areas of low-income populations, particularly the areas immediately outside the cities in unincorporated Pierce County. The dispersed nature of the special needs population in western Pierce County will still require support from a variety of providers beyond the transit agencies. Volunteer drivers, vanpools, and community shuttles are among the many types of community-based transportation services that are likely to be needed in the future.

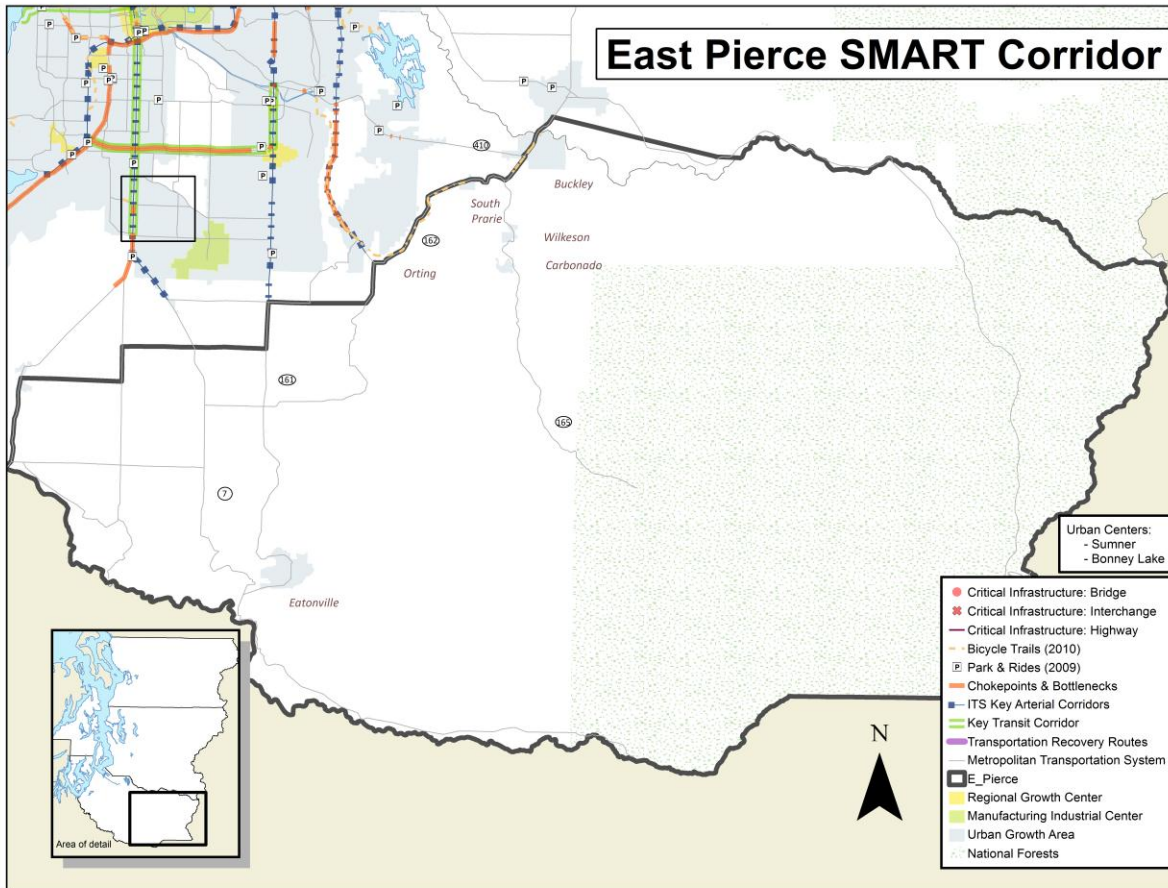
For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount, particularly in Pierce County, which has the highest percentages of special needs populations in the region. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2008 and service in 2009.

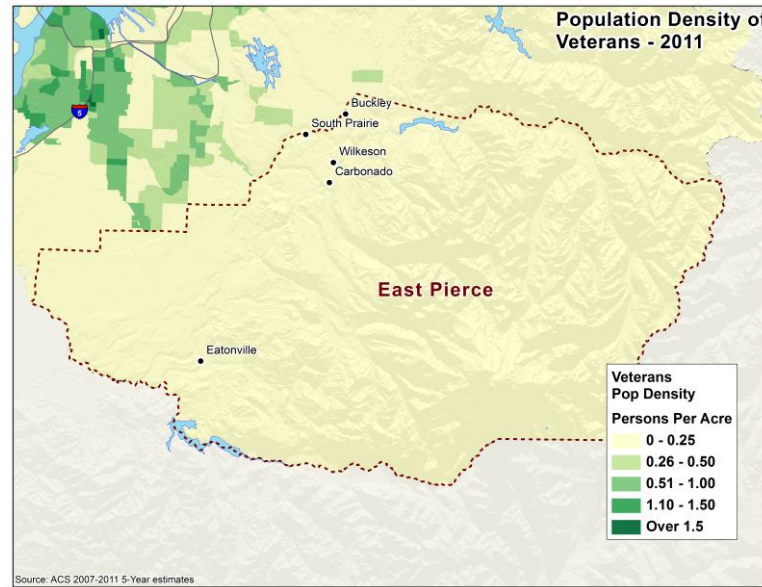
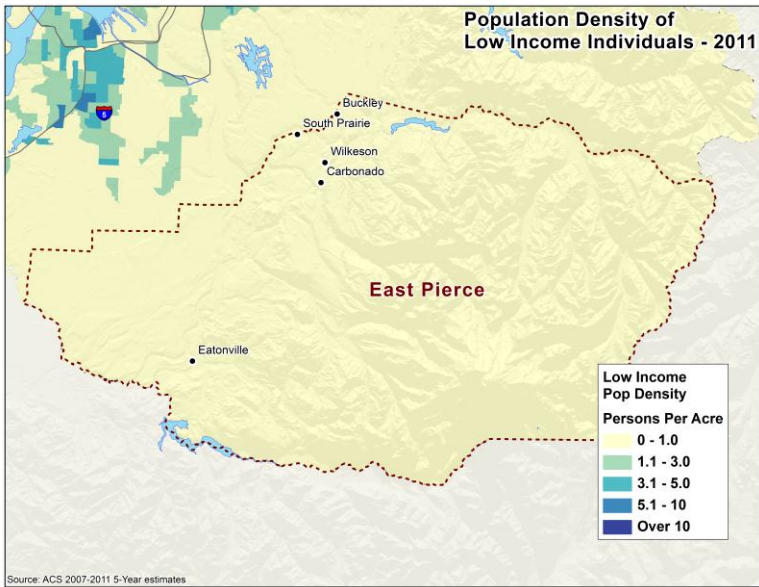
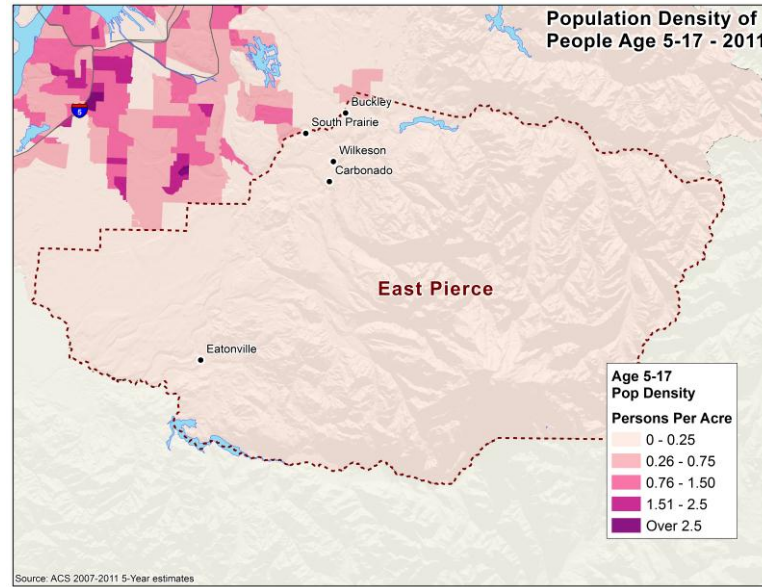
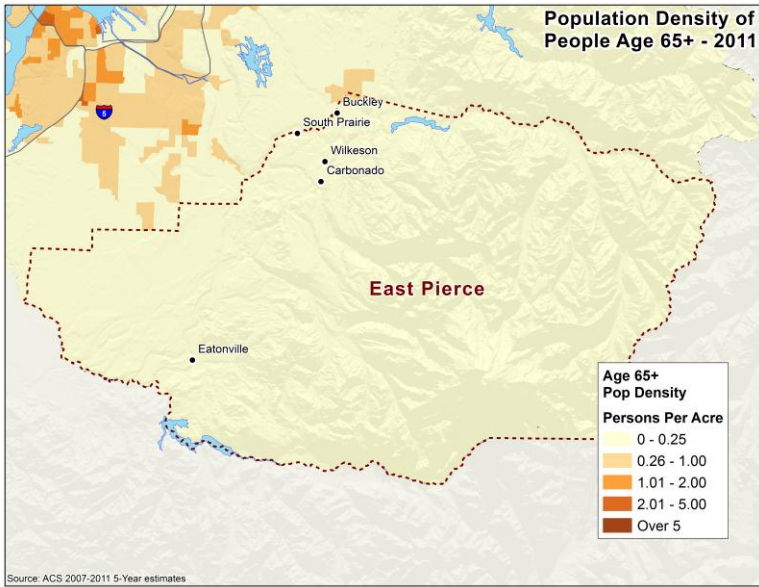
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### **Nonmotorized Transportation**

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

East Pierce County Corridor





## East Pierce County Corridor

### Corridor Description

The corridor includes rural suburban cities such as Buckley and Eatonville and rural portions of unincorporated Pierce County. The corridor is primarily residential and rural and includes Mount Rainier National Park and portions of the Mt. Baker-Snoqualmie National Forest.

Major Employers:

- National Park Service

Regional Growth Centers – none in this corridor

Manufacturing and Industrial Centers—none in this corridor

### East Pierce SMART Corridor Demographics \*

	E. Pierce	Region
<b>Total Population</b>	55,968	3,600,000
<b>5-17</b>	19%	16%
<b>65+</b>	11%	11%
<b>Low Income</b>	24%	24%
<b>Veterans</b>	13%	11%

Source: ACS 2007-2011 5-Year Estimates

\*Disability and LEP data used because disability data was not available at SMART Corridor level and the margin of error was too high to use LEP data with confidence.

### **Major Destinations**

There are several employment sites in Buckley. The nearest major shopping destination is at South Hill Mall. Mount Rainier National Park is a major recreational destination in this corridor, along with NW Trek Wildlife Park. There have also been a number of retail shopping strip malls and supermarkets that have opened along highway 410 in Buckley. The residential Rainier School in Buckley has a significant population of students with disabilities.

### **Existing Conditions**

#### **Roadways**

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

- SR 162 between Sumner and Orting
- SR 410 between Sumner and Buckley

#### **Ferries**

Not applicable.

#### **Transit**

This Corridor is outside of Pierce Transit’s and Sound Transit’s service areas.

#### **Special Needs Transportation**

As part of increasing access from the less developed areas to the fixed-route transit service, Pierce Transit helps fund the Beyond the Borders program operated by Pierce County Community Connections. This program serves seniors, people with disabilities, youth (age 12 to 17) and individuals who meet low income requirements and live outside of the Pierce Transit service area in rural Pierce County. Individuals may use this demand response service to travel to rural destinations in the county or to connect to Pierce Transit services in Spanaway, South Hill, and Puyallup. In 2013 Beyond the Borders began offering deviated fixed routes including a Sumner Community circulator and a South Hill-Spanaway circulator. The Puget Sound Educational Services District (PSESD) operates The Road to Independence WorkFirst Van Program. This program provides rides to work and employment-related activities for eligible participants in East Pierce County and South King County. To qualify for transportation services with our program, riders must be considered low-income, as determined by the Federal Poverty Guidelines, reside in a location in which there is limited and/or no public transit available and/or would be unable to transport themselves to their destination.

#### **Bicycle and Pedestrian Facilities**

Data needed to be provided by representatives of jurisdiction and modal experts.

#### **Park-and-Ride Lots**

The East Pierce Corridor contains no park-and-ride lots.

## **East Pierce Corridor—Transportation 2040**

### **Transit**

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

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

Due to the rural nature of the East Pierce County corridor, no High Capacity Transit or Bus Rapid Transit projects are planned for the area beyond the existing Sounder Commuter Rail service in Sumner and the proposed Bus Rapid Transit on the adjacent SR 161 through Graham. While the only frequent core bus service is from Sumner to Bonney Lake, local community connector bus service on an hourly or greater headway will be provided to Prairie Ridge, Buckley, and Orting.

With today's current economic climate, preserving existing transit and paratransit service is paramount. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects, reduced staff by 48 positions in 2009, and reduced service by 5% in July 2009. Should the reduction in tax revenues continue, Pierce Transit forecasts it will need to reduce transit service by 66% at the end of 2011, triggering an effort to identify what service it should reduce or eliminate.

In the near term, the Transportation 2040 goal is for transit service to recover from the recessionary cuts and deferrals enough by the year 2020 to match the 2006 bus service levels. In the long term, the expansion of fixed-route core transit service by 100% in the peak and 80% in the off-peak in the Plan by 2040 will reduce the wait times and number of transfers needed to travel around on transit.

### **Special Needs**

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

For the special needs population, a large portion of which is transit dependent, preserving existing transit and paratransit service is paramount, particularly in Pierce County, which has the highest percentages of special needs populations in the region. With the decrease in tax revenues over the past few years, maintaining existing service and vehicle capacity has become a significant issue with the low-income and fixed-income populations suffering financially when fares are increased or routes eliminated. Pierce Transit is experiencing a significant decline in tax revenues due to the recession and has delayed capital projects and reduced staff in 2008. Pierce Transit has projected, that should the recession continue into 2010, the outermost portions of the existing transit network, particularly suburban and rural eastern Pierce County, might be truncated due to insufficient operating revenue.

Since the East Pierce County corridor is outside of Pierce Transit's service area, no other transit service is proposed in 2040. The Beyond the Borders program will continue to provide access to the rural areas of East Pierce, connecting to Pierce Transit's core bus service. Volunteer drivers, vanpools, and community shuttles will need to address the special needs population's transportation needs in this rural area.

### **Nonmotorized Transportation**

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

# Regional Reduced Fare Permit For Senior and Disabled Persons

## *Medical Eligibility Criteria and Conditions*



Available in accessible format.  
October 2012

# Applicant

## Regional Reduced Fare Permit for Seniors and Disabled Persons

### What is it?

The Regional Reduced Fare Permit simplifies travel for senior and disabled riders of public transportation around Puget Sound. The following public transportation systems in the Puget Sound region recognize this identification card:

- Clallam Transit
- Community Transit
- Everett Transit
- Intercity Transit
- Jefferson Transit
- Kitsap Transit
- Mason Transit
- King County Metro Transit
- King County Water Taxi
- Pierce Transit
- Skagit Transit
- Sound Transit
- Washington State Ferries

With the Regional Reduced Fare Permit, eligible persons do not need to carry more than one permit to receive the reduced-fare benefits of multiple systems within the region.

### Who is eligible?

Any person who presents proof of one or more of the following conditions can obtain a Regional Reduced Fare Permit\*:

1. Is at least 65 years of age.
2. Is now eligible for Social Security Disability Benefits or now receives Supplemental Security Income Benefits because of disability. (Temporary)
3. Is currently certified by the Veterans Administration at a 40 percent or greater disability level.
4. Has a valid Medicare card issued by the Social Security Administration. (Temporary)
5. Has a valid Regional ADA Paratransit card.
6. Has a valid ADA Paratransit Card from outside the region.
7. Has obvious physical impairments meeting one or more of the medical criteria listed to the right.
8. Is currently participating in a vocational career program with the Washington State Individual Educational Program (IEP). (Temporary)
9. Is certified by a Washington State-licensed physician (M.D.), psychiatrist, psychologist (Ph.D.), Physician Assistant (P.A.), Advanced Registered Nurse Practitioner (A.R.N.P.), or audiologist (certified by the American Speech and Hearing Association) as meeting one or more of the medical criteria listed to the right.

### Where is it issued?

Any eligible person may apply for a Regional Reduced Fare Permit at the customer service offices of any of the participating transit agencies. Washington State Ferries, King County Ferry District and Sound Transit do not issue the permits but will honor those issued by any of the other systems. Any applicant with a valid Regional ADA Paratransit card must apply to the transit agency where that person lives.

### How long is it valid?

Permits issued to persons 65 or older and to persons permanently disabled will be valid indefinitely. No renewal is necessary. Persons with disabilities that will last between three months and one year may receive temporary permits. These permits, which carry an expiration date, may be renewed only if the disability continues beyond that date. Persons certified by approved health care providers as permanently disabled may receive permanent permits. Participating agencies retain the right to ask for certification upon loss of a permit or at any other time.

### What does it cost?

An individual must pay a fee of \$3 to obtain the permit. Replacement permits may be obtained from the issuing agency for \$3 or less.

### How does it work?

The permit is an identification card used as proof of eligibility to pay a reduced fare. The permit has no cash value and may not be used as a transfer between systems. The permit holder must pay the amount of the reduced fare on each system used, and use of the permit is subject to any time restrictions in effect by each system.

### Questions?

If you have comments or questions regarding the Regional Reduced Fare Permit, please contact your local agency. Participating agencies are listed on the last page of this brochure.

*\*These agencies reserve the right to contact your Health Care Provider for verification.*

# Health Care Provider

## Medical Eligibility Criteria

### SECTION 1. NON-AMBULATORY DISABILITIES

1. **Wheelchair-User.** Impairments which, regardless of cause, confine individuals to wheelchairs.

### SECTION 2. SEMI-AMBULATORY PHYSICAL DISABILITIES

1. **Restricted Mobility.** Impairments which cause individuals to walk with difficulty including, but not limited to, individuals using a long leg brace, a walker or crutches to achieve mobility, or birth defects and other muscular/skeletal disabilities, including dwarfism, causing mobility restriction. Persons currently undergoing chemotherapy or radiation treatment are considered eligible for a reduced fare permit under this subsection.
2. **Arthritis.** Persons who suffer from arthritis causing a function motor defect in any two major limbs. (American Rheumatism Association criteria may be used as a guideline for the determination of arthritic handicap; Therapeutic Grade III, Functional Class III, or Anatomical State III or worse is evidence of arthritic handicap.)
3. **Loss of Extremities.** Persons who suffer anatomical deformity of or amputation of both hands, one hand and one foot, or lower extremity at or above the tarsal region. Loss of major function may be due to degenerative changes associated with vascular or neurological deficiencies, traumatic loss of muscle mass or tendons, bony or fibrous ankylosis at unfavorable angle, or joint subluxation or instability.
4. **Cerebrovascular Accident.** Persons displaying one of the following, four months post-CVA:
  - a. Pseudobulbar palsy or
  - b. Functional motor defect in any two extremities, or
  - c. Ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss.
5. **Respiratory.** Persons suffering respiratory impairment (dyspnea) of Class 3 or greater as defined by "Guidelines to the Evaluation of Permanent Impairment: The Respiratory System," Journal of the American Medical Association, 194:919 (1965).
6. **Cardiac.** Persons suffering functional classification III or IV and therapeutic classifications C, D, or E cardiac disease as defined by Diseases of the Heart and Blood Vessels – Nomenclature and Criteria for Diagnosis, New York Heart Assoc. (6<sup>th</sup> Edition).
7. **Dialysis.** Persons who must use a kidney dialysis machine in order to live.
8. **Disorders of Spine.** Persons disabled by one or more of the following:
  - a. Fracture of vertebra, residuals or, with cord involvement with appropriate motor and sensory loss; or
  - b. Generalized osteoporosis with pain, limitation of back motion, paravertebral muscle spasms, and compression fracture of vertebra; or
  - c. Ankylosis or fixation of cervical or dorsolumbar spine at 30 degrees or more of flexion measured from the neutral position and one of the following:
    - i. Calcification of the anterior and lateral ligaments as shown by x-ray; or
    - ii. Dilateral ankylosis of sacroiliac joints and abnormal apophyseal articulation as shown by x-ray.
9. **Nerve Root Compression Syndrome.** A person disabled due to any cause by:
  - a. Pain and motion limitation in back of neck; and
  - b. Cervical or lumbar nerve root compression as evidenced by appropriate radicular distribution of sensory, motor and reflex abnormalities.
10. **Motor.** Persons disabled by one or more of the following:
  - a. Faulty coordination or palsy from brain, spinal or peripheral nerve injury; or
  - b. A functional motor deficit in any two limbs; or
  - c. Manifestations significantly reducing mobility, coordination and perceptiveness not accounted for in prior categories.
11. **HIV Disease.** A person disabled by HIV disease who meets Social Security eligibility criteria or who meets Washington State (GAU/Welfare) medical criteria.

### SECTION 3. VISUAL DISABILITIES

1. Persons disabled because of:
  - a. Visual acuity of 20/200 or less in the better eye with correcting lenses; or
  - b. Contraction of the visual field:
    - i. So the widest diameter of visual field subtending an angular distance is no greater than 20 degrees; or
    - ii. To 10 degrees or less from the point of fixation; or
    - iii. To 20 percent or less visual field efficiency.
2. Persons who, by reason of a visual impairment, do not qualify for a Driver's License under regulations of the Washington State Department of Motor Vehicles.

### Section 4: HEARING DISABILITIES

1. Persons disabled because of hearing impairments manifested by one or more of the following:
  - a. Better ear pure tone average of 90 dB HL (unaided) for tones at 500, 1,000, 2,000 Hz; or
  - b. Best speech discrimination score at or below 40% (unaided) as measured with standardized testing materials.
2. Eligibility may be certified by a physician licensed by the State of Washington or by an audiologist certified by the American Speech, Language, Hearing Association.

### Section 5: NEUROLOGICAL DISABILITIES

1. **Epilepsy**
  - a. Persons who have suffered any seizure with loss of awareness within the last six months.
  - b. Persons exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of epilepsy defined in this section.
2. **Neurological Handicap.** A person disabled by cerebral palsy, multiple sclerosis, muscular dystrophy, or other neurological and physical impairments not controlled by medication.

### Section 6: MENTAL DISABILITIES

1. **Developmental Disabilities. Permanent Permit.** Persons disabled due to mental retardation, autism or other conditions found to be closely associated with mental retardation or to require treatment similar to that required by mentally retarded individuals and:
  - a. The disability originates before such individual attains age 18,
  - b. The condition has continued, or can be expected to continue, indefinitely,
  - c. The condition substantially limits one or more major life activities on an ongoing basis.
2. **Adult Cognition Impairments. Permanent Permit.** Persons whom by reason of traumatic brain injury, illness or other accident occurring after age 18 experience ongoing impairments(s) in cognition that substantially limit(s) one or more major life activities, including individuals who meet SSA, SSI, or SSDI eligibility criteria.
3. **Serious Persistent (Chronic) Mental Illness. Permanent Permit.** Individuals with a mental illness with symptoms chronic in nature who experience a significant limitation in their ability to take part in major life activities **and** who meet one of the following:
  - a. Having a mental disorder diagnosis based on criteria in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
  - b. Living in a group/boarded home setting, receiving state or federal financial assistance and participating in a state or federally funded work activity center or workshop;
  - c. Permanently placed in a supervised or supported living arrangement;
  - d. Addressing mental health needs by participating in any training/ rehabilitation program or therapy established under federal, state, county, Regional Support Network (RSN) or city government agency.
4. **Serious Mental Illness (Acute at-risk). Temporary Permit.** Individuals with a mental illness who are currently experiencing a significant limitation in their ability to take part in major life activities **and** who meet one of the following:
  - a. Having a mental disorder diagnosis based on criteria in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
  - b. Living in a group/boarded home setting, receiving state or federal financial assistance and participating in a state or federally funded work activity center or workshop;
  - c. Living at home under supervision and participating in a state or federally funded state or federal work activity center or workshop;
  - d. Addressing mental health needs by participating in any training/ rehabilitation program or therapy established under federal, state, county, Regional Support Network (RSN) or city government agency.

**CLALLAM TRANSIT**

- 830 West Lauridsen Blvd.  
Port Angeles, WA 98363
- 360-452-1315 • Toll Free: 1-800-858-3747

**COMMUNITY TRANSIT**

- Community Transit Ride Store*  
20110 46<sup>th</sup> Ave W – Lynnwood, WA 98036
- 425-348-2350 • Toll Free: 1-800-562-1375
  - TTY Relay: 711

**EVERETT TRANSIT**

- 3201 Smith Ave – Everett, WA 98201
- 425-257-7777 • TDD/TTY: 425-257-7778
  - Everett Para Transit: 425-257-8801

**INTERCITY TRANSIT**

- 222 State Ave NE – Olympia, WA 98501
- 360-786-1881 • Toll Free: 1-800-287-6348
  - TDD/TTY: 360-943-5211
  - Dial-A-Lift: 360-754-9393
  - Toll Free: 1-800-244-6846

**JEFFERSON TRANSIT**

- 1615 W. Sims Way – Port Townsend, WA 98369
- 360-385-4777
  - TDD/TTY: 1-800-833-6388
  - Dial-A-Ride: 360-385-4777

**KITSAP TRANSIT**

- 60 Washington Ave, #200 – Bremerton, WA 98337  
Bremerton Transportation Center
- 360-373-BUSS
  - Toll Free: 1-800-501-RIDE
  - Kitsap Transit ACCESS (toll free): 1-800-422-BUSS
  - TDD/TTY: 360-377-9874

**MASON TRANSIT AUTHORITY**

- Mailing: PO Box 1880 - Shelton, WA 98584  
Physical: 790 E. Johns Prairie Rd - Shelton, WA 98584
- 360-427-5033 • Toll Free: 1-800-374-3747
  - TDD/TTY: 711 or 1-800-833-6388

**KING COUNTY METRO TRANSIT**

- 201 South Jackson St – Seattle, WA 98104-3856
- 206-553-3000 • Toll Free: 1-800-542-7876
  - TDD/TTY: 711

**KING COUNTY FERRY DISTRICT**

- 201 South Jackson St • Seattle, WA 98104-3856  
(206) 684-1551 • TTY: 711

**PIERCE TRANSIT**

- Tacoma Dome Station Bus Shop — 505 E 25<sup>th</sup> St  
— Tacoma, WA 98421  
The Bus Shop — 930 Commerce — Tacoma, WA 98402  
Lakewood Bus Shop — 3720 96<sup>th</sup> St SW  
— Lakewood, WA 98499
- 253-581-8000 • Toll Free: 1-800-562-5109
  - TDD/TTY: (243) 582-7951
  - SHUTTLE: 253-581-8100
  - Toll free: 1-800-841-1118
  - TDD/TTY: 253-582-7963

**SKAGIT TRANSIT**

- 600 County Shop Lane – Burlington, WA 98233
- Burlington Business Office: 360-757-8801
  - Customer Service: 360-757-4433
  - TTY: 1-360-757-1938 • Toll Free: 1-877-584-7528

**SOUND TRANSIT**

- 401 South Jackson St – Seattle, WA 98104
- 206-398-5000 • Toll Free: 1-888-889-6368
  - TDD/TTY: 711

**WSDOT Ferries Division (WSF)**

- Customer Information – 2901 Third Avenue, # 500  
– Seattle, WA 98121-3014
- 206-464-6400
  - Toll Free WA & BC: 1-888-808-7977 or 511
  - Persons who are deaf or hard of hearing may access Relay Services by dialing 711(WA) and ask to be connected to 206-515-3460





# Attachment H

## PROJECTS FUNDED THROUGH PSRC COORDINATED GRANT PROCESS, INCLUDING WSDOT CONSOLIDATED GRANT PROGRAMS IN CENTRAL PUGET SOUND REGION

Under SAFETEA-LU the Puget Sound Regional Council is a designated recipient of Federal Transit Administration (FTA) 5316 Job Access and Reverse Commute (JARC) and 5317 New Freedom funds apportioned to the Seattle-Tacoma-Everett Urbanized Area (STE-UZA). As a designated recipient, PSRC is responsible for the competitive distribution of both JARC and New Freedom funds. The process by which PSRC distributes these funds is described in the respective Program Management Plan.

Under MAP-21, the Puget Sound Regional Council is a designated recipient of FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities funds apportioned to the Seattle-Tacoma-Everett Urbanized Area (STE-UZA). As a designated recipient, PSRC is responsible for certifying a fair and equitable distribution of Enhanced Mobility of Seniors and Individuals with Disabilities funds. The process by which PSRC makes this fair and equitable distribution is described in the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan.

As the RTPO (Regional Transportation Planning Organization) for central Puget Sound region, PSRC is responsible for regionally ranking projects that will be applying for special needs transportation funds from WSDOT Public Transportation Division's Consolidated Grant Program. This biennial process is conducted with PSRC's special needs transportation competition since many projects sponsors apply for both sources of funding (state and federal).

PSRC's Coordinated Grant Program, where current information on applying for federal and state special needs transportation funds, may be found at: <http://www.psrc.org/funding/special>

The following is a summary of awarded JARC and New Freedom funds for federal fiscal years (FFY) 2006 to 2012, grant competition, and a summary of FFY 2013 Enhanced Mobility of Seniors and Individuals with Disabilities funds distributed in the 2012-2013 Coordinated Grant Program competition.

## FTA 5316 Job Access and Reverse Commute (JARC) Funding History—FFY 2006–2008

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2006-2009	2006 Funds	2007 Funds	2008 Funds
Catholic Community Services	Travel Ambassador, Outreach	\$64,612			\$64,612
Community Transit	Late Night SWIFT Bus Rapid Transit	\$480,000		\$400,000	\$80,000
Community Transit	Job Seekers Transportation Education	\$30,000	\$30,000		
Hopelink	Bellevue Easy Rider Dial-A-Ride Pilot Project	\$55,800	\$55,800		
Hopelink	King County Mobility Manager	\$294,020		\$294,020	
King County	King Co. Job Access Residential Transportation Coordinator	\$178,551	\$178,551		
Neighborhood House	Job Access Driver	\$56,765	\$56,765		
Pierce County Department of Community Services	Beyond the Borders	\$562,620	\$231,750	\$174,346	\$156,524
Puget Sound Educational Services District	WorkFirst Van Continuation	\$362,451	\$154,813		\$207,638
Pierce County Department of Community Services	Mobility Coordinator/Web Enhancement	\$121,138			\$121,138
Senior Services of Snohomish County	SNOTRAC: Mobility Manager	\$126,925			\$126,925
Senior Services of Snohomish County	SNOTRAC: Program Coordinator	\$60,000			\$60,000
United Way Pierce County	2-1-1 Special Needs Hotline	\$103,608			\$103,608
Volunteers of America Western Washington	Special Needs Transportation Hotline	\$67,994			\$67,994
Volunteers of America Western Washington	Mobility Manager	\$62,036	\$62,036		
Volunteers of America Western Washington	SNOTRAC	\$95,857	\$95,857		
<b>Total to Projects</b>		<b>\$2,722,377</b>	<b>\$865,572</b>	<b>\$868,366</b>	<b>\$988,439</b>

\*The process for awarding funds to eligible projects is described in PSRC's JARC Program Management Plan.

## FTA 5317 New Freedom Funding History—FFY 2006-2008

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2006-2008	2006 Funds	2007 Funds	2008 Funds
Catholic Community Services	Disabled Veterans	\$132,350		\$60,781	\$71,569
Catholic Community Services	Volunteer Coordinator/Bus Buddy	\$79,807			\$79,807
Hopelink	Bellevue Easy Rider	\$55,800	\$55,800		
Pierce County Depart. Of Community Services	Mobility Coordinator	\$26,750	\$5,562	\$21,188	
Pierce County Department of Community Services	Mobility Coordinator/Web Enhancement	\$17,222			\$17,222
Senior Services of King County	Hyde Shuttle II	\$159,034	\$159,034		
Senior Services of King County	Volunteer Driver	\$12,171	\$12,171		
Senior Services of Snohomish County	Transportation Assist. Program—Operating	\$403,124		\$403,124	
Senior Services of Snohomish County	Transportation Assist. Program—Capital	168,000		\$168,000	
Senior Services of King County	Senior Services Volunteer Expansion	\$45,630			\$45,630
Senior Services of King County	Hyde Shuttle II	\$413,112			\$413,112
Senior Services of Snohomish County	SNOTRAC: Mobility Manager	\$25,385			\$25,385
Senior Services of Snohomish County	SNOTRAC: Program Coordinator	\$12,000			\$12,000
Sound Transit	Bus Buddy	\$140,856	\$140,856		
Sound Transit	Volunteer Program	\$235,000	\$235,000		
United Way Pierce County	2-1-1 Special Needs Hotline	\$20,721			\$20,721
Volunteers of America Western Washington	Special Needs Transportation Hotline	\$13,599			\$13,599
<b>Total to Projects</b>		<b>\$1,960,561</b>	<b>\$608,423</b>	<b>\$653,093</b>	<b>\$699,045</b>

\*The process for awarding funds to eligible projects is described in PSRC's New Freedom Program Management Plan.

## FTA 5316 Job Access and Reverse Commute (JARC) Funding History—FFY 2009–2011

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2009-2011	2009 Funds	2010 Funds	2011 Funds
Catholic Community Services	Travel Ambassador, Outreach	\$ 93,649		\$ 60,398	\$ 33,251
Community Transit	Late Night and Weekend Service Routes 201/202	\$ 553,450	\$500,000		\$ 53,450
Hopelink	Sustain King County Mobility Management	\$ 317,061		\$157,061	\$160,000
Hopelink	Expand King County Mobility Management	\$ 56,749			\$ 56,749
King County	King Co. Job Access Transportation Program	\$ 730,742	\$660,169		\$ 70,573
Neighborhood House	Job Access Driver	\$ 36,774		\$ 36,774	
Pierce County Department of Community Services	Sustain Beyond the Borders	\$ 566,860		\$266,860	\$300,000
Pierce County Department of Community Services	Expand Beyond the Borders	\$ 60,598			\$ 60,598
Pierce County Department of Community Services	Sustain Pierce County Mobility Management	\$ 184,070		\$100,196	\$ 83,874
Puget Sound Educational Services District	Road To Independence: WorkFirst Van Continuation	\$ 311,905		\$161,905	\$150,000
Puget Sound Educational Services District	Key Peninsula School Bus Connections	\$ 80,096		\$ 80,096	
Senior Services of Snohomish County	Pay Your Pal	\$ 45,000		\$ 45,000	
Senior Services of Snohomish County	Sustain Snohomish County Mobility Management	\$ 200,000		\$100,000	\$100,000
United Way Pierce County	2-1-1 Special Needs Hotline	\$ 44,086			\$ 44,086
<b>Total to Projects</b>		<b>\$3,281,040</b>	<b>\$1,160,169</b>	<b>\$1,008,290</b>	<b>\$1,112,581</b>

\*The process for awarding funds to eligible projects is described in PSRC's JARC Program Management Plan.

## FTA 5317 New Freedom Funding History—FFY 2009-2011

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2009-2011	2009 Funds	2010 Funds	2011 Funds
Catholic Community Services	Sustain Volunteer Transportation to Disabled Veterans	\$ 131,406		\$110,265	\$ 21,141
Catholic Community Services	Expand Volunteer Transportation Coordinator	\$ 90,053		\$ 90,053	
Hopelink	Transportation Kiosks in Major Medical Facilities	\$ 144,000		\$144,000	
Hopelink	Sustain King County Mobility Management	\$ 60,789			\$ 60,789
Hopelink	Expand King County Mobility Management	\$ 30,238			\$ 30,238
Pierce County Depart. Of Community Services	Mobility Coordinator	\$ 35,291			\$ 35,291
Puget Sound Educational Services District	Road To Independence: WorkFirst Van Continuation	\$ 59,801			\$ 59,801
Puget Sound Educational Services District	Key Peninsula School Bus Connections	\$ 7,679			\$ 7,679
Seattle, City of	NW Market Street Curb Ramps	\$238,345			\$238,345
Senior Services of King County	Sustain Hyde Shuttle	\$586,221	\$431,876	\$ 63,553	\$ 90,792
Senior Services of King County	Volunteer Transportation Program	\$ 37,270	\$ 31,274		\$ 5,996
Senior Services of King County	Expand Hyde Shuttle	\$392,889	\$342,626		\$ 50,263
Senior Services of King County	Expand Volunteer Transportation Program	\$ 15,435		\$ 15,435	
Senior Services of Snohomish County	Transportation Assist. Program—Operating	\$522,905		\$367,515	\$155,390
United Way Pierce County	2-1-1 Special Needs Hotline	\$ 23,966			\$ 23,966
Volunteers of America Western Washington	Special Needs Transportation Hotline	\$ 15,215			\$ 15,215
<b>Total to Projects</b>		<b>\$2,391,503</b>	<b>\$805,776</b>	<b>\$790,821</b>	<b>\$794,906</b>

\*The process for awarding funds to eligible projects is described in PSRC's New Freedom Program Management Plan.

## FTA 5316 Job Access and Reverse Commute (JARC) & FTA 5317 New Freedom Funding History—FFY 2012

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2012	FTA 5316 2012 Funds	FTA 5317 2012 Funds
Pierce County Community Connections	Sustain Beyond the Borders	\$ 570,000	\$570,000	
Pierce County Community Connections	Sustain Pierce County Mobility Management	\$ 73,192	\$ 73,192	
Puget Sound Educational Services District	Road To Independence: WorkFirst Van Continuation	\$ 474,977	\$474,977	
Senior Services of King County	Sustain Hyde Shuttle	\$ 804,147		\$804,147
<b>Total to Projects</b>		<b>\$1,922,316</b>	<b>\$1,118,169</b>	<b>\$804,147</b>

\*The process for awarding funds to eligible projects is described in PSRC's JARC Program Management Plan.

## FTA 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Funding History—FFY 2013

Awarded to projects in the Seattle-Tacoma-Everett urbanized area (STE-UZA)\*

Recipient/Subrecipient	Project Name	Total Award 2013	FTA 5310 2013 Funds
Catholic Community Services, King	Preserve Volunteer Chore Services	\$ 77,725	\$ 77,725
Catholic Community Services, Pierce	Preserve Volunteer Transportation Coordinator	\$ 267,801	\$267,801
Catholic Community Services, Snohomish	Disabled Veterans Transportation	\$104,962	\$104,962
Hopelink	Sustain King County Mobility Management	\$ 345,156	\$345,156
Hopelink	Sustain Subregional Mobility Coalitions in King County	\$ 138,961	\$138,961
Maple Valley Community Center	Southeast Regional Shuttle Operations 1	\$130,140	\$130,140
Northshore Senior Center	Sustain Cross-County Border Coordinated Special Needs Transportation	\$ 86,250	\$ 86,250
Pierce County Community Connections	Sustain Pierce County Mobility Management	\$126,808	\$126,808
Senior Services of King County	Sustain Hyde Shuttle	\$440,108	\$440,108
Senior Services of Snohomish County	Pay Your Pal	\$48,000	\$ 48,000
Senior Services of Snohomish County	Mobility Management, Snohomish County	\$121,007	\$121,007
United Way Pierce County	2-1-1 Special Needs Hotline	\$ 189,810	\$189,810
<b>Total to Projects</b>		<b>\$2,076,728</b>	<b>\$2,076,728</b>

\*The process for awarding funds to eligible projects is described in PSRC's New Freedom Program Management Plan.