



# REGIONAL TRANSPORTATION PLAN

2026–2050

COORDINATED MOBILITY PLAN

May 2026



Puget Sound Regional Council



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# Contents

|                                                                           |     |
|---------------------------------------------------------------------------|-----|
| Chapter 1: Introduction .....                                             | 5   |
| Planning for the People with Mobility and Accessibility Needs.....        | 5   |
| Coordinated Mobility Planning .....                                       | 8   |
| Chapter 2: Mobility Today .....                                           | 11  |
| Demographic Profiles of People with Mobility and Accessibility Needs..... | 11  |
| Coordinated Mobility .....                                                | 33  |
| Public Transit.....                                                       | 33  |
| Specialized Transportation .....                                          | 34  |
| Eligibility .....                                                         | 36  |
| Reduced Fare Programs.....                                                | 37  |
| Current Transportation System .....                                       | 38  |
| Methodology .....                                                         | 38  |
| Program Type.....                                                         | 38  |
| Key Findings.....                                                         | 39  |
| Common Destinations.....                                                  | 52  |
| Chapter 3: Mobility Needs .....                                           | 55  |
| Methodology .....                                                         | 55  |
| Key Mobility Needs.....                                                   | 56  |
| Additional Feedback on Mobility Needs .....                               | 61  |
| Chapter 4: Mobility Tomorrow.....                                         | 62  |
| Regional Goals .....                                                      | 62  |
| Prioritized Strategies.....                                               | 62  |
| Measuring Success .....                                                   | 72  |
| Looking Ahead .....                                                       | 74  |
| Next Steps .....                                                          | 78  |
| Appendix A: Inventory of Services .....                                   | 79  |
| Operations.....                                                           | 80  |
| Mobility On Demand.....                                                   | 101 |
| Mobility Management.....                                                  | 104 |
| Other Programs .....                                                      | 110 |
| Appendix B: Coordinated Mobility Plan Engagement Summary .....            | 111 |

|                                          |     |
|------------------------------------------|-----|
| Methodology.....                         | 111 |
| Mobility Coalition Engagement.....       | 114 |
| Summary of Participation.....            | 114 |
| Key Findings.....                        | 115 |
| Phase 1: Key Mobility Needs.....         | 115 |
| Phase 2: Transportation Priorities ..... | 118 |
| Conclusions.....                         | 122 |
| More Information .....                   | 122 |

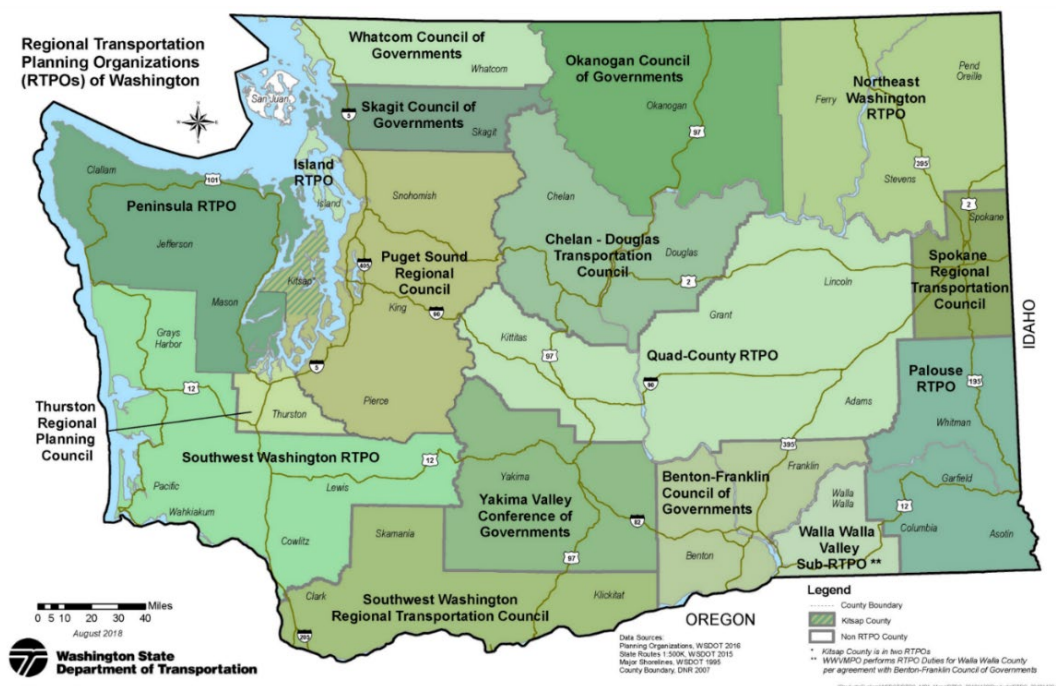
# Chapter 1: Introduction

The Coordinated Mobility Plan provides a coordinated and comprehensive strategy for delivering transportation services that address the needs of individuals with accessibility and mobility challenges due to their age, income or ability. It lays out strategies for meeting those needs and prioritizes ways to improve mobility for those affected communities. The region's first plan was developed to comply with new requirements in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and has been updated regularly since then. This update covers Federal Fiscal Years 2026–2029 and responds to current federal requirements for a regional Coordinated Plan and the latest Washington State Department of Transportation (WSDOT) guidance to develop the region's Human Services Transportation Plan (HSTP) periodically (every four years for the region to align with the Regional Transportation Plan update).

## Planning for the People with Mobility and Accessibility Needs

The Puget Sound Regional Council (PSRC) is the Metropolitan Planning Organization for King, Kitsap, Pierce and Snohomish counties in the central Puget Sound region. PSRC plans for transportation, land use and economic development under the authority embodied in state and federal laws. PSRC maintains a common vision for the region's future, expressed through three connected major activities: [VISION 2050](#), the region's growth strategy; the [Regional Transportation Plan \(RTP\)](#), the region's long-range transportation plan; and the [Regional Economic Strategy](#), the region's comprehensive economic development strategy.

Figure 1: Regional Transportation Planning Organizations in Washington State



Source: WSDOT Regional Transportation Planning Organizations (RTPOs) of Washington, Retrieved from: <https://wsdot.wa.gov/sites/default/files/2024-08/Map-RTPO-Boundaries.pdf>

Building from VISION 2050, the Regional Transportation Plan (RTP) examines the region's transportation needs through 2050. The plan identifies future transportation improvements and addresses transportation needs across the region based on the latest data, adopted land use assumptions, and technical tools. The RTP provides a comprehensive framework for the region's transportation system including transit, walking and bicycling facilities, roadways, ports, and other elements.

Development of a transportation system that is accessible to people with mobility needs is an integral part of the RTP. The Coordinated Mobility Plan identifies the mobility needs of the targeted populations and prioritizes strategies that can be measured on a regional level. Planning decisions on how best to invest in transportation for the most affected communities helps the region focus on effective funding allocation and improve quality of life.

In addition to serving as an implementation plan, the Coordinated Mobility Plan is also used as a framework for prioritizing specialized transportation projects for funding through WSDOT's Consolidated Grant Program. The Federal Transit Administration (FTA) and WSDOT require projects funded through these programs to be "included in a locally developed Coordinated Public Transit-Human Services Transportation Plan," which is called the Coordinated Mobility Plan for the region.

### People with Mobility and Accessibility Needs

People with accessibility and mobility needs are individuals who are unable to transport themselves because of their age, income or ability. Under Washington State Law (RCW 81.66.010), people with special transportation needs are defined as "those people, including their attendants, who because of physical or mental disability, income status or age, are unable to transport themselves or purchase transportation." This plan also addresses the mobility needs of people with limited English proficiency (LEP), recognizing that language and cultural barriers can make it difficult to access transportation information, understand schedules and signage, or navigate unfamiliar systems. For the purposes of this plan, these individuals are referred to as "people with accessibility and mobility needs" or "priority populations" to align with terminology that is more universally used and widely accepted. These identities include:

- ▶ Youth
- ▶ Older Adults
- ▶ People with Low Incomes
- ▶ People with Disabilities
- ▶ People with Limited English Proficiency

People with accessibility and mobility needs have diverse socioeconomic backgrounds and transportation challenges. Many individuals belong to more than one group. For example, an older adult with a disability or a young person in a low-income household. It is also important to note that while priority populations covered in this plan share similar mobility needs as the general public, their specific circumstances can make access to transportation

a greater burden.

In addition, this plan considers how race and ethnicity shape people's transportation experiences. By collecting and analyzing information on race and ethnicity, the plan aims to better understand the experiences of people of color, who have been historically marginalized and underserved.

### Specialized Transportation

Fixed-route transit, such as buses, rails, and ferries, is the backbone of regional mobility for everyone, including many people with accessibility and mobility needs. However, it does not meet every person's needs for every trip. Specialized transportation is any mode of public transportation tailored to meet the specific mobility needs of people with mobility challenges that is not open to the general public.

Specialized transportation fills gaps in the transit network and other private transportation services to ensure people who are unable to transport themselves can access essential services, jobs, and other destinations. This includes the Americans with Disabilities Act (ADA)<sup>1</sup> complementary paratransit provided by transit agencies, demand response (or dial-a-ride) service that picks up people at the curb or door, rideshare programs, volunteer driver services, non-emergency medical transportation (NEMT), school bus programs, or any other transportation services that are tailored to specifically serve people with mobility challenges.

In this planning effort, the intent is to use the widest possible interpretation of specialized transportation. This includes, but is not limited to, transportation services funded and provided by the following:

#### **Federal**

- ▶ Department of Health and Human Services
- ▶ Department of Veterans Affairs
- ▶ Federal Transit Administration (FTA)

#### **State**

- ▶ Washington State Department of Social and Health Services (DSHS)
- ▶ Washington State Department of Transportation (WSDOT)
- ▶ Washington State Health Care Authority (HCA)

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<sup>1</sup> Passed by Congress in 1990, the Americans with Disability Act (ADA) mandates equal opportunities for people 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 ensure system-wide accessibility of their demand response services to persons with disabilities. Public transit providers also must supplement their fixed-routes with complementary paratransit services for those persons unable to use fixed-route services because of their limited mobility. For more information, visit: <https://www.ada.gov/law-and-regs/ada/>

- ▶ Office of the Superintendent of Public Instruction

### **Regional/Local**

- ▶ County and local human service departments
- ▶ For-profit and non-profit contractors
- ▶ Public transportation agencies

## **Coordinated Mobility Planning**

Coordinated mobility is when multiple organizations work together to their mutual benefit, reducing unnecessary duplication and improving the quality of service for riders with accessibility and mobility needs. The primary goal in the regional coordination effort is to create efficiencies that lead to both improved and expanded service, which involves the following:

- ▶ **Transportation providers** — transit agencies and other specialized transportation providers such as social service agencies, transportation brokers, private providers, school districts and non-profit transportation programs;
- ▶ **Service providers** — organizations that provide information referral services or travel training based on individuals' transportation needs, housing agencies that provide safe and secure shelter and services to residents, and social service agencies that connect people to food, job training, and other essential services;
- ▶ **Jurisdictions** — state, counties and cities in the region that collaborate with transportation agencies, service providers and the public to ensure planning decisions on land use, transportation, and other areas are meeting the needs of the local community;
- ▶ **Tribal governments** — sovereign nations that provide and coordinate transportation for tribal and surrounding communities, and whose participation ensures regional coordination respects tribal priorities and supports mobility within and near tribal lands; and
- ▶ **People with accessibility and mobility needs** — Including system users in planning and project development processes helps incorporate their feedback and ensures services and projects effectively address their mobility needs.

As such, this plan brings together the groups listed above to strengthen coordination and improve transportation throughout the region.

## Coordination at the Planning Phase

In 2004, President Bush signed [Executive Order 13330: Human Service Transportation Coordination](#), which directed federal departments and agencies to ensure that transportation services are seamless, comprehensive, and accessible. To implement this, the [Coordinating Council on Access and Mobility \(CCAM\)](#)<sup>2</sup> was established. The CCAM seeks to improve the cost-effectiveness of coordinated transportation to reduce administrative spending, improve access and increase transportation availability for targeted populations nationwide.<sup>3</sup> The CCAM was later given tasks by Congress in 2015, in [Section 3006\(c\) of the 2015 Fixing America's Surface Transportation Act \(FAST Act\)](#).

State-level coordination is achieved through the Statewide Human Service Transportation Plan and associated planning and coordination efforts led by WSDOT in partnership with regional transportation planning organizations, like PSRC, and other regional stakeholders.

PSRC is responsible for facilitating regional coordination for King, Kitsap, Pierce and Snohomish counties. PSRC promotes an open dialogue between specialized transportation funding agencies, service providers, mobility managers and system users in the region by facilitating discussion that brings state, county, and local stakeholders together to address mobility across the region. The [Coordinated Mobility and Accessibility Committee \(CMAC\)](#) is PSRC's key advisory committee for the regional discussion.

For county-level coordination, three counties within the region conduct mobility coalitions that serve as countywide coordination forums. To enhance regional planning efforts, some of the local coalitions develop their own strategic plans. These plans continue to be a vital component of the plan update efforts at the regional level. PSRC does not require that local coalitions adopt their own coordinated plans; however, local plans allow for more detailed analysis, planning and programming. Beyond local coalition plans, other plans, such as county and city comprehensive plans, capital facilities plans, transportation and transit long-range plans, social service plans, and other resources, are reviewed and incorporated into regional planning efforts.

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<sup>2</sup> FTA leads the Coordinating Council on Access and Mobility (CCAM), on behalf of the Secretary of Transportation within the U.S. Department of Transportation, in coordination with 10 other federal departments, including Health and Human Services, Education, Veterans Affairs and others. The CCAM's goals include increasing the cost-effectiveness of resources used for human service transportation and access to these services.

<sup>3</sup> Coordinating Council on Access and Mobility (2022). 2023–2026 Strategic Plan. Retrieved from: <https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-01/2023-2026-CCAM-Strategic-Plan.pdf>

## Coordination with Emergency Management Planning

Priority populations often need additional assistance during or after emergencies to obtain access to essential services, including food, water, shelter, and healthcare. Individuals with limited mobility or those who need language assistance face extra barriers accessing vital resources in case of an emergency.

During emergency events, either natural disasters or human-caused, 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 providers, local emergency managers, and other stakeholders identified in the planning process.

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

RARET is a multi-county emergency management coalition. The goal of RARET's work is to increase the life-sustaining transportation services available to people with accessibility and mobility needs in the event of a major emergency. RARET builds coordination among cross-county transportation providers, human service agencies, and emergency managers. The program also provides training workshops to address critical gaps that exist in emergency planning.



Source: Hopelink

## Chapter 2: Mobility Today

This chapter provides an overview of the current state of transportation for people with accessibility and mobility needs in the PSRC region, including:

- ▶ Demographic profiles
- ▶ The current transportation system serving priority populations
- ▶ Common destinations

This overview helps identify gaps and opportunities in the existing transportation system, informing strategies and priorities in the plan to better meet the needs of these populations.

### Demographic Profiles of People with Mobility and Accessibility Needs

The Coordinated Mobility Plan provides information on the following populations that are more likely to face transportation challenges due to age, income or ability:

- ▶ **Age:** Older adults (65 and older) or Youth (between 5 and 17)
- ▶ **Income:** Below 200% of the Federal Poverty Line (FPL)<sup>4</sup>
- ▶ **Ability:** Physical or cognitive impairment

The plan also includes information on people with limited English proficiency (LEP) (speak English less than very well), as this population often has higher rates of people with mobility challenges than the general population. Additionally, the plan provides race and ethnicity data for each of the groups described above to address intersectionality.

#### A Note on Data

Unless otherwise noted, the data used for each demographic profile are from the 2023 American Community Survey (ACS) 1-year estimates. For cross-tabulation, such as identifying older adults who also have one or more disabilities, the ACS 5-year Public Use Microdata Sample (PUMS) was used for more detailed analysis.

*Figures underlined in tables in this chapter, such as 15%, indicate percentages higher than the regional average.*

### Geographic Distribution Maps

For the maps included in this plan, data from the 2019–2023 American Community Survey (ACS) 5-year estimates were used to visualize demographic information at the census tract level. The maps illustrate where different population groups are located across the region,

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<sup>4</sup> Given the high cost of living in the central Puget Sound region, and to align with other transportation program eligibility guidelines, PSRC defines low-income households using the 200% FPL threshold. For context, in 2023, a four-person household income at the low-income threshold was \$60,000, or approximately \$5,000 per month.

using census tracts as the geographic unit of analysis.

Throughout this plan, the regional average refers to the overall percentage of a specific population across the entire region. To better understand key origins of different priority populations, the maps highlight census tracts with a higher share of a specific population than the regional average, as well as those with a significantly higher share. For consistency across all priority populations, census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

This approach allows PSRC to take a more focused and data-informed view when analyzing the potential impacts of transportation investments on underserved or disproportionately affected communities.

### Non-Driving Population and Zero-Vehicle Households

The non-driving population refers to individuals who do not drive, regardless of whether they live in a household with a car or not. While the reasons for not driving vary across demographic groups and locations, older adults, individuals with disabilities, and lower-income households are more likely to be non-drivers compared with their counterparts, due to factors such as high cost, accessibility, difficulty driving and other limiting circumstances.<sup>5</sup>

Zero-vehicle households refer to households without access to a personal vehicle. This means no one in the household owns or has regular use of a car. Some households living near transit may intentionally choose not to own a vehicle, to walk or bike more or due to the financial burden of owning a vehicle.

These two groups overlap, but they are not identical. However, they both provide important lenses for understanding transportation dependency and accessibility needs for planning purposes.

On average, about 8% of households in the region do not own a personal vehicle. Vehicle ownership rates vary significantly across demographic groups. Households with low incomes (21%), people with disabilities (14%), older adults (10%) and people of color (11%) are less likely to own a vehicle compared to the regional average. While 7% of households with White householders lack access to a personal vehicle, Black or African American (15%), Asian (13%), and American Indian and Alaskan Native (11%) householders are the least likely to have access to a personal vehicle.<sup>6</sup>

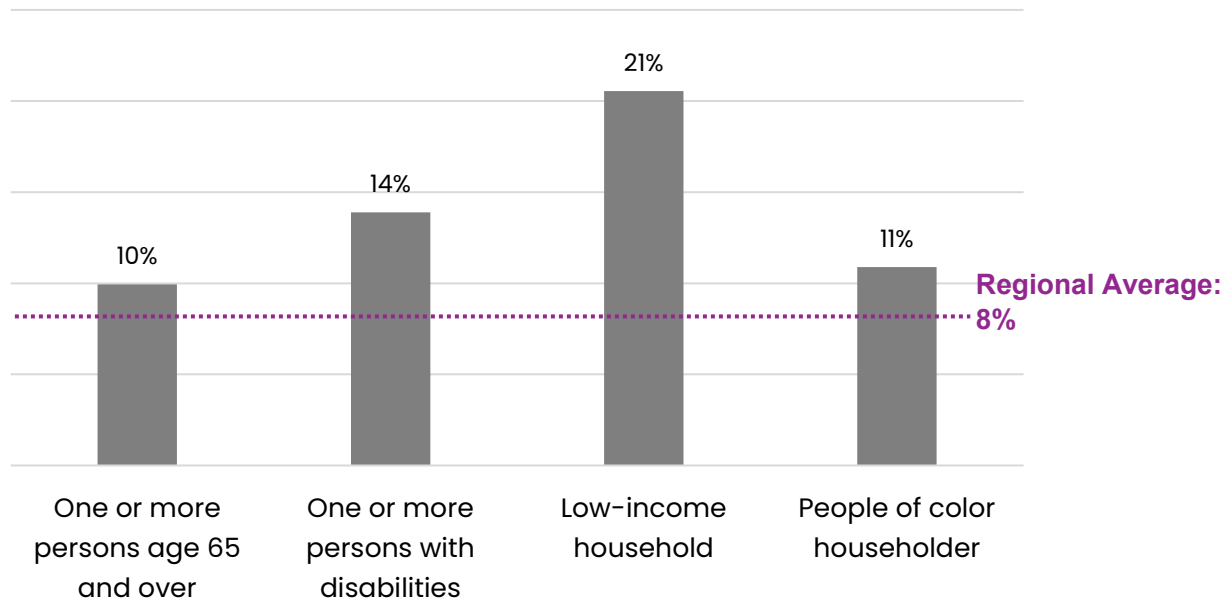
Non-drivers face greater constraints on when and where they can travel. As a result, participating in daytime or weekend activities or attending unplanned events can be particularly difficult.

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<sup>5</sup> The Washington State Legislature, 2023, Nondrivers: Population, Demographics & Analysis. Retrieved from: <https://leg.wa.gov/media/550f2h43/nondriversstudyfinalreportappendices.pdf>

<sup>6</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

Figure 2: Zero-Vehicle Households, 2023



Source: U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

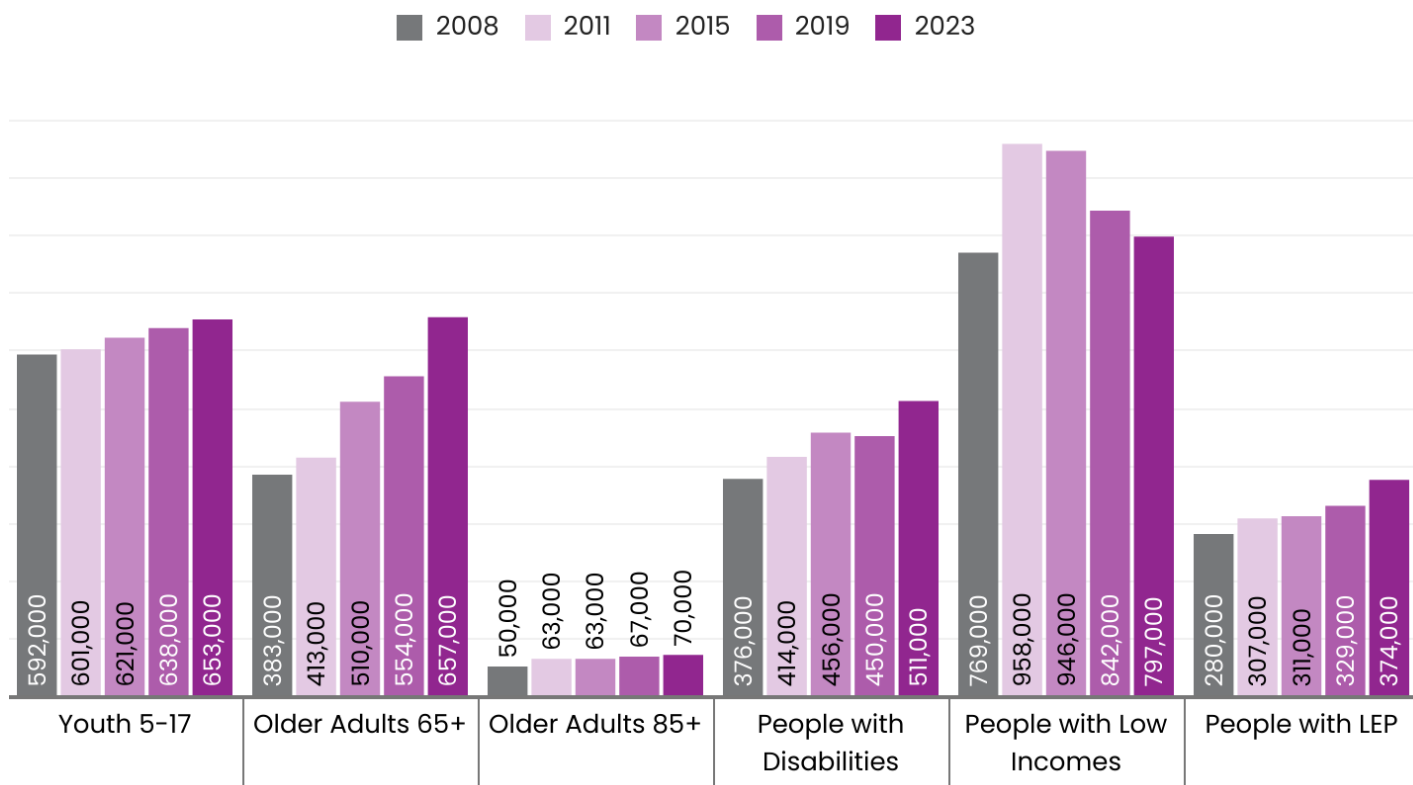
### Overview of People with Accessibility and Mobility Challenges

Between 2008 and 2023, the number of priority populations in the region has steadily increased, at nearly half of the total regional population. As shown in Figure 3, this growth was primarily driven by the rise in older adults, followed by people with disabilities and LEP. Their numbers are increasing at a faster rate than the overall population. Over the past four years, while the overall population has grown by 4%, the number of older adults has increased by nearly 20%, and the populations of people with disabilities and LEP individuals have grown by almost 15%.

People with low incomes remain the largest group among the priority populations, however, their numbers have fluctuated over the past decade in line with broader economic trends.

According to the 2023 U.S. Census Bureau’s American Community Survey, over 40% of the region’s population falls into at least one of the above groups. As noted earlier, many individuals fall into multiple categories, and often, these overlapping identities compound their mobility challenges compared to the general public.

Figure 3: Changes in the Number of Priority Populations, 2008–2023



Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates, Tables S0101, S1810, S1701, S1601

Table 1 provides an overview of the distribution of these populations across the region and by county. Pierce County has a higher share of low-income households compared to the regional average. Kitsap County has the highest percentages of people with disabilities and older adults among other counties, and both are well above the regional average. Snohomish County shows a slightly higher share of youth and people with LEP compared to the regional average, while the shares of other priority populations are consistent with the regionwide percentages. Although King County's percentage shares of priority populations may be lower than those in other counties, its large total population means the absolute number of people in each category is substantially higher. For example, 18% of King County residents have low incomes, 1% below the regional average. However, this still represents about 408,800 individuals, nearly half of all low-income individuals across the region (821,400). Similarly, King County is home to more than half of the region's residents with LEP.

Table 1: Priority Populations as a Percent of Total Population, 2023

|                                 | Region           | King             | Kitsap         | Pierce         | Snohomish      |
|---------------------------------|------------------|------------------|----------------|----------------|----------------|
| <b>Total Population</b>         | <b>4,323,000</b> | <b>2,271,000</b> | <b>278,000</b> | <b>929,000</b> | <b>845,000</b> |
| <b>Youth 5-17</b>               | 15%              | 14%              | 14%            | <u>17%</u>     | <u>16%</u>     |
| <b>Older Adults 65+</b>         | 15%              | 15%              | <u>20%</u>     | 15%            | 15%            |
| <b>People with Disabilities</b> | 12%              | 11%              | <u>15%</u>     | <u>14%</u>     | 12%            |
| <b>People with Low Incomes</b>  | 19%              | 18%              | 19%            | <u>21%</u>     | 19%            |
| <b>People with LEP</b>          | 9%               | <u>11%</u>       | 3%             | 6%             | <u>10%</u>     |
| <b>People of Color</b>          | 43%              | <u>48%</u>       | 28%            | 39%            | 39%            |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

### Youth (Ages 5-17)

Youth have distinct transportation needs, as their travel options are generally limited to riding with family or caregivers, using public transit, school buses, or walking, biking or rolling.

Youth make up 15% of the region's population (Table 2), yet 23% live in households with low incomes (Table 3). In Pierce County, one in four youth lives in a low-income household. Regionwide, households with low incomes are more likely to rely on public transportation and less likely to own a personal vehicle, compared to households with higher incomes.<sup>7</sup>

This creates unique transportation challenges for low-income youth, such as difficulty getting to before- and after-school activities or missing other opportunities due to limited transit service at times or in the places they need. Youth ages 5-17 are also driving the region's growing diversity. In 2023, 52% of youth identified as people of color, compared to 43% of the total population.<sup>8</sup>

<sup>7</sup> Puget Sound Regional Council, 2023 Household Travel Survey

<sup>8</sup> U.S. Census Bureau, 2019-2023 American Community Survey 5-Year PUMS

Table 2: Count and Share of Youth of Color, 2023

| Youth of Color   | Count          | Share      |
|------------------|----------------|------------|
| <b>Region</b>    | <b>342,700</b> | <b>52%</b> |
| King County      | 187,100        | <u>57%</u> |
| Kitsap County    | 14,400         | 36%        |
| Pierce County    | 77,100         | 49%        |
| Snohomish County | 64,100         | 47%        |

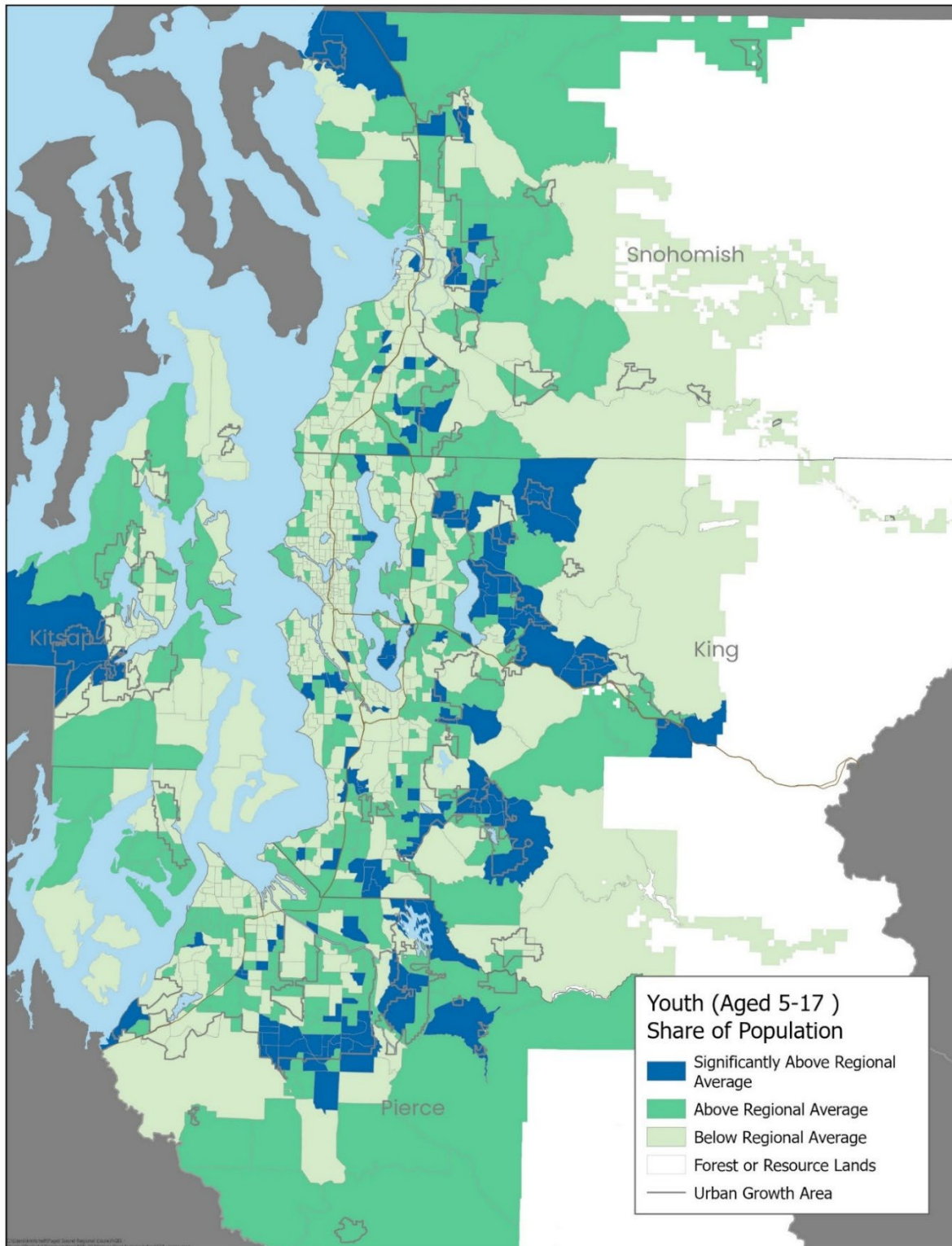
Source: U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

Table 3: Count and Share of Youth in a Household Below 200% Federal Poverty Line

| Youth in Low-Income Households | Count          | Share      |
|--------------------------------|----------------|------------|
| <b>Region</b>                  | <b>148,300</b> | <b>23%</b> |
| King County                    | 68,200         | 21%        |
| Kitsap County                  | 9,100          | 23%        |
| Pierce County                  | 39,600         | <u>26%</u> |
| Snohomish County               | 31,400         | 23%        |

Source: U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

Figure 4: Youth (Aged 5-17), 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## Older Adults (Ages 65 and Older)

Older adults are a growing share of the region's population. In 2023, 15% of the residents were 65 years or older, and that share is projected to increase to 23% by 2050, making them the only age group projected to grow as a proportion of the total population by 2050.<sup>9</sup>

The age of 65 and older has traditionally marked the transition into retirement, when travel patterns shift from work trips to more social, errand, and medical-related trips. While older adults represented 15% of the region's population in 2023, they accounted for 29% of all trips to medical facilities.<sup>10</sup> This age threshold is also commonly used to determine eligibility for reduced fare programs and other specialized transportation and assistance programs. As shown in Table 4, Kitsap County has the highest share of older adults (20%), however, King County has more than 50% of the total number of older adults in the region.

**Table 4: Count and Share of Older Adults Age 65+, 2023**

| Older Adults     | Count   | Share      |
|------------------|---------|------------|
| Region           | 656,500 | 15%        |
| King County      | 329,500 | 15%        |
| Kitsap County    | 56,600  | <u>20%</u> |
| Pierce County    | 141,300 | 15%        |
| Snohomish County | 129,100 | 15%        |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

As people age, they may experience changes in health that affect their mobility. Vision changes, for example, can impact when and how often older adults feel comfortable driving. An [AARP study](#) found that among the 1,012 nationwide survey participants, more than half of people over age 50 started to reduce or eliminate evening and night driving.<sup>11</sup> As people age, especially those aging in place, maintaining social connections is essential for mental and emotional well-being. To support healthy aging, older adults need a transportation system that accommodates their specific needs and helps them remain active and stay engaged in their communities.

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<sup>9</sup> Washington State Office of Financial Management, April 1, 2025 Official Population Estimates

<sup>10</sup> Puget Sound Regional Council, 2023 Household Travel Survey

<sup>11</sup> AARP, October 2023. Vision and Driving: Attitudes and Habits of Adults Age 50-Plus. Retrieved from: <https://www.aarp.org/content/dam/aarp/research/topics/livable-communities/transportation/vision-driving-older-drivers.doi.10.26419-2Fres.00746.001.pdf>

Another health challenge among the aging population is an increasing prevalence of disability. Regionwide, over 30% of individuals aged 65 and older have a disability, and this share rises sharply with age: more than 70% of adults aged 85 and older experience one or more disability. These conditions can make it difficult for older adults to drive or walk to desired destinations independently.<sup>12</sup>

**Table 5: Older Adults with Disabilities by County, 2023**

| Older Adults with Disabilities | Age 65-74 Count | Age 65-74 Share | Age 75-84 Count | Age 75-84 Share | Age 85+ Count | Age 85+ Share |
|--------------------------------|-----------------|-----------------|-----------------|-----------------|---------------|---------------|
| <b>Region</b>                  | <b>89,400</b>   | <b>24%</b>      | <b>69,000</b>   | <b>41%</b>      | <b>49,900</b> | <b>71%</b>    |
| <b>King</b>                    | 40,300          | 21%             | 32,000          | 38%             | 28,700        | <u>73%</u>    |
| <b>Kitsap</b>                  | 8,000           | <u>25%</u>      | 6,300           | 40%             | 3,200         | 68%           |
| <b>Pierce</b>                  | 23,300          | <u>28%</u>      | 16,800          | <u>44%</u>      | 9,000         | 68%           |
| <b>Snohomish</b>               | 17,900          | 24%             | 13,900          | <u>44%</u>      | 9,100         | 70%           |

Source: U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

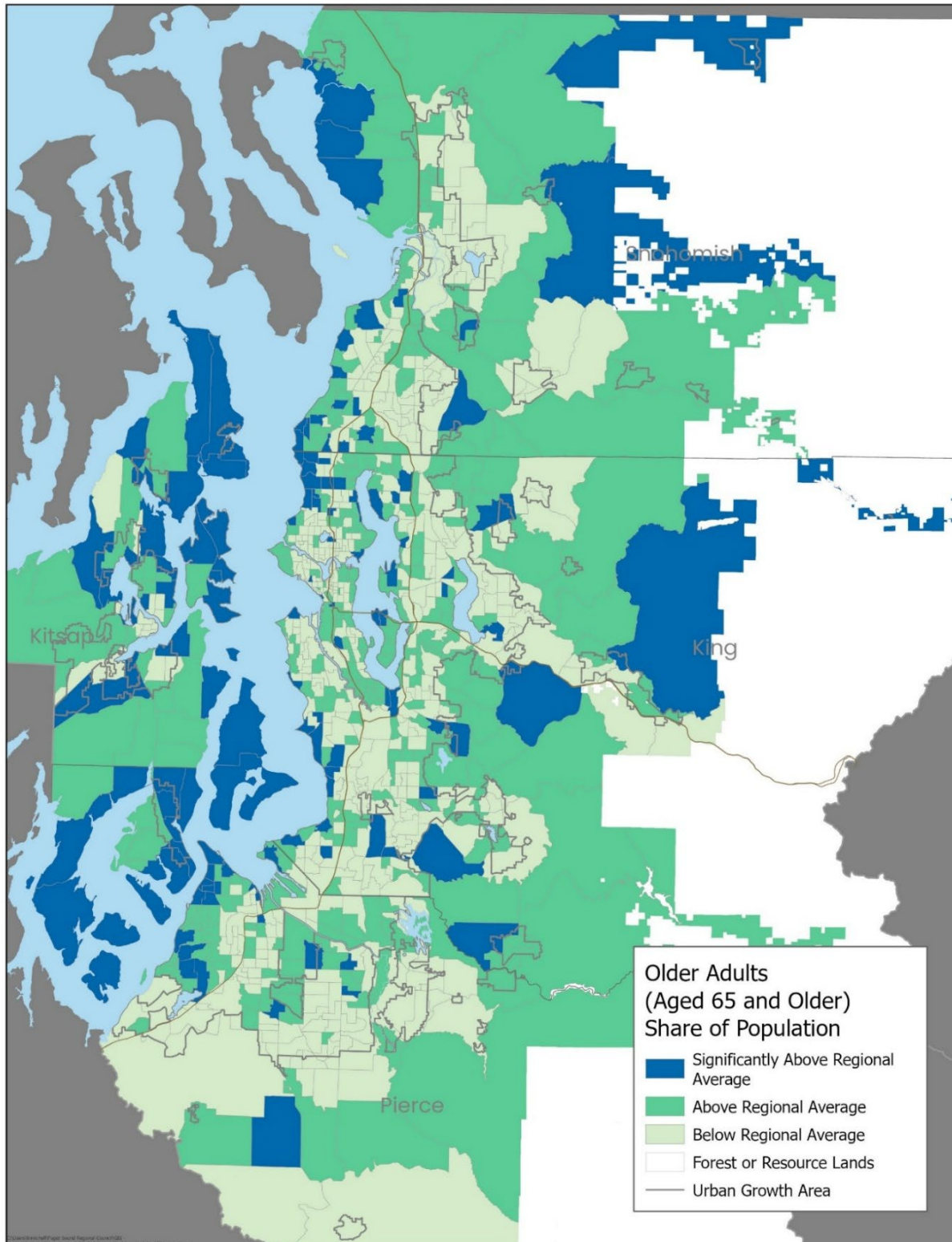
NOTE: Due to rounding, county-level numbers may not sum exactly to the regional total.

Furthermore, about 36% of veterans are over 65, and about one in four veterans experience at least one disability that further affects their accessibility and mobility.<sup>13</sup> These overlapping factors of aging and mobility challenges increase reliance on specialized transportation services and make it more challenging to access medical care, employment, and community activities due to limited transportation options.

<sup>12</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

<sup>13</sup> Ibid.

Figure 5: Older Adults (aged 65 and older), 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## People with Low Incomes

Low-income households in the central Puget Sound region are significantly more likely to rely on public transportation and less likely to own a vehicle, compared to their higher-income counterparts.<sup>14</sup> “Low Income” is defined as individuals in households with incomes below 200% of the federal poverty line (FPL).<sup>15</sup> Table 6 provides examples of FPL thresholds for different household sizes. Given the region’s relatively high cost of living,<sup>16</sup> PSRC uses this threshold to align with local reduced fare programs like ORCA LIFT and to better reflect the economic realities faced by residents.

**Table 6: Federal Poverty Line Thresholds for the 48 Contiguous States, 2024**

| Number of Persons in Household | 100% FPL | 200% FPL | 400% FPL  |
|--------------------------------|----------|----------|-----------|
| 1 Person                       | \$15,060 | \$30,120 | \$60,240  |
| 2 People                       | \$20,440 | \$40,880 | \$81,760  |
| 4 People                       | \$31,200 | \$62,400 | \$124,800 |

Source: U.S. Dept. of Health and Human Services FPL, 2024

Regionwide, 19% of households fall below 200% FPL, equivalent to an annual income of less than \$62,400 for a family of four. While Pierce County has the highest share of people with low incomes, about half of all low-income households in the region are located in King County (Table 6).

**Table 7: Count and Share of People with Low Incomes, 2023**

| Older Adults     | Count   | Share      |
|------------------|---------|------------|
| Region           | 796,300 | 19%        |
| King County      | 397,800 | 18%        |
| Kitsap County    | 51,200  | 19%        |
| Pierce County    | 186,100 | <u>21%</u> |
| Snohomish County | 161,200 | 19%        |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

<sup>14</sup> Puget Sound Regional Council, 2023 Household Travel Survey.

<sup>15</sup> It is worth noting that other programs, particularly in affordable housing, may use a different measure, such as [area median income \(AMI\)](#), to determine eligibility.

<sup>16</sup> In 2023, the regional median household income was \$111,900.

Households with low incomes often share other demographic characteristics that can compound transportation challenges. About 23% of youth ages 5–17, 20% of adults aged 65 and older, and 29% of adults aged 85 and older live in low-income households, compared to the regional average of 19%. Also, roughly 32% of people with a disability live in low-income households, nearly double the share of those without a disability (17%). Lastly, 24% of people of color, and 25% of women of color, live in low-income households, compared to 15% of white residents.<sup>17</sup> These disparities underscore the strong connection between income, mobility, and access to opportunity.

### Who Are Our Neighbors Living in Low-Income Households?

Behind the statistics are real people who face daily challenges in meeting transportation and other basic needs. Examples include:

- ▶ A single parent working in food preparation or a fast-food restaurant, earning about \$40,500 per year.
- ▶ A family of four, with one adult working at a hotel front desk earning \$43,000 per year, another household member living with a disability, and two school-aged children.
- ▶ A senior living on Social Security income, striving to age in place and stay connected to their community.

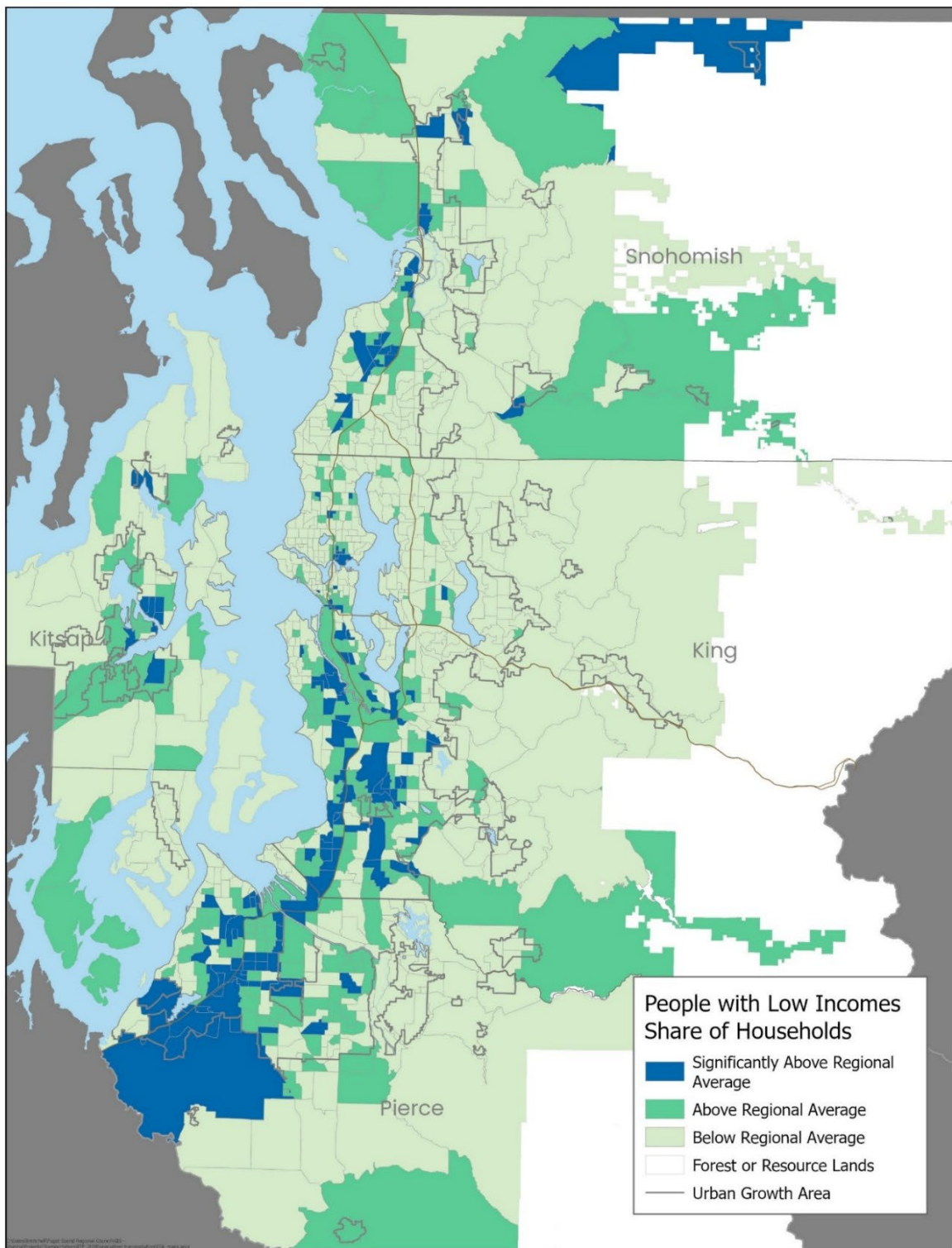
It is important to note that a four-person household with two full-time workers making minimum wage in Washington makes more than 200% FPL. These examples illustrate the diverse circumstances of households living on limited incomes.

Source: Washington Employment Security Department (2024). Occupational Employment and Wage Estimates for Seattle–Bellevue–Everett MSA.

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<sup>17</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

Figure 6: Households with Low Incomes, 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## People with Disabilities

A person with a disability is someone who has a physical, mental, cognitive, sensory, or other condition that substantially limits one or more major life activities, has a history of such a condition, or is regarded as having such a condition.<sup>18</sup> People with disabilities need to travel for similar purposes as people without disabilities, including work, shopping, social and medical. Therefore, it is important to plan for an inclusive transportation system that works for everyone, regardless of abilities.

In the region, people with disabilities account for 12% of the population. The share of these individuals is higher in Kitsap and Pierce counties than the regional average, while almost half of the region's people with disability live in King County (Table 8). Furthermore, regionwide, 32% of people with disabilities live in low-income households, which is higher than the regional average of 19% (Table 9).

**Table 8: Count and Share of People with Disabilities, 2023**

| People with Disabilities | Count   | Share      |
|--------------------------|---------|------------|
| Region                   | 510,200 | 12%        |
| King County              | 238,000 | 11%        |
| Kitsap County            | 38,400  | <u>15%</u> |
| Pierce County            | 129,400 | <u>14%</u> |
| Snohomish County         | 104,400 | 12%        |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

People with disabilities are twice as likely to live in a zero-vehicle household and about three times more likely not to drive.<sup>19</sup> In 2023, 14% of people with disabilities lived in a zero-vehicle household compared to 7% of people without disabilities.<sup>20</sup> Also, 29% of people with disabilities did not drive personal vehicles, while 8% of people without disabilities did not have access to vehicles.<sup>21</sup>

These overlapping factors, including income, vehicle ownership and other mobility challenges can make navigating transportation options difficult.

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<sup>18</sup> Disability status is provided for the civilian non-institutionalized population. The U.S. Census Bureau ACS data for the populations defined above are based on self-reported survey responses.

<sup>19</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

<sup>20</sup> Ibid.

<sup>21</sup> Ibid.

**Table 9: Count and Share of People with Disabilities in Low-Income Households, 2023**

| People with Disabilities in Low-Income Households | Count          | Share      |
|---------------------------------------------------|----------------|------------|
| <b>Region</b>                                     | <b>154,300</b> | <b>32%</b> |
| King County                                       | 75,300         | <u>33%</u> |
| Kitsap County                                     | 10,500         | 27%        |
| Pierce County                                     | 37,800         | 31%        |
| Snohomish County                                  | 30,600         | 31%        |

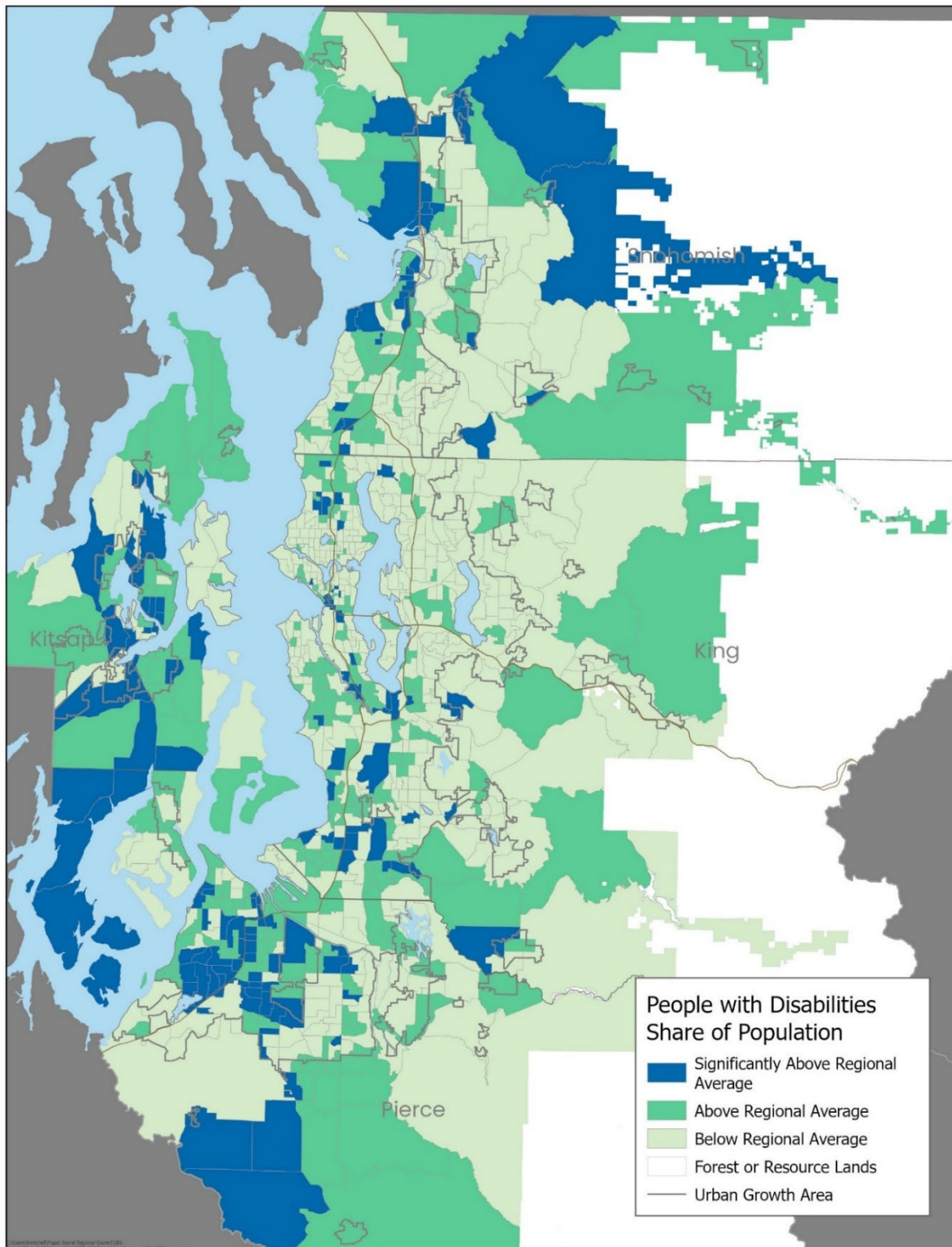
Source: U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

In 2023, the unemployment rate for the region’s total population with disabilities was 9% compared to 4% for those without disabilities.<sup>22</sup> Providing appropriate services, including paratransit and lift-equipped vehicles and travel training, is crucial for those individuals to access employment, education, and other opportunities.

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<sup>22</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

Figure 7: People with Disabilities, 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## People with Limited English Proficiency

People with limited English proficiency (LEP) are those individuals who report speaking English less than “very well”. As shown in Tables 10 and 11 below, LEP individuals make up 9% of the region’s population. In King County, 11% of residents have limited English proficiency, the highest share in the region, and the county is home to 65% of all LEP individuals in the four-county area.

**Table 10: Count and Share of People with LEP, 2023**

| People with LEP  | Count   | Share |
|------------------|---------|-------|
| Region           | 373,000 | 9%    |
| King County      | 237,900 | 11%   |
| Kitsap County    | 7,800   | 3%    |
| Pierce County    | 50,300  | 6%    |
| Snohomish County | 77,000  | 10%   |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

Regionwide, the LEP population has a 95% employment rate, yet 31% live in households with low incomes. Pierce County has the highest share of LEP individuals living in low-income households (34%), compared to 21% of the overall county population.<sup>23</sup>

Spanish is the most common language spoken in the region, other than English, with speakers nearly triple the number of any other language group. Other widely spoken languages include Vietnamese, Chinese (dialect not specified),<sup>24</sup> Korean, Russian and Tagalog.<sup>25</sup> More detailed information about the language spoken and LEP populations can be found in PSRC’s [Demographic Profile](#).

The combination of LEP and a higher likelihood of living in a low-income household can compound the challenges of using transportation. Limited availability of translated materials and multilingual customer service can make it difficult to navigate and ride public transportation and apply for reduced fare programs, such as ORCA Lift and other subsidized fare programs. Culturally and linguistically relevant outreach and rider education are

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<sup>23</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

<sup>24</sup> In the Census Bureau’s American Community Survey, “language spoken at home” is a write-in response. For example, some respondents answered in Chinese rather than a specific dialect. The category Chinese includes several dialects, the most commonly spoken in the region being Mandarin.

<sup>25</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

essential to ensure that people with LEP can successfully access and navigate the region's transportation system.

Table 11: Count and Share of People with LEP in a Low-Income Household, 2023

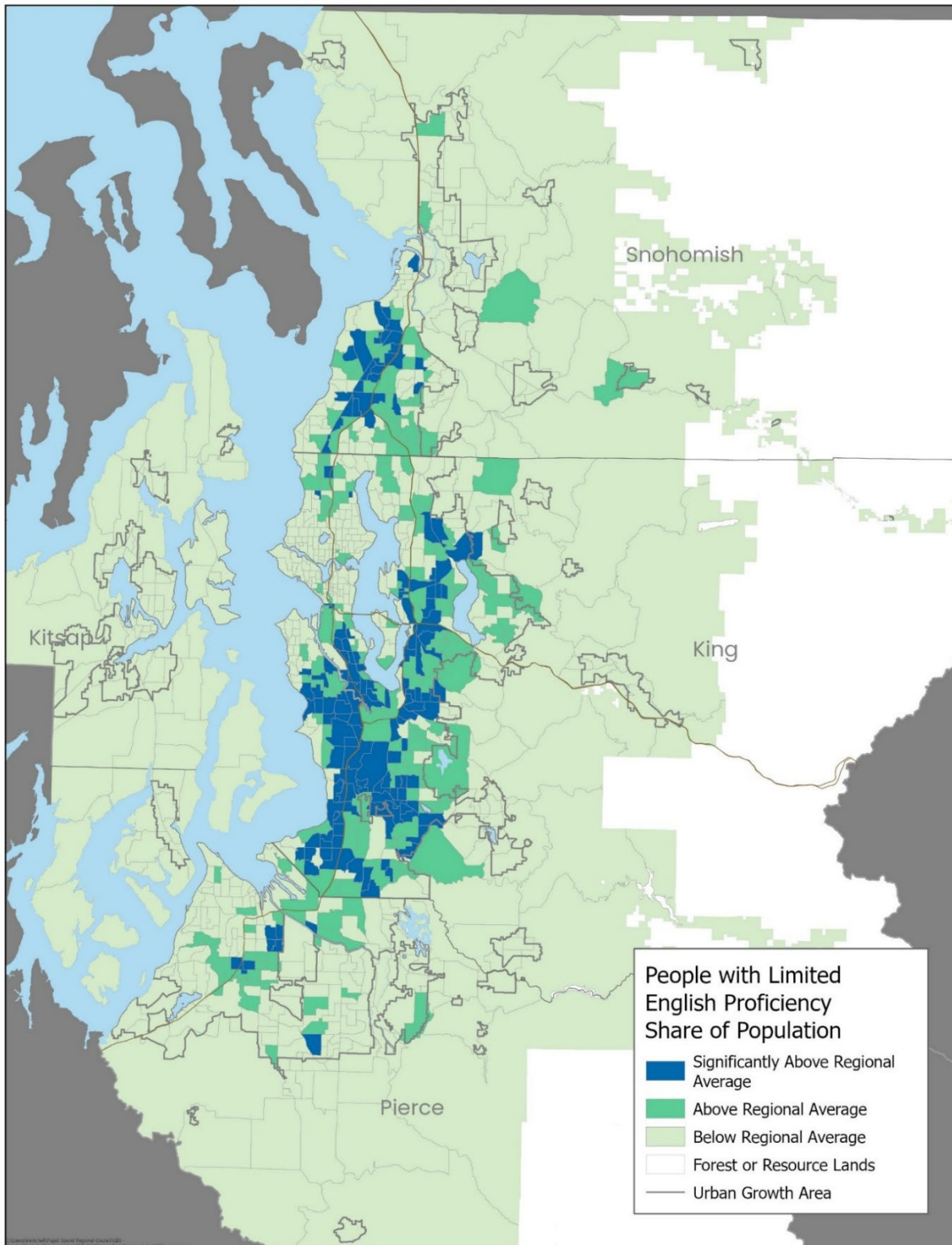
| People with LEP in a Low-Income Household | Count   | Share      |
|-------------------------------------------|---------|------------|
| Region                                    | 111,900 | 31%        |
| King County                               | 73,700  | 31%        |
| Kitsap County                             | 1,600   | 23%        |
| Pierce County                             | 16,600  | <u>34%</u> |
| Snohomish County                          | 20,000  | 28%        |

Source: U.S. Census Bureau, 2023 American Community Survey 5-Year PUMS



Source: Hopelink

Figure 8: People with Limited English Proficiency, 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## Race and Ethnicity

People of color are an integral part of the central Puget Sound region, contributing to our growing, vibrant community. They are referred to as people who belong to one or more of the following federally defined major race and ethnicity categories:

- ▶ American Indian and Alaska Native
- ▶ Asian
- ▶ Black or African American
- ▶ Hispanic or Latinx
- ▶ Native Hawaiian and Pacific Islander
- ▶ Other racial identity not listed above

Each category is inclusive of people from a diverse array of ethnicities, national origins, tribal affiliations and heritages. It is essential to acknowledge that people of color are not a homogeneous group and that there is a diverse range of lived experiences within this broad community.

Compared to 2000, the region has steadily diversified, with people of color increasing from 24% of the total population in 2000 to 43% in 2023.<sup>26</sup> Table 2 shows some variation in the share of people of color across counties: In 2023, about 52% of the region's youth population identified as people of color, indicating that the region's diversity is expected to continue growing in the coming years.<sup>27</sup>

**Table 12: Count and Share of People of Color by County, 2023**

| People of Color  | Count     | Share      |
|------------------|-----------|------------|
| Region           | 1,861,800 | 43%        |
| King County      | 1,087,300 | <u>48%</u> |
| Kitsap County    | 78,200    | 28%        |
| Pierce County    | 366,600   | 39%        |
| Snohomish County | 329,700   | 39%        |

Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

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<sup>26</sup> U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates Table B03002

<sup>27</sup> U.S. Census Bureau, 2019–2023 American Community Survey 5-Year PUMS

In examining the intersectionality of race and mobility, people of color are more likely to experience overlapping accessibility and transportation challenges. About 24% of people of color live in a household with low incomes, compared with 15% of white residents. Similarly, a higher share of people of color live in households without a vehicle (11%), compared with 7% of white households.<sup>28</sup> In 2023, 15% of people of color reported that they do not drive at all, more than twice the rate of white individuals (7%).<sup>29</sup>

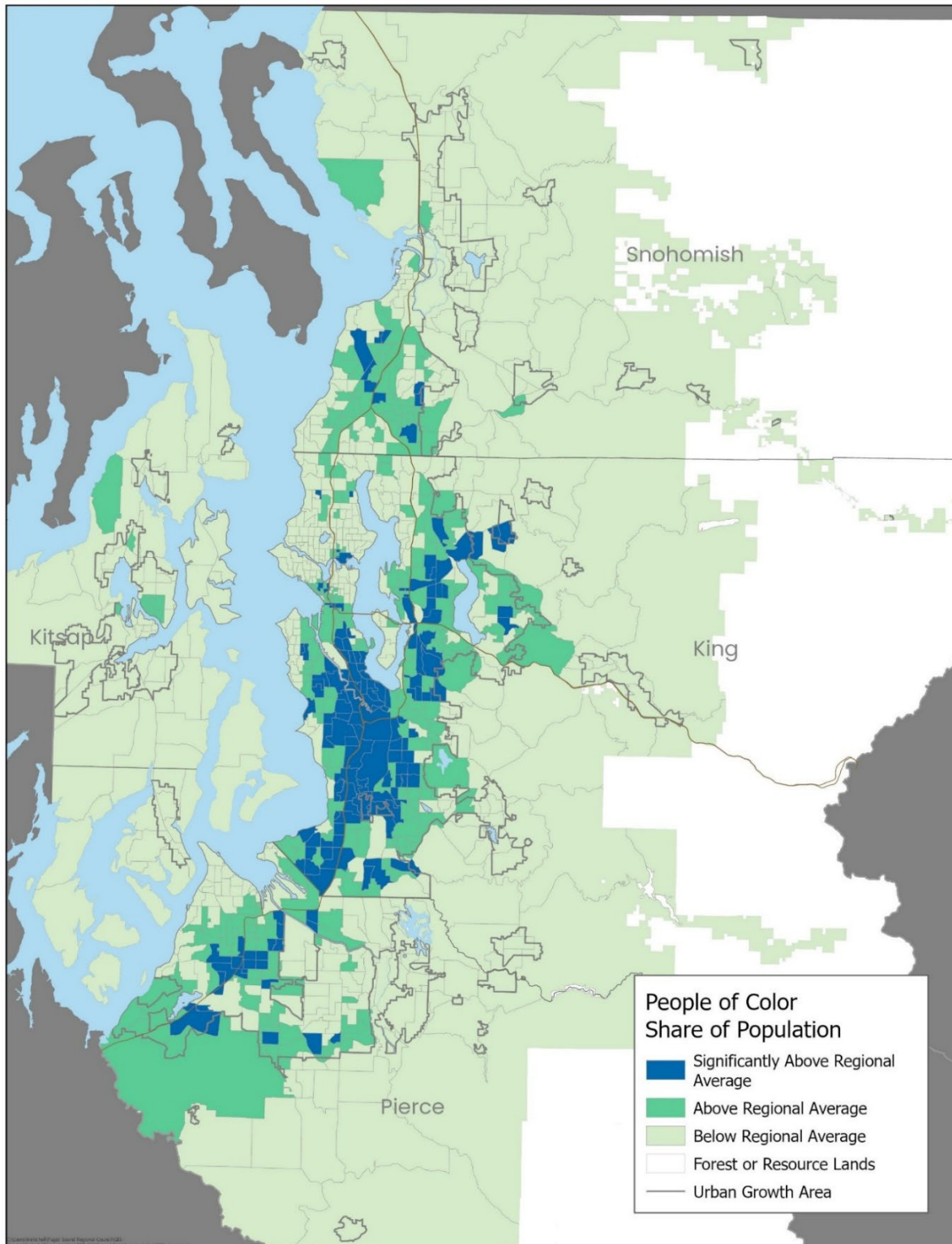
This disproportionate dependence on public transportation magnifies the importance of equitable and reliable transportation. When service is irregular, inconvenient or incomplete, people of color, especially those with low incomes and other mobility challenges, face greater barriers to reaching essential destinations, such as healthcare, jobs or education. Additional information related to race and ethnicity can be found in PSRC's [Regional Demographic Profile](#).

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<sup>28</sup> Puget Sound Regional Council, 2023 Household Travel Survey

<sup>29</sup> Ibid.

Figure 9: People of Color, 2023



Source: U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

## Coordinated Mobility

The Federal government calls for coordinated planning to address transportation barriers, improve the availability and efficiency of services, and implement solutions like mobility management and leveraging of funding from different programs to create accessible and affordable transportation options for older adults, individuals with disabilities, and others with mobility challenges. A wide range of transportation options must be provided to ensure transportation is coordinated at the local, regional, and state levels. In the region, priority populations are served by a variety of distinct transportation programs and services, each with a distinct service area, focus population, and operating authority.

### Public Transit

#### Transit

Transit agencies coordinate efforts in the region to provide bus, rail, ferries, on-demand (microtransit) shuttles, and vanpool services for the public. Transit agencies also provide travel training for new or potential riders to help them get around with transit service independently and safely.

#### ADA Paratransit

Transit agencies operating non-commuter fixed route bus service also provide ADA complementary paratransit service. The Americans with Disabilities Act (ADA) requires public transit agencies to provide “complementary” paratransit service to individuals with disabilities who cannot use fixed route bus or rail due to limited mobility. In general, ADA paratransit service must be provided within a ¾-mile of a bus route or rail station, at the same hours and days that non-commuter fixed route transit service is provided. To qualify for this service, it is usually necessary to submit an application and may also require supporting documents and an in-person assessment of the applicant’s ability to use fixed-route service.

#### Microtransit

Microtransit is a publicly-operated shared transportation service that typically uses vehicles like shuttles or vans to provide on-demand services with flexible routing. The purpose of microtransit is to serve areas that currently lack or are not well suited for bus or rail service, as well as to offer first- and last-mile rides to transit stops. All microtransit programs in the region accept ORCA cards, which allow for easy transfers between microtransit, bus and rail systems.

## Specialized Transportation

Specialized transportation includes a broad range of services designed and customized to meet the specific transportation needs of people with mobility challenges due to their age, income, ability, or other socioeconomic characteristics.

### Demand Response

Demand response services in the region are provided by a vast array of non-profit organizations, faith-based organizations, veterans' organizations, senior centers, community centers, and medical facilities. These organizations provide wheelchair-accessible shuttles, community vans, or other tailored transportation services for eligible riders. These transportation programs mostly operate in dedicated service areas within the region based on their funding requirements and the needs of communities.

### Volunteer Driver Transportation

Volunteer driver transportation offers more flexibility than other specialized transportation services because the program provides door-through-door service and relies on the availability of volunteer drivers who dedicate their time and vehicle to assist individuals without access to a personal vehicle or public transportation.

Detailed information on specialized transportation programs in the region can be found in the Inventory of Services Appendix.

### Non-Emergency Medical Transportation/Brokered Transportation

Non-emergency medical transportation (NEMT) provides access to routine and preventive healthcare services such as medical appointments, therapy, and dialysis treatments. NEMT brokers arrange trips for clients using a network of qualified transportation providers and match individuals to the most appropriate and cost-effective mode based on their physical or cognitive needs.

Most brokered trips are demand-response, door-to-door services. Others may be provided through gas vouchers, mileage reimbursements, or, in limited cases, by air, ferry, or train. Two major federal programs fund NEMT services: Medicaid<sup>30</sup> and Medicare, known as Apple Health in Washington State.<sup>31</sup> The Washington State Health Care Authority (HCA), which administers Medicaid, ensures access to medical care by contracting with regional transportation brokers. Within the central Puget Sound region, Medicaid NEMT is brokered by

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<sup>30</sup> Medicaid is a federal program that pays for basic health services for families with low incomes and long-term care for older adults and people with disabilities. For more information: <https://www.hca.wa.gov/about-hca/apple-health-medicaid>.

<sup>31</sup> People who are eligible for Medicare, primarily older adults, are eligible for a variety of medical services. Ambulance and dialysis transportation services are eligible services in the Medicare program. For more information: <https://www.medicare.gov/providers-services/original-medicare>.

Hopelink in King and Snohomish and Paratransit Services in Kitsap and Pierce counties.

### School Transportation

Although school districts are not required to provide student transportation, most in the region operate transportation programs for K–12 students. By state law, districts that offer transportation are responsible for managing all aspects of these programs, including operations, safety, and compliance.

In addition to transporting students, school districts must also provide transportation for students experiencing homelessness—at the request of the parent, guardian, or unaccompanied youth—to and from their school of origin, as required by the McKinney-Vento Homeless Assistance Act.<sup>32</sup> Washington State receives federal funding from the U.S. Department of Education to help support these services.<sup>33</sup>

### Mobility Management

Mobility management programs help people get where they need to go by making transportation easier to understand and use. These programs include trip planning assistance (or 2-1-1 call centers), which helps individuals find the best way to get to their destinations and plan their trips. Travel training helps individuals learn how to confidently use buses and other transit services, including boarding the vehicle and paying fares. Mobility management organizations also convene transportation providers, planners, community members, and other stakeholders through mobility coalitions to identify transportation needs of the communities and facilitate partnerships between various agencies.

### Other Transportation Programs

There are several agencies providing direct transportation services other than the programs listed above. Most have restricted service areas and do not serve the entire region, however, they play an important role in meeting the transportation needs of those with mobility challenges. Examples of other transportation programs include: taxi, ride share, charter buses, emergency medical transportation, and privately owned transportation services.

The above programs play important roles in helping people with mobility challenges access essential destinations, reinforcing the need for a well-coordinated mobility network. For a detailed inventory of individual providers, see Appendix A, Inventory of Services. In addition, [findaride.org](https://findaride.org) can help find transportation providers in King, Pierce, and Snohomish counties.

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<sup>32</sup> 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. States must provide or arrange for the transportation of homeless children and youth to and from their school of origin. More information can be found at: <https://nche.ed.gov/legislation/mckinney-vento/>.

<sup>33</sup> Washington Office of Superintendent of Public Instruction. Retrieved from: <https://ospi.k12.wa.us/student-success/access-opportunity-education/students-experiencing-homelessness>

## Eligibility

Most specialized transportation providers in the region serve older adults, people with disabilities, and individuals with low incomes who either cannot access transit stops or whose mobility needs cannot be met by traditional transit. Listed in the table below are categories of transportation programs and associated eligibility currently offered in the region.

**Table 13: Transportation Programs Serving People with Mobility Challenges**

|                                   | Transportation Service                      | Key Provider(s)                                                                | Eligibility                                                 |
|-----------------------------------|---------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------|
| <b>Public Transit</b>             | Bus, rail, ferries                          | Transit agencies                                                               | Open to the public                                          |
|                                   | ADA Complementary Paratransit               | Transit agencies                                                               | People with disabilities who cannot use fixed-route service |
|                                   | Microtransit                                | Transit agencies                                                               | Open to the public                                          |
| <b>Specialized Transportation</b> | Demand Response (non-ADA paratransit)       | Transit agencies, specialized transportation providers                         | Various, often older adults and/or people with disabilities |
|                                   | Volunteer Driver Programs                   | Specialized transportation providers: non-profits or faith-based organizations | Various, often older adults and/or people with disabilities |
|                                   | Non-Emergency Medical Transportation (NEMT) | Specialized transportation providers: for-profit transportation contractors    | Medicaid/Medicare Advantage eligible riders                 |
|                                   | Student Transportation (School Buses)       | School districts                                                               | School-aged youth                                           |
|                                   | Travel Training                             | Transit agencies, mobility management agencies                                 | Open to the public                                          |
|                                   | Information and Referral Service            | Mobility management agencies                                                   | Open to the public                                          |
|                                   | Mobility Coalitions                         | Mobility management agencies                                                   | Open to the public                                          |

Older adults and individuals with disabilities who are frail or living in conditions such as dementia often require a higher level of service than that which public transit or ADA paratransit can provide. According to the recent inventory survey, more than half of the specialized transportation programs in the region primarily serve older adults and people with disabilities, and most reported that their vehicles are wheelchair accessible.

## Reduced Fare Programs

For people with low incomes, affordability presents an additional barrier to using transportation services. While all transit agencies in the region offer reduced fare programs, summarized in Table 14, some specialized transportation services may not accept reduced fare cards such as ORCA LIFT. More information can be found in Attachment A.

**Table 14: Transit Reduced Fare Programs Available in the Region**

| Program Name                        | Descriptions                                                                                                                                                                                                                                                             |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ORCA LIFT                           | ORCA LIFT is a reduced adult fare program for eligible riders with low incomes, up to or equal to 200% of the current FPL guidelines, provided by transit agencies, including passenger-only ferry agencies. Washington State Ferries does not participate in ORCA LIFT. |
| Free Youth Transit Pass             | Youth ages 18 and under can ride free on buses, ferries, and transit across the state. Eligible riders can provide evidence and obtain an ORCA Youth Card for a free ride.                                                                                               |
| Regional Reduced Fare Permit (RRFP) | Older adults aged 65 and older, people with disabilities, and Medicare card holders are eligible for a reduced fare, meeting federal requirements. Public transit agencies in this region coordinate on eligibility for this program.                                    |
| Subsidized Annual Pass              | Residents of King, Pierce, and Snohomish counties, who are at or below 80% of the federal poverty line and enrolled in one of six state benefit programs, are eligible.                                                                                                  |

Since September 2022, transit has been [free for people age 18 and younger](#) across Washington State. To further improve accessibility, transit agencies have been expanding microtransit and other on-demand services that accept ORCA cards, making them easy to transfer to and from buses and light rail. These efforts offer youth a more flexible and convenient way to travel independently.



Source: Kitsap Transit Webpage, retrieved from: <https://www.kitsaptransit.com/fares/youthpass>

## Current Transportation System

PSRC worked with transportation providers and regional partners to collect data for transit and specialized transportation serving people with mobility challenges. This section will summarize key findings from the data collection and analysis.

### Methodology

The region offers a wide range of transportation programs to individuals with accessibility and mobility needs. Transit ridership data was derived from the National Transit Database (NTD) and ORCA ridership was provided by ORCA agencies across the region. ADA paratransit ridership was provided by transit agencies.

However, for specialized transportation operated by non-profits or human service agencies, there is currently no consistent set of metrics used across programs to track performance. Since these services typically operate within defined service areas and respond to individual trip requests, analyzing regional trends and service needs in a uniform way remains challenging. To begin addressing this data gap, PSRC staff reviewed recent WSDOT Consolidated Grant Quarterly Progress Reports.<sup>34</sup> WSDOT requires grantees receiving Consolidated Grant funds to submit performance data, including the number of passenger trips, vehicle miles traveled, and revenue vehicle hours. While these reports provide valuable insight, they only represent a portion of all specialized transportation programs in the region, as some programs operate without Consolidated Grant funding.

To build a more complete regional picture, PSRC conducted a Specialized Transportation Services Inventory Survey in 2024. The survey gathered information from providers, including transit, ADA paratransit, demand-response shuttle providers, volunteer driver programs, and mobility management programs. A total of 44 responses were received.

The inventory collected key information, including:

- ▶ Basic program information (program contact, reservation details, eligibility)
- ▶ Service areas
- ▶ Performance data (Ridership, revenue vehicle mileage, revenue vehicle hours)
- ▶ Annual program cost
- ▶ Top origins and destinations

PSRC also collaborated with Hopelink's Find-a-Ride team to enhance the dataset by integrating additional service information.

### Program Type

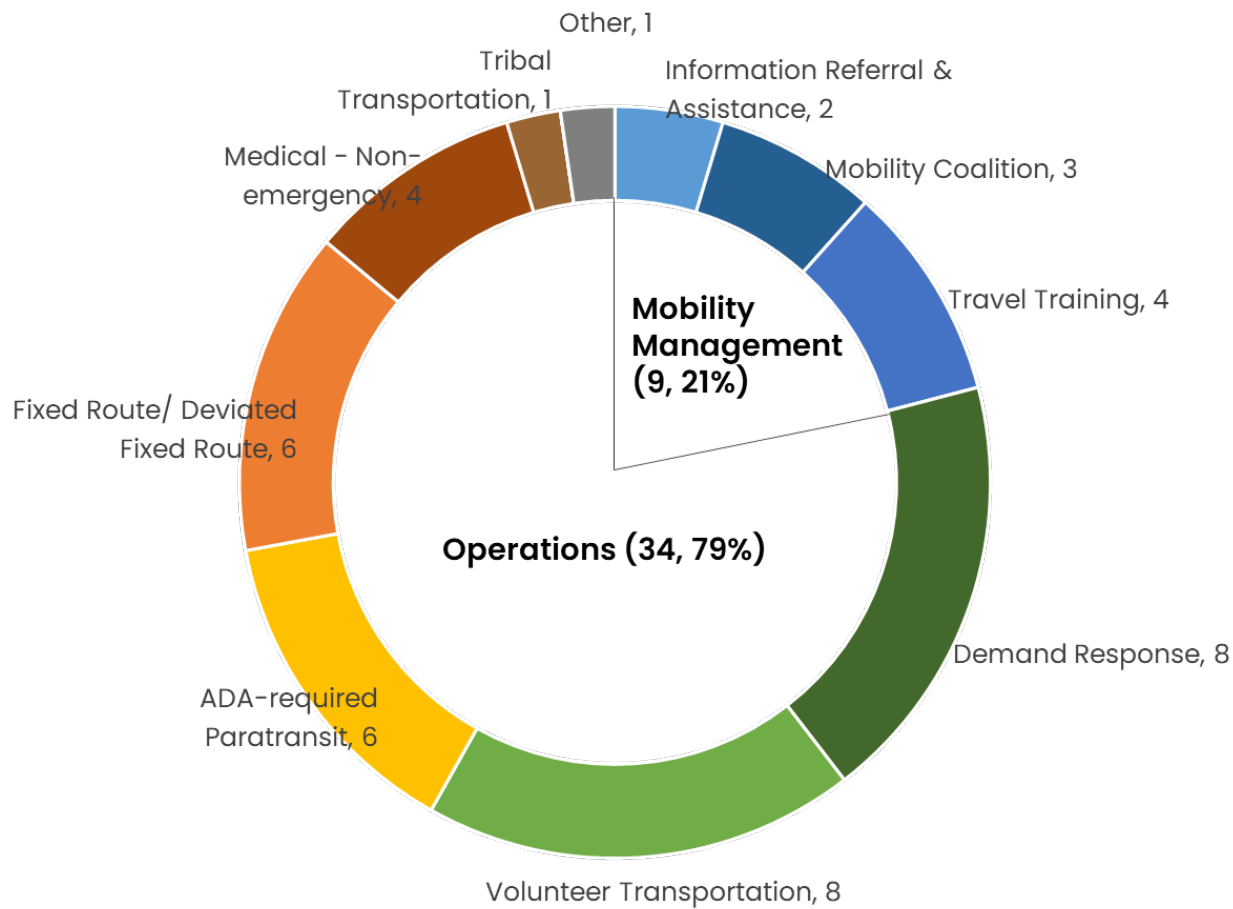
The survey identified a variety of transportation programs serving populations with mobility

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<sup>34</sup> The WSDOT Consolidated 2021-23 & 2023-25 Quarterly Progress Reports were reviewed for projects serving King, Pierce, and Snohomish Counties. Kitsap County providers participate in the Peninsula RTPO Regional Priority Ranking process and their reports were not part of this review.

and accessibility needs. As shown in Figure 10, among the 44 programs analyzed, the majority (34 programs) focus on operations, while 20% are categorized as mobility management. In most cases, except for transit open to the public, specialized transportation programs have eligibility requirements for passengers.

Figure 10: Transportation Program Types from Inventory Survey



Key Findings

The following sections describe where transportation services are available across the region and where notable service gaps exist.

Fixed-Route Transit

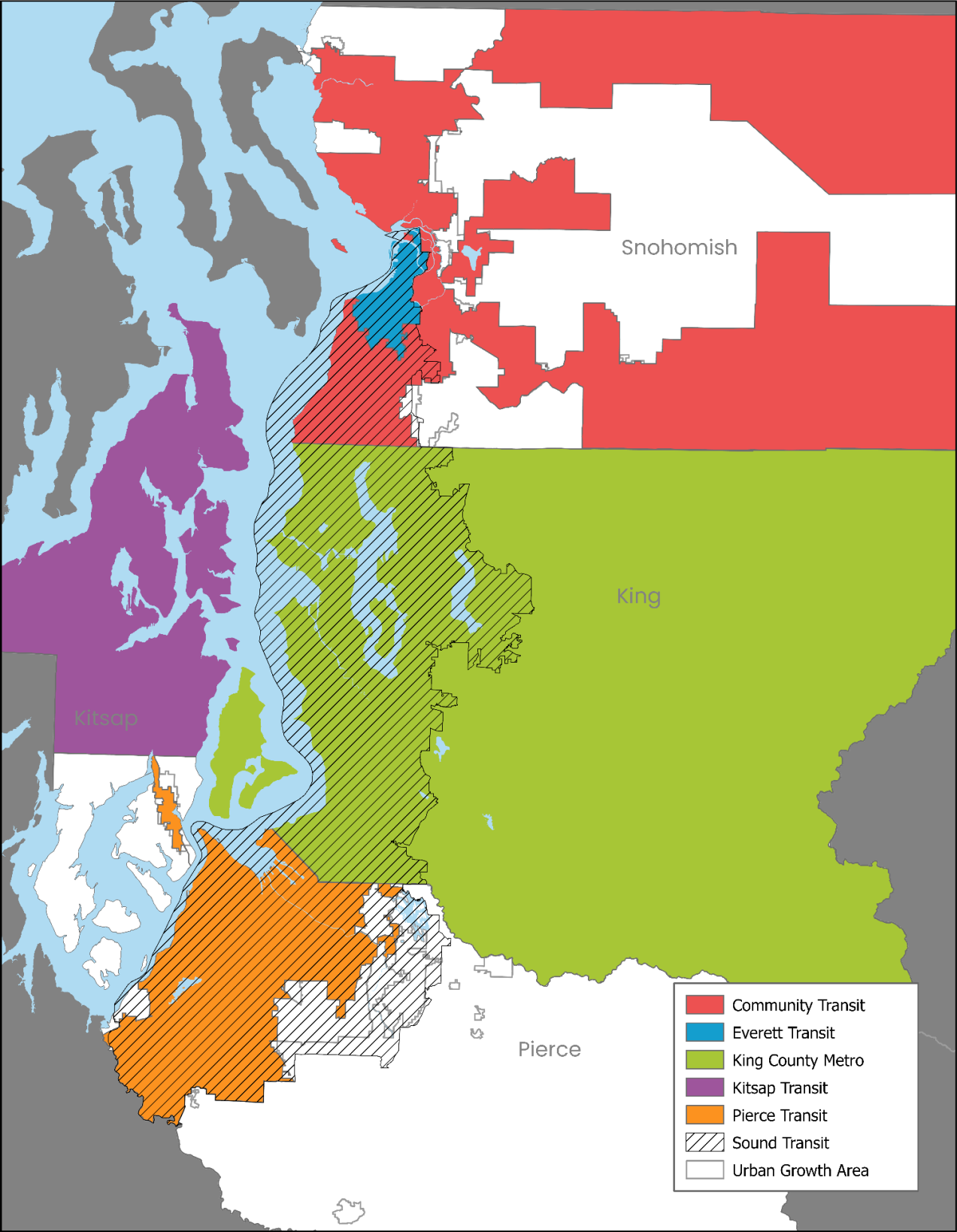
The region’s public transit system is operated by nine transit agencies providing a variety of mobility services available to the public. Five agencies - Community Transit, Everett Transit, King County Metro, Kitsap Transit and Pierce Transit - are the primary providers of local bus transit. Two of these agencies also operate passenger-only ferry services connecting waterfront communities. Sound Transit provides regional rail and bus transit service in the

urbanized areas of Snohomish, King and Pierce Counties, linking major populations and employment centers. The transit agency boundaries for these providers are found in Figure 11.



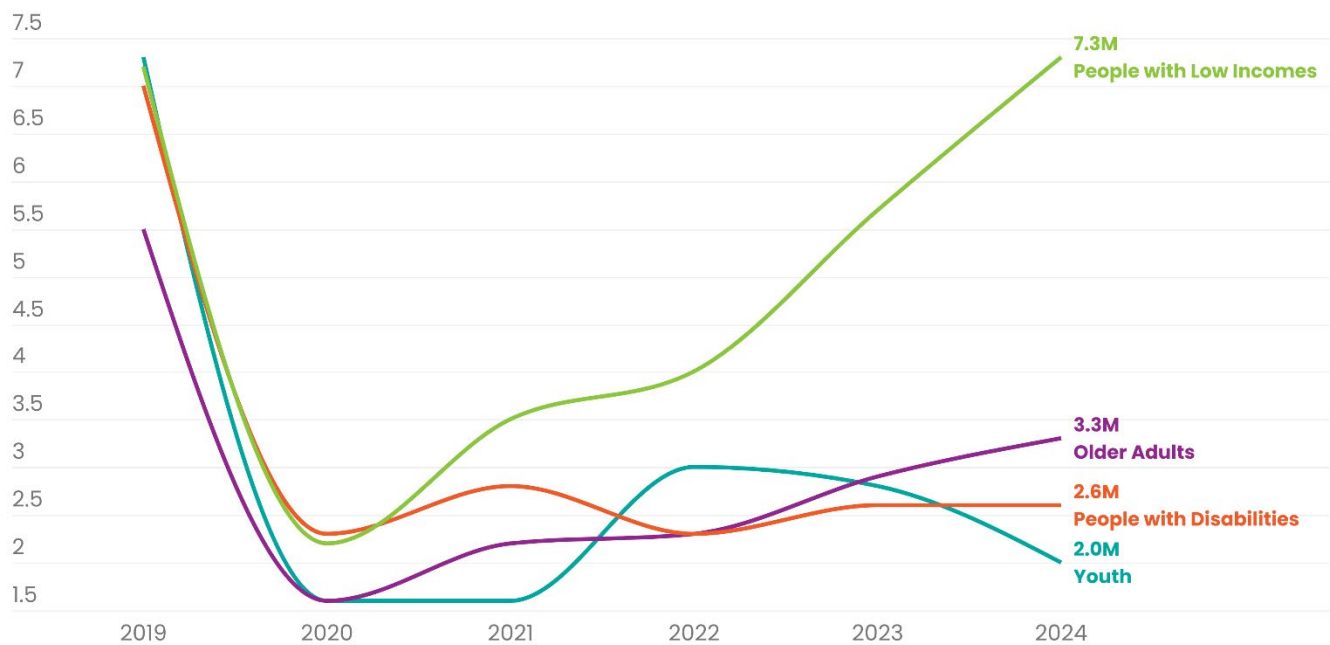
Source: PSRC, Link 2 Line Extension

Figure 11: Central Puget Sound Region Transit Agency Boundaries



According to regionwide ORCA data, fixed-route ridership for all groups dropped sharply in 2020, likely due to the COVID-19 pandemic. Since then, low-income individuals' boardings have rebounded the most, reaching 7.3 million in 2024. The number of boardings made by low-income riders (ORCA LIFT holders) has more than tripled since 2020, compared to a doubling of general ORCA adult boardings over the same period (see Figure 12).

Figure 12: ORCA Reduced Fare Boardings by Passenger Type, 2016–2024 (in million)



Source: Regional ORCA Data, 2019–2024

NOTE: ORCA data may not fully capture actual youth ridership since 2022 when youth were allowed to ride transit for free.

More information about the public transit system can be found in the Transit section of the RTP Current Transportation System Report.

### ADA Complementary Paratransit

All transit agencies in the region provide complementary paratransit as required by the Americans with Disabilities Act (ADA). ADA paratransit is a door-to-door or curb-to-curb service offered within a designated distance from fixed-route transit for individuals with physical or cognitive impairments who meet eligibility requirements. These are critical safety net mobility services for many individuals.

As shown in Figure 13, most transit agencies in the region provide ADA complementary paratransit beyond the minimum  $\frac{3}{4}$ -mile buffer around fixed route services. However, challenges remain, particularly for people with disabilities who live outside paratransit

service boundaries. These individuals often face limited or no access to public transit, leading to social isolation and barriers to essential services such as medical appointments, job hubs, and social activities. While most people with disabilities live within ADA paratransit service areas, nearly 13%, about 64,500 individuals, live outside these areas, limiting their access to mobility options.

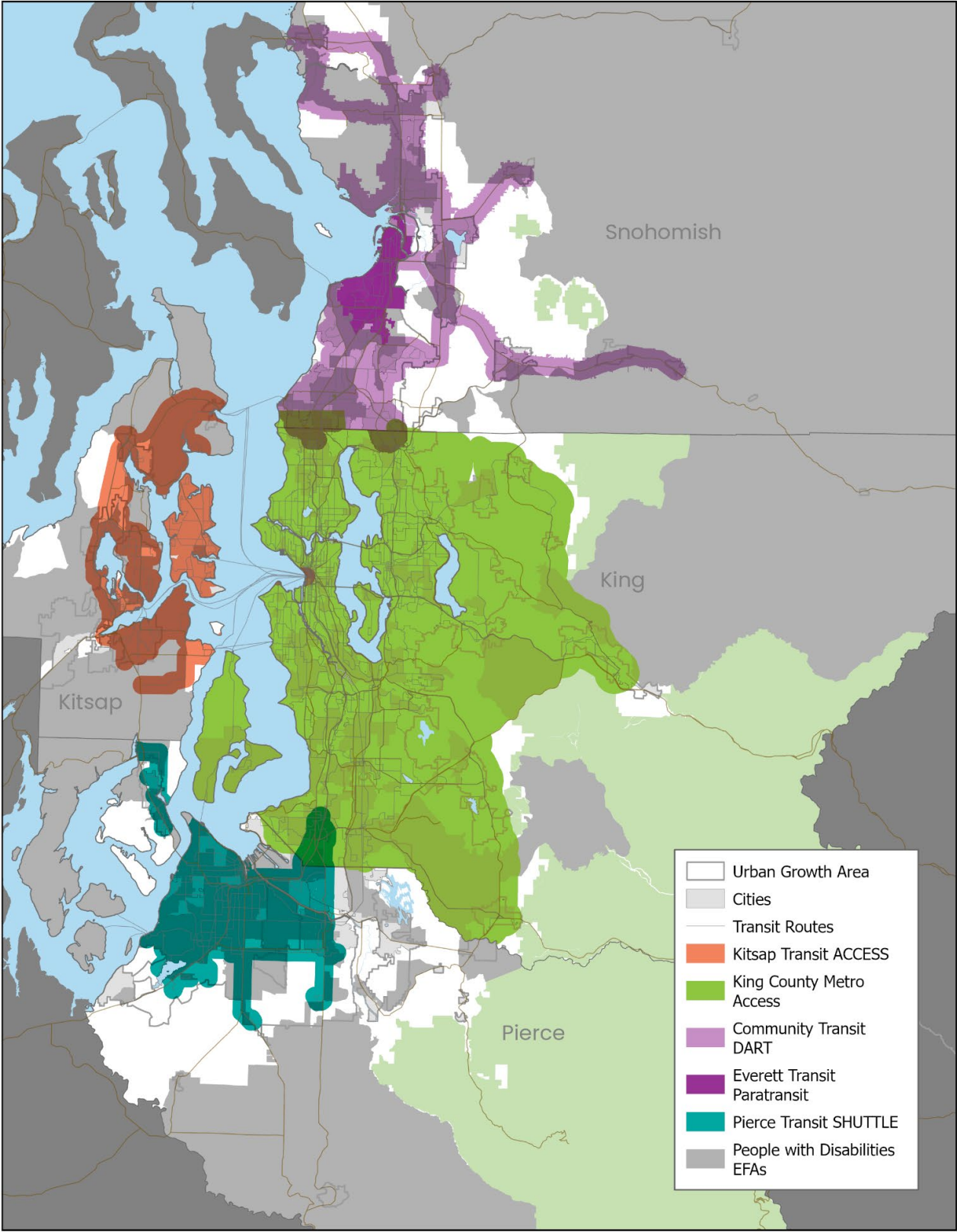
Even living within the designated service areas, paratransit may not fully meet all travel needs. For example, ADA paratransit may not be available at the time an individual needs to get to a dialysis appointment, at night or on Sunday. Riders frequently face limited service hours and coverage, long wait times for transfer and return trips, and the requirement to book trips in advance, which can make certain trips difficult or impossible to complete.

Another key challenge is the inconsistent rider experience across the region. Transit agencies offer paratransit eligibility reciprocity, allowing eligible riders to travel across the region using multiple agencies' paratransit services once eligibility is approved by one agency. However, agencies restrict service to trips that both begin and end within the same county. Although most agencies coordinate to provide cross-county paratransit trips, these trips still require advanced booking and transfers between agencies. Transfers often involve long wait times at transfer points, which can be inconvenient and exhausting for riders. Also, to be eligible, riders must complete an application, often online or by phone, and travel to a screening location for an in-person assessment. These steps can create barriers for riders with mobility challenges even before they are able to utilize the service. In a region where multiple agencies operate, the long transfer time and operational differences can be burdensome for riders and their caregivers, especially for those who need to travel across county lines.



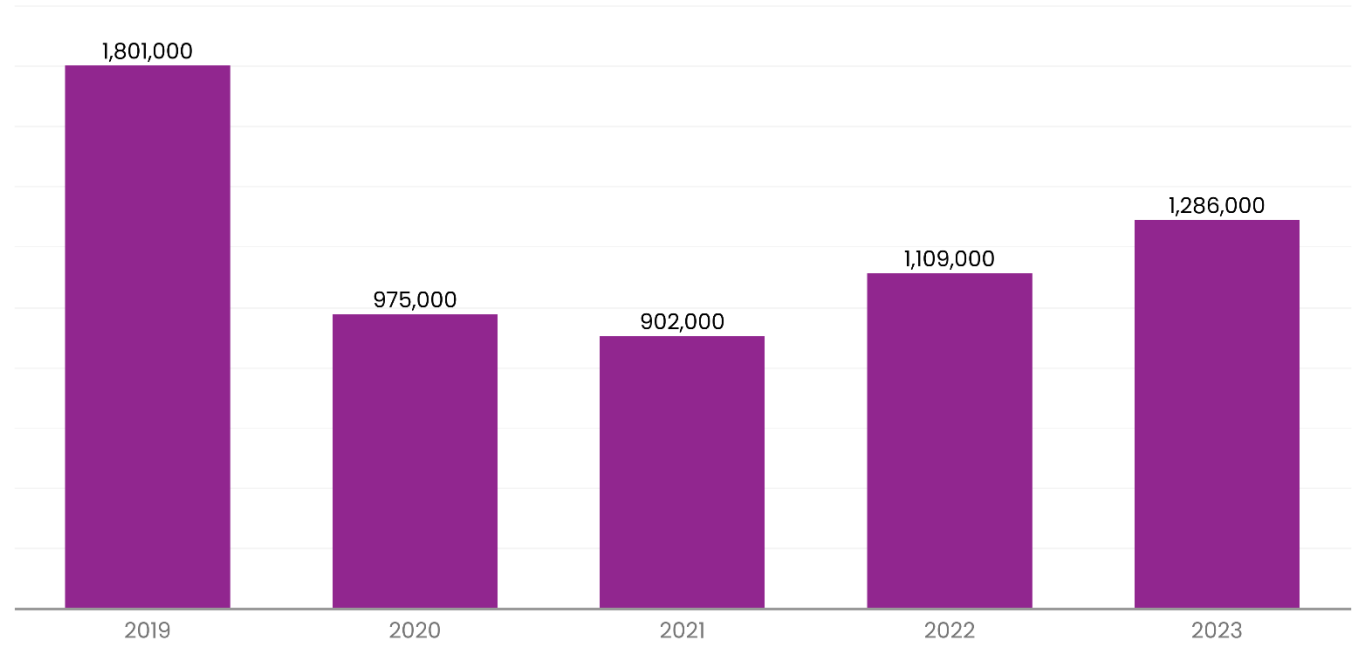
Source: PSRC, Kitsap Transit ACCESS Paratransit Vehicle

Figure 13: ADA Paratransit Service Areas



ADA paratransit ridership is steadily recovering from the pandemic. As of the latest data, ridership has rebounded to 71% of 2019 levels (see Figure 14). However, demand and costs are rising simultaneously. ADA paratransit operating expenses have risen by roughly 40% compared to 2019. This financial strain makes it challenging for transit agencies to maintain and expand services to meet growing demand.

Figure 14: Regional ADA Paratransit Ridership, 2019–2023



Source: National Transit Database Monthly Ridership Time Series, December 2024 Release

### King County Metro’s Community Access Transportation (CAT)

King County Metro partners with nonprofit organizations that offer alternatives to ADA paratransit service. Through the CAT program, Metro supports local nonprofits in setting up and operating their own transportation services for people with mobility challenges due to age, income, or ability to drive or ride transit.

Metro provides lift-equipped vans and operating grants to help cover expenses such as fuel, maintenance, and insurance. In return, participating agencies are responsible for providing drivers, scheduling trips, maintaining insurance coverage, and delivering at least 150 trips per month that meet their clients’ needs. The CAT program not only increases the availability of services across the county but also helps to reduce Metro’s paratransit costs. Partnership examples include Sound Generations’ Hyde Shuttle and Mt. Si Senior Center’s Snoqualmie Valley Transportation.

## Microtransit

Microtransit is an on-demand shared ride service offered by transit agencies. This service is provided for areas not well served by fixed-route transit due to low demand or geographic limitations and to improve first- and last-mile connection to transit stops. Transit agencies across the region provide an array of microtransit programs, including:

- ▶ Community Transit (Zip Shuttle)
- ▶ King County Metro (Metro Flex)
- ▶ Kitsap Transit (Rides for multiple locations, including Bainbridge Ride and South Kingston Ride)
- ▶ Pierce Transit (Runner)

Microtransit programs accept ORCA cards including ORCA LIFT (reduced fare for eligible low-income individuals) and ORCA Regional Reduced Fare Permit, which allow for easy transfers between microtransit and bus and rail systems. Riders 18 years old and under can ride microtransit for free with a Free Youth Transit Pass (also known as Youth ORCA card).

Most agencies provide wheelchair-accessible vans and offer curb-to-curb pick-up and interpreter services for riders with accessibility and mobility needs. Riders can customize their rides using an app or call each program directly to arrange a trip. Figure 15 highlights microtransit service areas offered by different transit agencies.

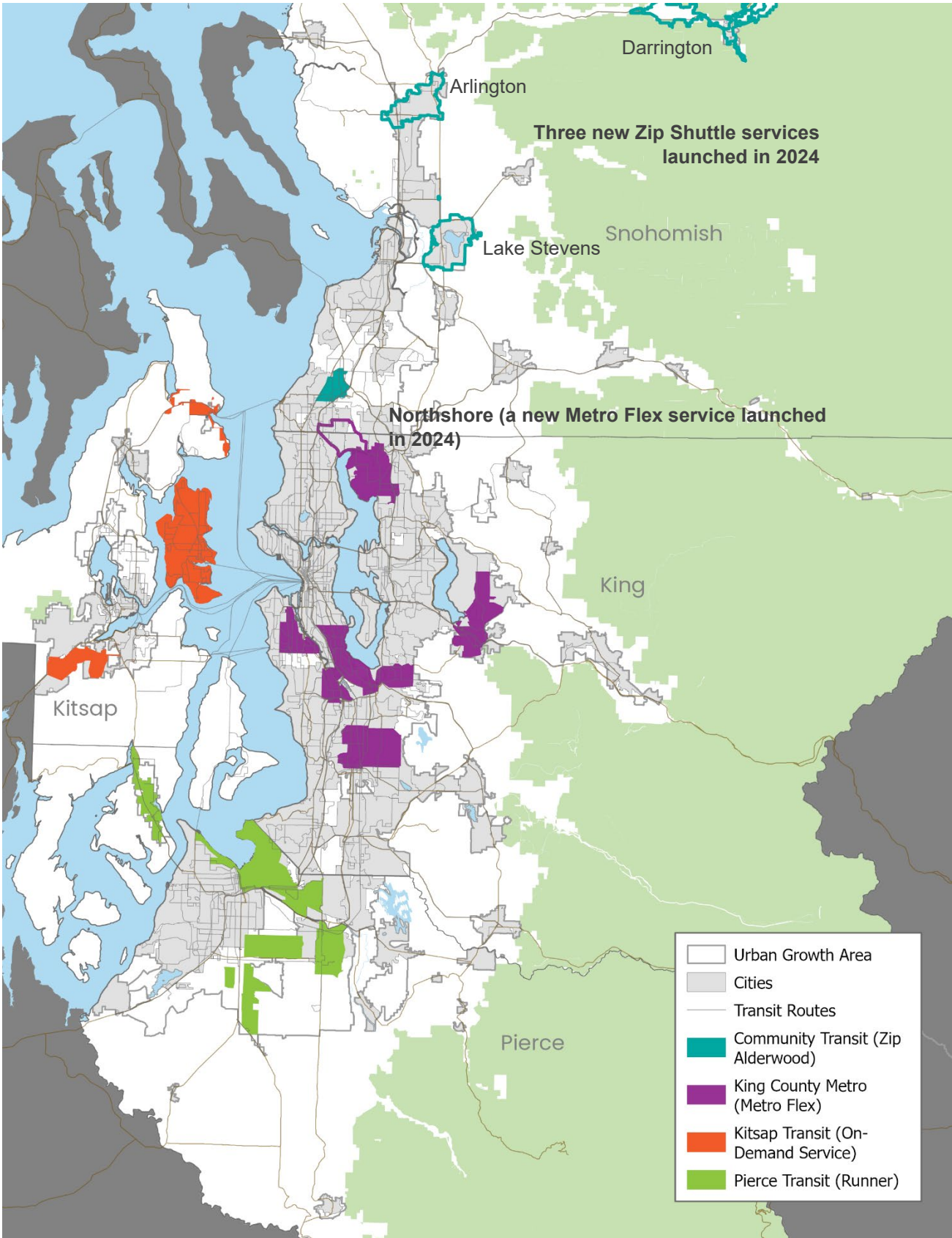
More information about microtransit can be found in the Mobility on Demand section of the RTP [Current Transportation System Report](#).

### Community Transit Zip Shuttle and Youth Ridership in Snohomish County

Ridership data for Community Transit's Zip Shuttle shows the success of microtransit and on-demand services when it comes to youth riders. In the Darrington and Lake Stevens service areas, youth accounted for more than 60% of all riders, and in Arlington they made up over 40% of riders. Each of these areas includes multiple schools within the service boundaries, including local high schools, which likely contributes to the high youth ridership. In the Alderwood Zip service area in Lynnwood, youth represent about 15% of riders. This area does not include schools but features major destinations such as the Alderwood Mall, library, recreation center, and other shopping and civic amenities, places where youth may work, socialize, or spend their free time.

Source: Community Transit Ridership Data, February 1, 2025–July 31, 2025

Figure 15: Microtransit Service Areas by Agency



## Demand Response

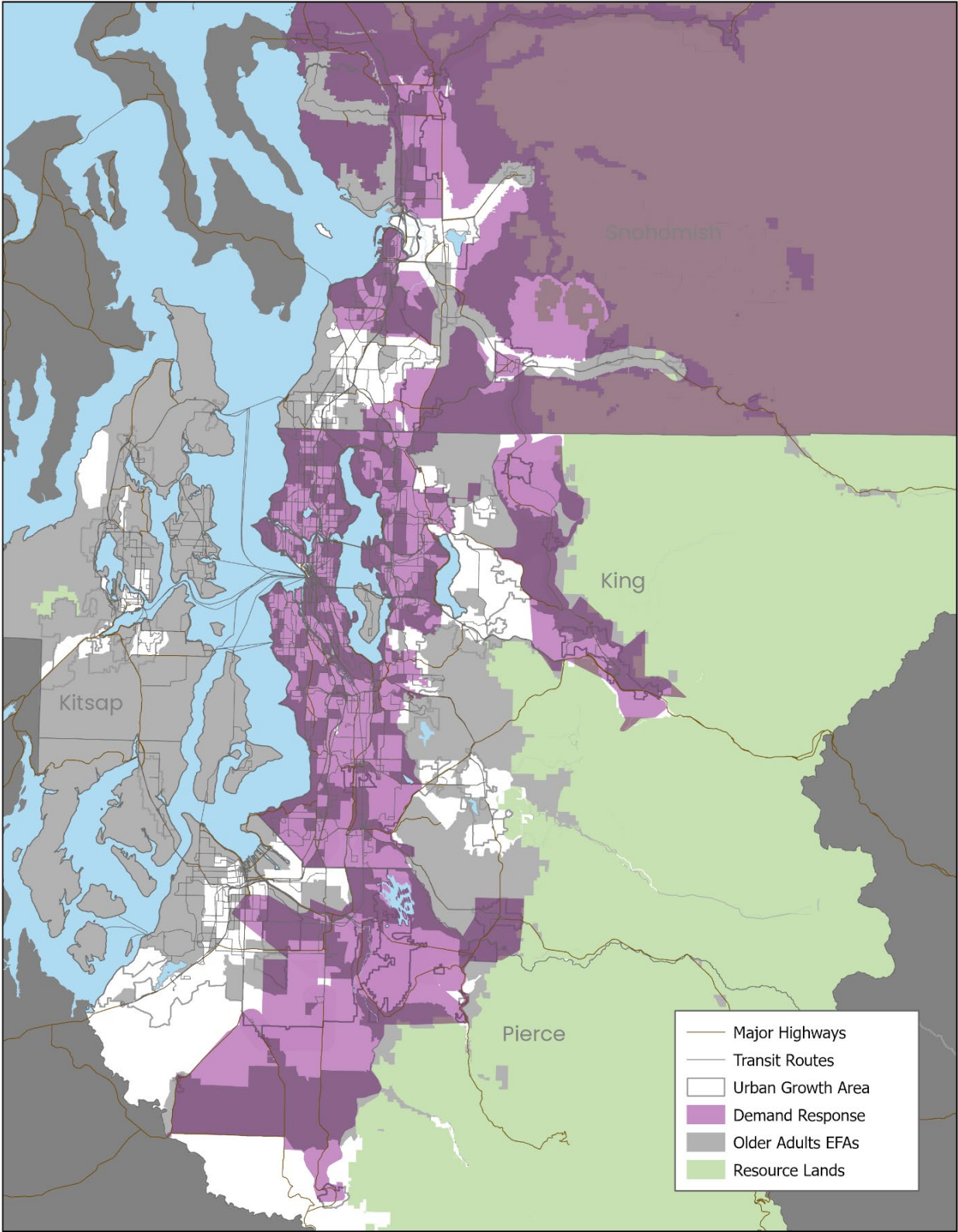
Demand response shuttles provide flexible, customized transportation for individuals who are not fully served by fixed-route transit or ADA complementary paratransit. These are critical services provided by non-profits or human service agencies and fill gaps in existing transit services, particularly in rural areas and less dense urban areas with limited fixed-route options. They also support riders who may not meet strict ADA paratransit eligibility but still have significant mobility needs, especially those who are no longer able to drive or comfortably use fixed-route transit. As an example, these shuttles offer flexible, door-to-door service that helps older adults access medical appointments, grocery stores, community centers, and other essential destinations at times and days when public transit is limited.

However, as shown in Figure 16, not all communities with a higher share of older adults are currently served by demand response shuttles, highlighting the importance of maintaining and expanding these programs to support mobility and independence for aging populations. Additionally, most demand response services operate only during typical weekday work hours (8:00 am–5:00 pm), which limits access for those needing evening or weekend transportation. To better meet riders' needs, extending service hours and days and expanding coverage to underserved areas could significantly improve mobility and quality of life for these populations.



Source: Snoqualmie Valley Transportation

Figure 16: Demand Response Service Coverage, 2024



NOTE: Non-emergency medical transportation and volunteer transportation programs are not shown on this map as they operate on a county-wide basis.

One of the main challenges with demand response programs is the lack of comprehensive and consistent data. While complete ridership and cost data are unavailable due to a lack of consistent data reporting or agency capacity, the survey responses indicate that demand response and other specialized transportation programs have significantly higher operating costs compared to fixed-route transit. Figure 17 compares the average operating cost of different public transportation services. These higher costs are largely due to smaller vehicle capacity, tailored service needs, and longer trip distances to serve riders in areas with limited transit coverage. The full inventory of services along with more operating details can be found in Appendix A.

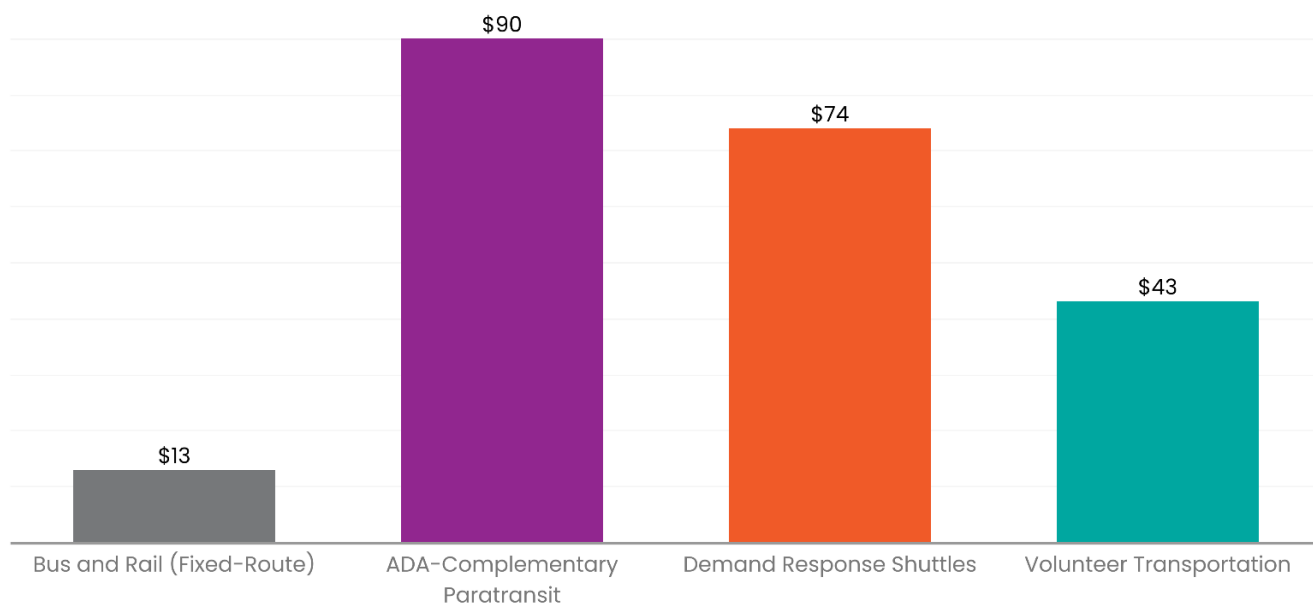
### Volunteer Driver Program

Volunteer transportation programs are essential for people living in communities that are not well served by fixed-route transit or demand-response shuttles. These services are especially valuable in rural areas, where transportation options are limited and residents may face long distances to reach medical facilities or other essential services.

The regional inventory survey asked about top areas where agencies wish to recruit more volunteer drivers. Most driver recruitment needs are concentrated in Seattle, southeast King County (Bellevue, Renton, Issaquah-Snoqualmie-North Bend corridor) and south Pierce County (Spanaway, Parkland, Eatonville, Orting) communities. Additional needs were identified in rural Snohomish (Gold Bar, Monroe, Arlington) and Kitsap (Gig Harbor, Port Orchard) counties.

Volunteer drivers offer door-to-door or door-through-door service, typically at little or no cost to riders, making it an affordable and accessible solution for people with limited mobility. This community-driven model helps fill critical transportation gaps and ensures that residents are not left behind due to where they live. While the number of trips provided through volunteer transportation is, on average, five times lower than that of demand response shuttles, the cost per ride is approximately \$30 less, as shown in Figure 17.

Figure 17: Comparison of the Average Cost of Public Transportation Services



Source: National Transit Database, February 2025 Release

### Mobility Management

Mobility management programs in the region include mobility coalitions, travel training, and information, referral and assistance services, as described earlier in this plan. Currently, three countywide mobility coalitions and one multi-county coalition operate in the region. Their core purpose is to improve awareness of available transportation options for people with mobility challenges and strengthen coordination among transportation providers.

Travel training programs, provided by both transit agencies and mobility management organizations, help individuals learn how to use available transportation options safely and confidently. Additionally, several information and referral services, such as United Way's 2-1-1 program in Pierce County, connect people to transportation resources and mobility options.

Many mobility management efforts—such as mobility coalitions, travel navigation assistance, and 2-1-1 call centers—are funded through the WSDOT Consolidated Grant. These programs track progress through quarterly narrative reports. While PSRC staff identified some common performance measures by program type, reporting remains inconsistent across similar programs and funding cycles, making it difficult to evaluate performance or assess the overall effectiveness of mobility management programs regionwide.

### Summary

Specialized transportation services exist to fill the needs that fixed route transit services cannot easily provide for those with mobility challenges. However, these individuals still face

transportation gaps across the region. While a variety of different transportation programs improve access, key challenges remain, including limited service coverage, long travel times, inconsistent ADA paratransit service across agencies, and rising operating costs.

Many individuals still live outside ADA paratransit service areas or are not eligible but still have significant mobility challenges. Demand response shuttles and volunteer transportation help fill these gaps, especially in rural and underserved areas, but are limited and not fully meeting the local needs.



Source: PSRC, a wheelchair-accessible van with riders and caregivers standing in front

## Common Destinations

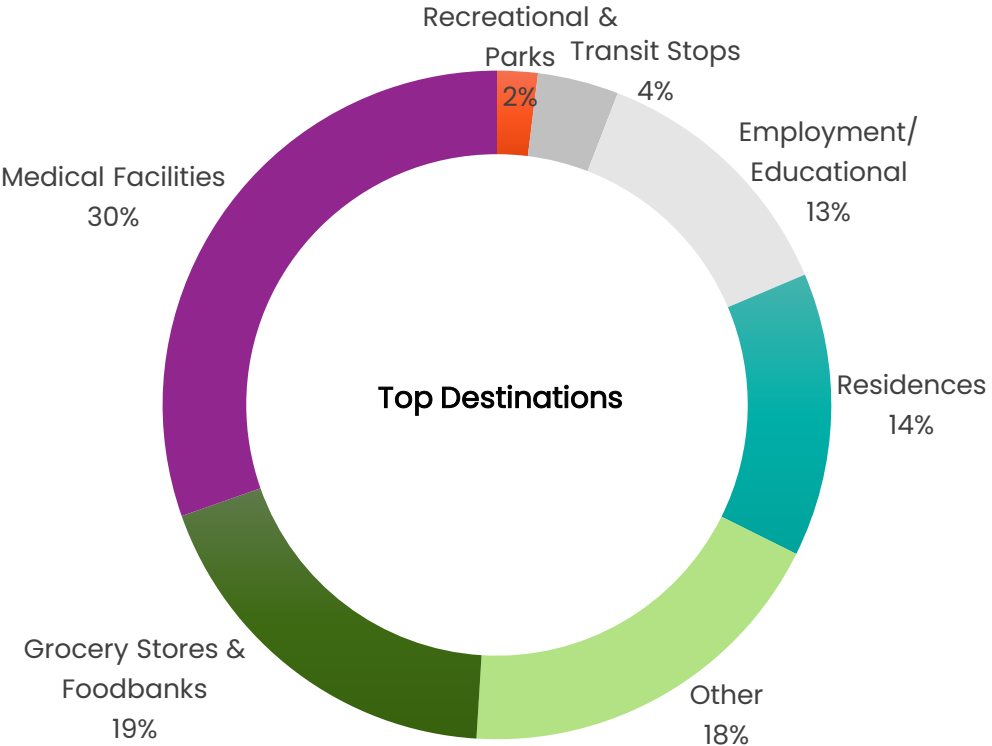
As illustrated in the geographic maps in the Demographics Profile section, people with accessibility and mobility needs live throughout all four counties of the region. For individuals with mobility challenges, it is essential to have reliable and safe transportation options to reach their daily destinations. Being able to go about one's daily life depends on making regular trips for a variety of purposes, such as traveling to work or school, running errands, attending medical appointments, or participating in recreational or social activities.

Examples include: an older adult visiting a local senior center several times a week, a vital connection that supports their health and independence; a family without a car needing

access to grocery stores offering healthy food options; or a person with kidney disease traveling to dialysis centers multiple times a week, often early in the morning or late at night when transit service is limited. Since people with mobility challenges travel for many different reasons, it is not possible to identify every type of trip or destination. Therefore, this plan highlights the most common or key destinations that are essential to daily living and community participation.

The regional inventory survey identified key destinations of riders using specialized transportation programs (Figure 18).

Figure 18. Common Destinations, 2024 Inventory Survey



Source: PSRC Specialized Transportation Inventory Survey (2024), total responses: 34

Overall, most specialized transportation programs, including all eight volunteer transportation programs, identified medical facilities and grocery stores or food banks as their most common destinations.

Data from the 2023 PSRC Household Travel Survey further supports this pattern, showing that older adults and individuals with disabilities make significantly more weekday trips for medical appointments than the average adult resident. Similarly, older adults, people with disabilities, and low-income households make grocery trips more frequently during the week than the average adult resident.

As identified in the RTP System Performance Report, approximately 18% of regional households are located within ¼ mile of a grocery store. This percentage is lower in areas with higher shares of older adults (14%) and youth (9%). Only about 3% of regional households are located within ¼ mile of a medical facility, including hospitals, pharmacies, clinics, and social services. Percentages are slightly greater for areas with higher shares of low-income households (4%) and people with disabilities (5%). Also, rural and unincorporated areas lack access to these essential destinations.

As previously mentioned, over 70% of adults aged over 85 have a disability and need accessible transportation to get to medical facilities more frequently than younger adults for better health outcomes. Some major healthcare facilities are accessible by public transportation within the region, but not all of them. The list below includes the major medical facilities across the region:

### **Hospitals**

- ▶ Cascade Valley Hospital
- ▶ Evergreen Health
- ▶ Harborview Medical Center
- ▶ Harrison Medical Center
- ▶ Madigan Army Medical Center
- ▶ Naval Hospital Bremerton
- ▶ Providence Regional Medical Center
- ▶ Seattle Children's
- ▶ Swedish Medical Center
- ▶ St. Anne Hospital
- ▶ St. Michael Medical Center
- ▶ University of Washington Medical Center
- ▶ VA Medical Center

### **Community Health Centers and Other Healthcare Providers**

- ▶ Community Health Centers (Snohomish)
- ▶ DaVita Dialysis Centers
- ▶ Fresenius Kidney Care
- ▶ HealthPoint
- ▶ Public Health Centers (King)
- ▶ Kaiser Permanente
- ▶ MultiCare
- ▶ NeighborCare Health
- ▶ Northwest Kidney Centers
- ▶ Olympic Peninsula Kidney Center
- ▶ Peninsula Community Health Services
- ▶ Puget Sound Kidney Centers

- ▶ Scribner Kidney Center
- ▶ Sea Mar Community Health Centers
- ▶ Snohomish Kidney Institute
- ▶ VA Puget Sound health care
- ▶ Verdant Health Commission
- ▶ Virginia Mason Medical Centers

Additional clinics and essential services can be found in the following for each county:

- ▶ King County: <https://kingcounty.gov/en/dept/dph/health-safety/health-centers-programs-services/public-health-centers>
- ▶ Kitsap County: <https://www.kitsapeda.org/key-industries/healthcare>
- ▶ Pierce County: <https://www.piercecountywa.gov/6834/Health-Services>
- ▶ Snohomish County: <https://snohomishcountywa.gov/BusinessDirectoryII.aspx?lngBusinessCategoryID=29>

PSRC will continue to explore more tools and data to better analyze accessibility to and from medical facilities and other essential destinations across the region. More information on Health outcomes and related work programs can be found in the RTP Health Report.

## Chapter 3: Mobility Needs

This chapter summarizes key mobility needs developed through extensive engagement with the priority populations identified in Chapter 1. The strategies and actions in Chapter 4: Mobility Tomorrow were designed to address these key mobility needs.

### Methodology

In order to identify key mobility needs of priority populations, PSRC combined existing information with direct community engagement. The process began with a literature review of Area Agencies on Aging plans, mobility coalition strategic plans and survey results, and WSDOT plans and studies to identify potential updates to needs carried forward from the previous Coordinated Mobility Plan.

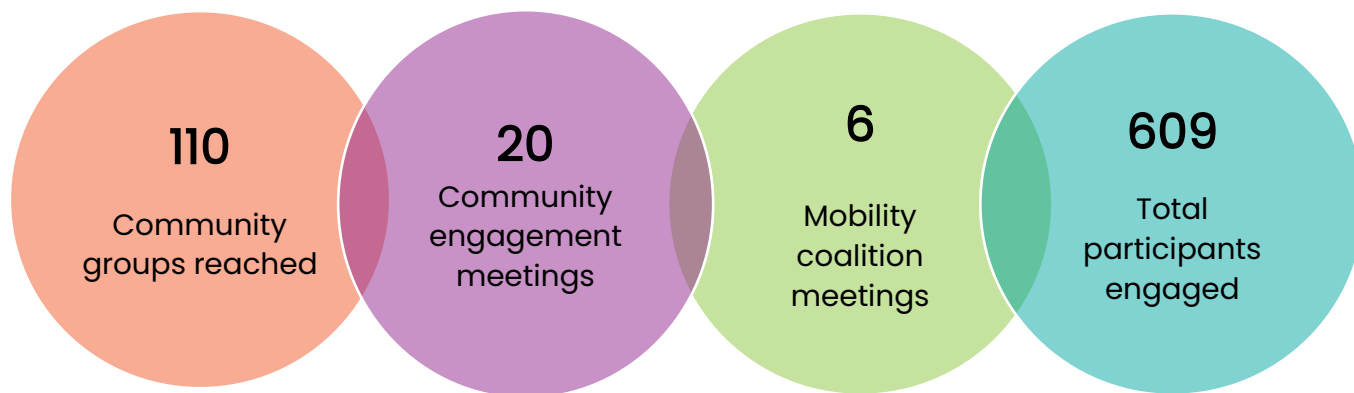
This preliminary review informed a second step focused on refining and validating the list of key needs through direct engagement with priority populations. PSRC reached out to over 100 community-based organizations (CBOs) and advisory groups to learn about the mobility challenges of their members. PSRC engaged with 17 organizations that responded based on their preferred meeting formats, including PSRC staff attending their regular meetings and staff-to-staff meetings to discuss strategies to better engage each group based on different capacity and accessibility needs. Three organizations participated more than once.

PSRC also worked with the Coordinated Mobility and Accessibility Committee (CMAC) and the countywide mobility coalitions in King, Pierce, and Snohomish counties to further guide the refinement of mobility needs. CMAC is comprised of transit agency staff, specialized

transportation providers, mobility managers, and community representatives for priority populations. More information can be found in Appendix B, Engagement Summary.

Finally, PSRC reviewed the feedback received from the Regional Transportation Plan public survey, which asked additional questions of respondents who identified as a member of one or more priority populations. A summary of the survey results is included in the RTP Outreach and Engagement report.

Figure 19: Coordinated Mobility Plan Engagement Summary



### Key Mobility Needs

Priority populations are more likely to face additional mobility challenges than the general population due to age, income, or ability. Reasons can range from no longer driving due to age-related factors, not being able to afford a private vehicle, requiring a vehicle that can accommodate a mobility device, or making more medical and health-related trips due to chronic illness. While this chapter is focused on transportation gaps or deficiencies experienced by people with accessibility and mobility needs, addressing these needs will improve transportation services for everyone.

The following gaps represent the daily transportation challenges experienced by priority populations due to their age, income, ability and other circumstances:

- **Affordability Gap:** Transportation costs, such as fares, fuel, parking or tolls, can be too high for many individuals. This limits access to essential services and can force people to choose between travel and other basic needs.
- **Awareness Gap:** Many people are unaware of available transportation options, eligibility requirements, or how to navigate transportation options. Information may be hard to find, outdated, or not provided in accessible formats or languages.

- ▶ **Infrastructure Gap:** Sidewalks, curb ramps, bike facilities, and other infrastructure may be missing, poorly connected, inaccessible, or unsafe. These gaps often make it difficult for individuals with limited mobility to travel independently.
- ▶ **Institutional Gap:** Coordination challenges among providers or eligibility requirements can create barriers to cross-agency or cross-county travel. Riders may encounter fragmented services crossing county lines or between agencies.
- ▶ **Service Quality Gap:** Even when service exists, it may be unreliable, infrequent, or inconvenient. Long waits, missed return trips, or inconsistent customer support can discourage access to essential destinations.
- ▶ **Spatial Gap:** Transportation service may not exist in certain geographic areas, leaving people without viable options for reaching work, medical facilities, education, or basic community services.
- ▶ **Temporal Gap:** Service hours may not match when people need to travel. Examples include limited service in the evening, early morning, or on weekends, especially for shift workers, caregivers, and those who rely on ADA paratransit.

PSRC heard many stories and first-hand accounts of challenges experienced by priority populations. While each person's experience is unique, those stories coalesced around eight key mobility needs highlighted from the literature review and engagement.

### Better cross-agency and cross-county coordination for a seamless travel experience

While the central Puget Sound region is fortunate to have multiple transportation providers across multiple modes, this also creates some challenges for passengers, especially non-drivers and those without access to a private vehicle. While any person making a cross-county trip may need to transfer between providers, this poses additional difficulties for people with disabilities using ADA paratransit which must be scheduled in advance and requires coordination between dispatchers ahead of time.

One ADA paratransit user described their ideal future as one where they do not need to know all the agencies or how they work; they just want to be able to request a ride and trust that they will be picked up and dropped off on time without lengthy waits if transfers are absolutely necessary. Other community members said that more coordination is needed between transit providers and specialized transportation providers for fixed-route transit trips, paratransit trips, and rides provided by other providers. Transportation providers have also acknowledged that new partnerships, technology, and data consistency could help streamline the process for cross-county trips.

### Shorter wait times and more reliable transfers and return trips

Many priority populations talked about infrequent transit service making long trips especially challenging. Transferring between two or more routes that are operating once or twice per

hour can make a regional trip take several hours, compared to a much shorter travel time if driving. Youth also mentioned that on-time reliability on fixed-route transit made it difficult to rely on transit for getting to school or other activities.

ADA paratransit users, in particular, spoke extensively about long wait times, especially for return trips. Some people mentioned that they are not always picked up or dropped off within the scheduled window of time. They also expressed a desire for some flexibility, especially around medical appointments. It is hard to predict the length of a medical appointment or whether a doctor is running behind. To be safe, some people mentioned they have to schedule their pickup for two hours after drop-off, even if the appointment should only take 20 minutes, so they aren't penalized for missing a scheduled paratransit pick-up.

### More frequent and expanded transit service, especially during evenings, weekends, and other times when people need it most

Most people said they would prefer to use fixed-route transit (as opposed to a demand response or ADA paratransit service) if they can because it offers flexibility, operates more frequently and does not require advanced scheduling. However, community input identified the need for more available transportation, either fixed-route or demand response, at times and on days they need them. Geography impacted perspectives on which aspects of transit service were the highest priority. In less dense areas of the region that currently have little or no transit service, providing new service in these areas was the top priority. For people living in more transit-rich areas, expanding service hours and frequency were generally the top priorities.

In particular, it was noted that one of the greatest barriers to job placement for people with disabilities is a lack of transportation to/from work due, in part, to limited hours of transit service. Retail jobs and shift work often require commuting outside of peak travel hours, when transit is either less frequent or non-existent. Students and youth also said that more transit during evenings and weekends would make it easier to use transit for after-school activities and commuting to part-time jobs.

### Context-appropriate transportation options in areas not well served by fixed-route transit, including rural areas

As noted in the Mobility Today chapter, priority populations also live in areas not well served by fixed-route transit, including suburban and rural areas of the region. Community members from these areas acknowledged that traditional fixed-route transit may not be efficient in every context but emphasized the strong need for alternative forms of transportation in communities that currently lack them.

Microtransit and other alternative solutions may help fill service gaps in these areas. We heard from youth in smaller towns in Snohomish County that Community Transit's Zip Shuttle has been very useful for making trips independently if they cannot get a ride from friends or

family to get to and from school or after-school activities. Communities without these newer options said they would like to see these services offered in the future.

### More rider education opportunities and awareness of available transportation services

PSRC heard from many community members, especially older adults and people with disabilities, that understanding available transportation services and different eligibility requirements is confusing and such information is difficult to navigate. Individuals with disabilities in Kitsap County mentioned that a comprehensive resource like One Call One Click (which currently consolidates information on all transportation providers in King, Pierce, and Snohomish counties) is also needed for Kitsap County residents. Raising awareness is important as some communities that PSRC engaged within the One Call One Click service areas were not aware of this resource.

Additionally, mobility managers indicated that individuals with LEP sometimes have difficulty using transportation services due to language barriers and need more customized and culturally appropriate travel training.

### Improved access to healthcare, wellness, and other essential services

Throughout PSRC's community engagement for this plan, many older adults, people with disabilities, and people living with chronic illness described transportation as a barrier to accessing healthcare. Some older adults mentioned that transit service geared toward traditional commute hours made it difficult to get to medical appointments during mid-day and other off-peak hours. For example, dialysis centers often operate beyond traditional office hours, when fixed-route or demand response services may be limited.

With the recent closures of pharmacies and grocery stores in parts of the region, transportation connecting small communities and rural areas to these destinations is a major concern. While transit agencies continue trying to meet these needs, non-driving older adults are still concerned about access to pharmacies, healthy foods, medical providers in another county, and other essential services. Some people also mentioned that shrinking insurance networks means they have to travel further to see a medical provider, which means more cross-county trips and longer travel times with one or more transfers.

### More accessible and safer infrastructure, including more amenities at transit stops (seating, lighting, shelters, and restrooms)

A lack of accessible and safe infrastructure was the highest-ranking need identified through engagement with priority populations. This includes more sidewalks (especially to fill in gaps or to access transit stops), bike lanes (a frequent request we heard from Kitsap County residents), improved intersection signals for pedestrians and cyclists, and more amenities at transit stops. Related to the "shorter wait times" need, several older adults and people with disabilities shared challenges of making long trips that require one or more transfers without

access to restrooms. One participant also mentioned that restroom access would be helpful for parents traveling with young children.



Source: PSRC, Engagement Presentation at the Federal Way Senior Advisory Commission

A few parents in Pierce County shared that their children cannot walk to school even when they live nearby because of incomplete sidewalks or a lack of safe street crossings. Generally, PSRC heard more concerns about missing sidewalks from residents living in unincorporated areas of the region than in cities and towns. People with visual or hearing impairments emphasized the importance of pedestrian signals that include audio, visual, and tactile indicators to make it clear where to wait and cross, as well as when it is safe to do so. More information about the regional network of bicycle and pedestrian facilities is included in the Active Transportation Plan.

Some ADA paratransit users also mentioned that at times the bus or van cannot get to the exact pickup location, requiring them to cross busy streets or travel a few extra blocks using their mobility device to be picked up.

## More sustainable, long-term funding is needed to support the operation of transit and specialized transportation services

The literature review of other plans and discussions with CMAC members highlighted a need for diverse and sustainable funding sources to meet the needs identified by priority populations.

Needs are growing faster than available funding, as the number of people with mobility and accessibility needs continues to rise. As noted in the previous chapter, the cost per passenger of providing specialized transportation is substantially higher than on fixed-route transit. Fixed-route transit serves a much higher volume of passengers more efficiently because it is not door-to-door service, bringing down the cost per individual passenger. However, providers are also experiencing rising costs across all transportation services, including fixed-route, due to increases in labor, maintenance, and vehicle-related expenses.

PSRC also heard that recent cuts to Veterans Affairs (VA) funding are reducing or eliminating transportation services for veterans in the region, as well as concerns that cuts to Medicaid funding may impact NEMT, which is funded exclusively through state and federal Medicaid funds. Diverse and sustainable funding sources for specialized transportation services are critical to ensuring long-term, equitable mobility for all people, regardless of age, income or ability.

## Additional Feedback on Mobility Needs

In comparing the needs in this plan to the previous Coordinated Mobility Plan (adopted in 2022), there are a few differences. Most notably, PSRC heard that initiatives aimed at keeping public transportation affordable for youth, older adults, people with low incomes, and people with disabilities are highly valued by the community and make a big difference in ensuring mobility for priority populations. Examples include the Free Youth Transit Pass (implemented in 2022), ORCA LIFT, and the Regional Reduced Fare Permit.

There were also comments about the need for flexibility and ease of payment on specialized transportation services that are equivalent to the options offered on fixed-route transit. Some but not all ADA paratransit services in the region are equipped to accept ORCA cards as payment, which many community members indicated they would prefer over cash payment, though they didn't want the cash option to disappear. It would be logistically difficult to integrate other specialized transportation services (those not operated by transit agencies) into the ORCA system, but people said any kind of flexibility to use cash, credit or debit cards, or vouchers would be helpful.

There was also more specific feedback for this plan related to safe and accessible ADA infrastructure, such as accessible intersection signaling and access to restrooms near transit stops. Community members offered several examples of specific intersections where they do not feel safe crossing as pedestrians, especially if they have visual or hearing impairment. Driver behavior and complicated intersections with wide roadways, multiple turn lanes, or

more than two roads intersecting were cited as major reasons for feeling unsafe. Older adults and individuals with disabilities also mentioned mid-block transit stops or stops that are far from a crosswalk as safety concerns or barriers to using transit.

Through PSRC's coordination with tribal nations, a lack of safe infrastructure for walking, biking, and rolling has also consistently emerged as a top concern. Strategies to build safer and accessible infrastructure are addressed in this plan as well as in the Active Transportation Plan and [Regional Safety Action Plan](#).

## Chapter 4: Mobility Tomorrow

Developing a transportation system that meets the accessibility and mobility needs of all residents is an integral part of the region's long-range transportation plan. The Coordinated Mobility Plan supports this goal by identifying priority strategies and tracking progress toward outcomes defined by the communities most affected in the region.

### Regional Goals

The Coordinated Mobility Plan includes both regional goals and prioritized strategies designed to address the mobility needs and challenges identified through community engagement. Together, these goals and strategies support coordinated mobility planning and advance the region's long-range transportation plan.

To move the region closer to a fully coordinated mobility system, this plan maintains three overarching goals that address the growing needs and service gaps identified in previous chapters:

- ▶ **Goal #1. Put People First (Quality):** Ensure that people with accessibility and mobility needs can travel safely and comfortably.
- ▶ **Goal #2. Move People Efficiently (Efficiency):** Provide seamless, well-coordinated transportation services for people with accessibility and mobility needs that minimize unnecessary duplication.
- ▶ **Goal #3. Move More People (Mobility):** Improve access and service availability so that people with accessibility and mobility needs can travel to desired destinations at the times they need.

### Prioritized Strategies

Strategies are broad approaches designed to address identified mobility needs. They are implemented through a wide range of programs and services, each linked to specific actions, which are the tangible steps, projects, or initiatives. For each strategy, key implementers and applicable program types are identified to help guide Consolidated Grant

applicants and other partners. Strategies outside the typical scope of the Consolidated Grant program do not include this information.

The prioritized strategies implement all three of the plan goals and were developed to address key regional mobility needs identified in the Mobility Needs chapter. In some cases, multiple strategies are developed for a need, recognizing that there is no one-size-fits-all solution.

Each strategy is assigned a priority level as below:

- ▶ **High Priority Strategies:** Urgent and achievable, recommended for near-term implementation.
- ▶ **Other/Lower Priority Strategies:** Still valuable but suitable for longer-term advancement as resources and capacity allow.

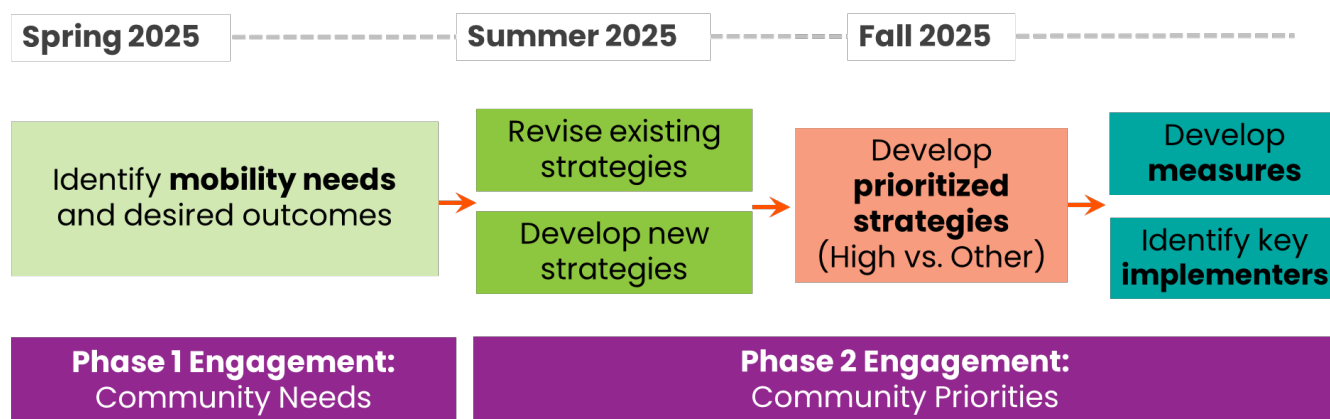
Setting priorities helps focus resources and implementation efforts. For example, the Regional Priority Ranking Process for the Consolidated Grant program has traditionally given additional consideration to projects aligned with high-priority strategies in the Coordinated Mobility Plan compared to other/lower priority strategies.

High-priority strategies are those that will receive additional emphasis during the implementation of this plan. As illustrated in Figure 19, priority levels were determined through engagement with transit agencies, specialized transportation providers, and PSRC's CMAC. Community members also ranked mobility needs from least to most important, which informed the designation of related strategies as high vs. other/low priority. Further details on engagement and feedback are available in the Engagement Summary appendix.

The progress of each strategy is measured through potential plan-level performance measures, which are indicators used to track progress toward goals. These measures help demonstrate whether strategies are effective, identify where adjustments are needed, and help demonstrate progress over time.

PSRC will continue to collaborate with partners to track program outcomes. Wherever possible, PSRC encourages partners to develop and share performance and targets that help demonstrate how individual programs contribute to regional goals and desired outcomes.

Figure 19: Prioritized Strategies Development Process



The prioritized strategies aligned to the eight mobility needs identified in Chapter 3 are described below.

**Need #1: Better cross-agency and cross-county coordination for a seamless travel experience.**

**Strategy 1.1: Strengthen coordination among transit, paratransit and specialized transportation providers to ensure a more seamless travel experience for priority populations.**

| Priority | Consolidated Grant Project Type | Key Implementers                                                                         | Additional Performance Measures                                                                                                                                                                                                                                                                                        |
|----------|---------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Operations (sustain)            | Transit agencies, specialized transportation providers, and mobility management programs | <p>Provider-reported improvement in cross-county coordination (collected through post-meeting survey or feedback)</p> <p>Change in the number or share of completed cross-county trips compared to baseline</p> <p>Rider satisfaction with regional/cross-agency mobility options (collected through rider survey)</p> |

- **Action 1.1 A:** Convene ADA paratransit and specialized transportation providers regularly to improve cross-county trips and identify service gaps or challenges.
- **Action 1.1 B:** Conduct pilot programs to test solutions for cross-county trips, especially to high-demand destinations such as healthcare or job hubs.

Strategy 1.2: Ensure fare payment options for ADA paratransit are equivalent to fixed-route transit, improving convenience, accessibility, and regional interoperability.

| Priority    | Consolidated Grant Project Type        | Key Implementers | Additional Performance Measures                                                                                                                                                        |
|-------------|----------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Other/Lower | Capital (system improvement), Planning | Transit agencies | <p>Number or share of ADA paratransit providers using interoperable fare payment systems</p> <p>Number of ADA paratransit riders who report satisfaction with fare payment options</p> |

- **Action 1.2 A:** Assess the needs of ADA paratransit riders and current fare payment options on various ADA paratransit services.
- **Action 1.2 B:** Identify ways to improve fare payment options to accommodate various rider needs and preferences for ADA paratransit.

Strategy 1.3: Improve rider experience for people using ADA paratransit and specialized transportation by making eligibility and trip request processes more accessible and user-friendly.

| Priority    | Consolidated Grant Project Type                   | Key Implementers                                                                         | Additional Performance Measures                                                                                                                                                                                                                                                      |
|-------------|---------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Other/Lower | Capital (system improvement), Mobility Management | Transit agencies, specialized transportation providers, and mobility management programs | <p>Number of agencies using compatible eligibility and scheduling system</p> <p>Number or share of riders who report the eligibility and trip request process as “easy” (or “very easy”)</p> <p>Number of providers participating in shared eligibility or trip planning systems</p> |

- **Action 1.3 A:** Coordinate and explore options to improve eligibility review and trip request processes for riders, especially those who are seeking cross-county trips.
- **Action 1.3 B:** Explore the use of shared tools, such as One Call/One Click, that enhance transparency, allow riders to easily track application status, and improve data-sharing among agencies.

**Need #2: Shorter wait times and more reliable transfers and return trips.**

Strategy 2.1: Improve the reliability and responsiveness of transit, paratransit, and other specialized transportation by improving dispatch systems, real-time communication, and coordination of return trips.

| Priority | Consolidated Grant Project Type        | Key Implementers                                                                         | Additional Performance Measures                                                                                                                                                 |
|----------|----------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Capital (System Improvement), Planning | Transit agencies, specialized transportation providers, and mobility management programs | Number or share of riders reporting reliable return trips in satisfaction surveys<br><br>Number or share of agencies participating in real-time or planned data-sharing systems |

- **Action 2.1 A:** Assess barriers to timely return trips, then explore improvements, including flexible scheduling models, to address those barriers.
- **Action 2.1 B:** Develop a regional framework for sharing planned and real-time paratransit operations data to improve coordination and reliable return trips.

Strategy 2.2: Assess and replace demand response vehicle fleets for specialized transportation to deliver on-time service.

| Priority    | Consolidated Grant Project Type | Key Implementers                            | Additional Performance Measures                                                                                                                 |
|-------------|---------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Other/Lower | Capital (Vehicle Replacement)   | WSDOT, specialized transportation providers | Number of agencies participating in the regional inventory<br><br>Number or share of vehicles meeting or exceeding state-of-good-repair targets |

- **Action 2.2 A:** Collaborate with WSDOT and regional providers to create a regional inventory of demand-response vehicle fleets and equipment based on the FTA Transit Asset Management (TAM) framework to support coordinated service planning.

Need #3: More frequent and expanded transit service, especially during evenings, weekends, and other times when people need it most.

Strategy 3: Expand transit and specialized transportation frequency and service hours to better serve priority populations, while maintaining existing service levels.

| Priority    | Consolidated Grant Project Type | Key Implementers                                           | Additional Performance Measures                                                                                                                                                                                                      |
|-------------|---------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Other/Lower | Operations (expansion)          | Transit agencies and specialized transportation providers. | <p>Increase in hours of service provided during non-peak hours (e.g., evenings, weekends.</p> <p>Ridership for expanded services based on local context</p> <p>Number of expanded service routes or hours/span in priority areas</p> |

- **Action 3A:** While maintaining existing service levels, pilot expanded service routes and/or hours in areas with unmet needs, and evaluate ridership, impact, and feasibility based on local context.

Need #4: Context-appropriate transportation options in areas not well served by fixed-route transit, including rural areas.

Strategy 4: Support context-appropriate transportation options, such as deviated-fixed route, demand response, volunteer driver program or flexible services, for rural and other areas with limited transit, with measures of success tailored to local needs.

| Priority | Consolidated Grant Project Type | Key Implementers                                                                              | Additional Performance Measures                                                                                                                                                                                                                                                                          |
|----------|---------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Operations (sustain/new)        | Transit agencies, specialized transportation providers, jurisdictions, and local stakeholders | <p>Number of context-appropriate transportation options provided in areas not well served by transit</p> <p>Number of riders served through new context-appropriate transportation</p> <p>Percent change in geographic coverage or service hours provided through context-appropriate transportation</p> |

- **Action 4A:** Maintain and strengthen existing transit partnerships (e.g., Metro's Community Access Transportation program) and explore context-appropriate opportunities to expand to meet local needs.

Need #5: More rider education opportunities and awareness of available transportation services.

Strategy 5: Conduct mobility management programs that help potential riders navigate transportation options and complete their trips, with tailored support to address language and technology barriers.

| Priority | Consolidated Grant Project Type | Key Implementers              | Additional Performance Measures                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|---------------------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Mobility management             | Mobility management providers | <p>Number of people engaged through inclusive outreach efforts</p> <p>Number of trips booked and completed</p> <p>Number of transportation providers participating in shared travel navigation programs or tools</p> <p>Improvement in user satisfaction and accessibility ratings (measured through surveys or feedback forms)</p> <p>Number of providers participating in data-sharing agreements or discussions</p> |

- ▶ **Action 5A:** Develop and implement an inclusive outreach, training, and marketing campaign to raise awareness of available transportation services.
- ▶ **Action 5B:** Promote travel navigation programs/tools like One Call/One Click and ensure they are easy to use and accessible across multiple languages, devices, and ability levels.
- Action 5C:** Explore and implement data-sharing capabilities among transportation providers to improve the completeness of travel information available to riders.

Need #6: Improved access to healthcare, wellness, and other essential services.

Strategy 6: Expand and optimize transportation services to improve access to healthcare and other essential service locations.

| Priority | Consolidated Grant Project Type                           | Key Implementers                                                                 | Additional Performance Measures                                                                                                                                                                                                                                                                                                                                                                |
|----------|-----------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Operations (Sustain, Expansion, New), Mobility management | Transit agencies, specialized transportation providers, and healthcare providers | Percent of regional healthcare and wellness destinations accessible by transit or specialized transportation within a certain time of travel (e.g., 60 minutes via transit)<br><br>Number or percentage of healthcare providers participating in regional coordination<br><br>Rider satisfaction with coordination between transportation and appointment times (via rider survey or feedback) |

- ▶ **Action 6A:** Identify gaps in transit and specialized transportation coverage, frequency, and service hours to key healthcare and wellness destinations through data analysis and community needs assessments, focusing on the needs of priority populations.
- ▶ **Action 6B:** Launch pilot (new or expanded) services focused on connecting riders to and from healthcare, wellness, and other essential services, especially within areas with a higher share of people with disabilities.
- ▶ **Action 6C:** Partner with healthcare and wellness providers to better coordinate transportation schedules with appointment times.

Need #7: More accessible and safer infrastructure, including more amenities at transit stops (seating, lighting, shelters, and restrooms).

Strategy 7.1: Improve the accessibility and safety of infrastructure, such as sidewalks, curb ramps and bike lanes, with designs that accommodate all ages and abilities.

| Priority | Key Implementers                  | Additional Performance Measures                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | Local jurisdictions and the state | <p>Number of pedestrian access projects completed in priority areas</p> <p>Number of projects completed in local plans identified in Action 7.1 B</p> <p>NOTE: PSRC's <a href="#">Regional Safety Action Plan (RSAP)</a> establishes regional safety goals and strategies. The Monitoring and Tracking section (Chapter 5) identifies the measures PSRC will continue to track to monitor progress toward these goals.</p> |

- **Action 7.1 A:** Improve sidewalks, crossings, and other pedestrian infrastructure to ensure safe and convenient access for all, especially older adults and people with disabilities.
- **Action 7.1 B:** Align local jurisdiction improvements with ADA transition plans, Capital Improvement Programs, and priority frameworks, ensuring investments are made in areas where they are needed most.

Strategy 7.2: Improve the comfort, safety, and usability of transit stops by providing amenities, such as seating, lighting, shelters, weather protection, and, where feasible, restrooms, especially at stops with high ridership and transfer rates.

| Priority    | Key Implementers                                     | Additional Performance Measures                                                                                                                                                                  |
|-------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Other/Lower | Transit agencies, local jurisdictions, and the state | <p>Number or share of stops or transfer points with enhanced amenities located in priority areas</p> <p>Rider satisfaction regarding comfort and safety at transit stops and transfer points</p> |

- **Action 7.2 A:** Enhance rider experience with improved amenities at key stops and transfer points based on transit agencies' prioritization strategies for amenities and identify opportunities to further prioritize where priority populations live and travel.
- **Action 7.2 B:** Provide restrooms at major transit centers where feasible, acknowledging high capital and maintenance costs, and develop strategies for cost-effective implementation.

Strategy 7.3: Support the development of land use policies and implementation of transit-oriented development for all ages and abilities.

| Priority    | Key Implementers                                             | Additional Performance Measures                                                                      |
|-------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Other/Lower | Local jurisdictions, transit agencies, and mobility managers | Increase in new TOD developments and/or housing units that are accessible for all ages and abilities |

- **Action 7.3 A:** Collaborate with local jurisdictions, transit agencies, and mobility managers to achieve new transit-oriented development (TOD) that is accessible to all ages and abilities.

Need #8: More sustainable, long-term funding is needed to support the operation of transit and specialized transportation services.

Strategy 8: Identify and pursue coordinated, sustainable funding strategies to maintain and expand transit, paratransit, and other specialized transportation serving priority populations.

| Priority | Key Implementers                                                                                    | Additional Performance Measures                                                                                                                                                                                                                                                                 |
|----------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High     | PSRC, WSDOT, social service, human service agencies with transportation programs, and jurisdictions | <p>Amount of funding leveraged regionwide from partnerships, grants, or non-traditional sources</p> <p>Amount of additional funding secured or reallocated to support service improvements</p> <p>Development of shared metrics or dashboards to monitor ongoing funding and resource needs</p> |

- **Action 8A:** Convene regional transportation providers and stakeholders to explore shared funding solutions, partnerships with health and human services, and innovative funding sources.
- **Action 8B:** Identify ways to expand or leverage funding to increase program capacity, including driver recruitment, to deliver more frequent service and reduce wait times.
- **Action 8C:** Document and elevate regional funding needs through data-driven analyses to support advocacy.

Collectively, these strategies aim to close service gaps, increase efficiency, and ensure equitable mobility outcomes through 2050.

## PSRC Regional Priority Ranking Process for WSDOT Consolidated Grant

Every two years, WSDOT awards state and federal funds for specialized transportation services through the Consolidated Grant competition. As an MPO, PSRC provides regional priority rankings, expressed in WSDOT's designated grading format, for the projects seeking funds in King, Pierce, and Snohomish counties. Kitsap County participates in the WSDOT Consolidated Grant regional ranking process through the [Peninsula RTPO](#).

The chart below illustrates the typical PSRC Regional Priority Ranking Process:



PSRC uses a set of factors designed to help implement the Coordinated Mobility Plan and to fund the projects that best meet the region's transportation needs for priority populations covered in the plan. This evaluation helps guide the Coordinated Mobility and Accessibility Committee in developing its regional priority ranking recommendations for projects applying for the Consolidated Grant. One key factor assessed is to identify projects addressing one or more "High" priority strategies in the plan. Applications should tie the key outcome of the project explicitly to at least one "High" priority strategy to meet this expectation.

Final rankings are determined based on how well the projects address priority ranking factors, the project type, eligibility, geographic balance, and other factors. More information can be found at PSRC's [Specialized Transportation Funding webpage](#).

## Measuring Success

Performance measures for strategies have been identified to better illustrate and track progress in implementing the plan. Potential measures identified with each strategy are intended to help measure progress toward implementing the plan at a regional level.

In addition, FTA has established specific performance goals for projects funded through the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. WSDOT awards state and federal funds for specialized transportation services through the Consolidated Grant competition, including funds allocated to large urbanized areas from this program. Section 5310 funds are available for capital and operating expenses to support older adults and people with disabilities.

## Large Urbanized Area for Section 5310 Funds

Two areas in the region are designated as Large Urbanized Areas (UZAs) eligible for Section 5310 funds: Seattle–Tacoma and Bremerton. Following the U.S. Census Bureau’s update of urban area boundaries, Bremerton was newly identified as a Large UZA with a population exceeding 200,000.

While WSDOT distributes Section 5310 funds to projects via the Consolidated Grant program, PSRC will continue to coordinate with the state and transit agencies to ensure that funding supports projects that best meet the needs of communities across the region.

FTA has established “performance goals to define the level of performance” as described in the Section 5310 [Program Guidance](#) published in November 2024. The following indicators are targeted to capture overarching program performance and outcomes for both traditional and other Section 5310 projects, as defined below:

### Traditional Section 5310 Projects

Examples of Traditional Section 5310 projects<sup>35</sup> include the purchase of buses and vans, contracted operation of service, and mobility management programs. The FTA suggests that traditional projects measure the following:

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

### Other Section 5310 Projects

Examples of projects include travel training, operations that go beyond the minimum ADA requirements, volunteer driver programs, and building an accessible path to a bus stop, including curb-cuts, sidewalks, or other accessible features, improving signage or way-finding technology. The FTA suggests that these projects measure the following:

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<sup>35</sup> Section 5310 Projects: At least 55% of program funds must be used on capital or projects that were traditionally funded under the 5310 program before the incorporation of the New Freedom program under the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21). The remaining, or up to 45% of the funds, can fund projects formerly allowed under the New Freedom program.

- ▶ **Service Improvements:** Increases or enhancements related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities;
- ▶ **Physical Improvements:** Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities; and
- ▶ **Ridership:** Actual or estimated number of rides (as measured by one-way trips) provided for seniors and individuals with disabilities.

If individual programs receive FTA Section 5310 funds, they should incorporate appropriate performance measures from the list noted above. In addition, individual programs and projects may develop their own performance measures and targets based on local context, although PSRC encourages grantees to develop or adopt performance measures that can help track progress towards regional goals wherever possible.

PSRC will continue to work with specialized transportation partners to improve data availability and track the performance of programs.

## Looking Ahead

Transportation services, especially specialized transportation, serve as a safety-net mobility service for those with mobility challenges. Looking ahead, transit will continue to grow and expand to meet the region's growth in population and employment, guided by the VISION 2050 Regional Growth Strategy.

By 2050, significant expansion of regional and local transit service is planned across the region, and transit agencies are planning service improvements to enhance reliability, accessibility, and rider experience. Expanded All-Day Transit will offer service beyond traditional commute hours, helping riders reach essential destinations in the evening or early mornings. Also, increased Frequent Transit service will reduce long wait times and give riders more travel options. In addition, transit agencies are exploring and expanding microtransit and other on-demand services to better serve communities that are currently not well served by fixed-route transit. More information about the future transit improvements and regional transit access assessment can be found in the [Future Transportation System Report](#) and other sections of the RTP.

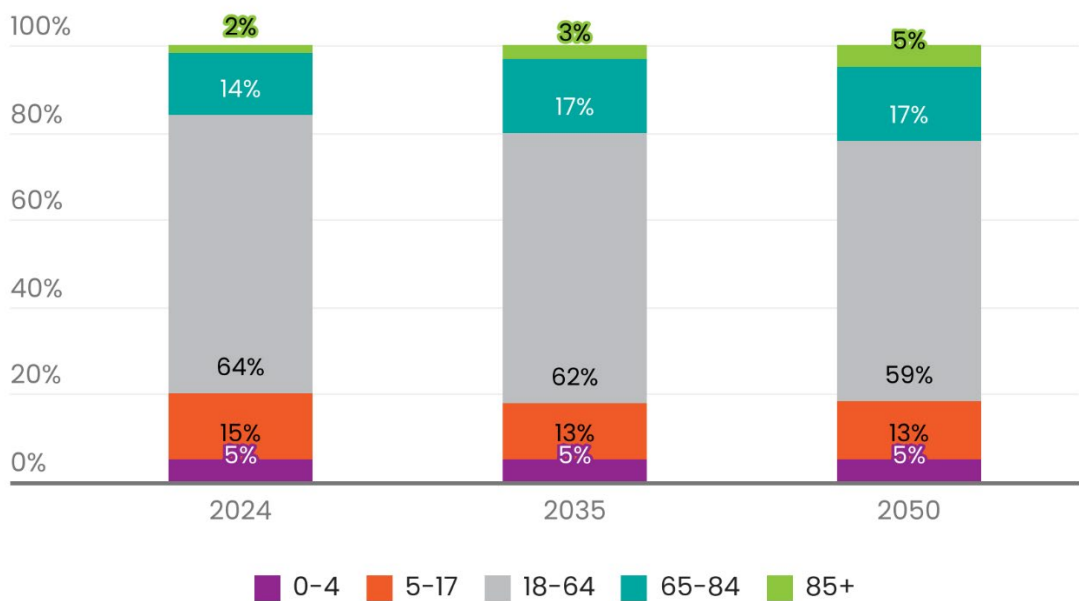
Investments in sidewalks, bike lanes, and other infrastructure will continue to improve first- and last-mile connections to transit and increase safe, accessible options for all users regardless of their age or ability. Many projects in RTP will provide these and other pedestrian and bicycle improvements, including enhanced pedestrian crossings and lighting upgrades. More information can be found in the Active Transportation Plan.

Forecasting specialized transportation services is not possible in the same way that regular

transit networks and services are planned and identified in the future. These services are locally administered, shaped by a mix of federal, state, and local funding sources, and are responsive to funding availability, community needs, and provider capacity. However, it is reasonable to assume that these services will continue to operate due to the expected demand with the region’s population growth and changing demographics.

By 2050, the region’s population will grow by 35%, with older adults aged 65 and older growing at a faster rate than other age groups. Residents ages 65–84 will make up about 17% of the population, and those over 85 will account for another 5% (Figure 20). Together, more than one in five residents will be over 65, adding nearly 600,000 older adults to the region, equivalent to adding the current populations of Tacoma, Bellevue, Everett, and Federal Way.<sup>36</sup> As people age, the likelihood of experiencing a disability also increases, which affects mobility and the need for more customized and reliable transportation options, such as specialized transportation services.

Figure 20: Regional Population Estimates by Age Group



Source: Washington State Office of Financial Management, 2024 GMA Projections – Medium Series. Official Population Estimates for 2035 and 2050.

As the region’s transit system expands, ADA-complementary paratransit and other specialized transportation will be expanded and adapted to better serve priority populations, especially older adults, people with disabilities and other residents who rely on these options.

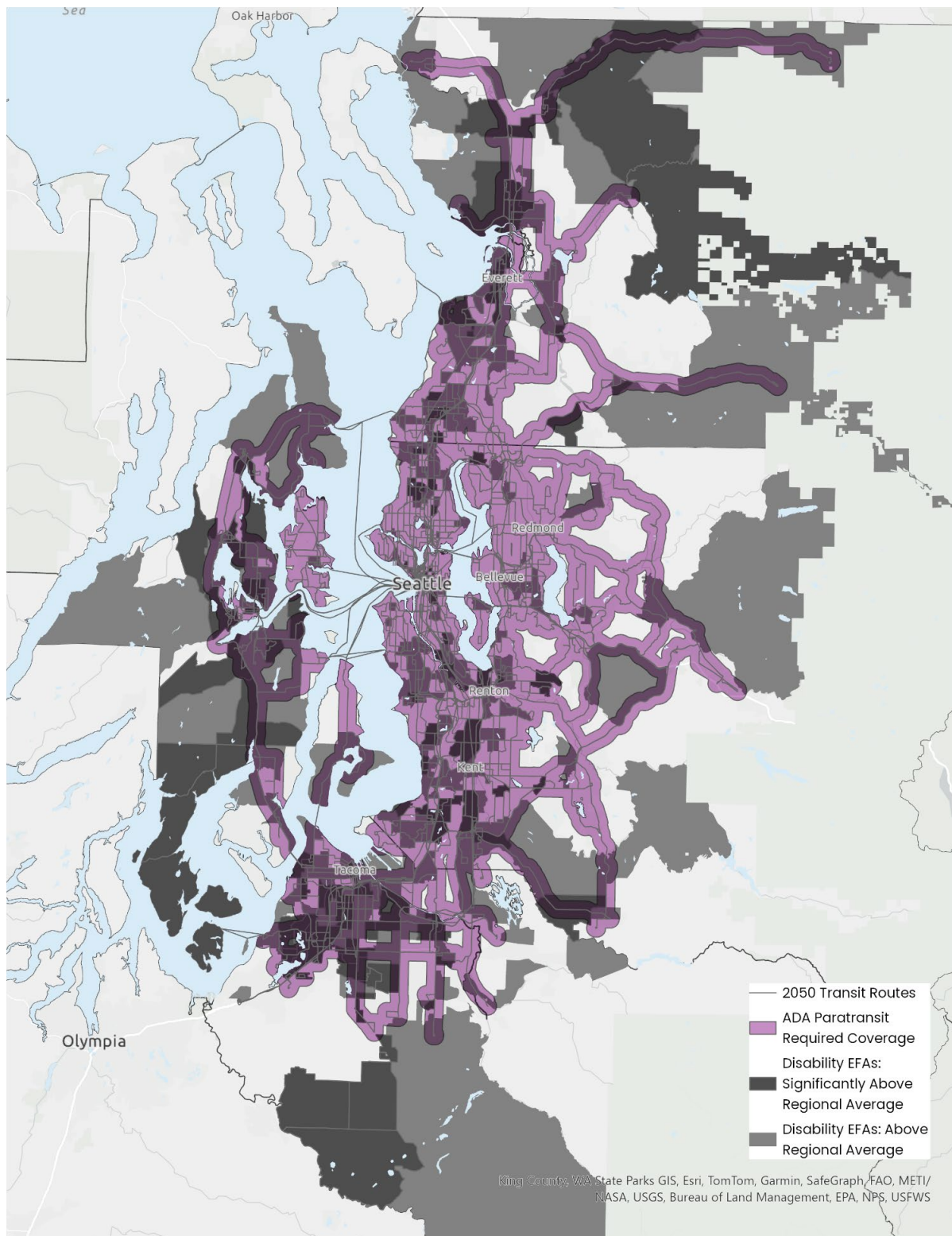
<sup>36</sup> Washington State Office of Financial Management, 2024 GMA Projections – Medium Series. Official Population Estimates.

Figure 21 illustrates the minimum ¾-mile ADA paratransit boundaries based on the 2050 future transit network. By 2050, ADA-complementary paratransit service areas across the region are projected to expand along with the expansion of the regional transit network, both in geographic coverage and service hours. Currently, transit agencies already provide paratransit service beyond the minimum required areas to improve access for riders who depend on accessible transportation.

Anticipated future expansion will not substantially increase overall coverage, but it will extend service to areas that are currently underserved, including Darrington, Maltby, and Sumner, by providing ADA coverage aligned with new transit service in these areas. While PSRC does not forecast disability status, by 2050, the expanded paratransit service boundary is expected to encompass a larger number of residents currently living within census tracts with higher shares of people with disabilities. The planned extension of service hours will also help eligible riders with disabilities reserve trips during the times they need most. However, as shown in Figure 21, many areas with significantly higher shares of individuals with disabilities, shown in dark gray, will remain outside the minimum paratransit coverage area.

Several transit agencies are reassessing the current paratransit service models to improve reliability and enhance the overall rider experience. Agencies such as King County Metro, Community Transit, and Pierce Transit have identified in their long-range plans strategies to better integrate paratransit with emerging on-demand and microtransit services. This integration will provide a more flexible and rider-centered service, especially in areas not well served by transit.

Figure 21: Required ADA Paratransit Service Boundaries in 2050



Source: PSRC, Future Transit Routes, 2023 & U.S. Census Bureau, American Community Survey, 2019–2023 5-Year ACS Estimates

Note: Census tracts with a share one standard deviation above the regional average are identified as areas “significantly above the regional average.”

Beyond ADA paratransit, other specialized transportation programs like demand-response shuttles and volunteer driver programs will continue to play a critical role in connecting people to essential destinations by filling gaps in transit. These services can complement and fill gaps in fixed-route coverage, especially in lower-density areas or for trips outside paratransit service boundaries.

## Next Steps

Federal transportation legislation requires that the Coordinated Mobility Plan be updated every four years. The next update will occur as part of the next Regional Transportation Plan scheduled for adoption in 2030. PSRC will continue to partner with transit agencies, specialized transportation providers, mobility management organizations, and other stakeholders to implement the Coordinated Mobility Plan. Engagement will occur through the CMAC and other regional forums. CMAC membership will remain broad, with invitations extended to new agencies and programs, and public engagement will be integrated throughout the plan implementation.

PSRC will expand efforts to collect consistent and comprehensive regional data on specialized transportation. Consistent data sets are essential for assessing current and emerging transportation needs, while standardized reporting can help stakeholders better identify funding needs. PSRC will coordinate and find ways to leverage available resources and work with CMAC to advance prioritized strategies.

PSRC will also maintain a fair and equitable regional process for prioritizing specialized transportation funding. This includes recommending regional priorities for projects seeking WSDOT's Consolidated Grant Program funds. Additional information on PSRC's role in this process is available on the [Specialized Transportation Funding website](#).

As the region grows and transportation needs evolve, PSRC and its partners will explore partnership opportunities such as integrating new technologies, strengthening coordination across transportation providers, and aligning services with broader regional transportation goals. These efforts will help ensure that those with mobility and accessibility challenges continue to have safe, reliable and accessible transportation options for the next 20-30 years.

## Appendix A: Inventory of Services

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

In early 2024, PSRC conducted a region-wide specialized transportation survey to develop this inventory. The resource below is based on the information collected through the survey and further feedback received from transit and other agencies. However, it is important to note that the published material may not remain current. For more information or updates, PSRC's Information Center is a clearinghouse for central Puget Sound data. Please contact for assistance as needed:

### **PSRC Information Center**

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

206-464-7532

FAX: 206-587-4825

TTY Relay 711

For a detailed inventory of individual providers in King, Pierce, and Snohomish counties, use the [FindaRide.org](https://findaride.org) webpage. Users can identify their origin and destination and check off their specific transportation needs to effectively plan and reserve their trips.

### **Find-a-Ride.org Webpage**

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

[Mobility@hopelink.org](mailto:Mobility@hopelink.org)

(425) 943-6760, Extension 2

The following table, which is not exhaustive, provides various state, regional, and local organizations that provide or support transportation for priority populations in central Puget Sound region.

## Operations

### Public Transit

Fixed-route is a service provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations. Transit service includes: bus transit, commuter rail, light rail, monorail, streetcar, and ferry. The central Puget Sound region's public transit providers are:

- ▶ Community Transit
- ▶ Everett Transit
- ▶ King County Metro
- ▶ Kitsap Transit
- ▶ Pierce Transit
- ▶ City of Seattle (monorail and streetcar)
- ▶ Sound Transit (bus, light rail, and commuter rail)

Ferry services are provided by Kitsap Transit, King County Ferry, Pierce County Ferry, and Washington State Ferries. These systems are accessible and the fleets have wheelchair lifts and ramps. Transit agencies external to the region also operate services into the central Puget Sound, these include Skagit Transit, Intercity Transit, Clallam Transit, Jefferson Transit, and Mason Transit.

### ADA Complementary Paratransit

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus or rail service because of limited mobility—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 paratransit service to be considered equivalent to the fixed-route which is intended to complement. In general, ADA complementary paratransit service must be provided within  $\frac{3}{4}$  of a mile of a bus route or rail station, at the same level of service, for no more than twice the regular fixed-route fare. Transit agencies provide this service to eligible riders at different levels.

| Program Name                 | Agency/<br>Organization | Contact                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                | Service Hours                                                                                                                                                                                       | Service Area  |
|------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>ACCESS Paratransit</b>    | Kitsap Transit          | Michael Bozarth<br><a href="mailto:MichaelB@kitsaptransit.com">MichaelB@kitsaptransit.com</a><br>360-478-5491 | Kitsap Transit ACCESS buses provide transportation for seniors and people with disabilities who are unable to use Kitsap Transit regular routed buses, some or all of the time. It is a shared ride paratransit service within Kitsap County, in compliance with the ADA.<br><br>Website:<br><a href="https://www.kitsaptransit.com/access-and-vanlink/access">https://www.kitsaptransit.com/access-and-vanlink/access</a> | The Kitsap Transit ACCESS reservations can be made 1 to 7 days in advance.<br><br>Online reservations are accepted every day from 8:00am - 4:00pm.<br><br>Call 1-800-422-2877 for more information. | Kitsap County |
| <b>Access Transportation</b> | King County Metro       | Ashish John<br><a href="mailto:ajohn@kingcounty.gov">ajohn@kingcounty.gov</a><br>206-263-3220                 | Metro's Access 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 ¾ of a mile on either side of noncommuter 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                      | Daily. Same hours as Metro fixed route services. Trips must be booked by 5:00 pm the day before the ride.<br><br>Access Rider Service: 206-205-5000                                                 | King County   |

| Program Name                | Agency/<br>Organization | Contact          | Description                                                                                                                                                                                                                                                                                                                                     | Service Hours                                                                                                                                                                                                                 | Service<br>Area     |
|-----------------------------|-------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|                             |                         |                  | <p>and other rural parts of the county not served by buses.</p> <p>Website:<br/> <a href="https://kingcounty.gov/access">https://kingcounty.gov/access</a> </p>                                                                                                                                                                                 |                                                                                                                                                                                                                               |                     |
| <b>DART<br/>Paratransit</b> | Community<br>Transit    | 425-347-<br>5912 | <p>DART (Dial-A-Ride Transportation) provides paratransit service for people who cannot access or use Community Transit's fixed route bus service due to disability or condition.</p> <p>Website:<br/> <a href="https://www.communitytransit.org/services/dart-paratransit">https://www.communitytransit.org/services/dart-paratransit</a> </p> | <p>Weekdays 5:30am - 1:00am<br/> Saturday 6:30am -1:00am<br/> Sunday 7:00am - 12:00am</p> <p>Riders can request trips for the next day and up to 7 days in advance. Day of service booking is on a space-available basis.</p> | Snohomish<br>County |

| Program Name                  | Agency/<br>Organization | Contact                                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                        | Service Hours                                                                                                                                                                                                               | Service Area                       |
|-------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| <b>Everett Para Transit</b>   | Everett Transit         | Everett Transit<br>Para Transit<br><a href="mailto:ETMail@everettwa.gov">ETMail@everettwa.gov</a><br>425-257-8801              | Everett Para Transit is a door-to-door service for individuals 65 years or older, or who meet the qualifying conditions due to disability.<br>Website:<br><a href="https://everetttransit.org/149/Para-transit">https://everetttransit.org/149/Para-transit</a>                                                                                                                                    | Weekdays 4:20 am – 11:30 pm<br>Saturday 7:00 am – 10:15 pm<br>Sunday 7:00 am – 10:00 pm<br><br>Riders call 7 days in advance to book their trips.                                                                           | City of Everett (Snohomish County) |
| <b>Pierce Transit SHUTTLE</b> | Pierce Transit          | SHUTTLE Customer Service<br><a href="mailto:adaquestions@piercetransit.org">adaquestions@piercetransit.org</a><br>253-581-8000 | SHUTTLE is Pierce Transit's required ADA paratransit service that provides service within ¾ of a mile of regular bus service. A certification process is required. There are different levels of eligibility. This service is comparable to and mimics regular fixed-route bus service.<br>Website:<br><a href="https://piercetransit.org/paratransit/">https://piercetransit.org/paratransit/</a> | Weekdays: 4:00 am – 11:30 pm<br>Saturday: 6:00 am – 11:30 pm<br>Sunday: 6:30 am – 10:30 pm<br><br>SHUTTLE Paratransit operates the same days and times as fixed-route services. 1 day and up to 5 days can be booked ahead. | Pierce County                      |

NOTE: Please see the transit agency links above for more information, since printed information may not remain current.

### Tribal Transportation

Tribal transportation provides transportation within or adjacent to tribal lands. In some cases, the service is open to the general public.

| Program Name                                     | Agency/<br>Organization       | Contact                                                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Service Hours                                                                                          | Service Area                                |
|--------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------|
| <b>Darrington-<br/>Concrete Direct<br/>(DCD)</b> | Sauk-Suiattle<br>Indian Tribe | <a href="mailto:paratransit@sauk-suiattle.com">paratransit@sauk-suiattle.com</a><br>360-436-0131 | <p>Fixed route bus service is open to the public. It connects Darrington to Concrete. DC Direct provides transit services at no cost. Dial ride services are available to persons with disabilities in accordance with the Americans with Disability Act. Services must be requested before the end of the previous business day.</p> <p>Website:<br/><a href="https://sauk-suiattle.com/roads%20and%20transportation.html">https://sauk-suiattle.com/roads%20and%20transportation.html</a></p> | Every day 6:00 am–6:00 pm, except holidays.                                                            | Sauk-Suiattle Reservation, Snohomish County |
| <b>Muckleshoot Tribal Transit</b>                | Muckleshoot Indian Tribe      | <a href="mailto:Transit@muckleshoot.nsn.us">Transit@muckleshoot.nsn.us</a><br>253-294-8078       | <p>Muckleshoot Tribal Transit offers a free transit service throughout the Muckleshoot Indian Reservation and surrounding communities. All buses are equipped with a lift.</p> <p>Website:<br/><a href="http://www.tribaltransit.com">www.tribaltransit.com</a></p>                                                                                                                                                                                                                             | <p>Mon–Fri: 7:00 am–5:00 pm</p> <p>48 hours in advance for leisure and 24 hours for medical trips.</p> | Muckleshoot Tribes Reservation, King County |

| Program Name                                                        | Agency/<br>Organization   | Contact                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                  | Service Hours                                                                                                           | Service Area                                                                                     |
|---------------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>Puyallup Tribe of Indians Transportation</b>                     | Puyallup Tribe of Indians | 253-573-7931                                                                                                                      | <p>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.</p> <p>Website:<br/> <a href="https://www.puyalluptribe-nsn.gov/member-services/general-services/transportation/">https://www.puyalluptribe-nsn.gov/member-services/general-services/transportation/</a> </p> | Mon-Fri: 8:00 am-5:00 pm                                                                                                | Puyallup Indian Reservation, Pierce County                                                       |
| <b>Snoqualmie Tribe Non-Emergency Medical Transportation (NEMT)</b> | Snoqualmie Tribe          | Cindy Mallery<br><a href="mailto:Cindy.mallery@snoqualmietribe.us">Cindy.mallery@snoqualmietribe.us</a><br>425-888-6551 ext. 1501 | <p>Snoqualmie Tribe NEMT provides transportation to and from medical appointments for not only our tribal members, but also to the clients who come into our Health service programs. All clients coming into our programs are enrolled in Provider One insurance.</p> <p>Website:<br/> <a href="https://snoqualmietribe.us/health-wellness/">https://snoqualmietribe.us/health-wellness/</a> </p>                                           | Mon-Fri: 9:00 am-5:00 pm<br>Sat-Sun: pre-authorized trips only<br><br>Call at least 3 days in advance to set up a ride. | Snoqualmie Reservation, Island and Mason counties; King County; Pierce County; Snohomish County; |

| Program Name                                               | Agency/<br>Organization        | Contact                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                        | Service Hours            | Service Area                                       |
|------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------|
| <b>Stillaguamish Tribal Transit Services (STTS)</b>        | Stillaguamish Tribe of Indians | <a href="mailto:stts@stillaguamish.com">stts@stillaguamish.com</a><br>360-629-0503 | STTS provides transportation to individuals who need to travel to businesses and facilities, or other service facilities in the north Snohomish County area. It provides shuttle/van service for NEMT. The service is open to the general public.<br><br>Website:<br><a href="https://www.stillaguamish.com/departmentsandservices/transportation-department/">https://www.stillaguamish.com/departmentsandservices/transportation-department/</a> | Mon-Fri: 6:30 am-4:00 pm | Stillaguamish Tribes Reservation, Snohomish County |
| <b>Tulalip Transit Non-Emergent Medical Transportation</b> | Tulalip Tribes                 | 360-716-5665.                                                                      | The transportation team provides transportation to non-emergency medical, dental, and behavioral health appointments within Snohomish County. Services are provided to Tulalip Tribal members.<br><br>Website:<br><a href="https://www.tulaliphealthsystem.com/CommunityHealth/NonEmergentMedicalTransportation">https://www.tulaliphealthsystem.com/CommunityHealth/NonEmergentMedicalTransportation</a>                                          | Mon-Fri: 7:30 am-5:00pm  | Tulalip Tribes Reservation, Snohomish County       |

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Demand Response

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.

| Program Name                   | Agency/<br>Organization | Contact                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                          | Service Hours                                                                                                                                                                                                  | Service Area           |
|--------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Solid Ground Circulator</b> | Solid Ground            | Circulator Coordinator<br><a href="mailto:circulator@solid-ground.org">circulator@solid-ground.org</a><br>206-753-4801 | Solid Ground provides curb-to-curb and door-to-door transportation for eligible people who are unable to ride the regular King County Metro bus system.<br>Website: <a href="https://www.solid-ground.org">https://www.solid-ground.org</a>                                                                                                                                          | Mon-Fri: 10:00 am–2:00 pm<br>Service is available 7 days a week, 24 hours a day. You request the ride; you'll be grouped together with riders going to similar places at similar times.<br>Phone: 206-205-5000 | King County            |
| <b>Senior Van</b>              | Enumclaw Senior Center  | Jobyna Nickum<br><a href="mailto:jnickum@ci.enumclaw.wa.us">jnickum@ci.enumclaw.wa.us</a><br>360-825-4741              | Senior Van offers transportation four days a week. The priority is for transportation seniors to and from the senior center. As scheduling permits, rides to grocery stores, appointments, banks, and friends/family or nursing facilities are provided.<br>Website: <a href="https://www.cityofenumclaw.net/177/Senior-Center">https://www.cityofenumclaw.net/177/Senior-Center</a> | Mon-Thurs: 9:00am–2:00pm<br><br>Call the Senior Center by 9:00 am the morning of the ride they are requesting.                                                                                                 | Enumclaw (King County) |

| Program Name           | Agency/<br>Organization                       | Contact                                                                                                            | Description                                                                                                                                                                                                                                                                  | Service Hours                                                                                                                              | Service Area                                                                                                                                                                                                                                                      |
|------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hyde Shuttle           | Sound<br>Generations<br>Hyde Shuttle          | <a href="mailto:info@soundgenerations.org">info@soundgenerations.org</a><br>206-727-6262                           | Hyde Shuttle provides free transportation for older adults, 55 and above, and adults with disabilities in many communities in King County.<br><br>Website:<br><a href="https://hydeshuttle.org/">https://hydeshuttle.org/</a>                                                | Mon-Fri: 8:00 am-4:00 pm<br><br>Next-day service or before up to 30 days is required. Hyde Shuttle accepts same-day requests, if possible. | Hyde Shuttle serves various communities across King County. Current service areas can be found at:<br><a href="https://soundgenerations.org/our-programs/transportation/hyde-shuttle/">https://soundgenerations.org/our-programs/transportation/hyde-shuttle/</a> |
| LEAP<br>Transportation | Stanwood<br>Community<br>and Senior<br>Center | Julie Vess<br><a href="mailto:j.vess@stanwoodseniorcenter.org">j.vess@stanwoodseniorcenter.org</a><br>360-629-7403 | Provide on-demand trips to Mt. Vernon, Arlington, Stanwood, Marysville, and Everett for seniors in the Stanwood/Camano area. Wheelchair-accessible vehicles are available.<br><br>Website:<br><a href="http://www.stanwoodseniorcenter.org">www.stanwoodseniorcenter.org</a> | Mon-Fri: 8:00 am-5:00 pm<br><br>Call 24 hours in advance                                                                                   | Stanwood, Camano, and North Snohomish County                                                                                                                                                                                                                      |

| Program Name                                           | Agency/<br>Organization  | Contact                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                           | Service Hours                                                                                                                                                                                                                                                                                                                             | Service Area                                                                    |
|--------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>Northshore Senior Center Transportation Program</b> | Northshore Senior Center | Teri Hensen<br><a href="mailto:TeriH@mynorthshore.org">TeriH@mynorthshore.org</a><br>425-286-1026 | Northshore Senior Center provides on-demand, door-to-door accessible transportation services for older adults and people with disabilities living in the North King County/South Snohomish County region.<br><br>Website:<br><a href="http://www.northshoreseniorcenter.org">www.northshoreseniorcenter.org</a>                                                                       | Mon-Fri: 8:00 am-4:00pm<br><br>We request at least 24 hours in                                                                                                                                                                                                                                                                            | Bothell, Kenmore, Kirkland, Juanita, and Woodinville (King and Pierce counties) |
| <b>Snoqualmie Valley Transportation (SVT)</b>          | Mt. Si Senior Center     | Amy Biggs<br><a href="mailto:abiggs@svtbuss.org">abiggs@svtbuss.org</a><br>425-888-7001           | SVT provides service to special needs populations and the general public via fixed route, deviated fixed route and demand response service to the King County cities, towns, and unincorporated areas of North Bend, Snoqualmie, Fall City, Preston, Carnation, Duvall and within the Snohomish County City of Monroe.<br>Website: <a href="http://www.svtbus.org">www.svtbus.org</a> | Demand Response:<br>Every day: 6:00 am – 8:00 pm<br><br>Fixed Routes:<br>Mon-Fri: 5:00 am – 9:15 pm<br>Sat-Sun: 6:30 am – 9:15 pm<br><br>Riders call the office to book demand response /door-to-door rides, same day or up to four weeks in advance. Same-day rides are provided only on a space-available basis.<br>Phone: 425-888-7001 | King County; Snohomish County                                                   |

| Program Name                            | Agency/<br>Organization | Contact                                                                                  | Description                                                                                                                                                                                                                                                  | Service Hours                                                                                                 | Service Area     |
|-----------------------------------------|-------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------|
| Transportation Assistance Program (TAP) | Homage                  | Ian Watson<br><a href="mailto:iwatson@homage.org">iwatson@homage.org</a><br>425-423-8517 | Transportation for older adults (60+) and persons with disabilities in rural Snohomish County, or those with no other transportation options.<br><br>Website:<br><a href="https://homage.org/transportation/tap/">https://homage.org/transportation/tap/</a> | Mon–Fri: 8:00 am – 5:00 pm<br>Saturday 9:00 am – 3:00 pm<br><br>Rides are booked based on space availability. | Snohomish County |

NOTE: Please see the website links above for more information, since printed information may not remain current.

### Deviated Fixed Route

A deviated fixed route is an alternative transportation mode serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area. The transit agencies listed above may provide some of these services and others are provided by human service and private transportation providers listed below.

| Program Name                                          | Agency/ Organization             | Contact                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                             | Service Hours                                                                                                                                    | Service Area                                                                                      |
|-------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>Beyond the Borders</b>                             | Pierce County Human Services     | Daeveene May<br><a href="mailto:daeveene.may@piercecounitywa.gov">daeveene.may@piercecounitywa.gov</a><br>253-281-9490 | Deviated Fixed Route service for special needs riders living outside the Pierce Transit service area in East and South Pierce County. Beyond the Borders is free for seniors 65+, youth 12-17, those with disabilities, or low incomes<br><br>Website:<br><a href="http://www.piercecounitywa.gov/btb">www.piercecounitywa.gov/btb</a>                                                                                                  | Mon-Fri 6:00 am-5:00 pm (excluding major holidays)<br><br>Rides must be reserved at least 2 days in advance.<br><br>253-476-4657 or 888-600-8043 | <a href="#">Sumner-Bonney Lake Connector</a><br><br><a href="#">South Hill/Spanaway Connector</a> |
| <b>Snoqualmie Valley Transportation (SVT) Shuttle</b> | Snoqualmie Valley Transportation | Amy Biggs<br><a href="mailto:abiggs@svtbus.org">abiggs@svtbus.org</a><br>425-888-7001                                  | The Snoqualmie Valley Shuttle (SVT) is a deviated fixed-route service. That means it travels up and down the Valley area but has some time to do extra service at either end. The Shuttle connects riders to King County Metro bus stops between North Bend, Snoqualmie, Fall City, Carnation, and Duvall.<br><br>Website:<br><a href="https://svtbus.org/get-a-ride/valley-shuttle/">https://svtbus.org/get-a-ride/valley-shuttle/</a> | Mon-Fri: 5:30-9:15pm<br>Sat-Sun: 6:45-9:00pm                                                                                                     | North Bend, Snoqualmie, Fall City, Carnation, and Duvall; King and Snohomish counties             |

|                           |                                   |                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                 |                                                                                       |
|---------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Snow Goose Transit</b> | Lincoln Hill Retirement Community | Melissa Johnson<br><a href="mailto:mjohnson@lincolnhill-rc.org">mjohnson@lincolnhill-rc.org</a><br>425-866-6873 | <p>Snow Goose Transit is a "flex route transit" service using a wheelchair-accessible minibus with a set route. People with mobility needs will have an option for door-to-door service. Requests for door-to-door service are arranged the day prior and the bus will deviate from its route to pick up riders.</p> <p>Website:<br/><a href="https://snowgoosetransit.org/">https://snowgoosetransit.org/</a></p> | For door-to-door services, people will need to schedule rides a day in advance. | Snohomish; Skagit/Island County; Camano Island and Stanwood, connecting to Arlington. |
|---------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Volunteer Driver Transportation

Local volunteers provide rides to people who may not have other transportation options, often for medical appointments or essential errands. The following agencies help match riders with volunteer drivers.

| Program Name                                       | Agency/ Organization                          | Contact                                                                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                       | Service Hours                                                                                                                                                                                                                                                                                               | Service Area  |
|----------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Community Van</b>                               | King County Metro                             | View the website for contacts                                                                                                                                  | <p>The Community Van program provides a van for pre-scheduled trips. Community Van is driven by volunteers, and anyone may schedule one-time or recurring trip.</p> <p>Website:<br/> <a href="https://kingcounty.gov/en/dep t/metro/travel-options/community-van">https://kingcounty.gov/en/dep t/metro/travel-options/community-van</a> </p>                     | No set schedule.                                                                                                                                                                                                                                                                                            | King County   |
| <b>Key Peninsula Senior Transportation Program</b> | The Mustard Seed Project of The Key Peninsula | <p>Madysen McLain<br/> <a href="mailto:volunteers@themustardseedproject.org">volunteers@themustardseedproject.org</a><br/>           253-884-2216         </p> | <p>Providing door-to-door rides for older adults or disabled adults of low income to doctor visits and other essential appointments. Also available are limited seats on our Pierce Transit Community Solutions Mini Bus which is open to all income groups of seniors and disabled adults. Wheelchair access is available. Both services are by appointment.</p> | <p>Mon-Fri: 8:00 am – 5:00 pm<br/>           Riders have to be qualified and registered with us. After that process is complete, they must call our transportation number at least 7 business days in advance, not including weekends or holidays, to schedule a ride. Then we try to find an available</p> | Pierce County |

| Program Name                                             | Agency/<br>Organization                 | Contact                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                    | Service Hours                                                                                                                                                                                                                                                                       | Service Area                                          |
|----------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|                                                          |                                         |                                                                                                                                    | Website:<br><a href="http://themustardseedproject.org/">http://themustardseedproject.org/</a>                                                                                                                                                                                                                                                  | volunteer driver for them.                                                                                                                                                                                                                                                          |                                                       |
| <b>NEST<br/>Transportation<br/>Volunteer<br/>Program</b> | Northeast<br>Seattle<br>Together (NEST) | <a href="mailto:info@nestseattle.org">info@nestseattle.org</a><br>206-525-6378                                                     | NEST is a non-profit grassroots community in Northeast Seattle and provides a volunteer driver program to support transportation to the community. Volunteers provide rides to and from doctor's appointments, classes, grocery stores, and more.<br>Website:<br><a href="https://www.nestseattle.org/">https://www.nestseattle.org/</a>       | No set schedule.                                                                                                                                                                                                                                                                    | Northeast<br>Seattle, King<br>County                  |
| <b>Road to<br/>Recovery</b>                              | American<br>Cancer Society              | Christine<br>Geneus-Hill<br><a href="mailto:christine.geneushill@gmail.com">christine.geneushill@gmail.com</a><br>425-404-<br>2244 | The Road to Recovery program provides patients with transportation to treatment and other cancer-related appointments. Trained volunteers donate their available time to give patients much-needed rides. Local transportation vendors provide patient assistance to treatment.<br>Website: <a href="http://www.cancer.org">www.cancer.org</a> | No set schedule, depending on when the patient needs a ride to their treatment and volunteer driver availability. For booking, at least an hour in advance is suggested. Patients would need to call the National Care Information Center to request a ride.<br>Phone: 800-227-2345 | King, Kitsap,<br>Pierce, and<br>Snohomish<br>counties |

| Program Name                             | Agency/<br>Organization                           | Contact                                                                                                  | Description                                                                                                                                                                                                                                                                                                                                                                      | Service Hours                                                                                                                                                                                                                | Service Area                                                            |
|------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Volunteer Services of King County</b> | Catholic Community Services of Western Washington | Intake Line<br><a href="mailto:VChore@ccsww.org">VChore@ccsww.org</a><br>206-328-5787                    | Volunteer Services of King County provides free of charge, door-to-door, one-on-one, transportation for low-income older adults and adults with disabilities who do not qualify for state-paid chore services.<br><br>Website:<br><a href="https://ccsww.org/services/volunteer-services-king-county/">https://ccsww.org/services/volunteer-services-king-county/</a>            | No set schedule. While not required, Volunteer Services asks riders to book a ride 7 days in advance. Riders can call, leave a message, text, or email the Transportation Program Coordinator for booking.                   | King County (Can also take residents to destinations in other counties) |
| <b>Volunteer Transportation</b>          | Eastside Friends of seniors                       | <a href="mailto:info@eastsidefriendsofseniors.org">info@eastsidefriendsofseniors.org</a><br>425-369-9120 | Eastside Friends of Seniors provides volunteer-based services for vulnerable seniors living in the greater Issaquah and Sammamish Communities. Our volunteers provide door-to-door service for medical appointments, accessing food, medication, and other errands.<br><br>Website:<br><a href="https://eastsidefriendsofseniors.org/">https://eastsidefriendsofseniors.org/</a> | No set schedule. Most service is provided during daytime hours M-F with occasional weekend service.<br><br>Request for services is made via phone or email with a week notice. To request a ride, a person must be a client. | Issaquah and Sammamish (King County)                                    |

| Program Name                                  | Agency/<br>Organization                           | Contact                                                                                  | Description                                                                                                                                                                                                                                                                                                                                                                   | Service Hours                                                                                                                            | Service Area                                                      |
|-----------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Volunteer Transportation – Northwest</b>   | Catholic Community Services of Western Washington | 425-374-6313                                                                             | Volunteer Transportation provides no-cost transportation for low-income seniors, and adults with disabilities and veterans. Volunteers drive clients to essential services.<br><br>Website: <a href="https://ccsww.org/">https://ccsww.org/</a>                                                                                                                               | Mon-Fri 7:00 am – 7:00 pm<br><br>Other times by special arrangement. Clients must book their ride requests at least one week in advance. | Snohomish County (Drop off allowed in King County)                |
| <b>Volunteer Transportation Service (VTS)</b> | Sound Generations                                 | <a href="mailto:info@soundgenerations.org">info@soundgenerations.org</a><br>206-448-5740 | VTS provides free, personalized, and safe transportation to get to essential healthcare appointments. To be eligible, clients must be King County residents ages 60 and over.<br>Website: <a href="https://soundgenerations.org/our-programs/transportation/volunteer-transportation/">https://soundgenerations.org/our-programs/transportation/volunteer-transportation/</a> | Mon-Fri: 8:00 am–5:00 pm<br><br>Book by Tuesday, 5:00 pm to receive service next week or after.<br><br>Phone: 206-448-5740               | Seattle, Renton, and Bellevue in King County                      |
| <b>Southwest Volunteer Transportation</b>     | Catholic Community Services of Western Washington | Jodie Moody<br><a href="mailto:Jodiem@ccsww.org">Jodiem@ccsww.org</a><br>253-502-2708    | Door-through-door volunteer transportation to seniors and people with disabilities.<br>Website: <a href="https://ccsww.org/services/southwest-volunteer-transportation/">https://ccsww.org/services/southwest-volunteer-transportation/</a>                                                                                                                                   | Monday–Friday 8:00am–4:30pm<br><br>Call one week in advance.<br><br>Phone: 844-851-9380                                                  | Kitsap County and Pierce County (Drop off allowed in King County) |

| Program Name | Agency/<br>Organization | Contact                                                                                  | Description                                                                                                                                                                                                                                                                                                                         | Service Hours    | Service Area     |
|--------------|-------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Pay Your Pal | Homage                  | Ian Watson<br><a href="mailto:iwatson@homage.org">iwatson@homage.org</a><br>425-514-3185 | Pay Your Pal helps reimburse the volunteer driver for the cost of travel. Riders must live in Snohomish County, have a disability, and be unable to access public transportation (including DART).<br><br>Website:<br><a href="https://homage.org/transportation/pay-your-pal/">https://homage.org/transportation/pay-your-pal/</a> | No set schedule. | Snohomish County |

NOTE: Please see the website links above for more information, since printed information may not remain current.

### Student Transportation

Schools are required to provide transportation for students who live more than one mile from their school. In addition, the [McKinney-Vento Homeless Education Assistance Act](#) requires school districts to provide transportation to homeless students who wish to remain in their school of origin. To support this requirement, the [Puget Sound Educational Service District \(PSESD\)](#) created a transportation co-op in which school districts pay an annual fee based on district size. Through this co-op, districts can use PSESD to transport students they are unable to serve directly.

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

### Non-Emergency Medical Transportation

Non-emergency medical transportation (NEMT) provides rides to and from medical appointments for people who do not have other transportation options. These trips are typically covered by Medicaid or other health programs.

| Program Name | Agency/<br>Organization               | Contact                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                               | Service Hours                                                                                   | Service Area                                                                          |
|--------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Care Van     | Rainier Foothills Wellness Foundation | Sara Stratton<br><a href="mailto:saras@rfwellnessfoundation.org">saras@rfwellnessfoundation.org</a><br>360-802-3206  | Free wellness transportation for residents of Enumclaw, Black Diamond, Greenwater, Buckley, Wilkeson, and Carbonado. The Care Van provides transportation to local healthcare appointments and prescription pickup.<br><br>Website:<br><a href="https://www.rfwellnessfoundation.org">https://www.rfwellnessfoundation.org</a>                                                                                            | Mon-Fri: 8:00 am–5:00 pm<br><br>Rides must be scheduled in advance (24+ hours notice preferred) | Enumclaw, Black Diamond, Buckley, Wilkeson, Carbonado, and Greenwater (Pierce County) |
| ElderPlace   | Providence                            | Jeff Johnson<br><a href="mailto:Jeffrey.Johnson2@providence.org">Jeffrey.Johnson2@providence.org</a><br>206-320-5325 | ElderPlace is a federally recognized Program of All-Inclusive Care of the Elderly (PACE) which offers a seamless provision of total care. Providence ElderPlace is both a health insurance and a health care provider.<br><br>Website:<br><a href="https://www.providence.org/services/pace-and-adult-day-programs/elderplace-in-wa">https://www.providence.org/services/pace-and-adult-day-programs/elderplace-in-wa</a> | Mon-Fri: 8:00 am–5:00 pm                                                                        | Kent, Seattle, West Seattle, Redmond; King County, Everett; Snohomish County          |

| Program Name                                                                     | Agency/<br>Organization     | Contact                                                                                                      | Description                                                                                                                                                                                                                               | Service Hours                                                                                                                                                                                          | Service Area                |
|----------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| <b>Guest Services Shuttle</b>                                                    | Seattle Children's Hospital | <a href="http://guest.services@seattlechildrens.org">guest.services@seattlechildrens.org</a><br>206-987-7433 | Seattle Children's provides free, wheelchair-accessible transportation to and from the hospital campus or the Bellevue Clinic and Surgery Center for patients and families.                                                               |                                                                                                                                                                                                        | King County                 |
| <b>Medicaid Non-Emergency Medical Transportation (NEMT) – Pierce and Kitsap</b>  | Paratransit Services        | Ann Kennedy<br>360-377-7007                                                                                  | Paratransit Services arranges transportation assistance for eligible Medicaid clients who need help getting to and from eligible medical appointments.<br><br>Website:<br><a href="http://www.wanemt.com">www.wanemt.com</a>              | Paratransit Services arranges transportation for 24/7 service, depending on the medical need. Medicaid clients must request assistance at least 2 business days in advance and up to 14 days.          | Kitsap and Pierce counties  |
| <b>Medicaid Non-Emergency Medical Transportation (NEMT) – King and Snohomish</b> | Hopelink                    | <a href="mailto:MedFacilitiesDL@hopelink.org">MedFacilitiesDL@hopelink.org</a><br>800-923-7433               | Medicaid Non-Emergency Medical Transportation Broker for King and Snohomish County<br><br>Website:<br><a href="https://www.hopelink.org/programs/medicaid-transportation/">https://www.hopelink.org/programs/medicaid-transportation/</a> | Mon-Fri: 8:00 am–5:00 pm<br>Clients can arrange transportation 48 hours to 2 weeks in advance. Urgent care can be arranged as space is available.<br><br>King: 800-923-7433<br>Snohomish: 855-766-7433 | King and Snohomish counties |

| Program Name                           | Agency/<br>Organization  | Contact                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                  | Service Hours                                                                                                                           | Service Area                                                                                |
|----------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>Medstar Medical Transportation</b>  | Medstar Transportation   | <a href="mailto:Hello@gomedstar.com">Hello@gomedstar.com</a><br>425-347-4700<br>or<br>1-877-916-3729 | Medstar Transportation provides medical and accessible rides in Pacific Northwest. For those who need access to healthcare and medical facilities, Medstar offers reliable NEMT, including healthcare worker shuttles, Medicaid rides, medical courier, and labor and industries.<br>Website:<br><a href="https://gomedstar.com/">https://gomedstar.com/</a> |                                                                                                                                         | King, Pierce, Snohomish, Skagit and Whatcom counties                                        |
| <b>Non-Emergency Medical Transport</b> | American Service Medicar | 360-352-0342                                                                                         | Transport patients to and from their medical appointments.<br><br>Website:<br><a href="https://www.americanservicemedicar.com/">https://www.americanservicemedicar.com/</a>                                                                                                                                                                                  | Monday-Sunday: 4:00am-12:00am<br><br>Reservations are accepted 24 hours in advance. Same-day trips depend on availability: 360-352-0342 | King, Kitsap, Pierce, Thurston, Mason, Lewis, Grays Harbor, Clallam, and Jefferson counties |

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Mobility On Demand

### Microtransit

Microtransit is a publicly-operated shared transportation service that typically uses vehicles like shuttles or vans to provide on-demand services with flexible routing. The purpose of microtransit is to serve areas that currently lack or are not well-suited for bus or rail service, as well as to offer first- and last-mile rides to transit stations.

| Program Name                                                        | Agency/<br>Organization | Contact                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                  | Service Area                                                                                                                                            |
|---------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Metro Flex</b>                                                   | King County<br>Metro    | <a href="mailto:support-sea@ridewithvia.com">support-sea@ridewithvia.com</a><br><br>Book a ride via the Metro Flex app or by calling 206-258-7739 | Metro Flex is an on-demand transit service that provides rides within multiple King County neighborhoods. Get where you need to go in our modern, comfortable minivans for just one low fare.<br><br>Website:<br><a href="https://kingcounty.gov/en/dept/metro/travel-options/metro-flex">https://kingcounty.gov/en/dept/metro/travel-options/metro-flex</a> | Delridge/South Park, Issaquah/Sammamish, Juanita, Kent, Northshore, Othello, Rainier Beach/Skyway, Renton Highlands and Tukwila, Overlake (King County) |
| <b>On-Demand/<br/>Dial-A-Ride<br/>Services - Kitsap<br/>Transit</b> | Kitsap Transit          | Book a ride via Ride Pingo app or by calling 844-475-7433                                                                                         | Kitsap Transit provides several on-demand or commuter shared-ride services for riders' seamless transportation experience.<br><br>Website:<br><a href="https://www.kitsaptransit.com/service/roated-buses/on-demand-dial-a-ride-services">https://www.kitsaptransit.com/service/roated-buses/on-demand-dial-a-ride-services</a>                              | Bainbridge Island, Kingston, South Kitsap, Bremerton; Kitsap County                                                                                     |

| Program Name       | Agency/<br>Organization | Contact                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Service Area                                                           |
|--------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <b>Runner</b>      | Pierce Transit          | <p>Sarah Streiffert<br/> <a href="mailto:sstreiffert@piercetransit.org">sstreiffert@piercetransit.org</a><br/> Book a ride via Runner app or by calling 253-581-8000 (Option 4)</p> | <p>With one simple smartphone app and just a few taps, Pierce Transit Runner will pick you up and drop you off in certain areas where a bus may not be available – all for the same low public transit fare. Convenient, fast, and affordable on-demand transportation is at your fingertips to help you get to work, school, shopping or connect to local buses or regional rail.</p> <p>Website:<br/> <a href="https://piercetransit.org/runner/">https://piercetransit.org/runner/</a></p> | Gig Harbor, Puyallup, Ruston, Spanaway, Tideflats, JBLM; Pierce County |
| <b>Zip Shuttle</b> | Community Transit       | <p>Book a ride via the Zip Shuttle app or by calling 833-342-5947</p>                                                                                                               | <p>Zip Shuttle is an on-demand rideshare service to get where you need to go around town, whether it's a grocery run, getting to medical appointments, commuting to work, or participating in social and community activities.</p> <p>Website:<br/> <a href="https://www.communitytransit.org/services/zip-shuttle">https://www.communitytransit.org/services/zip-shuttle</a></p>                                                                                                             | Alderwood, Lake Stevens, Arlington, Darrington; Snohomish County       |

NOTE: Please see the transit agency links above for more information, since printed information may not remain current.

## Ridehailing

Ridehailing uses online platforms to connect passengers with drivers and automate reservations, payments, and customer feedback. Riders can choose from a variety of vehicle options, including drivers who use personal vehicles or traditional dispatched taxicabs. Ridehailing is operated by private agencies. Examples of ridehailing services include Uber and Lyft. The following agencies provide ridehailing services specifically for priority populations.

| Program Name          | Agency/<br>Organization | Contact                                                                          | Description                                                                                                                                                                                                                                                                                                                                    | Service Hours                                                                    | Service Area               |
|-----------------------|-------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------|
| HopSkipDrive          | HopSkipDrive            | <a href="mailto:contact@hopskipdrive.com">contact@hopskipdrive.com</a>           | HopSkipDrive complements routine student transportation with a cost-efficient, flexible way to meet alternative transportation needs. The HopSkipDrive platform connects student riders with CareDrivers.<br>Website: <a href="https://www.hopskipdrive.com/">https://www.hopskipdrive.com/</a>                                                |                                                                                  | Seattle; King County       |
| Senior Transportation | Envoy America           | <a href="mailto:Info@envoyamerica.com">Info@envoyamerica.com</a><br>888-375-5558 | Envoy America provides "Home Care Services Outside The Home" to older adults to help them stay independent, healthy and socially active. The company's Driver Companions provide transportation services that are always coupled with assistance and companionship.<br>Website: <a href="http://www.envoyamerica.com">www.envoyamerica.com</a> | All days of the week from 5:00 am to 11:00 pm. Reserve ride 24 hours in advance. | Kitsap and Pierce counties |

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Mobility Management

Mobility management programs help people get where they need to go by making transportation easier to understand and use.

### Mobility Coalitions

Often referred to as transportation coalitions, mobility coalitions bring together a range of transportation partners to improve services through coordination. In our region, there are three county-wide mobility coalitions and one multi-county coalition focus discussion on emergency management.

| Program Name                                                | Agency/<br>Organization            | Contact                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                      | Service Area                |
|-------------------------------------------------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| King County<br>Mobility<br>Coalition                        | Hopelink                           | Heather Clark<br><a href="mailto:HClark@hopelink.org">HClark@hopelink.org</a><br>425-620-5438                          | Hopelink provides travel education and resources to build awareness of existing transportation options, supports the coordination of special needs transportation through cross-sector collaborations, and gathers data and needs assessment to recommend and implement improved services.<br><br>Website: <a href="https://www.kcmobility.org/">https://www.kcmobility.org/</a> | <a href="#">King County</a> |
| Pierce County<br>Coordinated<br>Transportation<br>Coalition | Pierce County<br>Human<br>Services | Daeveene May<br><a href="mailto:daeveene.may@piercecounitywa.gov">daeveene.may@piercecounitywa.gov</a><br>253-798-6109 | Provides staff support for the Pierce County Coordinated Transportation Coalition which strives to provide transportation options to those in Pierce County who experience challenges.<br>Website:<br><a href="https://www.piercecounitywa.gov/4347/Pierce-County-Coordinated-Transp-Coaliti">https://www.piercecounitywa.gov/4347/Pierce-County-Coordinated-Transp-Coaliti</a>  | Pierce County               |
| Snohomish<br>County                                         | Snohomish<br>County                | Brock Howell<br><a href="mailto:brock@gosnotrac">brock@gosnotrac</a>                                                   | Snotrac is a mobility coalition for Snohomish County.                                                                                                                                                                                                                                                                                                                            | Snohomish                   |

| Program Name                                                         | Agency/<br>Organization  | Contact                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Service Area                         |
|----------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Transportation Coalition (Snotrac)                                   | Transportation Coalition | <a href="#">org</a><br>206-856-4788                                                           | Website: <a href="http://gosnotrac.org">http://gosnotrac.org</a>                                                                                                                                                                                                                                                                                                                                                                                                         | County                               |
| Regional Alliance for Resilient and Equitable Transportation (RARET) | Hopelink                 | Dean Sydnor<br><a href="mailto:DSydnor@hopelink.org">DSydnor@hopelink.org</a><br>425-429-5995 | The Regional Alliance for Resilient and Equitable Transportation (RARET) workgroup is piloting key strategies to increase the critical transportation services available to populations with access and functional needs including older adults, people with disabilities, English-language learners, and others in the event of an emergency in the Puget Sound region.<br><br>Website: <a href="https://www.kcmobility.org/raret">https://www.kcmobility.org/raret</a> | King, Pierce, and Snohomish counties |

NOTE: Please see the website links above for more information, since printed information may not remain current.

### Information Assistance and Referral

Information assistance and referral services connect individuals with different transportation programs that fit their needs.

| Program Name      | Agency/<br>Organization | Contact                                                                                                         | Description                                                                                                                                                                                                                                                                                         | Service Area |
|-------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| King County 2-1-1 | Crisis Connections      | Tiffany Olson<br><a href="mailto:tolson@crisisconnections.org">tolson@crisisconnections.org</a><br>800-621-4636 | King County 2-1-1 provides comprehensive information on health and human services available to King County residents. The information and referral specialists are experts in understanding the eligibility requirements of many human service systems. King County 2-1-1 is part of the Washington | King County  |

| Program Name                                      | Agency/ Organization                        | Contact                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Service Area                                             |
|---------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
|                                                   |                                             |                                                                                           | Information Network 211.<br>Website: <a href="https://www.crisisconnections.org/king-county-2-1-1/">https://www.crisisconnections.org/king-county-2-1-1/</a>                                                                                                                                                                                                                                                                                                                                                                  |                                                          |
| <b>North Sound 2-1-1</b>                          | Volunteers of America<br>Western Washington | Amanda Etchey<br><a href="mailto:aetchey@voaww.org">aetchey@voaww.org</a><br>800-223-8145 | North Sound 2-1-1's Information and Referral Specialists assist callers using a comprehensive database of health, welfare, and recreation resources.<br>Website: <a href="https://wa211.org/region/north-sound/">https://wa211.org/region/north-sound/</a>                                                                                                                                                                                                                                                                    | Island, San Juan, Skagit, Snohomish and Whatcom counties |
| <b>South Sound 2-1-1</b>                          | United Way of Pierce County                 | Penni Belcher<br><a href="mailto:pennib@uwpc.org">pennib@uwpc.org</a><br>800-572-4357     | Regional call center serving as the information and referral line for health and human services, including transportation. Callers are assisted with accessing resources for basic needs such as food, shelter, health care and transportation.<br>Website: <a href="https://www.uwpc.org/">https://www.uwpc.org/</a>                                                                                                                                                                                                         | Pierce, Thurston, and Lewis counties                     |
| <b>Washington Information Network (WIN) 2-1-1</b> | Washington State                            | <a href="mailto:info@wa211.org">info@wa211.org</a><br>Dial on Phone: 211                  | 2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission to provide easy access to information about health and human services. Professional specialists work with callers to assess their needs, determine their options and the 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.<br>Website: <a href="https://wa211.org/">https://wa211.org/</a> | Washington State                                         |

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Travel Training

Travel training helps people learn how to confidently use buses and other transit services, including boarding the vehicle and paying fares. Most transit agencies in the region provide free travel training opportunities upon request.

| Program Name                               | Agency/ Organization | Contact                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Service Hours                                                                        | Service Area     |
|--------------------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------|
| <b>Community Transit Travel Training</b>   | Community Transit    | Margaret Keckler<br><a href="mailto:margaret.keckler@commtrans.org">margaret.keckler@commtrans.org</a><br>425-348-2379 | Community Transit offers a complimentary travel training that teaches people who need extra help to learn how to use fixed-route. Instruction is customized to meet a rider's unique needs and can last from one hour to several days or however long it takes for a rider to feel safe and confident using Community Transit's bus service.<br><br>Website:<br><a href="http://communitytransit.org/traveltraining">http://communitytransit.org/traveltraining</a> | Mon-Fri: 8:00 am-5:00 pm<br><br>Travel Training is booked directly with the trainer. | Snohomish County |
| <b>Everett Paratransit Travel Training</b> | Everett Transit      | Matt Coomes<br><a href="mailto:MCoomes@everettwa.gov">MCoomes@everettwa.gov</a><br>425-257-7780                        | New riders, their families, or aids can contact Everett Transit for travel training. Each training is then specialized to the users' needs and experience level. Training sessions can range from a                                                                                                                                                                                                                                                                 | Mon-Fri: 8:00 am-5:00 pm                                                             | City of Everett  |

| Program Name                                  | Agency/ Organization | Contact                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                             | Service Hours | Service Area  |
|-----------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
|                                               |                      |                                                                                                                                              | <p>single meeting that explains how to get around using our local and regional transit systems, to multiple training sessions that guide the new rider through a series of steps that breakdown transit fears and allow the user to confidently move around the region.</p> <p>Website:<br/> <a href="https://everetttransit.org/">https://everetttransit.org/</a> </p> |               |               |
| <b>Kitsap Transit Travel Training Program</b> | Kitsap Transit       | Kitsap Transit Travel Training<br><a href="mailto:traveltrain@kitsaptransit.com">traveltrain@kitsaptransit.com</a><br>360-377-9531 ext. 2323 | <p>Kitsap Transit offers travel training to anyone wishing to ride public buses and ferries to reach a wide variety of destinations. We provide training to fit the needs of the individual.</p> <p>Website:<br/> <a href="https://www.kitsaptransit.com/rider-resources/travel-training">https://www.kitsaptransit.com/rider-resources/travel-training</a> </p>        |               | Kitsap County |

| Program Name                   | Agency/ Organization | Contact                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                             | Service Hours                                                                                                                                                                                                  | Service Area  |
|--------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Pierce Transit Travel Training | Pierce Transit       | Cherry Thomas<br><a href="mailto:cthomas@piercetransit.org">cthomas@piercetransit.org</a><br>253-983-3699                                             | Pierce Transit provides one-on-one training to customers, based on the needs and functional capacities of the individual. Training is not considered complete until we are satisfied the individual has a full understanding and ability to negotiate the trip safely and independently.<br><br>Website:<br><a href="https://www.piercetransit.org/">https://www.piercetransit.org/</a> |                                                                                                                                                                                                                | Pierce County |
| Transit Instruction Program    | King County Metro    | King County Metro Transit Instruction<br><a href="mailto:transitinstruction@kingcounty.gov">transitinstruction@kingcounty.gov</a><br><br>206-749-4242 | Free training is available to seniors 65+ and persons with disabilities (age 14+) to learn how to use public transit. Knowledgeable instructors provide training that is designed around individual needs.<br><br>Website:<br><a href="http://www.kingcounty.gov/transitinstruction">www.kingcounty.gov/transitinstruction</a>                                                          | The trainings take place at the same time and days of the week that the individual would normally travel to reach their destinations. Trainings are scheduled in advance in coordination with each individual. | King County   |

NOTE: Please see the website links above for more information, since printed information may not remain current.

## Other Programs

| Program Name         | Agency/ Organization                      | Contact                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Service Hours                                                                                                                                                   | Service Area                  |
|----------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Road to Independence | Puget Sound Educational Services District | Davina Miller-Leach<br><a href="mailto:damiller@psesd.org">damiller@psesd.org</a><br>253-778-7958 | <p>The program is a no-cost, door-to-door transportation service that operates in South King, North, and East Pierce Counties. The program serves adults who are low-income, have special needs, are veterans, and are seniors at various locations, including work, medical appointments, and other critical services. RTI also provides interoffice courier services to PSESD sites throughout the South King and Pierce County areas.</p> <p>Website: <a href="http://www.psesd.org">www.psesd.org</a></p> | <p>Mon-Fri: 6:00 am-6:00 pm</p> <p>A week's advance notice is preferable to start new clients, but 24-hour notice is usually enough for an existing client.</p> | King County;<br>Pierce County |

## Appendix B: Coordinated Mobility Plan Engagement Summary

In late 2024 through 2025, PSRC conducted Coordinated Mobility Plan outreach to community partners and mobility coalitions in King, Kitsap, Pierce, and Snohomish counties. Outreach was conducted through two phases. The first phase focused on identifying the transportation challenges of population groups covered in this plan, including youth, older adults, people with disabilities, people with low incomes, and people with limited English proficiency. The second phase confirmed findings from the first phase of the outreach and asked participants to define desired outcomes and share priorities.

### Methodology

PSRC created a list of 100+ community organizations, ranging from non-profits to advisory boards. This list included groups engaged in the last plan development process (2020–2021) as well as other potential organizations identified by PSRC staff, countywide mobility coalitions, and members of the Coordinated Mobility and Accessibility Committee and Equity Advisory Committee. PSRC reached out to all organizations via email and followed up with those that responded.

PSRC offered multiple options for engagement, including attending a meeting or event the organization already had scheduled or setting up a specific meeting for this engagement. PSRC attended both in-person and virtual meetings, depending on the organization's preference. Additionally, PSRC offered two virtual-only meetings in May 2025 for any stakeholders who were interested in providing feedback but did not have a regular meeting or agenda availability for PSRC to attend.

PSRC offered accessibility and language assistance services for all these meetings. Based on the requests, staff adjusted the presentation and meeting materials to best meet the accommodation needs. At some meetings, host organizations offered ASL interpreters as part of their meeting arrangements. Additional details about language and other accessibility services are available in the Regional Transportation Plan's Outreach & Engagement document.

The outreach was conducted through a two-phased process with community groups representing priority populations. Three organizations that participated in Phase 1 were interested in PSRC returning in Phase 2 so they could learn how their feedback on community needs was incorporated and weighed in on prioritization. Lastly, on September 24<sup>th</sup>, PSRC staff shared outreach findings at a coordination meeting with tribal representatives and sought feedback to better highlight the unique transportation needs of tribal members across the region.

Table B-1 on the following page shows the advisory groups that PSRC staff met with to identify key mobility challenges and priorities during Phase 1 and Phase 2 outreach processes. Ideally, PSRC would meet with at least one group representing each priority population in every county, but some organizations were more responsive or have more staff capacity than others.



Source: PSRC, Engagement Presentation at the Bellevue Youth Council Meeting

**Table B-1: Community Groups Engaged Through Coordinated Mobility Plan Outreach**

| Engagement Phase | Groups Representing Priority Populations                        | Meeting Date | Number of Participants | County(ies)             |
|------------------|-----------------------------------------------------------------|--------------|------------------------|-------------------------|
| <b>Phase 1</b>   | Kitsap County Accessible Communities Advisory Committee (ACAC)  | 3/11/2025    | 11                     | Kitsap                  |
|                  | Lakewood Youth Council                                          | 4/7/2025     | 30                     | Pierce                  |
|                  | Lakewood Youth Summit                                           | 4/12/2025    | 45                     | Pierce                  |
|                  | Kitsap Housing and Homelessness Coalition                       | 4/16/2025    | 47                     | Kitsap                  |
|                  | Bellevue Youth Council                                          | 4/16/2025    | 30                     | King                    |
|                  | Transit Riders Union – Bus and Transit Service (BATS) Committee | 4/28/2025    | 9                      | King                    |
|                  | Health and Hope Fair and Culture Con                            | 5/1/2025     | 40                     | Pierce                  |
|                  | Federal Way Senior Advisory Commission                          | 5/7/2025     | 11                     | King                    |
|                  | Arlington Youth Council                                         | 5/8/2025     | 6                      | Snohomish               |
|                  | Sound Transit Citizens Accessibility Advisory Committee         | 6/3/2025     | 20                     | King, Pierce, Snohomish |
|                  | Kirkland Senior Council                                         | 6/10/2025    | 10                     | King                    |
|                  | Tacoma Area Commission on Disabilities                          | 6/12/2025    | 12                     | Pierce                  |
| <b>Phase 2</b>   | Seattle/King Area Advisory Council for Aging and Disability     | 7/11/2025    | 19                     | King                    |
|                  | Disability Empowerment Center Staff Meeting                     | 8/20/2025    | 2                      | King, Pierce, Snohomish |
|                  | Kitsap County Area Agency on Aging Advisory Council             | 9/17/2025    | 13                     | Kitsap                  |
|                  | Transit Riders Union – BATS Committee                           | 9/22/2025    | 2                      | King                    |
|                  | Snohomish County Council on Aging                               | 9/24/2025    | 12                     | Snohomish               |
|                  | Bellevue Network on Aging                                       | 10/2/2025    | 11                     | King                    |
|                  | Sound Transit Citizens Accessibility Advisory Committee         | 10/7/2025    | 15                     | King, Pierce, Snohomish |
|                  | Kitsap County ACAC                                              | 10/17/2025   | 15                     | Kitsap                  |

## Mobility Coalition Engagement

In addition to the groups listed above, PSRC staff attended local mobility coalition meetings to identify transportation challenges and priorities. Mobility coalitions consist of transportation providers, planners, community members, and other stakeholders. PSRC staff presented and engaged three county-wide coalitions once for each phase of outreach (as shown in Table B-2).

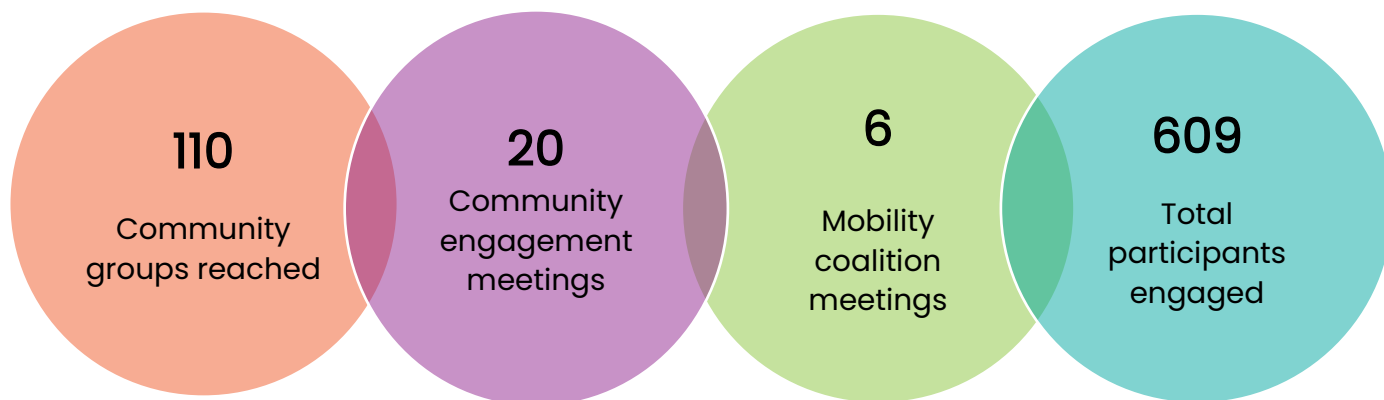
Table B-2: Mobility Coalitions Engaged Through Outreach

| Engagement Phase | Mobility Coalitions                                        | Meeting Date | Number of Participants | County(ies) |
|------------------|------------------------------------------------------------|--------------|------------------------|-------------|
| <b>Phase 1</b>   | King County Mobility Coalition                             | 11/19/2024   | 54                     | King        |
|                  | Pierce County Coordinated Transportation Coalition (PCCTC) | 12/12/2024   | 26                     | Pierce      |
|                  | Snohomish County Mobility Coalition (Snotrac)              | 1/31/2025    | 63                     | Snohomish   |
| <b>Phase 2</b>   | King County Mobility Coalition                             | 8/19/2025    | 49                     | King        |
|                  | Pierce County Coordinated Transportation Coalition (PCCTC) | 9/18/2025    | 19                     | Pierce      |
|                  | Snohomish County Mobility Coalition (Snotrac)              | 9/26/2025    | 38                     | Snohomish   |

## Summary of Participation

Figure B-1 shows the total number of meetings conducted and community members engaged for Phase 1 and 2 outreach processes.

Figure B-1: Coordinated Mobility Plan Engagement Summary



## Key Findings

This section summarizes findings from the community engagement and mobility coalition meetings conducted between November 2024 and October 2025. A summary is included in Chapter 3 of the Coordinated Mobility Plan: Mobility Needs, however, some additional examples and stories are included here.

### Phase 1: Key Mobility Needs

PSRC staff asked advisory groups to provide feedback on challenges using public transit, specialized transportation, and other ways of getting around (i.e., walking, biking, ride-hailing). Specialized transportation services are transportation options for people who have difficulty transporting themselves due to age, income, or ability. Examples of specialized transportation include paratransit, shuttles (typically requiring scheduling a ride in advance), volunteer driver programs, and other on-demand services. Common themes PSRC heard are summarized below.

#### Challenges remain for cross-agency and cross-county trips

Both older adults and people with disabilities mentioned that longer trips on transit, paratransit, or specialized transportation services are difficult to plan and often require multiple transfers. A few people mentioned that transferring between paratransit providers on long, inter-county trips adds a lot of time.

*“I wanted to get from Tacoma to Olympia but couldn’t figure out the right shuttle service to do it. There needs to be more coordination, and it needs to be easy for us to figure out.” – a person with disabilities from Tacoma*

*“Trips with lots of transfers may not be difficult for most people, but when you are in a mobility device, that’s a lot of on and off.” – a power wheelchair user from Snohomish County*

#### Long wait times or uncertainty about reliability make people nervous about using transit and specialized transportation services

A few people mentioned they would use paratransit and transit more but are worried about not getting picked up on time. Some paratransit and specialized transportation riders said they feel they need to schedule their pickup a few hours before an appointment in case they are not picked up on time. A late pickup and/or arrival for a critical appointment even a few times is enough that they don’t want to risk it happening again. Riders also mentioned that they plan for the longest an errand or appointment could possibly take when scheduling the pickup for the return trip. If it takes less time they still have to wait for their scheduled pickup. People using on-demand services said more flexible pickup for return trips would greatly improve the experience.

Some riders on fixed-route buses also mentioned concerns about reliability, especially on lower-frequency routes. If a bus comes a little early or a trip is cancelled, this may require waiting 30 minutes or an hour for the next bus, depending on the route, time of day, and day of the week. (Evening, early morning, and weekend service tend to be less frequent.)

*“Sometimes when I’m waiting for the transit bus to go to school and it’s running late, I just give up and start walking because I’m scared I’ll be late for school. Then, maybe five minutes later, I finally see the bus go by.” – a high school student in Lakewood*

**Not everyone in the region has access to frequent transit services or all-day, all-week service, though many wish they did**

Many outreach participants expressed the need for more frequent transportation services, either public transit or specialized transportation, at times when they are needed. Participants identified limited transportation service on weekends, especially Sundays, and during non-commute hours (i.e., early morning or late-night services). Most participants expressed a desire for more frequent public transit over specialized transportation. There were also a few people who mentioned a need for more first- and last-mile connections to frequent bus service for older adults.

*“It feels like transit is still commuter-centric, so if you aren’t traveling during those times, you are out of luck.” – a transit user with a mobility device in Bainbridge Island*

*“I can use paratransit to get to appointments by scheduling trips in advance, and it works well for that. But I can’t make plans spontaneously, like meeting someone for dinner, because I didn’t schedule a ride in advance.” – a person with disabilities from King County*

*“The existing and planned Eastside RapidRides are great, but for those of us who can’t easily walk or bike to a stop, it can be hard to take advantage. It would be great if there were more places seniors could be dropped off to use RapidRide or another bus.” – an older adult from Kirkland*

**Rural and less population-dense areas have unmet transportation needs, especially for non-drivers**

Several people from suburban and rural areas said there is very limited transit in their communities. For those who cannot afford a car or for people who are getting older and considering no longer driving, this creates challenges.

*“Some people can’t afford to live close to their jobs and face long commutes. If there isn’t a transit option, they have to drive. There are some limited trips from Seattle to the (Snoqualmie) Valley, but it’s hard to get around within the Valley on transit right now.” – a Carnation resident*

## Many people find using multiple transportation services confusing or have had inconsistent experiences

Some participants talked about how navigating the existing transportation system is complicated and mobile apps are not user-friendly to all riders. Also, a lack of translated resources or language assistance services further exacerbates this challenge. Some participants also mentioned they wish there was more consistency between drivers – especially when interacting with people with disabilities.

*“I wish schools would teach kids how to ride the bus.” – a grandparent in Auburn*

*“Signs with simple language and large fonts are easier to read for people with disabilities and people who may not speak a lot of English.” – a non-profit employee in King County*

*“I wish people understood better what it’s like to have low or no vision. A person’s cane is an extension of their body, so it’s very disorienting and unnerving when people mess with my cane. Lots of drivers get it, but not always.” – a blind paratransit user from Pierce County*

## Getting to medical appointments and social opportunities is difficult for those who don't drive

People said they are having to travel further to get to medical appointments due to closures or changes to their insurance provider network. A few people also mentioned that they aren’t supposed to drive after some medical appointments or procedures, so they rely on public transportation. Participants in Kitsap County highlighted the need for an easier transfer between bus and ferry routes to get to major hospitals, like Harborview and VA hospitals, located in King and Pierce counties.

*“A 20-minute doctor appointment turns into an all-day affair using public transportation.” – a legally blind ferry rider in Kitsap County*

*“A friend of mine needed to get from Kirkland to Tacoma for eye surgery. Sound Generations tried to help us arrange a ride from Kirkland to Seattle and then Seattle to Tacoma but ultimately couldn’t complete the request due to not enough drivers and the challenge of inter-county transfers. My friend ended up getting a ride from another friend for the surgery. What can we do to make trips like this easier?” – an older adult from Kirkland*

## More accessible and safer infrastructure, including more amenities at transit stops (seating, lighting, shelters, and restrooms)

Missing, narrow, or blocked sidewalks were a concern from people across all priority populations. Additionally, several people mentioned that crosswalks are missing (or not honored by drivers) near transit stops. Older adults were particularly concerned about amenities at transit stops like shelters, seating, lighting, especially at or nearby senior centers, libraries, and other major destinations. People across multiple community meetings

brought up the need for bathrooms at or near transit stops.

*“My friend had trouble standing and waiting for the bus so I brought a folding chair and chained it to the bus stop pole so she would have a place to sit. Lots of folks can’t stand for extended periods waiting for the bus. We really need a place to sit at every stop.” – an older adult from Federal Way*

*“I take the bus all the way to the transit center and then catch the same bus in the opposite direction because it’s too dangerous to cross the street at the stop where I’d like to get off.” – a person with disabilities from Pierce County*

## Phase 2: Transportation Priorities

PSRC conducted a second round of meetings with community groups and mobility coalitions beginning in July 2025. PSRC staff went to each of the community groups and mobility coalition meetings as guests, presented a PowerPoint presentation, and requested subsequent input on the Coordinated Mobility Plan. PSRC provided an overview of the plan development and key mobility needs identified from Phase 1. For Phase 2 engagement, PSRC engaged three countywide mobility coalitions and ten community groups. The goal of Phase 2 engagement was to confirm the transportation needs and gather input on the transportation priorities from the community to improve the needs identified in Phase 1.

PSRC asked the following questions:

- ▶ “What transportation improvements would make the biggest positive impact in your community?”
- ▶ “What are the top 2-3 transportation improvements you’d like to see in the next 5 years?”

Feedback received from Phase 2 engagement helped PSRC to identify priority strategies, which are identified in Chapter 4 of the plan. A total of 71 participants provided input.

Overall, community organizations reported the following four priorities:

- ▶ More accessible and safer infrastructure, especially sidewalks, curb ramps, bike lanes, and other amenities near neighborhoods and transit stops;
- ▶ Shorter wait times and more reliable transfers and return trips;
- ▶ More rider education opportunities and raising awareness of available transportation options; and
- ▶ Improved access to healthcare, wellness and other essential services.

Participants’ concerns with accessible infrastructure included access to restrooms, location of fixed route bus stops, accessible infrastructure, such as ramps, sidewalks, steep hills for individuals with limited mobility, and access to bike lanes. Participants discussed wait times

and inconsistent pick-up times when transferring services. Concerns with rider education included providing resources in languages other than English, using available platforms to receive personalized service, and providing resources and training for older adults. Lastly, access to essential services, such as attending medical appointments and access to community centers, senior centers, and grocery stores such as Walmart, was discussed at length.

Additionally, PSRC conducted follow-up meetings with the three mobility coalitions: King County Mobility Coalition (KCMC), Pierce County Coordinated Transportation Coalition (PCCTC), and Snohomish County Transportation Coalition (Snotrac). Most participants reported that the list of transportation needs developed based on Phase 1 outreach reflected the key transportation needs of their communities. Participants were asked to rank their priorities based on the existing list through an online polling tool called Mentimeter. Collectively, coalition participants identified the following as top priorities, starting with the most common:

- ▶ Shorter wait times and more reliable transfers and return trips;
- ▶ More frequent and expanded transit service, especially during evenings, weekends, and other times when people need it most;
- ▶ More accessible and safer infrastructure, including more amenities at transit stops; and
- ▶ More sustainable, long-term funding to support the operation of transit and specialized transportation services.

*“Youth are walking along highways without sidewalks (rural and urban highways). Need to prioritize after school and before school activity needs for non-drivers” -A member at the KCMC meeting*

*“Large patchwork of systems that are hard to navigate with delays in transfers and long travel times.” -A member at the PCCTC meeting*

*“[As an] able-bodied person...it is faster for me to walk a mile to the stop than it is to take transit. I am fortunate to have that choice.” -A member at the Snotrac meeting*

During the coalition meetings, members had the opportunity to self-identify with one or more of the priority populations. The following section summarizes the top three priorities of each priority population.

### Older Adults

PSRC engaged with 84 older adults in mobility coalitions and community organizations. Many participants identified accessible and safer infrastructure as a top need. Community organizations also prioritized rider education and access to healthcare, while mobility

coalitions prioritized expanded transit service and long-term funding. Coalition members also emphasized that the infrastructure and fixed routes are needed to support the diverse needs of the community. One participant at the Bellevue Network on Aging shared, “We need to be candid about how our regional transit is designed so we don’t fall into the assumption that it’ll be helpful to get where you want to go.” Another resident noted, “Seniors [are] needing to walk along high-impact traffic routes with or without sidewalks to get in between shops and housing and bus stops.” Similarly, a resident in Snohomish reported wanting “infrastructure that supports safety, including sidewalks, lighting, wheelchair charging stations, and restrooms.”

### People with Disabilities

PSRC engaged with 64 individuals representing people with disabilities in mobility coalitions and community organizations. Participants collectively prioritized shorter wait times and more reliable transfers and return trips and accessible infrastructure as the top priorities. One resident reported that “[Providers] should consider streamlining the process. When paratransit plans out transfers, consider where to use the bathroom.” Sound Transit’s Citizens Accessibility Advisory Committee (ST CAAC) members emphasized the need to consider mobility challenges as service providers assess and plan bus stops and transfers. As one ST CAAC member explained, “people say it’s a five-minute walk to North of Chinatown–International District [CID] midtown at James Street, but it takes 20 minutes...Focus [should be] on how to make accessibility work for people like me and friends who have mobility devices that they rely on.” One KCMC participant reported that “perfect transportation would be faster, reliable and with more space available on buses for people who use wheelchairs and other mobility devices.” Similarly, a Snotrac member reported “My disability means that I cannot stand for long. Some local routes (Community Transit) don’t have benches at the bus stops and on a bad day I just can’t stand to wait for the bus.” Mobility coalitions also prioritized more frequent and expanded transit service, a need not focused on by the community organizations. One KCMC member emphasized the “Distance of public transit stops from a person’s home along with unreliability of paratransit,” as a major issue.

### People with Low Incomes

Twenty-six individuals representing people with low incomes attended coalition meetings. Most of these individuals emphasized the need for more frequent and expanded transit service, sustainable long-term funding, and safer infrastructure as their top priorities. A KCMC participant representing a low-income individual reported ideal transportation “arrives on time...produces less carbon emissions....transportation ideally should be free.” Another KCMC member representing a low-income individual reported the desire for the “ability for all to travel where and when they need to go, with seamless transfers and reasonable ride times at an affordable cost.”

## People with Limited English Proficiency (LEP)

The majority (24 out of 27) of individuals representing people with LEP identified more frequent and expanded transit, shorter wait times and more reliable transfers and return trips, and accessible and safer infrastructure as their top priorities.

One KCMC participant representing LEP populations reported that "... a world with perfect transportation would have less single occupancy vehicles and a focus on pedestrian and transit focused cities." A resident with LEP at the PCCTC meeting reported "...prioritizing safe options, infrastructure for all travelers, including pedestrians, bicyclists and transit riders." In terms of using specialized transportation, a KCMC participant reported the language barrier as one of the challenges, not only booking the initial trip but also facing challenges in reserving and waiting for a return ride. Another KCMC member expressed the desire for signs to be in multiple languages, not just English.

## Youth

PSRC had a total of 26 participants representing youth attending the mobility coalition meetings. Among them, 18 participated in the Mentimeter survey and identified more frequent and expanded transit, shorter wait times and more reliable transfers and return trips, and better cross-county/cross-agency coordination as their top priorities. A KCMC member reported "Youth are walking along highways without sidewalks (rural and urban highways). [We] need to prioritize after school and before school activity needs for non-drivers." A PCCTC member reported, "Rural areas have little to no options and youth especially are impacted by this. Many of the 'work around' options do not allow [liability] for youth ridership."

## Rural Residents

A total of 29 rural residents attended three coalition meetings and provided feedback. Twenty-two of these residents identified more sustainable long-term funding, more frequent and expanded service, and better cross-county/cross-agency coordination as their top three priorities. For example, a resident from Snohomish County reported they "would like to see all transit agencies create a baseline for services in rural areas." And also mentioned that "Creation of context-appropriate transportation options in [rural areas] needs to be a high priority." Similarly, a PCCTC member reported, "Rural areas can have more funding to implement what works for their communities. Shoulders in rural areas are limited and walking and biking are extremely dangerous in rural." Rural residents in Kitsap County, in particular, emphasized the need for more connected and safer bike lanes to get to destinations without driving a car.

## People of Color

PSRC engaged with 34 participants self-identified as people of color during the mobility coalition outreach. Of these, 23 individuals participated in the Mentimeter survey to help identify transportation priorities. These individuals identified more frequent transit service, accessible and safer infrastructure, and shorter wait times and more reliable transfers/return trips as their top priorities. Many participants from KCMC provided comments about receiving cross-county transportation that served the “geographic and time of day needs for the entire region.” Another KCMC resident indicated there should be “more coordination with planners to build more housing and walkable neighborhoods close to transit.”

## Conclusions

Priority populations identified the following top three priorities from Phase 2 engagement:

### More accessible and safer infrastructure

Older adults and individuals with disabilities in both community organizations and mobility coalitions identified safer infrastructure as a top priority. This need was also emphasized by people with LEP, people with low incomes, and people of color in community organizations. Some participants also highlighted a need for rider amenities, including seating, weather protection, and restrooms at bus stops, especially during long transfers. The accessibility of bus stops and sidewalks, and the slope of the hills to get to the bus stops were also concerns for individuals with limited mobility.

### More frequent and expanded transit service

Youth, people with low incomes, people with LEP, and rural residents identified more frequent and expanded transit service as a top priority. In particular, a PCCTC member shared that youth are reported to have little to no transportation options in rural areas, and a KCMC member reported that the limited existing rural routes don’t go near employment centers. Community organizations emphasized the need to support high-capacity transit, including the train.

### Shorter wait times and more reliable transfers and return trips

Individuals representing people with disabilities, people with LEP, people of color and youth identified wait times and transfers as a priority. In rural areas, participants also noted a need for additional connections within communities and regional transit centers.

## More Information

The [Outreach and Engagement Report of the RTP](#) provides a detailed summary of outreach activities conducted for the larger transportation plan. In addition, PSRC’s [Regional Safety Action Plan](#) includes findings from engagement focused on transportation safety topics conducted prior to the RTP engagement.

PSRC will continue its efforts to strengthen engagement with priority populations covered in the plan, incorporate community feedback into planning and funding processes, and monitor progress toward improving access to transportation and opportunities across the region.