2022 Regional Coordinated Plan Update
– Inventory of Services

Special Needs Transportation Committee
September 16, 2020
Coordinated Transit-Human Services Transportation Plan

Federal & State requirements:

- Outreach to stakeholders in the region
- Identify existing services and unmet needs
- Develop strategies to meet the needs
- Show common origins/destinations and demographics
- Identify technology-based solutions
- Ensure coordination with emergency management agencies
2018 Coordinated Plan

- Worked with countywide **mobility managers** to update inventory

- About **48 transportation programs** provided by nonprofits are listed
  - Less than 20 programs were funded by Consolidated Grant

- Programs are **listed by service type** (i.e., shared ride, demand response, fixed-route)
2018 Coordinated Plan (Example)

Snapshot of the current inventory:

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

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

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

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

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

The Northshore Senior Center operates 16 lift-equipped minibuses, which transport people with special needs living in rural, outlying areas of Snohomish County and North King County to senior centers, adult day health programs, medical appointments, and essential shopping in both counties. The transportation program helps people who are not served by other providers and facilitates access to destinations across county lines that these riders otherwise would not be able to access. Partners include King County Metro, Community Transit, Hopelink and other agencies to provide transportation options. More information: http://www.northshoreseniorcenter.org/programsservices/transportation/overview.aspx. Contact: (425) 286-1026.

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

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

- **Reach out** to the transportation providers directly
- Work with **SNTC and mobility managers** for survey/outreach
- Collect more comprehensive information and data from transportation providers including medical transportation providers
## Proposed Survey Elements

<table>
<thead>
<tr>
<th>DRAFT Survey Elements</th>
<th>Example/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Name</td>
<td>Name of the transportation program or project</td>
</tr>
<tr>
<td>Organization Name</td>
<td>Name of the organization</td>
</tr>
<tr>
<td>Program Description</td>
<td>High-level description on its program (1 short paragraph)</td>
</tr>
<tr>
<td>Service Type</td>
<td>Operation, medical transportation, information referral and assistance, etc.</td>
</tr>
<tr>
<td>Service Area</td>
<td>Detailed information on service boundaries and/or areas</td>
</tr>
<tr>
<td>Days of Service</td>
<td>i.e., Monday through Friday</td>
</tr>
<tr>
<td>Service Time</td>
<td>i.e., 8:00am – 6:00pm</td>
</tr>
<tr>
<td>Website Link</td>
<td>A web link to a current program or organization for further information.</td>
</tr>
<tr>
<td>Contact Information</td>
<td>Contact name, phone number and/or email address</td>
</tr>
</tbody>
</table>
## Proposed Survey Elements (Additional)

<table>
<thead>
<tr>
<th>DRAFT Survey Elements</th>
<th>Example/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Purpose*</td>
<td>i.e., Medical, shopping, school, etc.</td>
</tr>
<tr>
<td>Rider Eligibility*</td>
<td>i.e., Seniors 65+, persons with disabilities, individuals with low incomes, etc.</td>
</tr>
<tr>
<td>Wheelchair Accessibility*</td>
<td>Yes or No. If a program provides a wheelchair accessible vehicle, more information will be collected from the provider.</td>
</tr>
<tr>
<td>Advanced Booking/ Reservation*</td>
<td>Required or Not required. If an advanced booking is required, more information will be collected from the provider.</td>
</tr>
<tr>
<td>Base Fares*</td>
<td>i.e., $2.5 per ride, donation suggested, etc.</td>
</tr>
</tbody>
</table>

* = applies for operations only
Additional Data Collection (2015-Current)

**Operations:**
- Number of Passenger Trips
- Revenue Vehicle Miles
- Revenue Vehicle Hours

**Medical Transportation:**
- Number of Emergency Trip
- Number of Non-emergency Trip
- Number of Unique Passengers Served
- Lift Usage

**Mobility Management:**

**Information Referral & Assistance**
- Number of Clients Receiving Trip Planning Services
- Number of Calls Fielded and/or Website Clicks/Impressions
- Number of Trips Planned and/or Referrals Made

**Mobility Coalitions**
- Number of Mobility Coalition Meetings
- Number of Mobility Coalition Meeting Participants
- Number of Unique Agencies Represented at the Meetings
Discussion

- Feedback on the **proposed survey elements**
- How to best **reach out to the transportation providers**?
Next Steps

• **September 2020**: Receive feedback from SNTC

• **3rd Quarter 2020-1st Quarter 2021**: Collect information and data via survey

• **Summer 2021**: DRAFT Coordinated Plan & Inventory of Services Attachment will be available for review
Questions?

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