

# **Coordinated Transit-Human Services Transportation Plan: King County 2010 Update**

## **Contents**

<b>I. Existing Transportation Services in King County .....</b>	<b>1</b>
<b>II. King County Needs Assessment .....</b>	<b>14</b>
<b>III. Goals &amp; Strategies .....</b>	<b>27</b>

**Drafted by King County Coordinated Special Needs Transportation Steering Committee**

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## **I. Existing Transportation Services in King County**

A variety of transportation services are available in King County for people with special transportation needs. These include fixed route bus and rail service; deviated fixed route bus service; ADA paratransit; shared rides; door-to-door service; door through door service; program transportation; travel training programs; subsidies; and information, referral and assistance. These services and programs are provided by transit agencies and human service organizations. The following section provides an overview of the transportation providers in King County and describes the programs and services they offer.

### ***Transportation Providers***

#### **King County Metro**

King County Metro Transit (Metro) provides bus service along regular and commuter fixed routes, “Custom Bus” Routes, complementary ADA Paratransit service, Dial-A-Ride Transit (DART), and the Seattle Waterfront Streetcar.

#### **Sound Transit**

Sound Transit provides express bus, commuter rail and light rail services throughout the region.

#### **Human Service Transportation Agencies**

Approximately 1,700 organizations and programs in King County were identified as having a transportation role. Of these, 254 responded to requests for information, including service organizations, faith-based organizations, private for-profit entities, residential facilities, public transit programs, senior centers and programs, colleges and universities, community action programs, school districts, low-income housing projects, child care centers, veterans organizations, and head start programs. Information about each provider, including the type of service provided and other relevant information, is housed on a web site: [FindARide.org](http://FindARide.org), which is sponsored by Sound Transit.

#### **Intermodal and Inter-agency Connections**

Other transit agencies link their services with those of Metro and Sound Transit including Pierce Transit, Community Transit, Kitsap Transit, Everett Transit, and the Washington State Ferry System. In addition, most routes serving downtown Seattle have stops within a short distance of the King Street Station, where customers can board Amtrak passenger trains.

## ***Transportation Programs & Services***

### **Fixed Route Bus & Rail Service**

#### **Bus service**

##### **King County Metro**

Metro provides a variety of fixed route services, including:

- 51 core city local routes within the City of Seattle
- 68 suburban local routes
- Two rural local routes
- One suburban intercity route
- Five rural intercity routes
- 14 core city commuter routes within the City of Seattle in addition to express route variants of 15 core city local routes
- 69 suburban commuter routes
- 22 “Custom Bus” routes providing fixed route service to schools and employment centers
- Six special late “night owl” routes serving Seattle between 2:00 a.m. and 4:00 a.m.
- Waterfront Streetcar service

Services are generally provided between 4:00 a.m. and 1:00 a.m. on weekdays, and between 6:40 a.m. and 10:00 p.m. on Saturdays and Sundays.

More information: <http://metro.kingcounty.gov>

##### **Sound Transit Express Bus and Facilities**

ST Express bus routes connect cities and suburbs throughout the region and link with other local and regional transit services.

Sound Transit funds and constructs freeway HOV direct access ramps to ensure fast and reliable local and regional bus service, encourage carpool and vanpool use, and eliminate the need for buses and carpools to weave through general traffic at freeway entrances and exits.

Transit centers, park-and-ride lots, and pedestrian and bicycle improvements provide local access to the regional transit network.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/ST-Express-Bus.xml>

All Metro and Sound Transit buses have wheelchair lifts or ramps and all routes and trips are accessible.

## **Commuter Rail Service**

### **Sounder Commuter Rail**

Sound Transit operates an 82-mile commuter rail system with 12 stations using existing railroad tracks between Everett, Seattle, Tacoma, and Lakewood. Sound Transit's commuter rail operates Monday through Friday during peak hours. There are seven round-trip trains between Tacoma and Seattle in the peak direction, plus two round-trips in the reverse direction. Sound Transit also offers four round-trip trains between Everett and Seattle.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Sounder-Commuter-Rail.xml>

## **Light Rail**

### **Sound Transit Link**

The Central Link light rail line, operated by Sound Transit, is a 14-mile route that connects downtown Seattle and Southeast Seattle with Tukwila International Boulevard Station in Tukwila. A 1.7-mile extension to Seattle-Tacoma International Airport will open in December 2009.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Central-Link-Light-Rail.xml>

Sound Transit's 1.6-mile Tacoma Link light rail line opened in August of 2003 and connects the downtown Tacoma business, theater and university districts to the new Tacoma Dome Station.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Tacoma-Link-Light-Rail.xml>

## **Ferry Service**

### **Washington State Ferries**

Washington State Ferries operates the largest ferry system in the United States, with 28 vessels and 20 ferry terminals from Point Defiance (Tacoma) in the south to Sidney, British Columbia in the north. In King County, Washington State Ferries provides service between Seattle and Vashon Island. It also provides ferry service between Seattle and Southworth, Bremerton and Bainbridge Island in neighboring Kitsap County. Washington State Ferries offers reduced passenger tolls for people with disabilities and their attendants.

More information: <http://www.wsdot.wa.gov/ferries/> (general information) or

<http://www.wsdot.wa.gov/ferries/commuterupdates/ada/> (ADA and medical emergency travel)

Contact: 1-888-808-7977 (general information and reservations statewide). Persons with disabilities may request information be prepared and supplied in alternate forms by calling: 206-515-3460. Persons with hearing or vision impairments may call: 1-800-833-6384 x3460 (voice) or 1-800-833-6385 x3460 (Tele-Braille).

### **King County Water Taxi**

The Vashon Island-Downtown Seattle route provides weekday, commuter service

between the ferry terminal at the north end of Vashon Island and Pier 50 on the downtown Seattle waterfront. King County also offers seasonal water taxi service between West Seattle and Downtown Seattle. The service operates April through October and runs weekdays from approximately 7:00 a.m. to 11 p.m. and weekends from 8:30 a.m. to 11:00 p.m.

More information: <http://www.kingcounty.gov/WaterTaxi>

Contact: [watertaxi.info@kingcounty.gov](mailto:watertaxi.info@kingcounty.gov) (e-mail) or 206-684-1551 (voice)

## **Deviated Fixed Route Bus Service**

### **King County Metro DART**

DART (Dial-a-Ride Transit) is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of picking up and dropping off passengers in a defined service area. DART service is available to everyone. Metro purchases DART services from private contractors.

More information: <http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html>

Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

## **ADA Paratransit**

### **Access Transportation**

Metro's Access Transportation service is available for persons with disabilities who are unable to use the regular fixed route bus system or light rail due to their disability. It provides next-day shared rides within  $\frac{3}{4}$  of a mile on either side of non-commuter fixed route bus service during the time and on the days those routes are operating. Access Transportation service uses contractors to provide shared ride van transportation within most of King County.

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

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

## **Shared Rides**

Metro leads the way with the oldest and largest public commuter van program. Trailblazers in ridesharing, both VanPool and VanShare have been guiding resources for other commute programs around the country.

### **VanPool**

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

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

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

## VanShare

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

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

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

## RideshareOnline.com

This website provides an easy way to find others in Washington or Idaho who are interested in sharing their commute in a carpool or vanpool.

More information: <http://www.rideshareonline.com>

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

## **Door-to-Door Service**

### King County Community Transportation

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

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

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

### Snoqualmie Valley Transportation

Snoqualmie Valley Transportation (SVT) provides dial-a-ride service for transportation dependent people of all ages. SVT serves the Snoqualmie Valley from North Bend to Monroe. Buses are on the road from 6 a.m. until 8 p.m. Monday through Friday. Same day ride requests are accepted on a space available basis. Mt. Si Senior Center began the program in 2003 using operating funds from WSDOT's Nonprofit Paratransit Special Needs Fund and buses provided by Metro's Community Access Transportation program. In 2008, the program's capacity doubled due to a partnership with the Snoqualmie Indian Tribe that supplied additional operating funds and buses. Three Senior Services Shuttles operate in the Snoqualmie Valley primarily providing service to the two area senior centers. These Senior Shuttles are scheduled and dispatched by SVT.

More information: <http://www.snoqualmievalleytransportation.org>

Contact: 425-888-7001 (voice)

## Senior Shuttles/Hyde Shuttles

Senior Services offers demand-response transportation for seniors 55 years of age and older and people with disabilities of all ages, transporting eligible riders to medical appointments, hot lunch programs, senior center activities, grocery shopping, food banks and other social and cultural activities. The Shuttles target unserved and underserved people who fall through gaps in public transportation, including ethnic, limited English speaking, and rural populations. The vans are lift-equipped and operate Monday through Friday, 8 a.m. to 4 p.m. Riders register for Shuttle service by phone. Rides are offered on a first come basis and are donation based.

The Senior Shuttles fall into two categories: Nutrition Vans and Community Vans. The Nutrition Vans transport people to ethnic meal programs supported by Aging and Disability Services. Community Vans provide transportation within specific geographic areas, such as the Hyde Shuttle which serves people living in First Hill, International District, Capitol Hill, Central Area, Southeast Seattle, West Seattle and North Seattle (starting February 2010). The Senior Shuttles are part of King County Metro's Community Access Transportation program.

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/senior\\_shuttles.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/senior_shuttles.aspx)

Contact: 206-727-6262 (voice) or 1-800-282-5815 (toll-free)

## Special Needs Transportation Community Brokerage

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

Contact: [lmooddy@hope-link.org](mailto:lmooddy@hope-link.org) (e-mail Lynn Moody) or 425-943-6789 (voice)

## Wheelchair Accessible Taxicab Services

In 2007, Seattle and King County jointly began a demonstration project with Yellow Cab to operate 16 wheelchair accessible taxicabs throughout most of King County. Professional, licensed taxicab drivers provide curb-to-curb service, including assisting passengers in boarding the taxis and securing their wheelchairs. Fares for these accessible taxicabs are the same as standard taxi rates. Seattle and King County intend to issue permanent licenses for wheelchair accessible taxicabs so this service can continue to be available after the demonstration project concludes in June 2010.

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

For wheelchair-accessible taxicab service through June 2010, call Yellow Cab: 206-622-6500 (voice)

For general information about wheelchair accessible taxicabs in King County, contact Barbara A. DeLauter: 206-296-2992 (voice)

For general information about wheelchair accessible taxicabs in Seattle, contact Craig Leisy: 206-386-1296 (voice)

## **Door through Door Service**

### **Volunteer Driver Programs**

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

For more information, contact individual volunteer driver programs:

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

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

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

Faith in Action: 425.369-9120 (voice) or [Margie@faithinaction4seniors.org](mailto:Margie@faithinaction4seniors.org) (e-mail)

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

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

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

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

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

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

Seatac Community Center-Senior Program: 206.973.4690 (voice) or [lcroasdill@ci.seatac.wa.us](mailto:lcroasdill@ci.seatac.wa.us) (e-mail)

Seattle Parks & Recreation: 206-615-0140 (voice) or [david.jensen@seattle.gov](mailto:david.jensen@seattle.gov) (e-mail)

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

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

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

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

## **Program Transportation**

### **Medicaid Transportation**

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

More information: <http://www.hope-link.org/gethelp/transportation>

Contact: 1-800-923-7433 (voice) or 1-800-246-1646 (toll-free)

### **School Bus Transportation**

King County currently has 19 school districts and one Educational Service District that provide school bus transportation. During the 2008-2009 school year, 95,154 basic



education students and at least 7,867 students with special transportation needs<sup>1</sup> were transported. Students eligible under the McKinney Vento Act are often transported utilizing contracted services, private vehicle (mileage reimbursement) and other methods. Under current legislation any child who becomes homeless or is in foster care is eligible for transportation to their school of origin.

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

Contact: [rmillhollen@psesd.org](mailto:rmillhollen@psesd.org) (e-mail Randolph Millhollen), 425-917-7955 (King County) or 253-778-7955 (Pierce County)

### Road to Independence

The Road to Independence is a van program that the Puget Sound Educational Service District operates as part of their Early Childhood programs. Road to Independence functions as both a driving training program and a transportation program. The program trains WorkFirst participants as drivers who in turn transport other WorkFirst and special needs clients to their jobs or other employment related activities. The Road to Independence program is located in Pacific and serves both East Pierce County and South King County.

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

### CAT Advantage Vans

The Community Access Transportation (CAT) program is an effort to make use of an increasing number of high-quality retired Access and vanpool vehicles, as well as create new, innovative programs, such as the Hyde Shuttle. Through the CAT program, Metro provides vans, along with emergency response, vehicle maintenance and repairs, driver training, and technical assistance to participating agencies. Agencies agree to provide a minimum number of rides to Access users each month. For those committing to a higher level of rides, Metro provides a small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision, and liability insurance.

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

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

### Children's Hospital

Children's Hospital provides a free, wheelchair-accessible van service to and from the hospital for patients and families traveling through SeaTac Airport, the Amtrak train station, ferry terminals, or the Greyhound bus station in Seattle. Families can schedule

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<sup>1</sup> Students with special transportation needs include students with an Individual Education Plan (IEP), English Language Learners (ELL), and homeless and foster care students covered under the McKinney Vento Act. However, school districts are currently not required to track the number of McKinney Vento eligible students they transport if they are not counted as part of their school bus transportation system.

pick-ups or drop-offs over the phone or through email. Children's Hospital requests that rides are reserved at least 24 hours in advance.

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

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

## Seattle Cancer Care Alliance Shuttle

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

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

## Providence ElderPlace

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

Contact: 206-320-5325 (voice)

## Travel Training Programs

### Individual & Group Instruction

#### Bus Buddy

The Bus Buddy program is designed to give a safe, convenient and personal introduction to using public transit with individual assistance or in groups within King County. Training is available in 17 languages. The program's goal is to give riders the confidence to travel in and around the area. Participants receive training and support from their Bus Buddy until they feel they are ready to ride solo. The program also offers group excursions.

More information: <http://www.hope-link.org/gethelp/busbuddy>

Contact: [busbuddy@hope-link.org](mailto:busbuddy@hope-link.org) (e-mail) or 425-943-6769 (voice)

### Lift & Ramp Training

#### Get on Board!

Get on Board is a Metro transit instruction program for persons with mobility aids who want to practice boarding a Metro bus using the lift or a ramp. Once a month, a Metro bus will be parked at a destination frequented by persons with disabilities. A Metro

driver and transit instructor will be there to assist persons using mobility devices to practice getting on and off the bus and to answer questions about how to ride the bus.  
Contact: 206-205-6496 (voice)

## First Transit

First Transit provides individuals with free instruction on how to use the lift and/or ramp to board Metro buses and to move mobility aids into the bus securement areas. Twice a month, a Metro bus driver and a transit instructor will be at the Bellevue Transit Center with an inactive stationary bus used to practice during the instruction session. A free ride to and from the practice session can be provided by Access Transportation.

Contact: 206-749-4242 (voice)

## Subsidies

### Regional Reduced Fare Permit

The Regional Reduced Fare Permit (RRFP), sometimes called a senior or disabled bus pass, costs \$3.00 and enables seniors and people with disabilities to ride Metro buses at a significant discount. A Personal Care Attendant RRFP is available for persons who need assistance to ride the bus, and allows their attendant to ride at a reduced rate. Service animals (such as a seeing-eye dog) ride free.

To qualify, riders must present proof that they meet **one** of the following criteria:

- 65 years of age or older; **OR**
- Currently certified by the Veterans Administration at a 40 percent or greater disability level; **OR**
- Have a valid Regional ADA Paratransit card; **OR**
- Have an obvious physical impairment(s) meeting the medical criteria for the program; **OR**
- Certified by a physician, psychiatrist, psychologist (PhD), audiologist, nurse practitioner (ARNP) or physician assistant (PA) as meeting one or more of the medical criteria established for this program.

People younger than 65, must go to a Metro Customer Office to have their picture taken and to purchase the RRFP. People 65 and over can register by mail, as a picture is not required.

With an RRFP, riders can buy a Metro-only monthly reduced fare pass for \$5.50 or an annual reduced fare sticker for \$66. This sticker qualifies as payment for Metro's reduced bus fare and is good for 25 cents toward an Access Transportation fare. The pass is also valid for full fare on Sound Transit's Link Light Rail.

More information: [http://metro.kingcounty.gov/tops/accessible/reduced\\_fare\\_permit.html](http://metro.kingcounty.gov/tops/accessible/reduced_fare_permit.html)

Contact: [customer.comments@kingcounty.gov](mailto:customer.comments@kingcounty.gov) (e-mail) or 206-553-3000 (voice)

## Medicaid Transportation

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

More information: <http://www.hope-link.org/gethelp/transportation>

Contact: 1-800-923-7433 (voice) or 1-800-246-1646 (toll-free)

## Working Wheels

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

More information: <http://www.working-wheels.org>

Contact: [merryb@solid-ground.org](mailto:merryb@solid-ground.org) (e-mail) or 206-716-3855 (voice)

## CAT Vanworks

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

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

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

## Taxi Scrip

Metro's Taxi Scrip Program serves low-income King County residents who are age 18-64 and have a disability or who are 65 years old or older. Riders must have a Regional Reduced Fare Permit (RRFP); if they do not already have one, they can apply for one at the same time as applying for Taxi Scrip. This program enables qualified participants to buy up to six books of taxi scrip each month from Metro at a 50 percent discount. Taxi Scrip can be used like cash to pay for taxi rides from several local taxi companies.

More information: [http://metro.kingcounty.gov/tops/accessible/taxi\\_scrip.html](http://metro.kingcounty.gov/tops/accessible/taxi_scrip.html)

Contact: 206-553-3060 (voice) or 206-684-2029 (TTY)

## **Information, Referral & Assistance**

### Senior Services Senior Information and Assistance

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

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/information\\_and\\_assistance.aspx](http://www.seniorservices.org/getting_assistance/all_programs/information_and_assistance.aspx) (general) or [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/online\\_ride\\_guide.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/online_ride_guide.aspx) (Ride Guide)  
Contact: [info@seniorservices.org](mailto:info@seniorservices.org) (e-mail), 206-448-3110 (voice), 1-888-435-3377 (toll-free) or 206-448-5045 (TTY)

## 2-1-1 Service in King County

King County residents can use the abbreviated dialing code 2-1-1 to reach the Crisis Clinic's 2-1-1 Community Information Line. King County 2-1-1 is an easy-to-remember, free phone connection that connects people needing help—or those wanting to help others—with the appropriate resources. 2-1-1 works to get people the information they need, coordinate services, and save costs by removing duplication of services. This service is currently available Monday through Friday from 8:00 a.m. to 6:00 p.m.

More information: <http://www.uwkc.org/ourcommunity/211.asp>  
Contact: 2-1-1 (toll-free)

## FindARide.org

FindARide.org is a gateway to transportation options in the Puget Sound area. It provides links to transportation tools such as the transit trip planner, and includes a searchable database to allow people with special transportation needs, case managers, and agencies to find transportation in the Central Puget Sound Region.

More information: <http://findaride.org>  
Contact: [info@findaride.org](mailto:info@findaride.org) (e-mail), 1-800-201-4900 (voice) or 1-888-713-6030 (TTY)

## King County Residential Transportation Coordinators (RTCs)

Language barriers often prevent non-English speaking residents from understanding and using the transportation options available in their community. King County Metro Transit, local city jurisdictions, and nonprofit organizations offer a number of programs that provide neighbor-to-neighbor transportation advice for people, in their native language.

More information: <http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html>  
Contact: [ref.lindmark@kingcounty.gov](mailto:ref.lindmark@kingcounty.gov) (e-mail) or 206-684-1104 (voice)

## Getting There Transportation Resource Center

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

- Assistance or information about other transportation services that include but are not limited to Senior Services senior shuttles, neighborhood van programs, and accessible taxicabs
- Assistance with the application process for other transportation services, such as Metro's Taxi Scrip program or a reduced fare bus pass for senior citizens

- Information on who to contact to make traveling more accessible, such as contacting the city or county to request an accessible audible light signal at their crosswalk or fixing damaged sidewalks or curb cuts
- Information on who to contact to obtain equipment that makes travel safer, such as safety flags when crossing streets or safety vests that increase visibility for people who use wheelchairs
- Referrals to transit instruction programs for customers who are eligible and would like to learn to ride the bus

Contact: Jodi Connolly, 206-744-TRIP (8747)

## Nutrition Coordination

Nutrition Coordination Program staff work with seniors to find the best way to get them to one of the over 50 senior hot lunch programs throughout the county, which serve delicious, balanced meals that meet one-third Recommended Daily Allowances. The program coordinates transportation services with many different providers to improve access to the lunch programs. These services include:

- Assistance applying for Metro's Access Transportation program
- Troubleshooting difficulties with any transportation provider
- Arranging rides on Access Transportation while awaiting eligibility certification
- Arranging rides with volunteers driving their own vehicle

More information: [http://www.seniorservices.org/getting\\_assistance/all\\_programs/transportation/nutrition\\_transportation.aspx](http://www.seniorservices.org/getting_assistance/all_programs/transportation/nutrition_transportation.aspx)

Contact: 206-448-5740 (local) or 1-800-282-5815 (toll-free)

## Travel Ambassador

The Travel Ambassador "train-the-trainer" program is designed to give an in-depth overview of travel options available in the area. The Travel Ambassador program is for social service professionals, resource agencies, accessibility programs, medical professionals, and anyone helping travelers in King County who wants to give their clients information on transportation options that can be tailored to each client's needs. The Travel Ambassador program can be adapted for agencies and organizations working with non-English speaking clients.

More information: <http://www.hope-link.org/gethelp/gethelp/bb/travelambassador>

Contact: [busbuddy@hope-link.org](mailto:busbuddy@hope-link.org) (e-mail) or 425-943-6769 (voice)

## II. King County Needs Assessment

The following section includes a summary of the needs survey implemented by the King County Coordinated Special Needs Transportation Steering Committee, followed by findings from related studies, reports and surveys conducted by other agencies.

### ***King County Needs Survey***

The King County Coordinated Special Needs Transportation Steering Committee conducted a needs survey in the fall of 2009. The committee first met to discuss and create the survey in early October. The survey was created on October 14, 2009 and the committee requested that participants submit their responses by October 23, 2009. Because of the quick turn around time on the survey, the committee disseminated the survey through existing contacts, primarily through electronic means and with some printed hard copies. The emails sent by the committee included a link to complete the survey online and an attachment of the survey which could be printed and submitted by mail. The committee requested that anyone who fit into our target population (older adults, children and youth, people with low incomes and people with disabilities) complete the survey. This resulted in a widespread dissemination of the survey to an unknown number of agencies and individuals. The survey was made available in English, Chinese, Russian, Vietnamese, and Spanish. *(Please see attachment A for a copy of the survey in English.)*

### **Survey Respondents**

There were a total of 2,219 individuals who participated in the survey. Of those, 896 respondents were over age 65, 39 were under age 16, 729 earned less than \$1,805 per month, 750 have a disability, and 536 were unemployed.<sup>2</sup> The following table shows how our survey respondents compare to the overall population of King County.

<b>Special Needs Populations</b>	<b>King County Residents</b>	<b>Survey Respondents</b>
Persons over age 65 <sup>[1]</sup>	11%	42%
Persons under age 16 <sup>[2]</sup>	19%	2%
Persons with a disability <sup>[3]</sup>	13%	34%
Persons with a low income <sup>[4]</sup>	21%	34%
Persons who are unemployed <sup>[5]</sup>	9%	25%

<sup>[1]</sup> The percentage of King County residents over age 65 is an estimate by the U.S. Census Bureau based on its 2007 American Community Survey. <sup>[2]</sup> The percentage of King County residents under age 16 is an estimate by King County based on 5-year American Community Survey data from the U.S. Census Bureau. <sup>[3]</sup> The percentage of King County residents with a disability is an estimate by the U.S. Census Bureau based on its 3-year American Community Survey, 2005-2007, for the population over age 5. <sup>[4]</sup> The percentage of King County residents with a low income represents the County's non-institutionalized population with an income below 200% of poverty as estimated by the U.S. Census Bureau based on its 3-year American Community Survey, 2006-2008. Survey respondents with a low income self-identified as earning less than \$1,805 per month. <sup>[5]</sup> King County residents who are unemployed is an estimate by the Washington State Employment Security Department for October 2009.

Since our target audience for the survey was people with special transportation needs, our survey respondents are not representative of the general population in King County.

<sup>2</sup> While our target area included older adults, people with disabilities, people with low incomes or who were unemployed, and children, there were about 600 responses from individuals that did not fit into any of these categories. Some respondents fit into more than one of these categories.

Specifically, individuals who responded to our survey were more likely to be over age 65, unemployed, have a disability, or have a low income than the general population of King County. Individuals under age 16 were under-represented in our survey.

## Key Findings

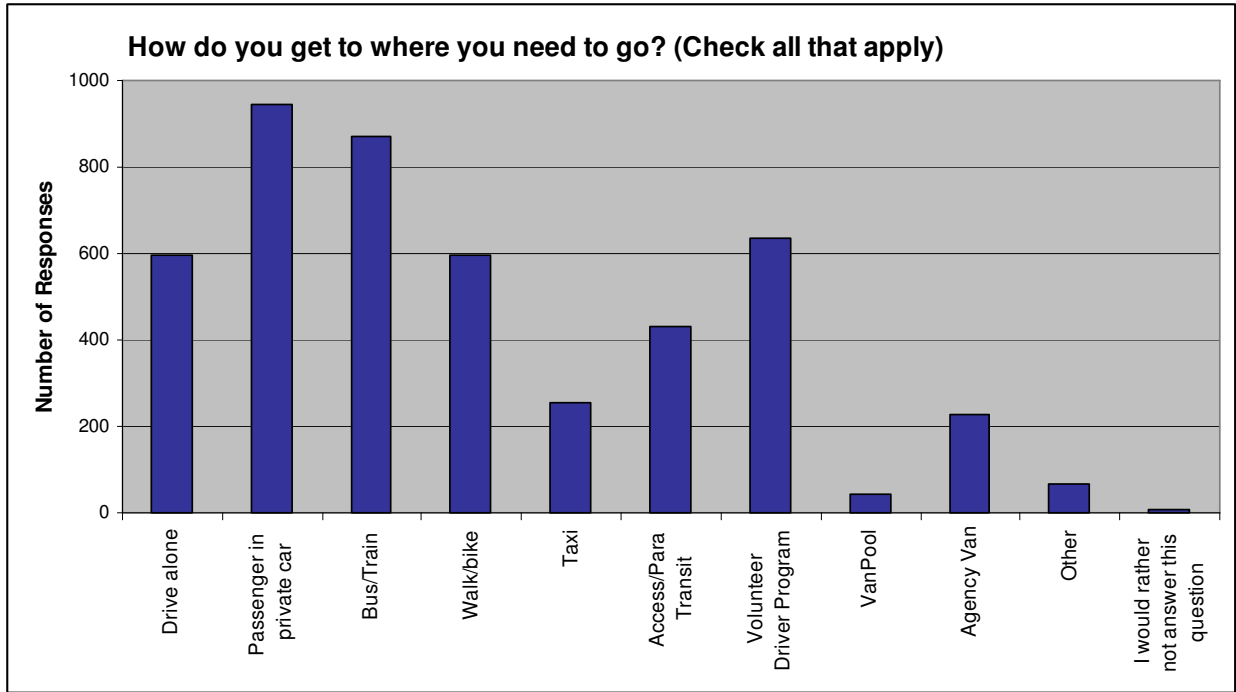
- Many survey respondents are able to travel as passenger in a private car (43%), or by bus or train (40%) to get where they need to go.
- Survey respondents identified weather (33%), personal safety (28%) and inability to get to the stop or station (25%) as the top three neighborhood problems that make travel difficult.
- Trip length, the number of transfers and the cost of travel were identified as additional barriers to travel for about one-third of all survey respondents.
- For about 20% of survey respondents, lack of information about services or language barriers keep them from getting where they need to go.

## Data Summary

The survey results are as follows:

<b>Question 1. How do you get to where you need to go? (Check all that apply)</b>		
<b>Answer Options</b>	<b>Percent of Respondents</b>	<b>Response Count</b>
Passenger in private car	43%	945
Bus/Train	40%	872
Volunteer Driver Program	29%	635
Drive alone	27%	596
Walk/bike	27%	596
Access/Para Transit	20%	431
Taxi	11%	253
Agency Van (Medicaid, Community Organization, Senior Shuttle etc.)	10%	229
Other	3%	67
VanPool	2%	42
<b>Number of Respondents (N)</b>		<b>2214</b>

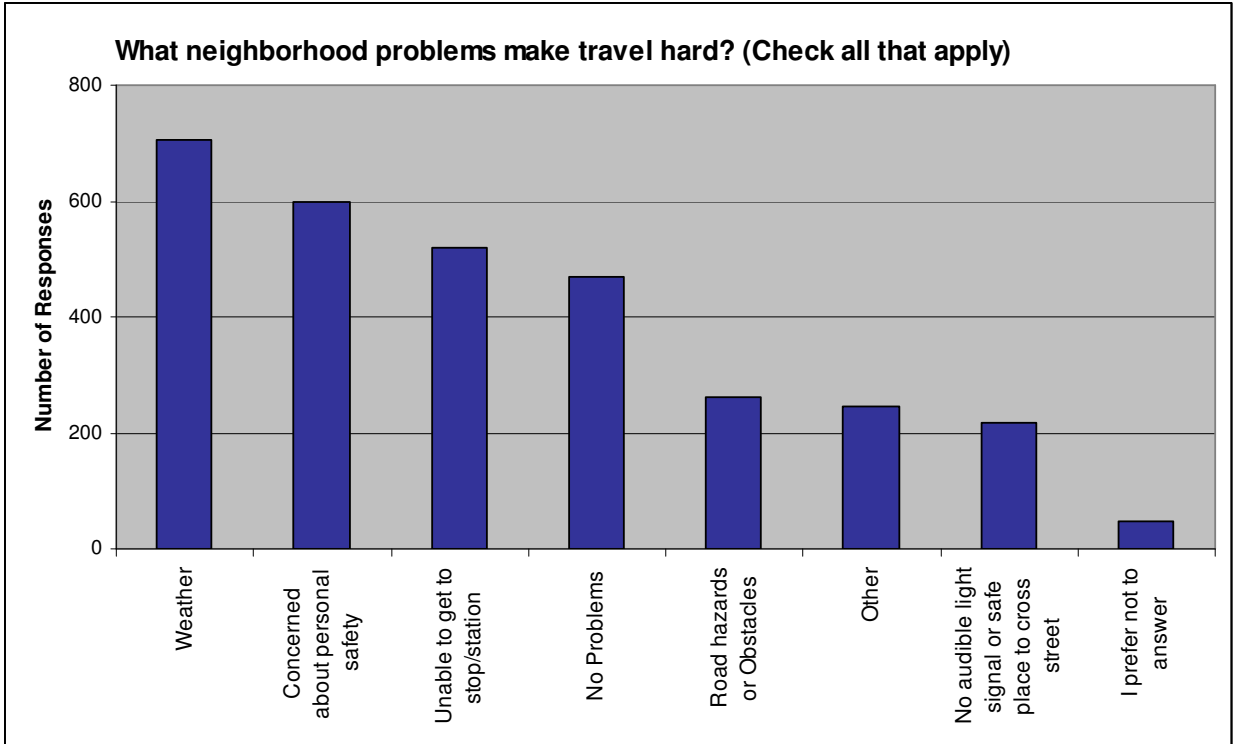




**Question 2** was a fill in the blank question with many varied answers. Attached (*Exhibit B*) is a selection of pertinent and well written comments that help to encompass the sentiment expressed by most of those who took the time to write about their concerns.

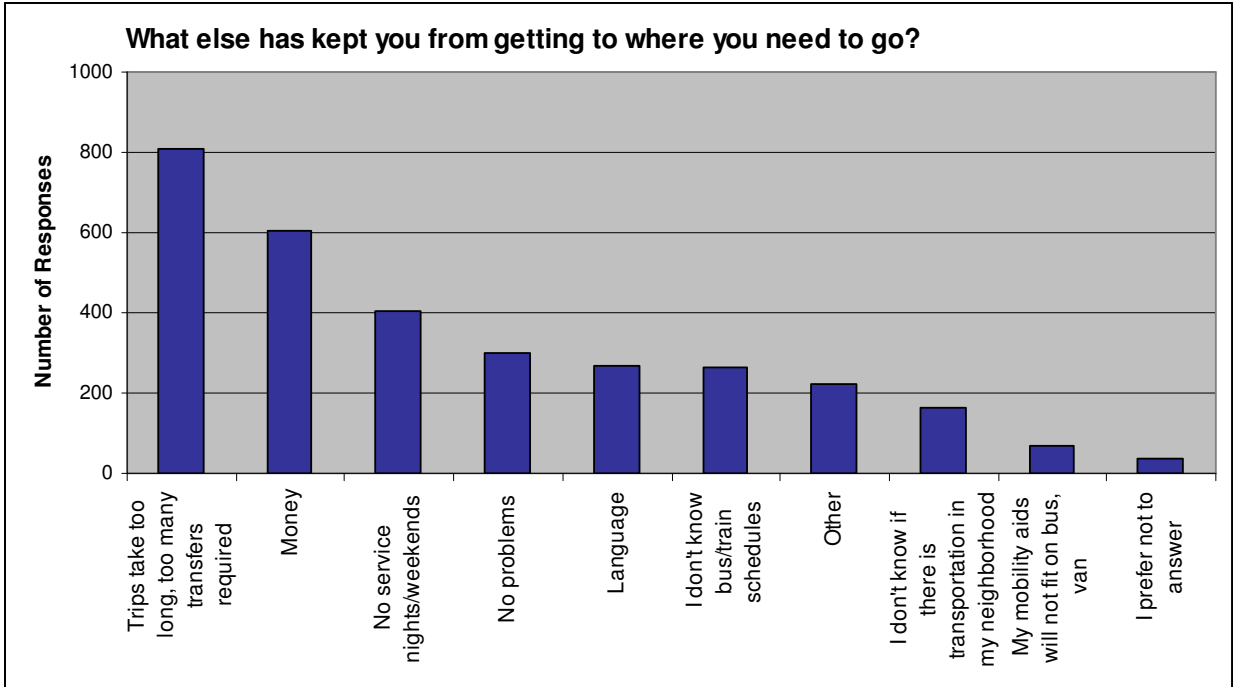
Is there anywhere in King County that you want to get to but can't because there isn't transportation that works for you?	
Answer Options	Response Count
<i>answered question</i>	764
<i>skipped question</i>	824

Question 3. What neighborhood problems make travel hard? (Check all that apply)		
Answer Options	Percent of Respondents	Response Count
Weather	33%	707
Concerned about personal safety	28%	599
Unable to get to stop/station	25%	520
No Problems	22%	469
Road hazards or Obstacles	12%	260
Other	12%	247
No audible light signal or safe place to cross street	10%	216
<b>Number of Respondents (N)</b>		<b>2116</b>



**Question 4. What else has kept you from getting to where you need to go?**

Answer Options	Percent of Respondents	Response Count
Trips take too long, too many transfers required	38%	807
Money	28%	604
No service nights/weekends	19%	405
No problem	14%	298
Language	13%	270
I don't know bus/train schedules	12%	265
Other	10%	223
I don't know if there is transportation in my neighborhood	8%	162
My mobility aids will not fit on bus, van	3%	68
<b>Number of Respondents (N)</b>		<b>2128</b>



**Question 5. I ... (Please check all that apply)**

Answer Options	Percent of Respondents	Response Count
am over 65*	42%	896
am 36-64	33%	701
am 17-35	22%	463
am under 16*	2%	39
earn less than \$1,805 per month*	34%	729
have a disability*	35%	750
am unemployed*	25%	536
prefer not to answer this question	1%	30
<b>Number of Respondents (N)</b>		<b>2129</b>

\* People with these characteristics were considered the target audience for this survey.

## **Exhibit A**

### **King County PSRC Transportation Needs Survey 10/9/09**

Please return this survey to the person who gave it to you. **OVER**

In order to take advantage of Federal, State and Local funding opportunities that may address the transportation needs of children, low-income persons, people with disabilities and seniors, our King County area must update its "Coordinated Special Needs Transportation PLAN". This PLAN must identify some of the unmet needs for these populations. You can help identify those "unmet needs" by taking the time to fill out the survey.

**Please return it by October 23.**

Thank you very much.

Jolene Stanislawski

Market Development, Service Development

Mail Stop: YES-TR-0600

400 Yesler Way

Seattle, WA 98104-2683

[Jolene.stanislawski@kingcounty.gov](mailto:Jolene.stanislawski@kingcounty.gov)

#### **1. How do you get to where you need to go? (Check all that apply)**

- Drive alone
- Passenger in private car
- Bus/Train
- Walk/bike
- Taxi
- Access/Para Transit
- Volunteer Driver Program
- VanPool
- Agency Van (Medicaid, Community Organization, Senior Shuttle etc.)
- I would rather not answer this question
- Other: \_\_\_\_\_

#### **2. Is there anywhere in King County that you want to get to but can't because there isn't transportation that works for you?**

#### **3. What neighborhood problems make travel hard? (Check all that apply)**

- No Problems
- Concerned about personal safety
- Unable to get to stop/station
- Weather
- No audible light signal or safe place to cross street

- Road hazards or Obstacles
- I prefer not to answer
- Other: \_\_\_\_\_

**4. What else has kept you from getting to where you need to go?**

- Nothing, no problem
- Money
- Trips take too long, too many transfers required
- Language
- I don't know bus/train schedules
- I don't know if there is transportation in my neighborhood
- No service nights/weekends
- My mobility aids will not fit on bus/van
- I prefer not to answer
- Other

**5. I ... (Please check all that apply)**

- am over 65
- am 36-64
- am 17-35
- am under 16
- earn less than \$1,805 per month
- have a disability
- am unemployed
- prefer not to answer this question

## **Exhibit B**

The essay responses to Question 2 varied but there were some common themes:

- People could not get access to relatives' homes, the doctor, church, or recreation.
- They also did not like how long it took to take any of the public transportation options.

Below are a few comments that help to capture the general sentiments from those in our target groups:

Getting to and from work is problematic not because of the location, but because Access does not seem designed to get people to destination by a specific time. I am regularly late. Maintaining employment is therefore very difficult.

I can get to work but I have to start 1 hour later than other employees because I cannot get to work by 7am. In order to get to Federal Way by 8 am for work I must leave my house at 5:40am and take 3 buses. Trouble with ORCA card not accepted on Sound Transit Express #565 and the #402 bus.

Rose Hill, Kirkland area. One side of major thoroughfare has service on Sundays, while directly across the street, there is no service on Sundays. Because we must have a phone number and address (for Metro), it's not possible to merely cross the street and go shopping, church, etc. on Sundays.

I can't get home from my birthing classes Friday's because they end late and no busses run that late and Hopelink won't take me until I am 36 weeks along.

Yes, but I've forgot the name of the place. It was for employment. But I couldn't take the job because there was no bus route there.

Can't get to counseling and medical appointments because not qualifying for Hopelink and cannot get ride, cannot ride bus

Many ortho-trauma clinic patients must come from all over WA/ the NW for follow up appointments. Many have limited money and resources and limited social supports. Navigating all the systems to schedule rides can be very difficult for such patients.

Many of my patients take bus to shop, many of my patients walk to shops around them, many of my patients take taxis to medical appointments and are upset that Hopelink guidelines have become more stringent i.e.: need disability or to be ill. Often families are needing to navigate several children with them to appointments because they don't have daycare and it is scary and a safety risk for them to try to manage several young children on public transportation. Many families live in areas they consider dangerous. Families with multiple children

cannot protect several children at once from extreme weather. Several parents report that it can take them up to two-three hours one way to get their children's medical appointments due to bus transfers. Several families are fairly new to Seattle or US and find it confusing and scary to try to navigate the bus system. one mother finally learned how to get to Harborview but now refuses any referral to specialty care at Seattle Children's Hospital for any of her children because she is scared to find a different place, she has 9 children.

Yes. The service hours are so restricted that it makes it impractical to go very far. I have limited time to be away from home. A parent/guardian/care provider for someone in the Maple Valley (SE King County) area I have been very frustrated using the transportation provided (Access bus). The window of hours that is available in this area is only 9am to 3pm. If my daughter needs to be picked up before nine, which occurs if she needs to be somewhere by 10am, then I have to transport her or else drive a couple of miles away and wait for the Access bus to come to an alternate pick-up site. My daughter is in her final year of transition in the Tahoma School District. Since I am not always available to take her and pick her up when she meets with her job vendor it seriously limits when she can meet. As she looks for work it will also limit the jobs that are available to her because of the time constraints on her transportation. She won't be able to work before 10:30 am or later than 3 pm. I know that the economic times most agency budgets are being tightened; however there are many families in this community that I know are experiencing the same frustrations and would like more access to public transportation. I understand that all services may not be able to be provided, but please consider lengthening the service hours at least during the day.

Lauren just turned 18. As she needs to get around more in the community, we hope to have options for transportation to increase on independence and quality of life as a young adult with the 1st priority of safety. [Barriers include] lack of bus stops in our neighborhood, lack of sidewalk, heavily wooded areas on way to any bus stops- lack of security.

Very hard to get to the cemetery at Aurora Ave. in Seattle

I am using "Access" and I am having a hard time because for some reason the driving takes 2 hours instead of 10 minutes.

I am having health problems because of the long driving.

I am using Paratransit, but it is very hard to get hold of anybody in that company to get the car and usually it takes couple days. Sometimes the driver is very late and I am late for my doctor appointment.

## ***Findings from Related Studies & Surveys***

Members of the King County Coordinated Special Needs Transportation Steering Committee reviewed and summarized related studies, reports and surveys to help broaden our understanding of the needs our target audiences face. Below are these summarized findings.

### ***City of Bellevue Human Services Needs Assessment Survey***, Feb-March 2009 (not available online until end of Jan 2010)

In a phone survey of over 400 Bellevue residents,

- “Inadequate public transportation” was ranked as the most serious household problem.
- Those with incomes under \$25,000 were significantly more likely to say that inadequate public transportation is a major or moderate problem facing their household compared to those with incomes between \$25,000 and \$50,000 (31% compared to 14%).
- “Not being able to get special transportation for an elderly person or a person with a disability” was rated by 7% of respondents.

In an online survey conducted in May 2009 for providers of health and human services to low income individuals and families in Bellevue,

- 35 (80% of) respondents rated transportation as the top barrier for their clients in accessing services.

### ***2008 Rider Survey Findings***, King County Department of Transportation Transit Division <http://metro.kingcounty.gov/am/reports/2008/2008-RFinal.pdf>

Findings from a phone survey of 400 Metro Transit riders in King County, indicated that

- Nearly all Metro riders (94%) were satisfied overall with Metro service including 54% who said they were *very satisfied* with the service. Rider satisfaction ratings for Metro service have not changed significantly during the past five years. There were no statistically significant differences in satisfaction between regular and infrequent riders or between new riders and experienced riders.
- The percentage of respondents who rely on transit for *all/most* (22%), *some* (45%), or *very little* (33%) of their transportation needs has not changed much over the years.
- There is an inverse relationship between level of reliance on transit and the number of working vehicles per household. Those who rely on Metro for *all* or *most* of their transportation needs have 0.54 vehicles available per adult in the household and average 32.5 transit trips per month. Conversely, those who rely on Metro for *very little* of their transportation needs have 0.93 vehicles available per adult in the household and average 4.6 transit trips per month.



- The more reliant a rider is on transit, the more transfers he or she is willing to make. Over half of the respondents who make two or more transfers (52%) rely on Metro for *all* or *most* of their transportation needs compared to 26% of those who make one transfer and 19% of those who do not transfer at all.
- Riders age 65 and older are more likely than those in other age groups to use transit primarily for volunteering/appointments (23% compared to 2%), shopping (26% compared to 7%), and fun, social or recreational activities (33% compared to 16%).
- Respondents ages 16 to 24 are more likely than average to ride a Metro bus for personal travel (41% compared to 17% overall).
- For all riders, overall satisfaction is driven to a large extent by time—whether the bus is one time, where the routes go, the number of transfers they have to make and the number of stops the bus makes.
- For the last five years, about 10% of riders have held a reduced fare permit.

***Communities Count: Social and Health Indicators Across King County, 2008***

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

Findings from a series of in-depth, open-ended interviews with middle income households across King County, indicated that

- Public transportation works poorly for households with children, particularly working parents who need to drop off and pick up children from childcare or have to negotiate afterschool activities.

***Community Assessment 2008***, Puget Sound Educational Service District, Early Childhood and Family Support Services

<http://psesd.org/images/stories/ECFS/community%20assessment%202008%20report.pdf>

Participants identified transportation as one of the greatest gaps in services for families, specifically:

- Lack of public transportation
- Difficulty using public transportation due to the arrangement of schedules and stops
- Lack of door-to-door services
- Costs for car repairs and the price of gasoline
- Availability of services and the ability to access them is not uniform across King County

### ***2009 Half-Year Survey of Special Needs Transportation Volunteer Driver Programs in King County (WA)***

- In the first six months of 2009, volunteer driver programs transported 2,725 clients on 28,800 one-way trips, representing 280,000 total miles.
- The transportation provided by these 720 volunteer drivers in the first six months is valued at \$.77M (volunteer hours, plus vehicle use and maintenance).
- As of July 2009, there are 16 active volunteer driver programs in King County which provide client transportation to medical appointments, grocery shopping and meals. 12 volunteer driver programs are administered by nonprofit organizations; 4 by government (3 municipal, one federal).
- Projected value of transportation provided by volunteer drivers for 12-month 2009 is \$1.49M.

### ***2008 Survey of Special Needs Transportation Volunteer Driver Programs in King County (WA)***

- In 2008, volunteer driver programs transported 3,484 clients on 62,800 one-way trips representing 539,700 total miles
- The transportation provided by these 730 volunteer drivers during 2008 is valued at \$1.48M (volunteer hours + vehicle use & maintenance)

### ***Volunteer Driver Programs Transportation Client Survey, King County, June 2009***

- 82% of respondents report that the volunteer driver program transportation “helps me to remain independent.”
- 79% report it makes “getting to my appointments is easier.”
- 79% would be “very likely” or “somewhat likely” to recommend the transportation service to others.
- 80% rate their overall satisfaction with the transportation service as “satisfied” or “very satisfied.”
- 84% are age 60 or older; 78% are female.
- 8 volunteer driver programs participated; 2,209 surveys distributed; 24.1% return rate; Survey instrument provided in English, Spanish, Vietnamese, Cambodian, Laotian, Korean and Japanese.

***Eastside Easy Rider Coalition Survey***, November 2009

Findings from a survey of nine human service agencies and organizations serving clients in East King County, indicated that

- Clients have difficulty traveling across county lines, from suburban areas to Seattle, and in South King County.
- Clients have difficulty traveling to non-medical appointments and to some senior centers.
- Clients' mobility is impaired by flooded sidewalks and broken wheelchair lifts at some pedestrian overpasses.
- Metro buses, Access Transportation, and private transportation services provided by friends, family, group homes and volunteer driver programs are good options for many clients.
- Additional problems clients face include the high cost of traveling via bus with many children, long wait times when transferring between buses and when traveling on Access Transportation, lack of non-English speaking volunteer drivers, lack of dry and secure places to wait for pickup, and insufficient funds for purchasing bus tickets for clients.

### III. Goals & Strategies

#### Mobility, Quality and Efficiency through Regional Coordination

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

GOALS:	Put People First	Move People Efficiently	Move More People
	<p><b>Goal 1</b> Make sure that riders are aware of their transportation options, and are safe and satisfied with their trip.</p>	<p><b>Goal 2</b> Coordinate transit, school and human service transportation so that current transportation dollars are used to maximum effectiveness.</p>	<p><b>Goal 3</b> Match the needs of riders with the most appropriate transportation choice so that dollars can go further.</p>
STRATEGIES:			
<b>A</b>	<p><b>Better Connections</b> Increase and improve connections to and within the regional transportation systems for everyone.</p>	<p><b>Infrastructure Changes</b> Develop planning, operational, and reporting tools that encourage dialogue, identify where common standards apply, and clarify opportunities for coordination.</p>	<p><b>Targeted Outreach</b> Provide targeted marketing and travel training towards people with disabilities, older adults, children and youth, and people with low incomes.</p>
<b>B</b>	<p><b>Better Amenities &amp; Planning Tools</b> Improve functionality and use of existing transfer stops, trip planning websites, and ride and vehicle share programs.</p>	<p><b>Integrated Planning</b> Incorporate special needs transportation plans into state, regional and local planning efforts that have an impact on the ability of people to engage in the community.</p>	<p><b>Clarified Service Levels</b> Improve rider and provider understanding of transportation service levels based on different parts of the region.</p>
<b>C</b>	<p><b>Seamless Fares</b> Work towards a fare structure that makes it easy for a rider to pay for travel among the different transportation modes, including specialized transportation.</p>	<p><b>Making Providers Available</b> Encourage development of provider networks to all groups.</p>	<p><b>More People Helping</b> Help case managers and service providers to refer clients to the most cost effective and appropriate mobility option.</p>
<b>Projected Results:</b>	<p>More people will know about available transportation options and more riders will be satisfied with their transportation services.</p>	<p>The public will support more investments to ensure more persons can engage in their community, regardless of age, income or disability.</p>	<p>More people will be served by mass transportation services, and as a result more funds will be available to provide specialized services to those who need.</p>