



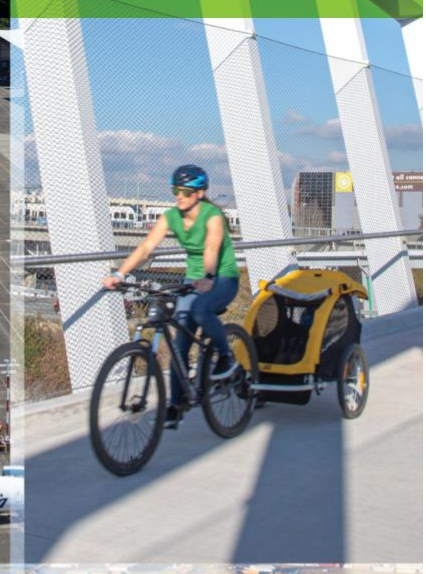
Puget Sound Regional Council

REGIONAL TRANSPORTATION PLAN

2022-2050

Appendix B: Coordinated Mobility Plan

2022





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Puget Sound Regional Council

REGIONAL TRANSPORTATION PLAN

2022–2050

Adopted May 26, 2022



Appendix B

Coordinated Mobility Plan for People with Special Transportation Needs

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Chapter 1: Introduction

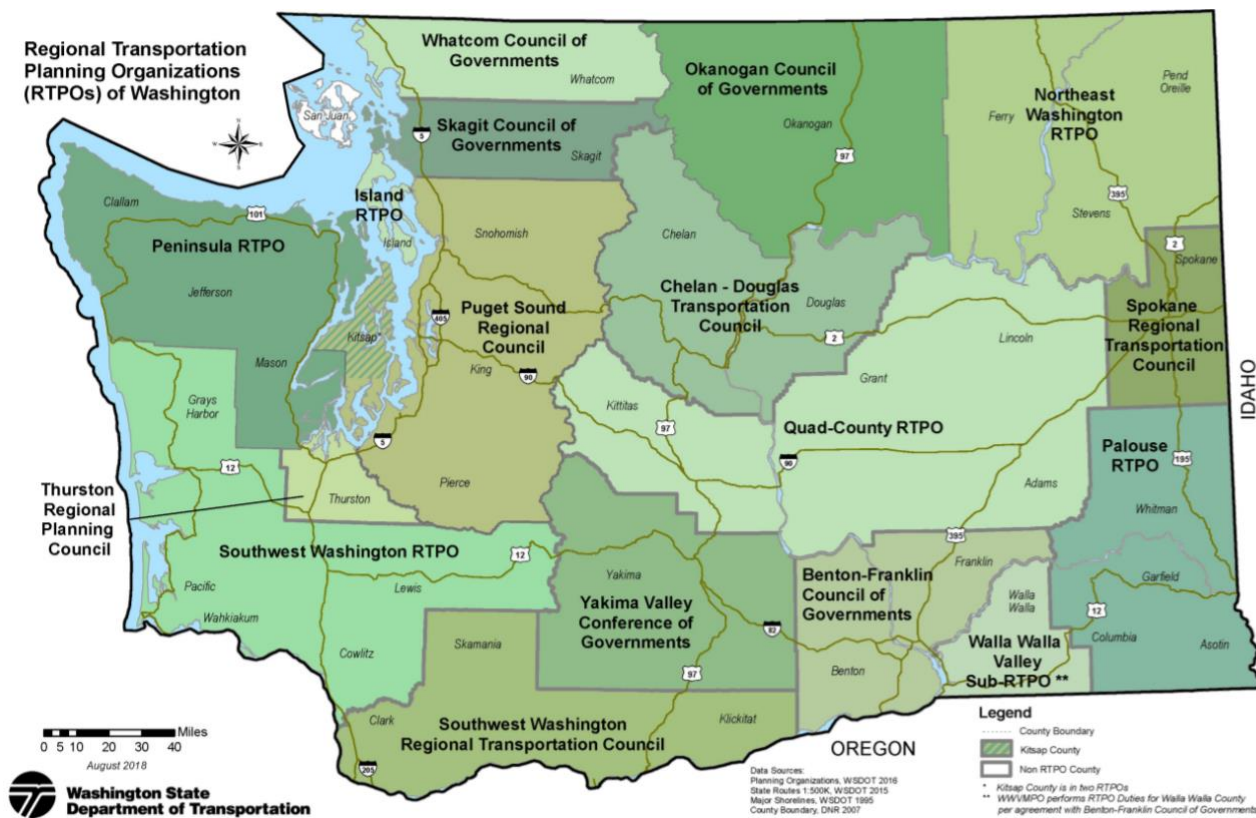
The Coordinated Mobility Plan serves as a coordinated, comprehensive strategy for transportation service delivery that identifies the mobility needs of individuals with transportation challenges due to their age, income, or ability. It lays out strategies for meeting those needs and prioritizes ways to improve them. The plan serves as the central Puget Sound region’s Coordinated Transit-Human Services Transportation Plan, meeting federal requirements, and its Human Services Transportation Plan (or HSTP).

The region’s initial plan was developed in response to requirements for planning for people with special transportation needs in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2023–2026 and responds to Federal requirements and the latest Washington State Department of Transportation (WSDOT) guidance to plan for people with special transportation needs.

Planning for the People with Special Transportation Needs

The Puget Sound Regional Council (PSRC) is the Metropolitan Planning Organization for four counties including King, Kitsap, Pierce, and Snohomish counties in the central Puget Sound region (see Figure 1-1). PSRC plans for transportation, land use, and economic development, under authority embodied in state and federal laws. PSRC maintains a common vision for the region’s future, expressed through three connected major activities: [VISION 2050](#), the region’s growth strategy; [Regional Transportation Plan](#), the region’s long-range transportation plan; and [Regional Economic Strategy](#).

Figure 1. Regional Transportation Planning Organizations of Washington



Source: Washington State Department of Transportation (2016)

Building from VISION 2050, the Regional Transportation Plan (RTP) examines the region's transportation needs through 2050 and lays out a strategy to strengthen the current system by identifying future transportation improvements, as well as how to address transportation needs for historically marginalized and underserved communities. The RTP is a comprehensive and coordinated strategy for the region's transit, roadway, port, and bicycle and pedestrian facilities and programs.

Development of a transportation system that is accessible to people with special transportation needs is an integral part of the long-range transportation plan. The Coordinated Mobility Plan provides an opportunity for PSRC to identify the mobility needs of the targeted populations and prioritize strategies that can be measured on a regional level. Planning decisions on how best to invest in transportation for people with special transportation needs will affect the quality of life for a relatively large portion of the region's population.

In addition to being an implementation document, the Coordinated Mobility Plan is also used as a framework for the prioritization of specialized transportation projects for funding through WSDOT's Consolidated Grant funding program. 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."¹ The Coordinated Mobility Plan is used by PSRC as the region's framework for prioritizing regional specialized transportation projects.

Who are People with Special Transportation Needs?

People with special transportation needs are those who are unable to transport themselves due to their age, income, or ability. According to Washington state law, [RCW 81.66.010](#), people with special transportation needs are "those people, including their attendants, who because of physical or mental disability, income status or age, are unable to transport themselves or purchase transportation." For the purposes of this plan, key populations with special transportation needs include:

- Youth
- Older Adults
- People with Low Incomes
- People with Disabilities

This plan addresses race and ethnicity as well because of the understanding that identities are intersectional, in that people can experience multiple identities at once. In collecting information on race and ethnicity, we seek to understand the experiences of people of color, who have been historically marginalized and underserved. In addition, there are other groups with a higher proportion of people with special transportation needs who are identified in the plan. Mobility Today section of the plan includes more detailed definitions of these population groups.

People with special transportation needs have unique experiences with different socioeconomic backgrounds and they have different types of transportation needs. In many cases, a person falls into

¹ Federal Transit Administration (2016). *FTA Circular 9070.1G – Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions*. Retrieved from: <https://www.transit.dot.gov/regulations-and-guidance/fta-circular-90701g-enhanced-mobility-seniors-and-individuals-disabilities>.



multiple categories, such as older adults with a disability or youth experiencing low income. It is also important to note that the people with special transportation needs have similar mobility needs as the general public, and yet because of their specific mobility challenges, access to transportation can be a greater burden.

What is Specialized Transportation?

While regular transit, such as bus, rail, and ferries, is the backbone of regional mobility of people with special transportation needs, public transportation services tailored to the population groups covered in this plan are called specialized transportation.

Specialized transportation is any mode of public transportation tailored to the specific mobility challenges of people with special transportation needs that is not open to the general public. Specialized transportation fills gaps in the public transit network and other private transportation services available to the general public that prevent people who are unable to transport themselves from being able to reach essential services, jobs, and other destinations. This includes Americans with Disability Act (ADA)² 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, 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 transportation services funded and provided by the following:

- Federal Transit Administration (FTA)
- Washington State Department of Social and Health Services (DSHS)
- Washington State Health Care Authority (HCA)
- County and local human service departments
- Public transportation agencies
- School districts
- For-profit and non-profit contractors

Coordinated Mobility Planning

Coordinated mobility is when multiple organizations work together to their mutual benefit, gaining economies of scale, eliminating duplication, and improving or expanding the quality of service to better serve riders with special transportation needs. Over the last few decades, governments at all

² NOTE: 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 assure system-wide accessibility of their demand responsive 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/pubs/adastatute08.htm>



levels have placed increasing emphasis on the need to coordinate transportation services. The primary goal in this coordination effort is to create efficiencies that will lead not only to improved service but expanded service and to involve the cooperation of:

- **Transportation providers** — transit agencies and other specialized transportation providers such as school districts, social service agencies, transportation brokers, private providers, non-profit transportation programs.
- **Service providers** — such as clinics scheduling medical appointments based on transportation availability, housing agencies providing safe and secure shelter and services to their residents, social service agencies access to food, job training, and other essential services.
- **Jurisdictions**—state, counties, and cities in the region who work together 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.
- **People with special transportation needs**—it is also important to include users of the transportation system in planning and project development process to better incorporate their feedback and deliver transportation projects that meet their mobility needs.

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

Coordination at the Planning Phase

After the U.S. Government Accountability Office (GAO) issued its findings on multiple funding programs creating duplication of services and service fragmentation, more focus was placed on coordinating transportation services and funding for people with special transportation needs.³

In 2004, the President Bush signed the [Executive Order 13330: Human Service Transportation Coordination](#) which directed federal departments and agencies to work together to ensure that transportation services are seamless, comprehensive, and accessible. To implement this, the Federal interagency Coordinating Council on Access and Mobility (CCAM)⁴ 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.⁵

³ Government Accountability Office (2003). *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*. Retrieved from: <https://www.gao.gov/assets/gao-03-697.pdf>

⁴ NOTE: The Coordinating Council on Access and Mobility (CCAM) jointly staffed by the U.S. Department of Transportation and the Department of Health and Human Services, was first established in 1986. The Council's goals include increasing the cost-effectiveness of resources used for specialized and human service transportation and increasing access to these services. Membership includes all the federal programs that fund transportation.

⁵ Coordinating Council on Access and Mobility (2019). *Mobility for All, Strategic Plan 2019-2022*. Retrieved from: <https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-04/ccam-strategic-plan-2019-2022.pdf>



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, and mobility managers in the region by facilitating discussions that bring state, county, and local stakeholders together to address mobility within the region.

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

Coordination with Emergency Management Planning

Populations with special transportation needs 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 can face extra barriers accessing vital resources in case of emergency.

During emergency events, either natural disaster 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 (King, Pierce, and Snohomish) emergency management coordination project. The goal of RARET’s work is to increase the life-sustaining transportation services available to populations with special transportation needs in the event of a major emergency. RARET builds coordination among cross-county transportation and human service providers and emergency managers in the region. The program also provides training workshops to address critical gaps that exist in emergency planning.



Chapter 2: Mobility Today

Mobility Today is an overview of the state of transportation for people with special transportation needs in the PSRC region, including:

- Demographic profiles
- Identification of major destinations
- Trends of existing transportation programs serving these populations

Demographic Profiles of People with Special Transportation 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:

- Youth (ages 5-17)
- Older Adults (aged over 65)⁶
- People with Low Incomes (200% of the federal poverty level or below)
- People with Disabilities (physical or cognitive disabilities)



The plan also includes information on veterans and people with limited English proficiency (LEP) since these groups often include populations with special transportation needs at rates higher than the general population. Additionally, this plan provides race and ethnicity data for each of the above groups.

A Note on Data

Unless noted otherwise, the data used for each demographic profile are from Public Use Microdata Sample (PUMS) files, derived from 2019 American Community Survey (ACS) 1-year estimates. PUMS data allows for more detailed cross-tabulations — e.g., identifying individuals with a disability who are also veterans. For each of the geographic distribution maps, 2015-2019 ACS 5-year estimate data was used to visualize data at the census tract level.

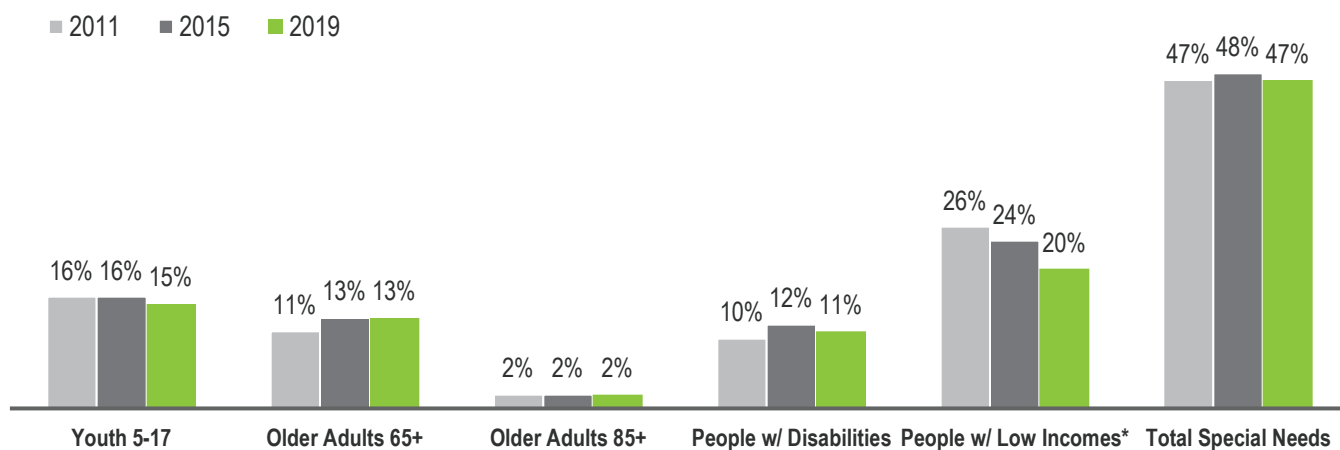
⁶ NOTE: The Coordinated Mobility Plan highlights the needs of older adults 85+ as a subset of the overall older adult population, since this group is projected to increase at a faster rate in coming years and is more likely to experience mobility challenges compared to older adults ages 65-84.



Overview of Populations with Special Transportation Needs

Between 2011 and 2019, the percentage of people with special transportation needs in the region remained steady at nearly half of the total regional population, while the total number increased with population growth. As shown in Figure 2, this percentage was maintained via increases in the number of older adults. People with low incomes declined as a percent of total population but fluctuated with overall economic trends over the last decade. People with disabilities stayed relatively constant as a percentage of the total population, while the proportion of youth decreased slightly. While 47 percent of the region’s 4.2 million people fall into at least one category of people with special transportation needs, this does not mean that every individual who falls into one or more of the categories has greater mobility challenges than others.

Figure 2. Change in Population with Special Transportation Needs, 2011, 2015, and 2019



*People with low incomes is defined as people with incomes at or below 200% of the federal poverty level
 Source: U.S. Census Bureau, American Community Survey 1-Year & 5-Year Estimates (2011, 2015, 2019)

Table 1 gives a sense of the distribution of these populations regionwide and by county. Pierce and Kitsap counties both have the highest percentages of the populations with special transportation needs compared to their total population in the region. Over half the population in those two counties falls into at least one of the population groups covered in this plan.

Table 1. Population with Special Transportation Needs by County, 2019

	2019	Region	King	Kitsap	Pierce	Snohomish
Total Population		4,138,000	2,196,000	266,000	878,000	799,000
Youth 5-17		15.4%	14.6%	15.0%	16.9%	16.4%
Older Adults 65+		13.4%	13.0%	17.7%	13.6%	13.1%
Older Adults 85+		1.6%	1.7%	1.9%	1.6%	1.5%
People with Disabilities		11.0%	9.5%	14.9%	13.3%	11.8%
People with Low Incomes*		20.1%	19.0%	21.0%	24.3%	18.3%
Veterans**		8.0%	5.5%	15.0%	12.2%	8.0%
People with LEP**		8.2%	10.4%	2.1%	5.3%	7.6%
Total Population with Special Transportation Needs		46.5%	43.9%	51.1%	52.0%	46.2%

* People with Low Incomes is defined as people with incomes at or below 200% below the federal poverty level

** Refers to the groups that are not included to calculate the percentage of total population with special transportation needs

Note: Percentages for people with disabilities, people with low incomes, veterans, and people with LEP are calculated based on each population’s total universe, based on the PUMS dataset.

Source: U.S. Census Bureau (2019). American Community Survey, Public Use Microdata Sample.

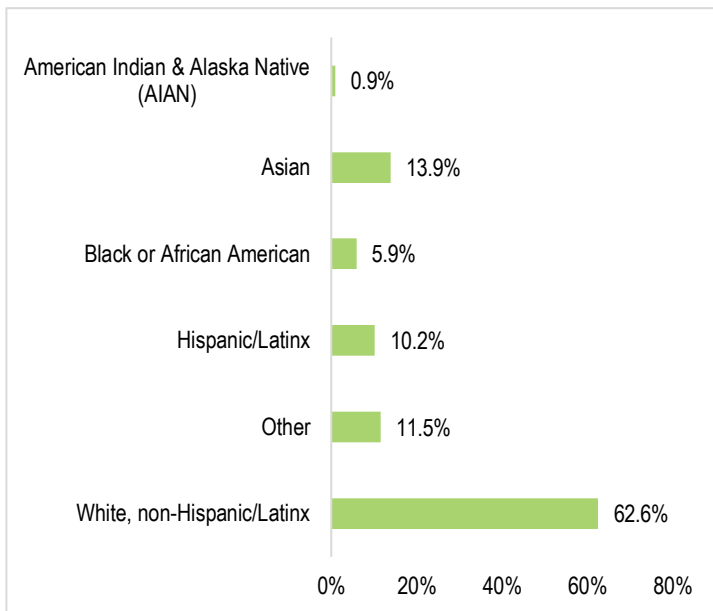


Race and Ethnicity

The number of people of color has almost doubled since 2000, now making up over a third of the population at a rate of 37%. Among people of color, Asians comprise the largest racial group at 13.9% (Figure 3). In terms of intersectionality with people with special transportation needs, people of color are more likely to have low incomes, as well as one or more disabilities. Meanwhile, half of youth and a large percentage of people with limited English proficiency (LEP) are people of color.

In the region, people of color live in the more urbanized areas of the region, particularly along Interstate 5 (I-5) and 405 (I-405) corridors, with an especially strong presence in south Seattle, southwest King, central and south Tacoma and areas south of Tacoma in Pierce, and along State Route 99 (SR 99) corridor in Snohomish County. More information related to race and ethnicity can be found within the Equity Analysis Appendix and PSRC’s 2021 [Regional Demographic Profile](#).

Figure 3. Regional Race and Ethnicity, 2019

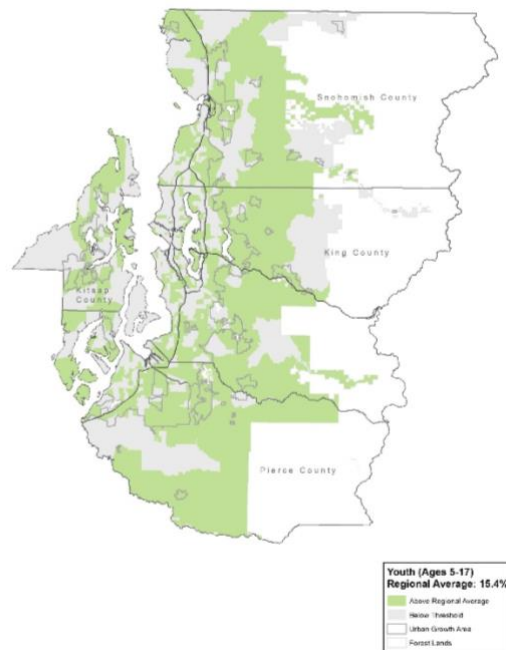


Youth (Ages 5-17)

Mobility options for youth are generally limited to riding in an automobile with family or other caregivers, public transportation, the school bus, walking, or biking. Only a portion of the oldest youth can legally drive. In some instances, transportation may be unavailable, unreliable, or unsafe. For example, the school bus often does not provide transport for extended care programs, extracurricular activities, or after school employment. Moreover, in some cases, school bus service is not available within a two-mile walk boundary. As a result, the need for investment in bicycle and pedestrian facilities and supporting programs, such as Safe Routes to School, has become increasingly important to ensure youth are able to safely travel to and from school via walking and biking.

The population of youth ages 5-17 is expected to grow by 21% between 2020 and 2050, slower than the total population growth of 30%.⁷ Additionally, 48% of the region’s youth are

Figure 4. Youth Ages 5-17



Source: U.S. Census Bureau (2019). American Community Survey, 5-Year Estimates.

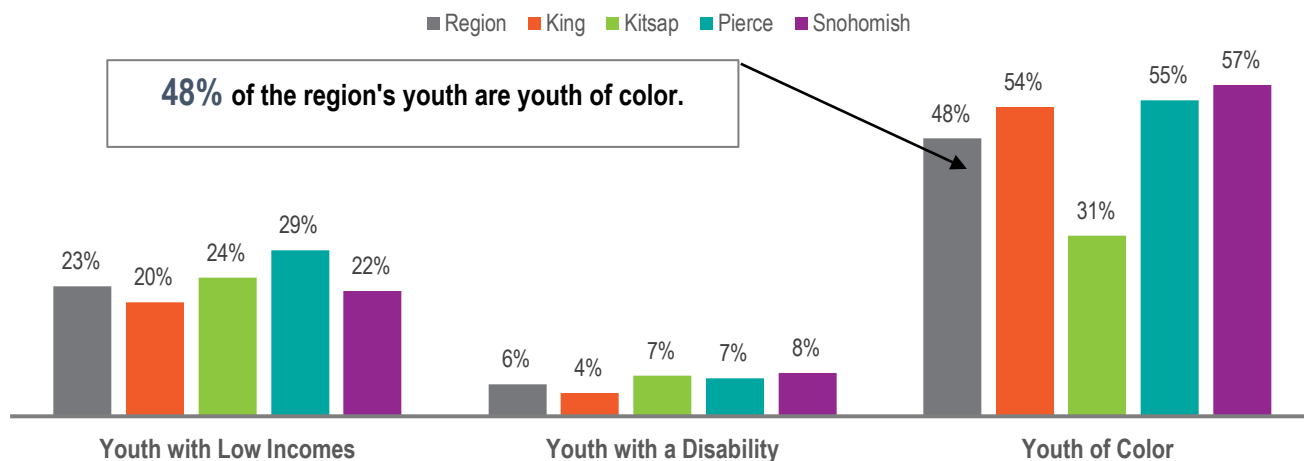
⁷ WA State Office of Financial Management (November 2020). *Forecast of the State Population*. Retrieved from: <https://ofm.wa.gov/washington-data-research/population-demographics/population-forecasts-and-projections/state-population-forecast>



youth of color, while 57% of Snohomish County’s youth are youth of color (Figure 5).

Transportation for youth is further complicated for those that live in households with low incomes, due to high transportation costs. Youth are more likely to live in households with low incomes than the general population (20%). Low-income households often have trouble paying for transportation, which can affect youth’s ability to participate in extra-curricular activities and even have a job. While 23% of youth in the region have low incomes, 65% of youth with low incomes are youth of color. Regionally, Black or African American, American Indian & Alaska Native (AIAN), Other, Hispanic/Latinx, and generally youth of color have low incomes at higher rates than the regional average for youth.

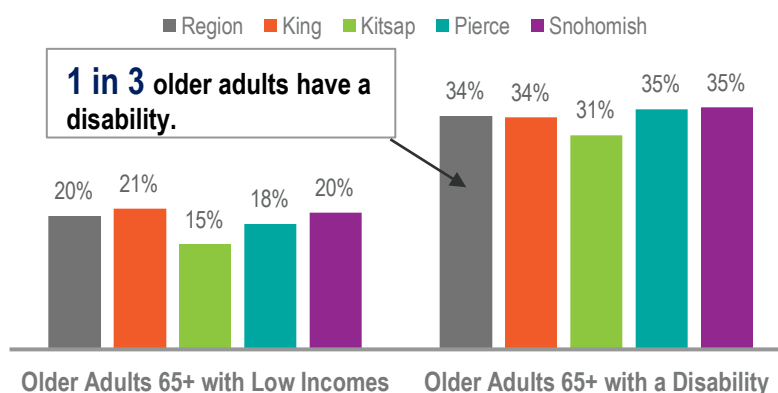
Figure 5. Summary Tabulations of Youth, 2019



Older Adults (Age 65+)

The first wave of the Baby Boom generation (born 1946-1964) turned 65 in 2011. Since then, the number of older adults and their share of the population has grown significantly. There were an estimated 554,000 older adults aged 65 years and older in 2019, comprising 13% of the total regional population. Meanwhile, around 1 in 5 older adults 65+ are people of color. The number of older adults has increased by 34% since 2011, compared to an increase of 10% for the total population. Moreover, the number of older adults in the region is projected to grow by 85% between 2020 and 2050, with this group’s share of the total population rising from 13% to 21%.⁸ As the older adult population grows, an increasing number of them will require public transit or specialized transportation as they outlive their ability to drive. In the region,

Figure 6. Summary Tabulations of Older Adults 65+, 2019



⁸ Ibid.

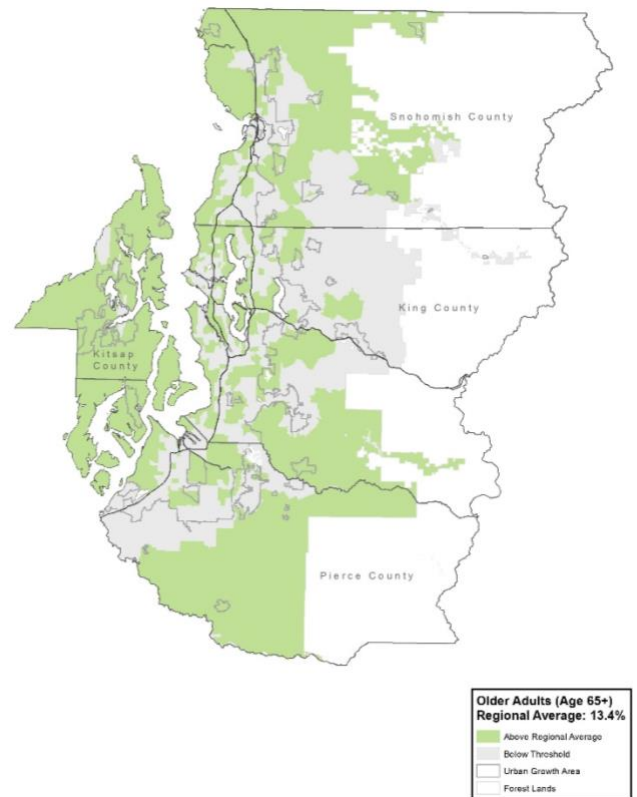


(Figure 5), more than one in three older adults (65+) have a disability, much higher than the 11% of the region's population with a disability.

While Kitsap County had the highest proportion of older adult residents at 17% in 2019, most older adults in the region are found in the urban areas in King, Pierce, and Snohomish counties (Figure 6).

Surveys indicate that older adults are interested in living in transportation-rich communities. According to a nationwide 2018 survey conducted by American Association of Retired Persons (AARP), older adults said that well-maintained sidewalks and safe intersections were among their top 3 concerns for streets in their communities.⁹ In terms of public transit, access to safe public transit and specialized transportation were cited among their top 3 concerns. The need for affordable alternatives to driving alone is further exemplified in that 66% of respondents said they would prefer to age in place rather than relocate to retirement facilities or other communities. This will be especially challenging in areas dominated by auto-centric land use patterns and where public transit service is limited.

Figure 7. Older Adults 65+



Source: U.S. Census Bureau (2019). American Community Survey, 5-Year Estimates.

Older Adults (Age 85+)

Within the group of older adults, PSRC also highlights characteristics and challenges for those over 85 years of age due to the higher likelihood of this group needing specialized transportation. In 2019, older adults 85+ comprised 2% of the total regional population. More than half of the oldest older adults reside in King County. Although currently a small proportion of the overall population, older adults 85+ is the fastest growing segment of the total regional population. This group is forecast to increase from 69,600 in 2020 to more than 275,900 by 2050.¹⁰ This large increase in the oldest adults over time can be attributed to the aging Baby Boomer generation combined with a general increase in life expectancy. This demographic shift calls for more travel options tailored to meet the needs of the oldest adults in the region given that people age 85+ commonly have more mobility limitations than the aged 65-84 cohort of older adults.

⁹ AARP Research Center (August 2018). *2018 Home and Community Preferences Survey: A National Survey of Adults Age 18-Plus CHARTBOOK*. Retrieved from: https://www.aarp.org/content/dam/aarp/research/surveys_statistics/liv-com/2018/home-community-preferences-chartbook.doi.10.26419-2Fres.00231.002.pdf

¹⁰ WA State Office of Financial Management (November 2020). *Forecast of the State Population*. Retrieved from: <https://ofm.wa.gov/washington-data-research/population-demographics/population-forecasts-and-projections/state-population-forecast>



As noted in Figure 8, 73% of the oldest older adults in the region have a disability. By comparison, 28 percent of older adults 65+ (Figure 5) and 11% of the total regional population have a disability.

Based on the 2017 and 2019 PSRC Household Travel Survey (HHTS), 64% of 85+ respondents maintained their driver’s licenses, compared to 94% of older adults 65+, showing that more of these oldest adults are unable to rely on a personal vehicle to meet their daily needs. Additionally, 70% of people age 85+ said they were more likely to be a passenger during an automobile trip. While they still may be licensed, older adults 85+ tend to make fewer trips in their vehicles¹¹ and have the second highest motor vehicle fatality rate of older adults, after the 80-84 age group.¹²

Older adults 85+ are also more likely to be low incomes compared to the overall population of older adults (65+) as shown when comparing Figure 5 with Figure 8. Therefore, access to affordable public transit and specialized transportation services are significant to this group.

People with Disabilities

The total number of people with a disability in the region grew by 9% between 2011 and 2019. In 2019, people with disabilities comprised 11% of the regional population. At 14%, Kitsap County has the highest percent of people with disabilities of the four counties in this region. Pierce and Snohomish counties have the highest percentage of older adults with disabilities (Figure 9) among the four counties in the region, although King County has the highest number of older adults with disabilities. Additionally, 27% of people with disabilities identify as people of color.

Figure 8. Summary Tabulations of Older Adults 85+, 2019

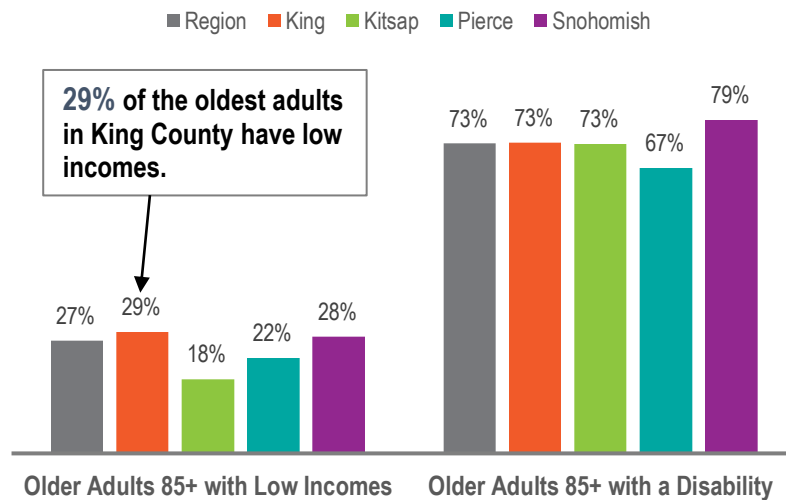
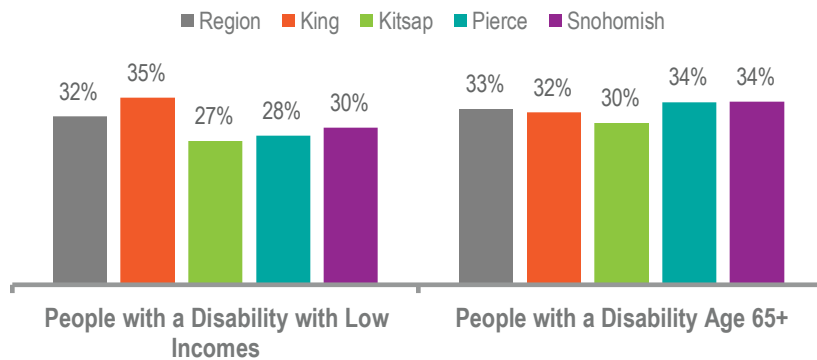


Figure 9. Summary Tabulations of People with Disabilities, 2019



¹¹ Sijun Shen, Wilson Koech, Jing Feng, et al (August 2017). *A Cross-Sectional Study of Travel Patterns of Older Adults in the USA During 2015: Implications for Mobility and Traffic Safety*. BMJ Open. Retrieved from: <https://bmjopen.bmj.com/content/7/8/e015780.info>

¹² U.S. Department of Transportation, National Highway Traffic Safety Administration (March 2021). *Traffic Safety Facts: 2019 Data*. Retrieved from: <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/813121>

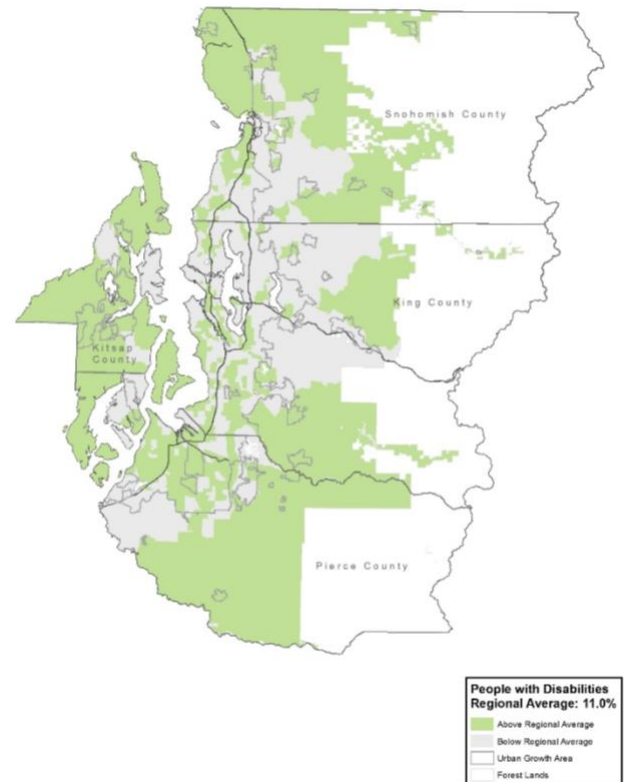
The current transportation system is not fully accessible to people with disabilities and can impede their ability to access services and employment activities. When compared to the general population, people with disabilities are more likely to have low incomes or be unemployed. In 2019, 32% of individuals with a disability in the region had low incomes, compared to 20% for the general population. The unemployment rate for the region’s total population with disabilities was 8% compared to 4% for the general population. Providing appropriate transportation services including paratransit and lift-equipped vehicles is crucial for those individuals to access employment, education, and other opportunities.

Beyond employment, transportation challenges experienced by people with disabilities can be life-threatening. Lack of access to transportation can prevent people with disabilities from accessing social, human, and medical services.¹³ One study estimates that Americans with disabilities and other chronic conditions miss 11 million medical appointments a year due to inadequate transportation access.¹⁴

People with Low Incomes

Because the federal poverty line is so low relative to cost of living in the central Puget Sound, PSRC uses a threshold of 200% of the federal poverty level¹⁵ to define people with low incomes in this plan.¹⁶ This is the same income threshold used for ORCA LIFT and similar programs aimed at benefiting people with low incomes. As of 2019, 20% of the region’s population was defined as having low incomes. Pierce County has the highest proportion of residents with low incomes at 24%. Figure 11 shows areas with the relatively higher concentrations of people with low incomes in the region. Forty-nine percent of people with low incomes are people of color, although people of color make up 37% of the region overall. Several communities of color experience having low incomes at rates higher than the regional average of 20%. These communities include Black or African American, AIAN, Other, and Hispanic or Latinx.

Figure 10. People with Disabilities



Source: U.S. Census Bureau (2019). American Community Survey, 5-Year Estimates.

¹³ King County Mobility Coalition (2021). *King County Community Transportation Needs Assessment*. Retrieved from: <https://www.kcmobility.org/kcmc>

¹⁴ Henry Claypool, Amitai Bin-Nun, and Jeffrey Gerlach (January 2017). *Self-Driving Cars: The Impact on People with Disabilities*. Ruderman Family Foundation and Securing America’s Future Energy. Retrieved from: https://rudermanfoundation.org/white_papers/self-driving-cars-the-impact-on-people-with-disabilities/

¹⁵ U.S. Census Bureau (2019). *Poverty Thresholds*. Retrieved from: <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

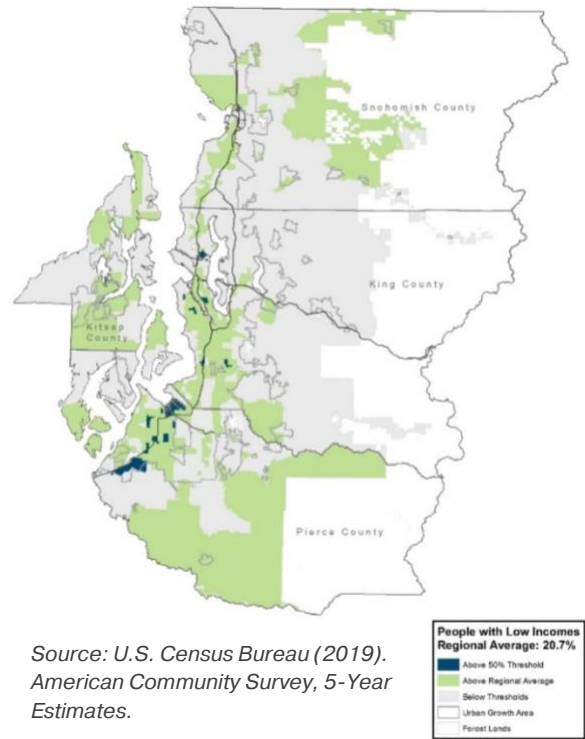
¹⁶ NOTE: In 2019, the federal poverty level for a family of four was \$25,750 and 200 percent threshold was \$51,500.



Transportation costs put a significant strain on the budgets of individuals with low incomes. Transportation is the second biggest expense of most American household budgets, after housing-related expenditures, at 17%.¹⁷ The average household in Seattle-Tacoma-Bellevue earns \$115,137 per year and spends 14% of their income on transportation, lower than the national average of 17%. However, households here spend 36% of their budget on housing, compared to 33% at the national level.¹⁸ For many people with low incomes, owning, and maintaining a personal vehicle to maintain their mobility is not a viable option. These households rely more heavily upon public transit and other options to meet their mobility needs. Yet, for many of these households, purchasing transit passes can be a financial burden.

According to a study on upward mobility based at Harvard, the longer an average commute in each community, the worse the chances of households with low incomes moving up the economic ladder.¹⁹ The study identified that the relationship between transportation and social mobility is stronger than relationships between upward mobility and other factors such as crime, elementary school test scores or the percentage of single parent families in a community. Improved transportation access would appear to positively impact upward mobility.

Figure 11. People with Low Incomes



Suburbanization of Poverty and Employment Decentralization

The suburbanization of poverty is a national trend that continues to affect our region. As housing costs in urban centers increase, many people with low incomes are moving or being displaced to areas outside of the urban core. When looking at data for the Seattle-Tacoma-Bellevue Metropolitan area, the Urban Institute found that a lack of affordable housing in transit-rich areas has caused people with low incomes to live in areas that are far from employment/services and lack frequent transit.

Source: Urban Institute (October 2020). *Access to Opportunity through Equitable Transportation: Lessons from Four Metropolitan Regions*. Retrieved from <https://www.urban.org/research/publication/access-opportunity-through-equitable-transportation>

¹⁷ U.S. Department of Transportation, Bureau of Transportation Statistics (2021). *Transportation Economic Trends*, Retrieved from: <https://data.bts.gov/stories/s/ida7-k95k>

¹⁸ U.S. Bureau of Labor Statistics. *Consumer Expenditures – Seattle*. Retrieved from: https://www.bls.gov/regions/west/news-release/consumerexpenditures_seattle.htm#table1

¹⁹ Chetty, R. & Hendren, N. (May 2015). *The Impacts of Neighborhoods on Intergenerational Mobility: Childhood Exposure Effects and County-Level Estimates*. Harvard University. The National Bureau of Economic Research. Retrieved from: https://scholar.harvard.edu/files/hendren/files/nbhds_paper.pdf

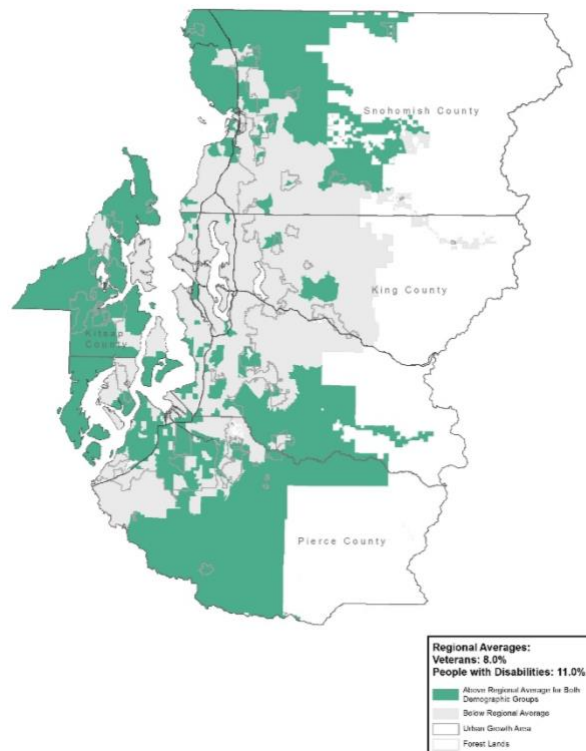


Veterans

Historically, the central Puget Sound region has served as the location of several major military bases in Washington, housing defense capabilities for all branches and providing a wide variety of resources to service members and their families. A veteran is a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable. Currently, World War II veterans are well into their 90s and Korean and Vietnam War veterans are in their 70s or older. For some veterans, transportation access can be a challenge due to limited mobility or financial hardship.

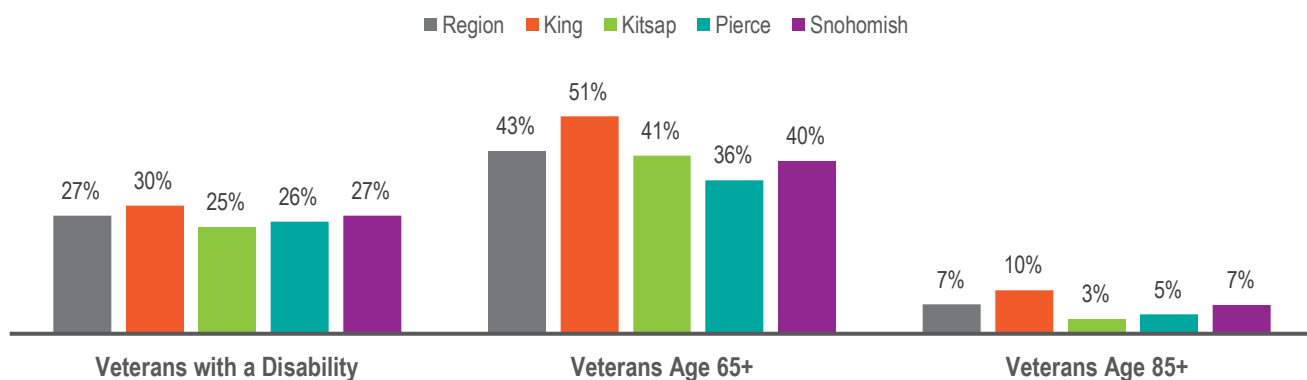
Over the last 5 years, the percentage of veterans to total population slightly decreased across the region. Veterans make up 8% of the region’s total population (total civilian population 17 years and older), with 35% of the region’s veterans living in King County and 32% in Pierce County. When compared to the general population, a much higher percentage of veterans have a disability; 27% compared to 11% for the overall region. This is partly because the veteran population is aging. More than 40% of the region’s veterans are 65 and older and the number of the oldest veterans (aged 85+) has also increased (Figure 12). Regionally, 22% of veterans are people of color, while 28% of veterans with low incomes are people of color. Black and AIAN veterans are estimated to be twice as likely as white veterans to have low incomes.

Figure 12. Veterans & People with Disabilities



Source: U.S. Census Bureau (2019). American Community Survey, 5-Year Estimates.

Figure 13. Summary Tabulations of Veterans, 2019



Source: U.S. Census Bureau (2019). American Community Survey, Public Use Microdata Sample.



People with Limited English Proficiency (LEP)

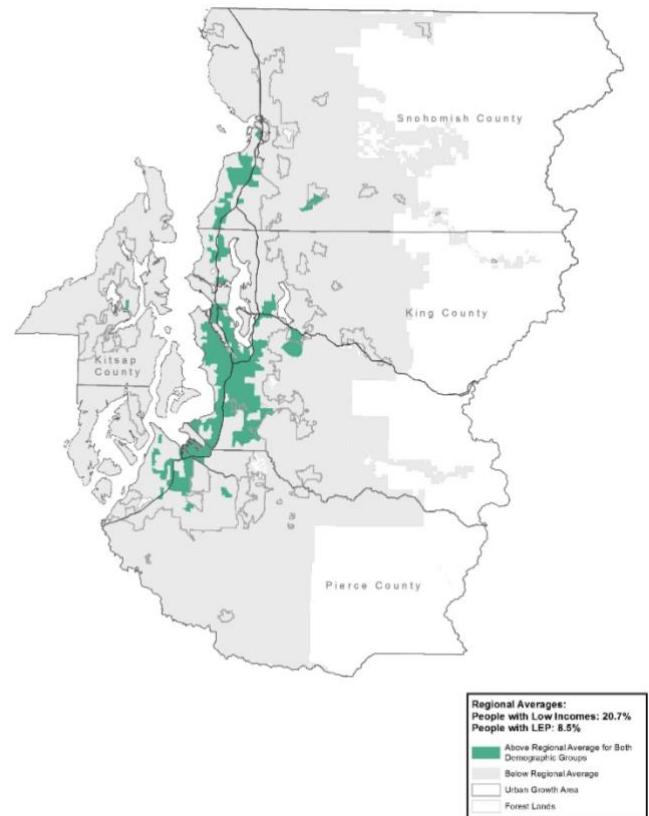
People with LEP are defined as people who speak English less than very well. People with LEP sometimes face barriers to accessing employment opportunities, engaging in community or cultural activities, and performing daily tasks, such as accessing transportation. For example, people with LEP may have difficulty accessing transportation information resources in their preferred language, which can prevent them from utilizing existing transportation options. Therefore, providing travel training and translated materials for this group will more effectively help them move around the region. In 2019, the most frequently spoken languages by people with LEP in the region were Spanish and Chinese.

LEP individuals account for 8% of the total regional population and King County has the highest proportion of this group—10% of the total county population.

Much of the region’s LEP communities live in south King County, along State Route 99 in Snohomish County, and in Tacoma. Communities with relatively high concentration of low-income people with LEP are also found in more populated areas of the region (Figure 14). Twenty-eight percent of LEP individuals have low incomes, compared to 20% of the region’s overall population (Figure 15).

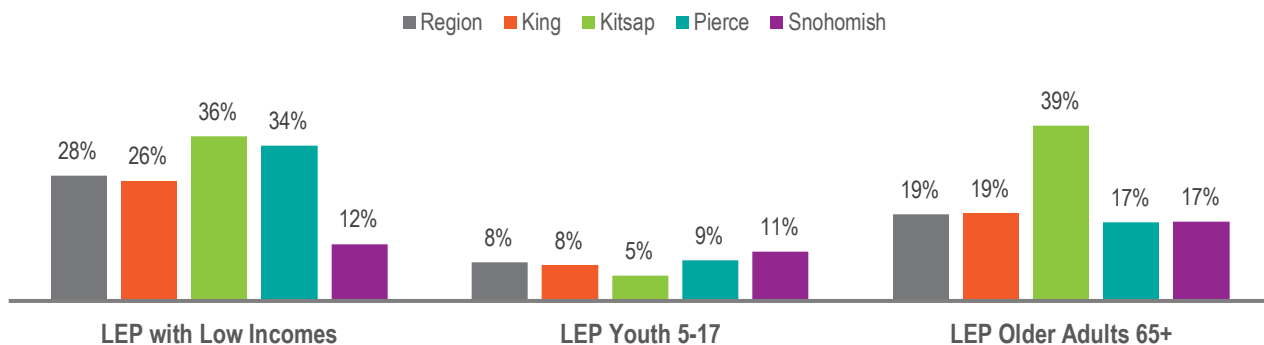
Along with the general growth in the number of older adults, each county’s older adult community continues to become more diverse as well.

Figure 14. People with LEP & Low-Income



Source: U.S. Census Bureau (2019). American Community Survey, 5-Year Estimates.

Figure 15. Summary Tabulations of People with LEP, 2019



Source: U.S. Census Bureau (2019). American Community Survey, Public Use Microdata Sample.

Note: The definition of people with Limited English Proficiency in this plan is “Persons who speak English less than very well,” according to the U.S. Census Bureau’s ACS. This definition is commonly used for equity analysis and transportation planning and program.



Common Origins and Destinations

People with special transportation needs live throughout the region’s four counties. For those who have mobility challenges, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about one’s daily life includes making trips to and from one’s home on a regular basis for a variety of reasons. People may go to these destinations daily, frequently, or occasionally. These trips include travel to work or school, personal errands, medical appointments, participating in recreational activities, and so on. Examples of trips include older adults going to a local community center a few times a week, which may be the lifeline they need to remain independent. A family without a car facing economic hardship may need a reliable way to get to and from a healthy food destination on a regular basis. A person with kidney disease whose mobility prevents him or her from driving still must get to dialysis centers multiple times a week for treatment early in the morning or late evening. Given the many and varied reasons people with special transportation needs travel, it is not possible to list every trip or destination. Therefore, only major origins and destinations are specifically identified in the plan.

Common Origins

For this plan, common origins refer to places where people with special transportation needs start their trips, which often are residences. The previous section of this plan provides a series of map highlighting the areas where people with special transportation needs reside in the region. More information about these places can be found in the Equity Analysis Appendix.

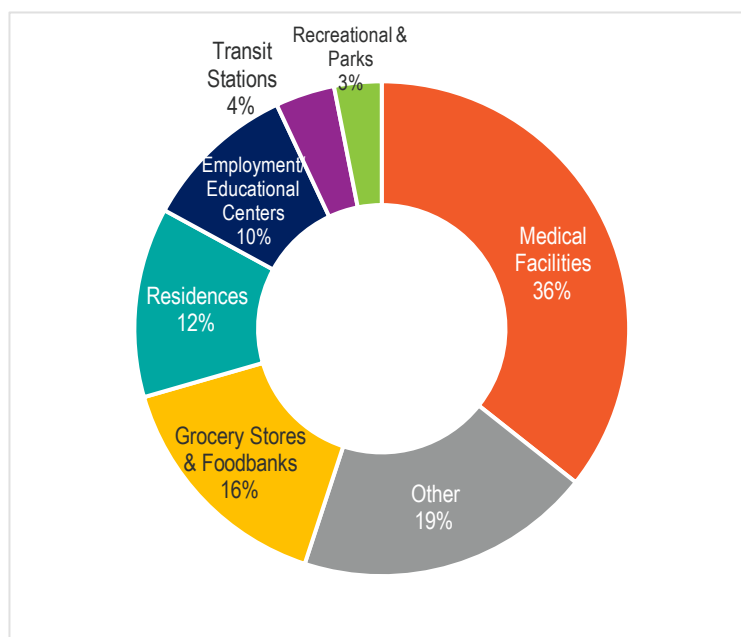
The home location can be a primary determinant of an individual’s access to transportation options including public transit and specialized transportation. As mentioned previously, the ongoing trend of suburbanization of poverty and older adults’ tendency to remain in their home communities as they age is calling for more affordable and reliable public and specialized transportation options in those areas. Therefore, it is important for transportation providers to understand the areas with a high concentration of these populations and where they start their trips to better understand their transportation needs.

PSRC’s [Opportunity Mapping](#) and [Displacement Risk Mapping](#) tools help identify the areas with low or high opportunities and areas where residents are at greater risk of displacement.

Common Destinations

On the other side of the trip is the destination. Based on the Regional Specialized Transportation Survey, top destinations of specialized transportation riders in 2019 were medical facilities, grocery stores, food banks, and other destinations such as shopping centers (Figure 16). PSRC’s 2017 and 2019

Figure 16. Top Destinations of Specialized Transportation Riders in the Region, 2019



regional household travel survey results support that these are common destinations where people with special transportation needs in the region travel the most. The higher percent of youth populations goes to school or other educational centers and a higher share of older adults goes to grocery, shopping centers, and social/recreation destinations, such as senior centers, compared to other age groups.

In addition, the need for health and wellness support increases with age. As previously mentioned, over 70% of older adults aged over 85 have a disability, who may need accessible transportation to visit medical facilities or pharmacies more frequently than younger adults for better health outcomes. In our region, some major medical facilities are accessible by public transit, but not all of them. Older adults, people with disabilities, and veterans may need to get to medical facilities more often than the general public. The 2018-2019 King County Community Health Needs Assessment highlights that many older adults are challenged by limited transportation options to access medical facilities and people with disabilities residing in rural areas of King County are experiencing lack of transportation services to reach destinations.²⁰ Also, other major hospitals' community health needs assessments confirmed the need for better public transit and specialized transportation options to access medical facilities. In working to close the gaps between medical facilities on public transit, improving first and last mile connections are important to ensure better access to health and wellness destinations and to reduce long-term healthcare cost.

Attachment A includes geographic maps of major destinations such as medical facilities, shopping centers, employment centers, and higher education institutions to provide further information on common destinations.



²⁰ King County Hospitals for a Healthier Community (2018). 2018/2019 King County Community Health Needs Assessment. Retrieved from: https://kingcounty.gov/depts/health/data/community-health-indicators/~/_media/depts/health/data/documents/2018-2019-Joint-CHNA-Report.ashx



State of the System

Transportation Services Available for People with Special Transportation Needs

A wide range of transportation options must be provided to ensure transportation is coordinated at the local, regional, and state levels. In the central Puget Sound region, people with special transportation needs are served by a variety of distinct transportation programs and services, each with a discrete service area, target population, and operating authority. Listed in Table 2 are categories of transportation programs and services currently offered in the region:

Table 2. Transportation Programs Serving People with Special Transportation Needs by Type

	Transportation Service	Key Provider(s)	Eligibility
Public Transit	Fixed Route Transit	Transit agencies	Open to the public
	Ferry Service	Ferry agencies	Open to the public
Specialized Transportation	ADA Complementary Paratransit	Transit agencies	People with disabilities
	Demand Response (non-ADA paratransit)	Transit and other specialized transportation agencies	People with special transportation needs (see Attachment B for more details)
	Volunteer Driver Programs	Other specialized transportation agencies—non-profits or faith-based organizations	People with special transportation needs (see Attachment B for more details)
	Non-Emergency Medical Transportation (NEMT)	Other specialized transportation agencies— for-profit transportation contractors	Medicaid/Medicare Advantage eligible riders
	Student Transportation (School Buses)	Other specialized transportation agencies— for-profit transportation contractors	School-aged youth
	Travel Training	Transit and other specialized transportation agencies	Open to the public (see Attachment B for more details)
	Information and Referral Service	Other specialized transportation agencies— non-profits	Open to the public
	Mobility Management/Coalitions	Other specialized transportation agencies— non-profits	Open to the public



Public Transit (Regular Transit)

Public transit agencies provide rail, fixed route bus, deviated fixed route bus,²¹ ferry, ride share, and vanpool services for use by the public. Public transportation in the region is provided through the coordinated efforts of the agencies. Public transit providers in the region also provide travel training for their new or potential riders to help them getting around with transit service independently. For more information on the region’s public transit network, review transit section of the Regional Transportation Plan.

Specialized Transportation

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

ADA Paratransit

Transit agencies operating non-commuter fixed route bus service also provide ADA complementary paratransit service. The Americans with Disability Act (ADA) requires public transit agencies to provide “complementary” paratransit service to persons with disabilities who cannot use the fixed route bus or rail due to limited mobility. In general, ADA paratransit service must be provided within $\frac{3}{4}$ -mile of a bus route or rail station, at the same hours and days that non-commuter fixed route transit service is provided.

Other Specialized Transportation

Specialized transportation services, other than the ADA paratransit service, in the region is provided by a vast array of faith-based organizations, non-profit organizations, veterans’ organizations, senior centers, community centers, and medical facilities. These organizations provide demand response, volunteer driver programs, community van, or other tailored transportation services for eligible riders. These transportation programs mostly serve dedicated service areas within the region based on their funding requirements and the need of serving communities. Volunteer driver transportation, however, offers more flexibility than other specialized transportation services because the program relies on availability of volunteer drivers who dedicate their time and vehicle to assist riders without access to a personal vehicle or public transportation.

Detailed information on specialized transportation providers in the region and their service boundaries can be found in Attachment B, Inventory of Services.

Non-Emergency Medical Transportation/Brokered Transportation

Non-emergency medical transportation (NEMT) refers to services that provide medical transportation for routine and preventive healthcare such as medical appointments or kidney dialysis treatments. NEMT brokers arrange trips for clients from a wide assortment of qualified transportation providers. Depending on the client’s physical and mental condition, he or she is matched with the least costly ride. Most of the brokered trips are demand response, door-to-door trips. The remaining trips are

²¹ NOTE: deviated fixed route is a hybrid of fixed-route and demand response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus can deviate its route between two stops to go to a specific location for a pre-scheduled request.



either provided through gas vouchers, reimbursements, or other modes such as air, ferry, or train. There are two major NEMT programs administered by the federal government: Medicaid²² and Medicare.²³ Most of the brokered transportation in the region is related to the Medicaid program. As the state's Medicaid agency, the Health Care Authority (HCA), assures access to medical care for its clients by contracting with transportation brokers. Within the region, the Medicaid NEMT is provided by Paratransit Services in Kitsap and Pierce counties and by Hopelink in King and Snohomish counties.

School Transportation

Although school districts are not required to provide transportation, those in the region all have a transportation program. By state law, school districts that provide transportation are responsible for complete operation of their transportation programs. Districts generally provide transportation services to K-12 students. In addition, the school districts provide transportation to students experiencing homelessness, at the request of the parent, guardian, or unaccompanied youth, to and from school to meet the McKinney-Vento requirement.²⁴ Washington State receives funding from the U.S. Department of Education to support transportation for students experiencing homelessness.²⁵



²² NOTE: 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. In Washington State, Medicaid is called Apple Health. More information on the Apple Health (Medicaid) program: <https://www.hca.wa.gov/about-hca/apple-health-medicaid>.

²³ NOTE: 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. More information can be found: <https://www.medicare.gov/what-medicare-covers>.

²⁴ NOTE: 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-ventto/>.

²⁵ Washington Office of Superintendent of Public Instruction. *Homeless Education*. Retrieved from: <https://www.k12.wa.us/student-success/access-opportunity-education/homeless-education>.



Mobility Management

Mobility management is a comprehensive and customer-centered approach to delivering transportation. Mobility managers work with the public, including current and potential transit and/or specialized transportation riders to help navigating and using the system. They also convene transportation providers, planners, community members, and other stakeholders through mobility coalitions to identify transportation needs of the communities and facilitate partnerships between many different agencies. Travel training and information referral and assistance services, such as transportation helpline or call centers, help and educate people with special transportation needs to plan and use eligible transportation options.

Other Transportation Programs

There are several agencies providing direct transportation service other than the transportation 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 the region's populations with mobility challenges. Examples of other transportation programs include:

- Taxis
- Transit Network Companies (TNCs)
- Vanpools
- Charter buses
- Emergency medical service vehicles
- Privately owned transportation services

For a detailed inventory of individual providers in the central Puget Sound, see Attachment B. In addition, the website <http://www.findaride.org> can be used to help find transportation providers and services in King, Pierce, and Snohomish counties.

Eligibility

Most specialized transportation providers serve the needs of older adults, people with disabilities, and people with low incomes who either are not able to access transit or have mobility needs that cannot be met by transit.

Older adults and persons with disabilities who are very frail or have dementia require higher level of service than can be provided by either public transit or paratransit services. Based on the latest service inventory, more than half of the specialized transportation programs in the region serve older adults or people with disabilities, and most of those programs reported their service vehicles are wheelchair accessible.

For people with low incomes, affordability is an additional challenge to use transportation services. In our region, there are a variety of reduced fare programs provided by transit agencies as listed in Table 3, however, not all the transit agencies provide reduced fare options for low-income individuals and some specialized transportation programs do not accept reduced fare cards.



Table 3. Reduced Fare Programs Available in the Region

Program Name	Descriptions
ORCA LIFT	ORCA LIFT is a reduced fare program for eligible riders with low incomes provided by some transit agencies. Some agencies offer free ORCA cards to riders under age 18, whose parents qualify for ORCA LIFT based on income.
ORCA Youth	Youth ages 6- 18 are eligible for a discounted youth fare for travel on the region’s fixed route public transit services. Youth who provide evidence that they qualify are eligible for an ORCA Youth Card.
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	Subsidized annual pass allows qualified riders, residents of King, Pierce, and Snohomish counties meeting the low-income threshold and enrolled in one of six state benefit programs, to travel on select transit in the region and it is valid for up to a year.
Washington State Ferries Disability Discounted Fare	People with disability may qualify for reduced passenger fares on Washington State Ferries route. Those who also require attendant care while traveling may obtain an endorsement to allow their attendant to travel free of charge.

Data Collection and Regional Trends

PSRC worked with transportation providers and regional stakeholders to collect data for public transit and specialized transportation serving people with special transportation needs, between 2019 and 2021. This section will summarize key findings from the data collection effort.

Public Transit (Regular Transit)

Public transit provides a variety of mobility services that support people with special transportation needs. As mentioned in the “Demographic Profiles” section earlier, the overall number of people with special transportation needs in the region continues to grow. The section below provides recent trends in public transit ridership based on available data. More information on regional trends in public transit can be found in transit section of the RTP.

Fixed Route

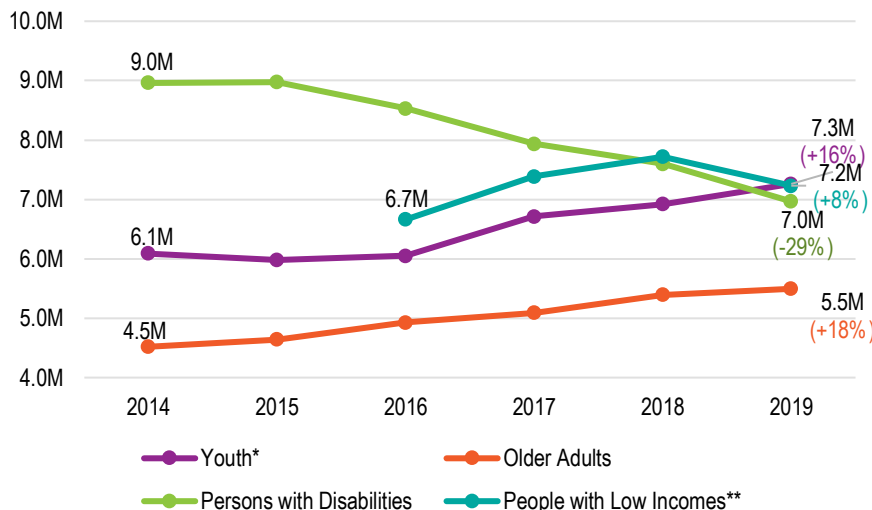
Over the five period between 2014 and 2019, the region’s fixed route ridership, including bus, rail, and ferry, grew by 9 percent, mirroring the percent growth in region’s total population. In 2019, most of the fixed route rides were from bus trips (73%) followed by light rail (13%), ferry (12%), and commuter rail (2%).²⁶ Fixed route transit provides more freedom of mobility for people who cannot transport themselves due to age, income, or ability, than other forms of public or specialized transportation. According to regionwide ORCA data, fixed route boardings of riders with special transportation needs, based on the people who used reduced fare pass for their trips, increased by 27% between 2014 and

²⁶ Federal Transit Administration (2019). National Transit Database.



2019, while the ORCA boardings of the general public increased by 14%.²⁷ Compared to five years ago, more population groups are eligible for reduced fare programs today. ORCA LIFT was launched in 2015 and the ORCA Youth summer program was launched in 2017. More recently, starting in June of 2021, central Puget Sound region youth (ages 6-18) are eligible for their first ORCA card at no charge and all Seattle Public middle and high school students, regardless of their income, are now eligible for a fully subsidized ORCA card for the 2021-2022 academic year. Additionally, over the last five years, transit agencies expanded their high-capacity transit network throughout the region and the agencies are working together to seek opportunities to provide more affordable and reliable transit to people with mobility challenges.

Figure 17. Regional ORCA Boardings by Passenger Type



*Youth: King County Metro and Sound Transit ORCA Summer Youth Promotion June – September 2017
 **People with Low Incomes : ORCA LIFT launched March 2015 on King County Metro Sound Transit Link and in April 2016 on Sound Transit Express & Sounder Commuter Rail

As shown in Figure 17, the number of transit rides taken by older adults (+18%) and youth (+16%), between 2014 and 2019, increased at a slightly faster rate than the rides made by general ORCA pass holders (+14%). The fixed route boardings of people with disabilities, however, decreased by 29%. These changes in ridership have occurred during a time that the region’s high-capacity transit network expanded, and the region’s transit ridership rose overall. At this time, it is difficult to draw conclusions about why the numbers of people with disabilities riding public transit has declined. PSRC will continue to work with its partners to monitor this trend and assess opportunities to reverse it.

Ferry

In addition to ORCA data, the Washington State Ferries (WSF) collects data on people with disabilities with a “disabled permit,” allowing the person a reduced fare in a vehicle using the WSF system. WSF data also indicates the number of ferry riders, who hold a disabled permit, decreased by 12% between 2014 and 2018.

²⁷ NOTE: Although not all fixed route passengers use ORCA card as a payment method and the data does not provide trends of a wide range of people with special transportation needs, the regional ORCA data provides relatively consistent and comprehensive regional trends of fixed route services used by riders with special transportation needs.



Specialized Transportation

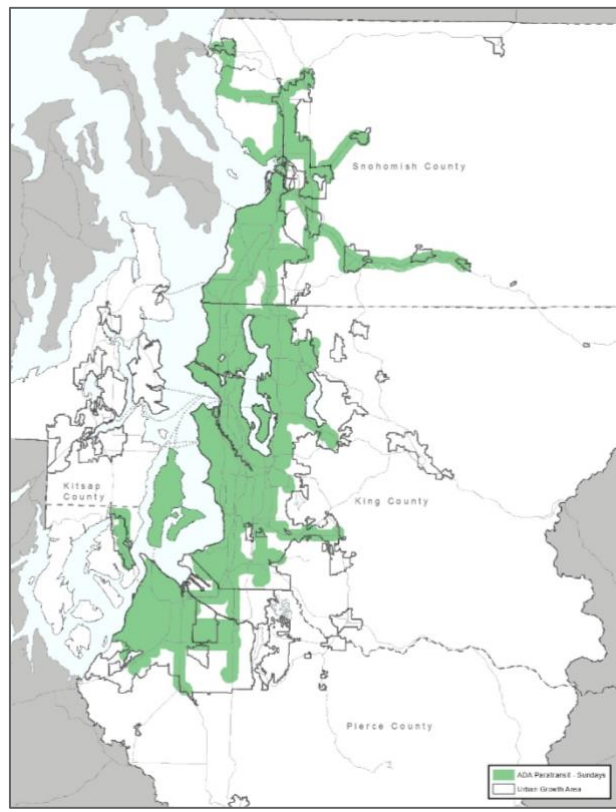
ADA Paratransit

Five public transportation agencies in the region provided ADA complementary paratransit service to eligible riders.²⁸ Most transit agencies in the region provide paratransit service beyond the minimum ADA requirements in coverage and eligibility. However, these services do not provide full geographic coverage of the region. In addition, the ADA paratransit services on weekends, especially on Sundays, are even more limited in coverage, span, and frequency. Figures 18 and 19 show the bookends of ADA complementary paratransit service within the region for those who qualify for it, based on the data received from transit agencies in 2019. ADA paratransit coverage on Sundays in our region decreases by 75% compared to its weekday maximum coverage. This also decreases the number of potential ADA paratransit riders living within the service area. In 2019, 94% of the region's people with disabilities lived within the weekday service boundaries whereas this percentage drops to 80% for Sunday service boundaries.

Figure 18. ADA Paratransit Service Coverage on Weekdays, 2019



Figure 19. ADA Paratransit Service Coverage on Sundays, 2019



NOTE: Service coverage on the above figures reflects weekday and Sunday maximum coverage and should be used only for long-range planning purposes.

²⁸ NOTE: Sound Transit has agreements with King County Metro and Pierce Transit to provide ADA paratransit for its light rail service.



While the public transit ridership increased 9% in the 2014-2019 timeframe, ADA complementary paratransit ridership decreased by 4%. However, over the same period, there was a nearly 10% increase in number of people with disabilities, who are potentially eligible for ADA paratransit.²⁹ This aligns with recent trends in transit ridership of people with disabilities reported above. PSRC and its stakeholders will continue to monitor this trend to better identify mobility needs of the region's people with disabilities.

Other Specialized Transportation

PSRC explored data on transportation services provided by specialized transportation providers. There is a wide range of specialized transportation programs available and yet there is a lack of consistent metrics from these programs to track performance. Therefore, it is difficult to analyze regional trends and service needs in a consistent format for these other specialized transportation programs.

As a first step to closing this data gap, PSRC staff reviewed recent WSDOT Consolidated Grant quarterly progress reports.³⁰ WSDOT requires progress reports for Consolidated Grant funded projects and operation programs must provide data, such as number of passenger trips, vehicle miles traveled, and revenue vehicle hours (or volunteer service hours, if volunteer driver program), in their reports to state. Based on this data, between 2016 and 2019, both passenger trips and vehicle miles traveled of specialized transportation providers decreased. However, the average cost of providing these services increased nearly \$8 per ride in 2019 compared to 2016. However, because not all specialized transportation programs are funded through the Consolidated Grant, this result represents only a portion of all specialized transportation provided in the region between 2016 and 2019.

To partially fill this data gap, PSRC conducted a survey between December 2020 and March 2021 to collect further information from specialized transportation providers in the region, including those not funded by the Consolidated Grant. PSRC partnered with Hopelink to better reach transportation providers who already have connections with them through local mobility coalitions and other partnerships. The survey asked specialized transportation providers about their service details using 2019 as the base year for this survey to be consistent with the RTP and Coordinated Mobility Plan development work. A total of 44 agencies completed the survey and 35 agencies reported having a specialized transportation function. In 2019, 40% of the transportation programs responded they served more than one county in the region, providing cross-county transportation (Figure 20).

By program type, more than half of the respondents provided either demand response or volunteer driver transportation in 2019 (Figure 21). In addition, nearly one in five specialized transportation programs reported they accepted ORCA card for payment which helps riders to easily pay and may save money if riders are making transfers between agencies or modes. Also, approximately 86% of the specialized transportation programs provided transportation to health and wellness destinations in 2019.

²⁹ Federal Transit Administration (2019). National Transit Database.

³⁰ NOTE: The WSDOT Consolidated Grant 2015-2017, 2017-2019, and 2019-2021 Quarterly Progress Reports were reviewed for those projects funded and serving King, Pierce, and Snohomish Counties.



Figure 20. Specialized Transportation by County

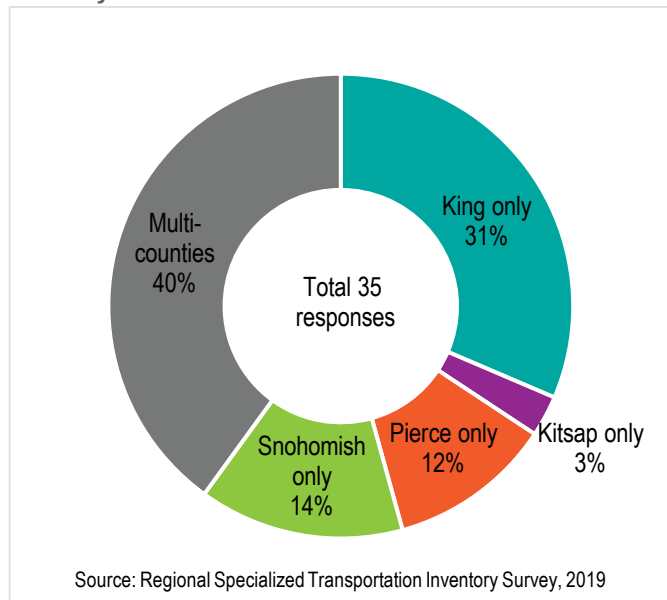
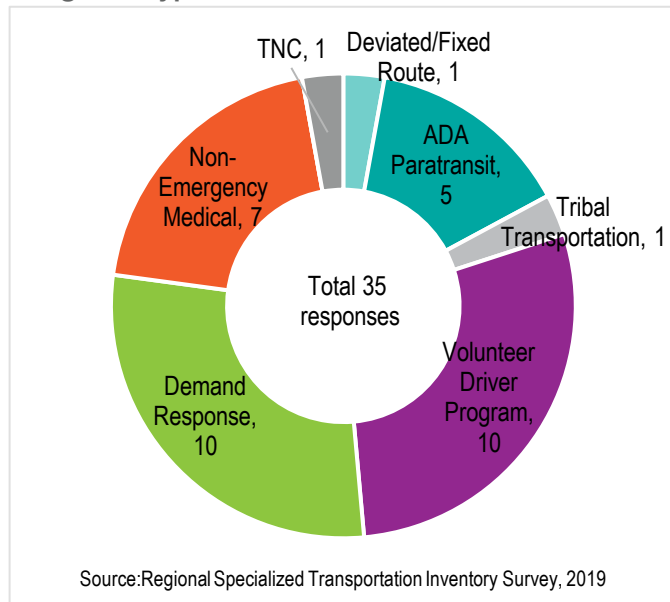


Figure 21. Specialized Transportation by Program Type



PSRC will continue the process of collecting data from a variety of specialized transportation providers in the region to better identify regional trend and status of specialized transportation services. Also, further data standardization and comprehensive data analysis is needed to identify why ADA paratransit ridership and other specialized transportation ridership are declining at a time when number of people with special transportation needs is continuing to grow in the region.

Medicaid Non-Emergency Medical Transportation (NEMT)

PSRC reviewed Medicaid transportation data received from the Washington Health Care Authority (HCA) for four counties in the region. Between 2015-2019, while the number of trips made by Medicaid NEMT clients decreased by 16%, including both ambulatory and non-ambulatory, the average cost of providing the ride increased by 16%. In 2015, the cost per Medicaid NEMT ride was \$33.30 and it increased by \$4 per trip to \$37.30 in 2019.

Mobility Management

Mobility management programs include mobility coalitions, travel training, and information referral and assistance services, as mentioned in an earlier section. Currently, there are three countywide mobility coalitions and one multi-county coalition operating in the region. The core functions of the coalitions are to improve institutional knowledge of where and how to access available transportation for people with mobility challenges and to improve coordination among transportation providers. Many mobility management programs in the region are funded by WSDOT Consolidated Grant. Within their quarterly progress reports, mobility management programs track outputs via narrative reports. Although PSRC staff identified some common performance measures per type of program, mobility management programs' performance measurement reporting lacked consistency between similar programs, as well as within and across funding cycles.

Travel training provides information about how to use transportation options including public transit and specialized transportation. Public transit travel training was covered previously.



Travel trainings on specialized transportation programs, other than ADA paratransit, are provided by specialized transportation agencies on request or based on staff capacity of the programs.

In addition, there are several information referral and assistance services in the region. These include programs such as United Way's 2-1-1 program³¹ in Pierce County, which provides comprehensive transportation referrals to inform people of their mobility options.

However, due to inconsistency in data collection method across agencies and lack of coordinated performance measures among mobility management programs, it is difficult to analyze more accurate regional trend (e.g., which population group received what type of travel trainings) and thus identifying effectiveness of the mobility management programs region-wide is very challenging.

Impacts of COVID-19

The Coordinated Mobility Plan identifies ways to continue to advance the region's long-term transportation improvements for people with special transportation needs. The COVID-19 public health emergency has exacerbated transportation challenges by disproportionately impacting populations covered in the plan. During the COVID-19 pandemic, it has become clear that specialized transportation programs are essential parts of the support systems for people who cannot transport themselves due to age, income, or ability. The need for transportation services became apparent when many stopped operating or reduced service levels, leaving those who depend on specialized transportation programs to find other ways to get to essential services, such as medical appointments or to purchase food.

The COVID-19 pandemic changed how the region's population live, work, and travel. This section outlines potential new challenges and opportunities our region's specialized transportation providers experienced and still experiencing from the public health emergency. For more information on COVID-19 and how the region is accounting for it, please see the Regional Transportation Plan 2022-2050.

PSRC's Regional Mobility Management Performance Measures Working Group

PSRC convened a Mobility Management Performance Measures Working Group (eight volunteers from SNTC) in early 2020 to develop performance measures related to regional mobility management goals. The group identified three objectives and associated performance measures for the region's mobility management programs, including local mobility coalitions, travel training, and information referral and assistance services. PSRC incorporated this information into the development of the Coordinated Mobility Plan and will continue to implement this work to update and improve performance measures for mobility management programs to consistently track mobility management program performance.

³¹ NOTE: The Federal Communications Commission assigned 2-1-1 in 2000 to be used for access to community information and referral services. The Washington State Legislature passed ESHB 1787 and the Governor signed comprehensive 2-1-1 enabling legislation that went into effect on July 1, 2003. The legislation created 2-1-1 as the official state number for people to call for information and referral for health and human services and to get information about accessing services after a natural or human-made disaster. This is a similar concept to 9-1-1 emergency and 4-1-1 information numbers. More information can be found at: <https://win211.org/>



New Challenges

Seventy-five percent of the region's specialized transportation programs reported they experienced decrease in ridership in 2020 compared to 2019. Similar to public transit agencies, many of the specialized transportation operators are still slowly catching up their pre-pandemic service level. Almost one in three specialized transportation programs modified their service, either stopping operation or reducing service levels, due to COVID-19. Moreover, many programs have experienced significant revenue declines and decrease in workforce (such as driver shortage), while fixed costs such as utilities, insurance, building expense, etc. are remaining the same. However, it is also important to acknowledge that driver shortage is not new. Even before the pandemic, both transit and specialized transportation programs had challenges recruiting drivers and the pandemic has worsened the issue.

Moving forward, the cost for enhanced sanitation and safety measures will continue to be part of both public transit and specialized transportation services, increasing the overall cost of operations. Agencies will seek ways to recruit and retain drivers to maintain reliable service and allow for increases in service levels in response to projected increases in demand. While our region is still recovering from immediate economic impacts on transportation services supporting mobility of people with special transportation needs, PSRC will continue to monitor the impacts of the COVID-19 pandemic.

New Opportunities

As the region emerges from COVID-19-related restrictions, there is a unique opportunity to rebuild existing transportation systems to serve more people with special transportation needs.

During the COVID-19 pandemic, over 70% of specialized transportation operators reported that they provided value-added services, such as meal or grocery delivery, pharmacy delivery, transporting essential workers, or providing transportation for COVID-19 vaccines or tests between March and November of 2020. Also, during the pandemic, many agencies developed new or strengthened existing partnerships to transport eligible riders to essential jobs and services. In addition, the healthcare industry has improved and expanded service delivery options (e.g., telehealth, in-home medical service, or mobile clinics) to ensure improved health outcomes for people with mobility challenges due to age, income, or ability. Many of the regional stakeholders coordinated through the Regional Alliance for Resilient and Equitable Transportation (RARET) coalition and other channels for coordination during the public health emergency.



Over half of the PSRC “Future of Transportation” online survey respondents indicated that they planned to continue working remotely (or telework) most of the time after the pandemic. As many companies and employees have gained experience working remotely during the pandemic, telework will likely remain a more popular option compared to before the pandemic. Telework has provided several opportunities for people with special transportation needs. For example, telework has provided new opportunities for people with special transportation needs to accommodate their work from home, including potentially eliminating challenging commutes for people with disabilities. Telework also provides opportunity to save on transportation costs of commuting every day for people with low income. Even though the recent research indicated lower-income workers are less likely to have the option of teleworking,³² it is expected that a larger proportion of the low-income workers will have opportunities to telework compared to the pre-pandemic level.

Moreover, the pandemic has accelerated and heightened the need for equity and inclusion planning work of transit and specialized transportation providers, as it has become apparent that transportation is an essential support system for people with special transportation needs.

Looking ahead, PSRC will continue to encourage regional coordination among specialized transportation and public transit agencies on pandemic response and recovery and monitor impacts of COVID-19 on the region’s transportation services for people with special transportation needs.

Hopelink-King County Coordinated Vaccine Transportation Helpline

Community nonprofit agency Hopelink took a proactive approach to ensuring all members of the community could secure transportation to and from COVID-19 vaccination appointments. The group officially launched the Coordinated Vaccine Transportation Helpline in March 2021, which offered a phone number and online form option for requests.

As of late August 2021, over 78% of calls to the helpline resulted in a scheduled and fulfilled trip. Hopelink noted the success of the helpline is largely due to successful partnerships with public health, and transportation providers across the region, including: Hopelink’s NEMT; King County Metro; Northshore Senior Center; Puget Sound Educational Service District; Snoqualmie Valley Transportation; Sound Generations; King County Catholic Community Services’ volunteer transportation, and ride-hailing services Lyft and Uber. These partners stepped up to provide transportation to vaccine appointments and provided them at no cost. Hopelink plans to take lessons learned from this pilot to improve the helpline tool for deployment in the event of a future emergency.

³² Pew Research Center (December, 2020). *How the Coronavirus Outbreak Has- and Hasn't-Changed the Way Americans Work*. Retrieved from: <https://www.pewresearch.org/social-trends/2020/12/09/how-the-coronavirus-outbreak-has-and-hasnt-changed-the-way-americans-work/>



Chapter 3: Mobility Needs

The first section of this chapter summarizes the methodology employed to solicit views of key stakeholders and members of the public to learn more about mobility challenges facing the region's special transportation needs populations. The main body of this chapter summarizes key mobility needs identified through outreach targeted to people with special transportation needs. These key mobility needs inform prioritized strategies for the region, provided in Chapter 4, Mobility Tomorrow.

Methodology

Federal law and State guidance require that the Coordinated Mobility Plan identify mobility needs of communities with transportation challenges due to their age, income, ability, and other characteristics. The mobility needs were assessed throughout the planning process through literature review, outreach to transportation providers, including regular transit and specialized transportation, local mobility coalitions, and community-based organizations (CBOs), and through review of PSRC Regional Transportation Plan surveys. Additionally, to advance equitable outreach, PSRC staff aimed to reach out to CBOs working with communities of color who are also experiencing mobility challenges due to age, income, or ability. PSRC's Special Needs Transportation Committee also provided insight into the mobility needs and suggested groups for PSRC to contact.

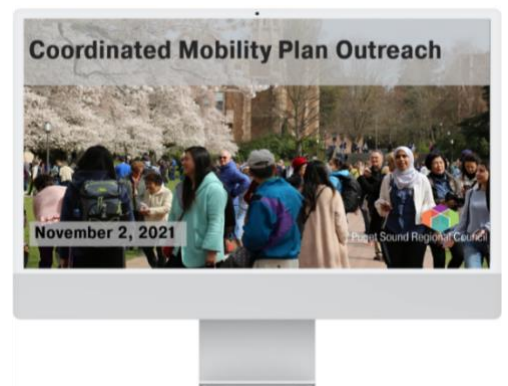
Literature Review

In the early stages of the plan development, PSRC staff conducted a review of existing local needs assessments, reports, and other plans to identify the most up-to-date mobility challenges of the region's populations with special transportation needs.

Coordinated Mobility Plan Outreach

Building on the literature review, PSRC staff worked with CBOs to attend their meetings for presentations and participated in county mobility coalition meetings to solicit feedback from stakeholders and residents across the region. Between 2020 and 2021, the outreach team attended a total of 30 virtual meetings and solicited feedback on mobility needs and desired outcomes. All outreach meetings were conducted via virtual meeting platforms due to the restrictions to in-person meetings. A more detailed description of the Coordinated Mobility Plan outreach methodology and events is provided in Attachment C.

In addition to the outreach meetings, in 2021, PSRC fielded an online Future of Transportation survey to collect feedback from a larger number of people in the region for use in the Regional Transportation Plan (collecting nearly 1,400 responses) and to reach people unable to attend the virtual meetings. For the online survey, additional questions were added to learn more about people with special transportation needs' experiences with using regular transit and specialized transportation services. For more information on the Regional Transportation Plan outreach activities, review Community Engagement and Outreach Appendix.



Key Mobility Needs

People with special transportation needs experience a multitude of mobility needs or challenges that are not experienced by the general population or are more difficult for these populations compared to the general population. Examples of these challenges include lack of transportation that they can use in their neighborhood; transportation that is not available at the time that they need it; and/or institutional barriers to using accessible transportation. The Coordinated Mobility Plan identifies several key mobility needs identified through the literature review and confirmed through feedback from community and stakeholder outreach by people with lived experiences. Many themes emerged throughout the planning process. Although all mobility needs are important to address, the seven needs identified in following section represent mobility issues that the region will focus attention on in this plan, based on stakeholder feedback.

Shorter travel times when taking regular transit or specialized transportation

Longer travel times when taking regular transit or specialized transportation compared to other transportation options, like driving a personal vehicle, is one of the key mobility challenges. Long wait times due to poor on-time reliability and excessive time spent waiting for transfers due to uncoordinated schedules, especially when trips cross county lines, lead to long travel time for riders. Also, a lack of flexibility scheduling return trips for ADA paratransit, especially post-medical appointments, often results in a rider waiting a long time to be picked up.

More transportation services at times when they are needed

With many transit agencies focusing on service during peak hours, there is a need for more of the region's transit service to be available during non-peak hours, like in the early morning or late evening. Also, there is less transit and ADA paratransit service available on weekends compared to weekday service. Additionally, residents or workers in less urbanized areas of the region, like rural areas, where regular

Transportation stories we heard from communities

“Dialysis clinics stay open late and sometimes they schedule appointments overnight. However, there is no transit available to get to the clinics late night.”

-Outreach participant representing Pierce County through mobility coalition

“I needed to take transit from Bainbridge Island to Bremerton. My transit agency app suggested to take ferries which takes 2-2.5 hours (can take up to 3 hours including waiting) but it takes 60 minutes via car.”

- Outreach participant representing older adults, Kitsap County

“My parents in their 90s are mobility-challenged and do not speak English. They tried using the ADA paratransit van but had too much trouble finding the van for the ride back. Language and communication were the primary barriers. They no longer use the van as they were stranded on the return every time.”

- Outreach participant representing people with disabilities, Multi-county organization

“Fare reductions are not enough, \$1.50 is still too costly when paying for multiple riders on one family income. The income threshold for reduced fare leaves many out.”

- Outreach participant representing King County through mobility coalition

“Walking to school is not easy in our communities, and we have to bus children to school.”

- Outreach participant representing youth, Pierce County



transit is less frequent, need more reliable transportation service to get to desired destinations during the day.

Accessible information about available services and language services

Riders with special transportation needs are often unaware of the different transportation options available to them or unsure which to use for a particular trip. Also, a lack of translated resources or in-language assistance services can further exacerbate this challenge. Travel training and trip planning assistance help people who are unaware of available transportation options to learn how to plan for a trip and use the options. Information assistance and referral programs connect people with available transportation services that will meet their mobility needs. Often, people with mobility challenges need not only referral but assistance in connecting with an appropriate transportation option. With that assistance, older adults, people with disabilities, and others can learn about the best available transportation options serving their needs and become informed on how to use such services.

Better access to health and wellness destinations

Due to a growing number of people with special transportation needs, getting to health and wellness destinations (such as medical facilities, pharmacies, or grocery stores) is one of the major concerns in the region. Comments regarding medical transportation needs generally came in three types: medical facilities being located in areas difficult to serve by fixed-route transit, difficulty getting to medical facilities located in urbanized areas from rural areas, and the lack of affordable non-emergency medical transportation (NEMT) options.

Many people shared that a lack of transportation, either regular transit or specialized transportation, to get to their medical appointments was a barrier to accessing healthcare. Also, some residents from less urbanized areas of the region talked about wanting to use more regular transit (e.g., bus or ferry) to get to major medical facilities located in more urbanized areas, like King County, but how it was difficult to do so

Regional examples of addressing mobility needs

Snoqualmie Valley Transportation — Duvall-Monroe Shuttle

Snoqualmie Valley Transportation (SVT) is a private non-profit bus company that provides community-based transportation services to the general public in the Snoqualmie Valley area of King and Snohomish counties. Temporal gaps exist in the Snoqualmie Valley area since the transit routes are less available and frequent than the region's more urbanized areas as well as spatial gaps as a large portion of the area is not well served by public transit. SVT's Duvall-Monroe shuttle connects riders between Duvall (in King) and Monroe (in Snohomish) with an affordable door-to-door service at a suggested donation of \$1. SVT connects riders to and from local destinations, major hospitals, and kidney dialysis centers in Snoqualmie and Monroe that are difficult to reach using the fixed route system.

King County Metro — Transit Instruction Program

To close awareness gaps, King County Metro provides free travel training, called Transit Instruction program, to older adults and people with disabilities. Upon referral, an assessment interview is completed, and the transit instructor then prepares an individualized training that accommodates any potential barriers, reinforces any existing skills, and introduces any skills the trainee will need to acquire to be successful. The instructor provides practical experiences by riding a bus or light rail with the participant. Training is coordinated with the daily activities of the trainee and self-paced, allowing participants to progress at their own rates.



due to long transfer and wait times for cross-county (or cross-mode) travel. There is a particular mobility challenge identified for those who have special transportation needs and are not eligible for Medicaid NEMT or ADA paratransit service.

Affordable transportation for families with low incomes

In our region, some transit agencies offer reduced fare options for people with low incomes, but those reduced fares can be too expensive for families with lower incomes who may need to pay for multiple family members for multiple rides a day. Throughout the outreach, many CBO members raised concerns that transit and specialized transportation, especially medical transportation, fares are too high for many people with special transportation needs. Further, riding medical transportation without Medicaid or Medicare Advantage coverage can be expensive to families with lower incomes, who are just above the eligibility income threshold.

Connected ADA-accessible infrastructure

Individuals seeking to walk, bike, or roll need an accessible and connected bicycle and pedestrian network. ADA-accessible infrastructure, such as complete sidewalks and wheelchair-accessible curb ramps, can help people getting to transit or specialized transportation network to reach their desired destinations. Especially the people dependent on mobility devices, like wheelchairs, can face difficulty getting to transit stations or other destinations due to lack of accessible infrastructure.

Better regional coordination to meet growing mobility needs

Transportation providers and regional stakeholders expressed that funding is constrained to support the mobility of people with special transportation needs in the region. Needs are growing faster than available funding, as the number of people with special transportation needs are on the rise. Also, the cost of providing specialized transportation continues to rise. In addition, there are numerous disparate mobility programs that serve specific groups for specific purposes. These programs create potential

Kitsap Transit — TapRides

Kitsap Transit provides on demand shared-ride service to Bainbridge Island (BI Ride), South Kitsap (SK Ride), and Kingston (Kingston Ride) to provide communities with transportation that is not peak hour commuter-focused but community-focused services. Riders can request a ride with a TapRide app or by calling for a ride based on their needs. The TapRides operate on a same-day basis and are provided from requested location to destination within an hour. This service fills the gap when regular routed bus cannot meet individual’s mobility needs at times or areas where they are needed.



Photo credit: Kitsap Transit

Homage — Transportation Assistance Program

Transportation Assistance Program (TAP) provides safe and reliable transportation for older adults and people with disabilities who live outside of the transit agencies’ ADA paratransit service area. TAP’s wheelchair-accessible vehicles connect eligible riders to essential services including employment, medical facilities, senior centers, schools, recreation, and more. The TAP not only fills the spatial gap but also fills the need for more reliable and affordable medical transportation services in Snohomish County.



Photo credit: Homage



unnecessary duplication of service to areas that are expensive to serve. There is a need to improve regional cross-program collaboration (e.g., cost-sharing) and leverage funding among entities with dedicated transportation programs to increase the availability of specialized transportation services.

Other Mobility Needs

Other key mobility needs heard throughout targeted outreach are identified below.

More flexible scheduling for ADA paratransit or other demand response services

Most of the ADA paratransit or other demand response services require riders to book a ride prior to their trips, from one to seven days in advance. However, this pre-scheduling requirement could limit their freedom to get to desired destinations and to use accessible same-day transportation services.

Improved driver communication and training

During outreach, some participants expressed the need for improved training for drivers to better serve and communicate with riders with special transportation needs. While driver training is mostly standardized in regular transit, many specialized transportation trips rely on drivers from private and nonprofit sectors where the training is not standardized. To ensure the quality of service and safety of all riders, it is crucial that drivers are fully trained on and understand how to effectively communicate with their riders, particularly those with special transportation needs.

Simplified ADA paratransit eligibility review processes

The process for determining ADA paratransit eligibility is complex. Some outreach participants shared their personal stories of difficulty going through the ADA paratransit eligibility review and talked about how the review process is confusing and cumbersome. ADA paratransit is a complicated program with service-specific terms and definitions. Further, when more than five paratransit agencies are operating in a region, defining similar functions differently can be confusing. In addition, many ADA paratransit agencies require an in-person screening at locations where people with limited mobility cannot easily access, creating another barrier to access paratransit.

Improved rider comfort and perceived safety

All transportation services should implement ways to increase rider comfort and safety. A lack of feeling safe when using public transportation emerged as a primary concern for several outreach participants. Some participants with limited mobility also talked about the need for safe transit stops and lighting.



Chapter 4. Mobility Tomorrow

Development of transportation that is accessible to people with special transportation needs is an integral part of the region's long-range transportation plan. The Coordinated Mobility Plan aims to address the mobility needs of people with special transportation needs through the identification of prioritized strategies and tracking of progress towards desired outcomes.

Vision and Mission

As part of the work developing the 2023-2026 Coordinated Mobility Plan, the PSRC Special Needs Transportation Committee affirmed the existing Vision and Mission statements (see the call-out box to right). The Vision of the plan speaks to achieving mobility, quality, and efficiency of transportation through regional coordination. The Mission goes into further detail on how that Vision will be achieved.

Vision:

Mobility, Quality, and Efficiency through Regional Coordination.

Mission:

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

Regional Goals and Prioritized Strategies

The Coordinated Mobility Plan features both regional goals and prioritized strategies that will help the region address mobility needs and challenges identified through targeted stakeholder outreach. The goals and prioritized strategies work together to support the overall Vision and Mission statement for coordinating transportation for people with special needs in the central Puget Sound region (Figure 22).

Goals

To continue to move the region closer to the vision of mobility, quality and efficiency through regional coordination, this plan retains three overarching goals, as listed below, to address the growing mobility needs and gaps identified in Mobility Needs section.

GOAL #1 — Put People First (Quality)

People with special transportation needs feel safe and comfortable while traveling.

GOAL #2 — Move People Efficiently (Efficiency)

Seamless transportation services are provided to people with special transportation needs through regional coordination to reduce possible duplication in services.

GOAL #3 — Move More People (Mobility)

Transportation helps more people with special transportation needs get to the places they want to go.

Prioritized Strategies, Desired Outcomes, and Performance Measures

The plan's prioritized strategies are tangible actions that can be taken by the region's stakeholders. The strategies are intended to be implemented through a wide range of services and programs.



Possible implementers are identified for each strategy.

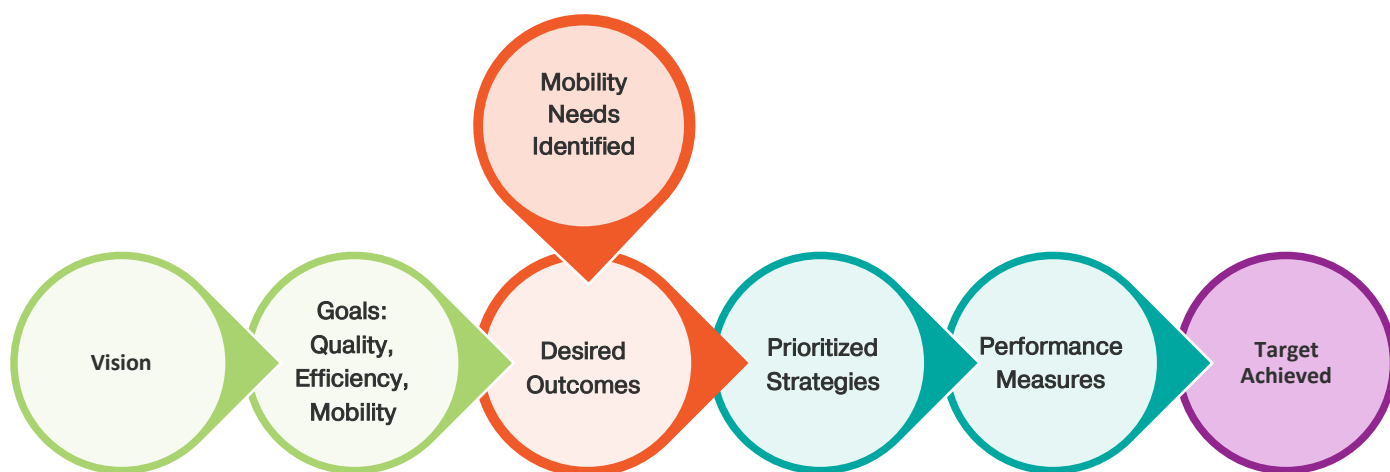
The prioritized strategies implement all three of the plan goals and were developed to address each of the seven key regional mobility needs identified in previous chapter. There are one to three strategies per need. The prioritized strategies are identified as “High” or “Other” priority status. High prioritized strategies are strategies that will have additional emphasis during the life of this plan. The priority level of each strategy was identified via outreach to community members and implementers. Additionally, community members ranked desired outcomes from least to most important, which helped identify the related strategies as high priority. For more information on the feedback received through targeted outreach, please review Attachment C.

The progress of each strategy is tracked via potential plan-level performance measures, associated with regional desired outcomes. The outcomes and performance measures were developed in collaboration with PSRC’s Special Needs Transportation Committee and other regional stakeholders. Below are additional definitions of outcomes and performance measures:

- **Desired Outcomes:** Outcomes refer to the desired results, of each prioritized strategy.
- **Potential Measures:** Measures refer to potential data points that can help quantify or track the achievement of each outcome.

PSRC will continue to work with stakeholders to develop measures for the desired outcomes and track progress. Wherever possible, PSRC encourages stakeholders to develop and share performance measures and targets that can help show how their individual programs track progress towards meeting regional goals and desired outcomes.

Figure 22. Coordinated Mobility Planning Framework



Mobility Need #1: Shorter travel times when taking regular transit or specialized transportation

Strategy 1.1: Promote increased coordination between transportation providers to provide cross-jurisdiction and/or cross-agency transportation that reduces the need for long transfer wait times.

Potential Implementers: Transit agencies, specialized transportation providers, and mobility management programs.

Priority: High

Desired Outcome: All riders with special transportation needs experience reasonable transfer wait times, if needing to transfer at all, through regional coordination and improved timeliness of connections.

Potential Measure: Reduced transfer times, as measured by transit agency and/or specialized transportation agency data or other appropriate data sources.

Strategy 1.2: Improve on-time reliability and timeliness of transportation services for people with special transportation needs.

Potential Implementers: Transit agencies, specialized transportation providers, and mobility management programs.

Priority: Other

Desired Outcome: Transportation providers that serve people with special transportation needs have improved their on-time performance.

Potential Measures: On-time performance metrics of transportation providers.

Strategy 1.3: Continue to identify and implement ways to increase flexibility in scheduling return trips for ADA paratransit and other demand response service trips.

Potential Implementers: Transit agencies and specialized transportation providers.

Priority: Other

Desired Outcome: All ADA paratransit and other demand response service riders experience shorter wait times for their return trips.

Potential Measure: Reduced customer complaints about wait times for return trips.

Mobility Need #2: More transportation services at times when they are needed

Strategy 2.1: Expand service levels to provide regular transit and specialized transportation services at times they are needed, especially within equity focus areas.

Potential Implementers: Transit agencies and specialized transportation providers.

Priority: High



Desired Outcome: Regular transit and specialized transportation services are available during non-peak hours (e.g., weekend, early morning, mid-day, or late night)

Potential Measures: Additional hours of service provided during non-peak hours; Increase in ridership for expanded services.

Strategy 2.2: Develop partnerships to support context-appropriate, flexible, and/or feeder-to-fixed route transportation services in areas not well served by regular transit, like rural areas.

Potential Implementers: Transit agencies, specialized transportation providers, jurisdictions, and local stakeholders.

Priority: Other

Desired Outcome: People living and working in areas not well served by regular transit are served by other transportation options at times when they are needed.

Potential Measure: Increase in the number of other transportation options provided in areas that are not well served by regular transit.

Mobility Need #3: More information about available services

Strategy 3.1: Conduct and tailor mobility management programs, such as travel training, mobility coalition, and information referral and assistance, to meet the needs of potential riders, including people with limited English proficiency (LEP).

Potential Implementers: Mobility management programs.

Priority: High

Desired Outcome: All riders with special transportation needs, including those with LEP, are aware of available transportation options and can access transportation services that meet their needs.

Potential Measures: Number and percentage of people and/or households with special transportation needs who report being aware of available transportation options; Number of trips booked and completed.

Strategy 3.2: Coordinate to develop a comprehensive trip planning tool, like a One-Call/One-Click platform, to help riders with special transportation needs navigate and use available services, keeping in mind language, cultural, technological, and accessibility needs.

Potential Implementers: Mobility management programs and the state.

Priority: High

Desired Outcome: Agencies covering all four counties in the region have developed a regional trip planning tool, using consistent data standards, allowing people with special transportation needs to easily identify and book transportation services that meet their needs.

Potential Measures: Number of trips booked and completed via the regional trip planning tool.



Mobility Need #4: Better access to health and wellness destinations including medical facilities, pharmacies, and grocery stores

Strategy 4.1: Strengthen and coordinate partnerships between healthcare and transportation providers, especially within equity focus areas, to better understand and address patients' unmet transportation needs and ensure that patients understand their transportation options.

Potential Implementers: Transit agencies, specialized transportation providers, and healthcare providers.

Priority: High

Desired Outcome: Patients can access health and wellness destinations without transportation barriers.

Potential Measures: Reduced numbers of missed medical appointments due to lack of transportation; Reduced numbers of patients experiencing transportation challenges getting to and from health and wellness destinations.

Mobility Need #5: Affordable transportation services

Strategy 5.1: Review and adjust fare structures and reduced fare programs through regional coordination to ensure they are fully accessible to low-income communities within service areas. For example, there is a need for more affordable options for families with low incomes, where households can experience transportation cost burdens when needing to pay for multiple riders.

Potential Implementer(s): Transit agencies and specialized transportation providers.

Priority: High

Desired Outcome: All transportation providers have developed or adjusted their fare structures and/or reduced fare programs, as necessary, to ensure affordability for riders with low incomes, especially families with low incomes.

Potential Measures: Number of transportation providers that have established or adjusted their reduced fare programs; Ridership of the reduced fare programs.

Strategy 5.2: Simplify processes to apply for and renew reduced fare options like ORCA LIFT, ORCA Youth, the Regional Reduced Fare Permit (RRFP), and subsidized annual passes.

Potential Implementers: Transit agencies.

Priority: Other

Desired Outcome: People who qualify can apply for and renew reduced fare options easily.

Potential Measures: Customer satisfaction rates for signing up for reduced fare programs; Percentage of eligible populations who have signed up for reduced fare programs.



Mobility Need #6: More connected ADA-accessible infrastructure

Strategy 6.1: Build connected, ADA-accessible facilities, especially around/within health and wellness destinations, transit stations, and equity focus areas.

Potential Implementers: Jurisdictions and the state.

Priority: High

Desired Outcome: Jurisdictions have built connected accessible infrastructure in places where gaps have been identified, especially within/around health and wellness destinations, transit stations, and equity focus areas.

Potential Measures: Number of complete accessible infrastructure connections that have been developed in focus areas.

Mobility Need #7: Better regional coordination to meet growing mobility needs

Strategy 7.1: Improve regional coordination based on the federal example of the Coordinating Council on Access and Mobility (CCAM). For example, inclusion of more agencies with transportation programs in regional coordination can identify new opportunities to leverage existing resources and to reduce unnecessary duplication.

Potential Implementers: PSRC, the state, agencies with transportation-related programs serving people with special transportation needs, and jurisdictions.

Priority: High

Desired Outcome: Additional agencies with transportation programs aimed at people with special transportation needs are serving on a regional coordinating body addressing mobility of people with special transportation needs and are helping develop and implement the Coordinated Mobility Plan. The regional coordinating body shares information about transportation programs serving people with special transportation needs outside of USDOT and WSDOT programs.

Potential Measure: Number of agencies with transportation programs that are serving on a regional coordinating body

Strategy 7.2: Define regional roles and responsibilities before, during, and after emergencies, especially for transportation providers, emergency management agencies, and jurisdictions.

Potential Implementers: The state, jurisdictions, transit agencies, specialized transportation providers, and mobility management programs.

Priority: Other

Desired Outcome: Emergency management, transportation providers, and jurisdictions are aware of their regional roles and responsibilities before, during, and after emergencies.

Potential Measure: Percentage of transit agencies, specialized transportation providers, and other agencies that are coordinating on regional emergency management preparation.



Strategy 7.3: Coordinate with the state to develop a transit asset management (TAM) framework for specialized transportation projects/programs, including those seeking capital grants, and provide technical assistance, as needed.

Potential Implementer(s): The state, PSRC, and specialized transportation providers.

Priority: Other

Desired Outcome: Specialized transportation agencies use a consistent TAM framework to better assess their needs for new vehicles or other capital assets.

Potential Measure: Percentage of specialized transportation agencies using the consistent TAM framework/guidance.

Measuring Success

Each prioritized strategy's desired outcome and potential measures have been identified to better illustrate and track progress in implementing the plan. Desired outcomes and potential measures identified with each prioritized strategy are intended to help measure progress toward implementing the plan at a regional level.

The FTA has also established "performance goals to define the level of performance" as well as "performance indicators to be used in measuring relevant outputs, service levels, and outcomes" for each of its programs. As described in the [FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Circular](#) published on July 7, 2014, the following indicators are targeted to capture overarching program information as part of the annual report that each state and designated recipient submits to FTA, for both traditional and other Section 5310 projects.

Traditional Section 5310 Projects

Examples of Traditional Section 5310 projects include 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 as a result of Traditional Section 5310 projects.
- **Ridership:** Actual or estimated number of rides (as measured by one-way trips) provided annually for individuals with disabilities and seniors on Section 5310– supported vehicles and services as a result of Traditional Section 5310 projects.

Other Section 5310 Projects

Examples of Other Section 5310 projects include travel training; demand response service that goes beyond minimum requirements of the ADA or volunteer driver programs. The FTA suggests that these projects measure the following:



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

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 meaningful performance measures and targets, although PSRC encourages grantees to develop or adopt performance measures that can help track progress towards regional goals and desired outcomes wherever possible.

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

Technology-Based Solutions

More information about available services was identified as a key mobility need during targeted outreach activities for the Coordinated Mobility Plan. Currently, transportation services are provided by a wide variety of programs and operators, creating a fragmented network that people with special transportation needs must navigate to access transportation for different purposes. Many people express frustration when trying to find and schedule transportation services because there is a lack of consistent, easily accessible travel information.

Solutions to the problem of lack of easy-to-understand information and trip booking processes are currently in development, including but not limited to One-Call/One-Click (OCOC) platforms. OCOC platforms are centralized trip planning and booking systems accessible by phone or internet. OCOC platforms utilize General Transit Feed Specification (GTFS) and GTFS-Flex technology to map out transportation services in real-time, helping to gather and organize data about available transportation services by geography. OCOC platforms utilize and transform that data into an easily accessible, user-friendly trip planning and booking system.

Other technological considerations in transportation include the concept of Universal Design. Universal Design aims to ensure that all mobility services and technologies are accessible to all users, regardless of age, income, ability, race/ethnicity, or other demographic characteristics. Universal Design could be incorporated into transportation technology, including Mobility on Demand services, like car-sharing, as well as mobile phone apps to access transportation services.³³ The Technology section of RTP describes technological innovations in transportation for populations covered in this plan in more detail.

³³ AARP (2019). *Universal Mobility as a Service: A Bold Vision for Harnessing the Opportunity of Disruption*. Retrieved from: <https://www.aarp.org/content/dam/aarp/ppi/2019/07/universal-mobility-as-a-service.pdf>



Next Steps

Federal transportation legislation requires that the Coordinated Mobility Plan be updated every four years. The next plan update will occur as part of the regional transportation plan scheduled for adoption in 2026.

PSRC aims to partner with transit agencies, specialized transportation providers, mobility management agencies, and other regional stakeholders with an interest in mobility for people with special transportation needs to implement the Coordinated Mobility Plan. PSRC will coordinate with stakeholders via the Special Needs Transportation Committee and other regional forums. PSRC will continue to invite a wide variety of stakeholders to serve on the Special Needs Transportation Committee, including extending invitations to additional agencies with transportation programs and interest in mobility for people with special transportation needs. Additionally, PSRC will continue public engagement throughout the implementation of the plan.

Going forward, PSRC will continue its efforts to collect consistent and comprehensive regional data related to transportation for people with special transportation needs. Obtaining both demographic and system-level data will help regional stakeholders better assess and address current and emerging mobility needs. Meanwhile, consistent data reporting and establishing data standardization can also help inform the funding needs of the regional transportation programs. PSRC intends to leverage available resources and utilize the Special Needs Transportation Committee to continue obtaining relevant data as needed. Additionally, WSDOT has released guidance related to forecasting the cost of implementing HSTPs, and PSRC will continue to work with stakeholders to better assess the costs of implementing each strategy.

PSRC will continue to conduct a fair and equitable regional priority ranking process for specialized transportation funding to eligible projects that are consistent with the goals and prioritized strategies outlined in the plan. As part of this process, PSRC will recommend regional priorities for projects applying for WSDOT's Consolidated Grant Program funds. More information on PSRC's role in the Consolidated Grant Program can be found on the [PSRC website](#).

Looking ahead, PSRC will continue to encourage regional coordination on pandemic response and recovery and monitor the impacts of COVID-19 on the region's transportation services for people with special transportation needs. Transportation providers, human service agencies, jurisdictions, and other implementers will continue collaborating to plan for critical transportation services in the event of emergencies.



Attachment A: Common Destinations

The State requires regional coordinated plans to include common destinations where individuals with special transportation needs travel. Examples of destinations include entry-level employment opportunities, educational centers, and health and wellness destinations. Although this section is intended to include maps of various major destinations in central Puget Sound, it is based upon the best available information as of 2021 combined with information provided by regional stakeholders. It is not intended to be an all-inclusive identification of destinations important to people with special transportation needs.

Methodology

Updated medical facilities data for 2017 was acquired from the Washington State Department of Health. Regionwide datasets for colleges, cultural facilities, sports facilities, and regional shopping centers were not found so the 2010 datasets from the original plan were continued in the maps.

The Parks and Open Space layer, Urban Growth Area boundary, Regional Growth Centers, and Manufacturing Industrial Centers are based on the most current (2017) dataset at PSRC. The Employment Density maps are also based on the latest (2015) employment dataset at PSRC.



Figure A-1. Major Medical Facilities

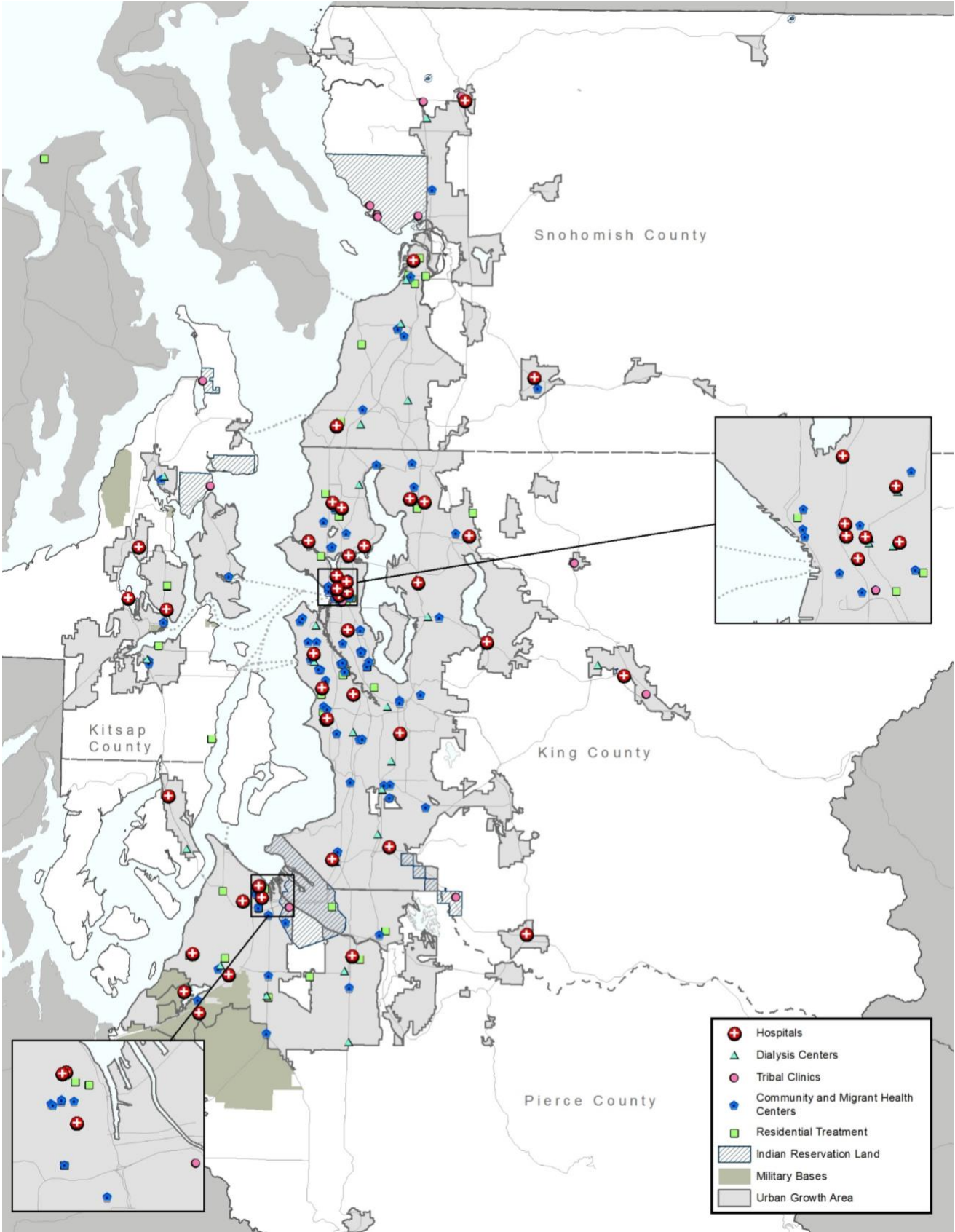


Figure A-3. Regional Shopping Centers

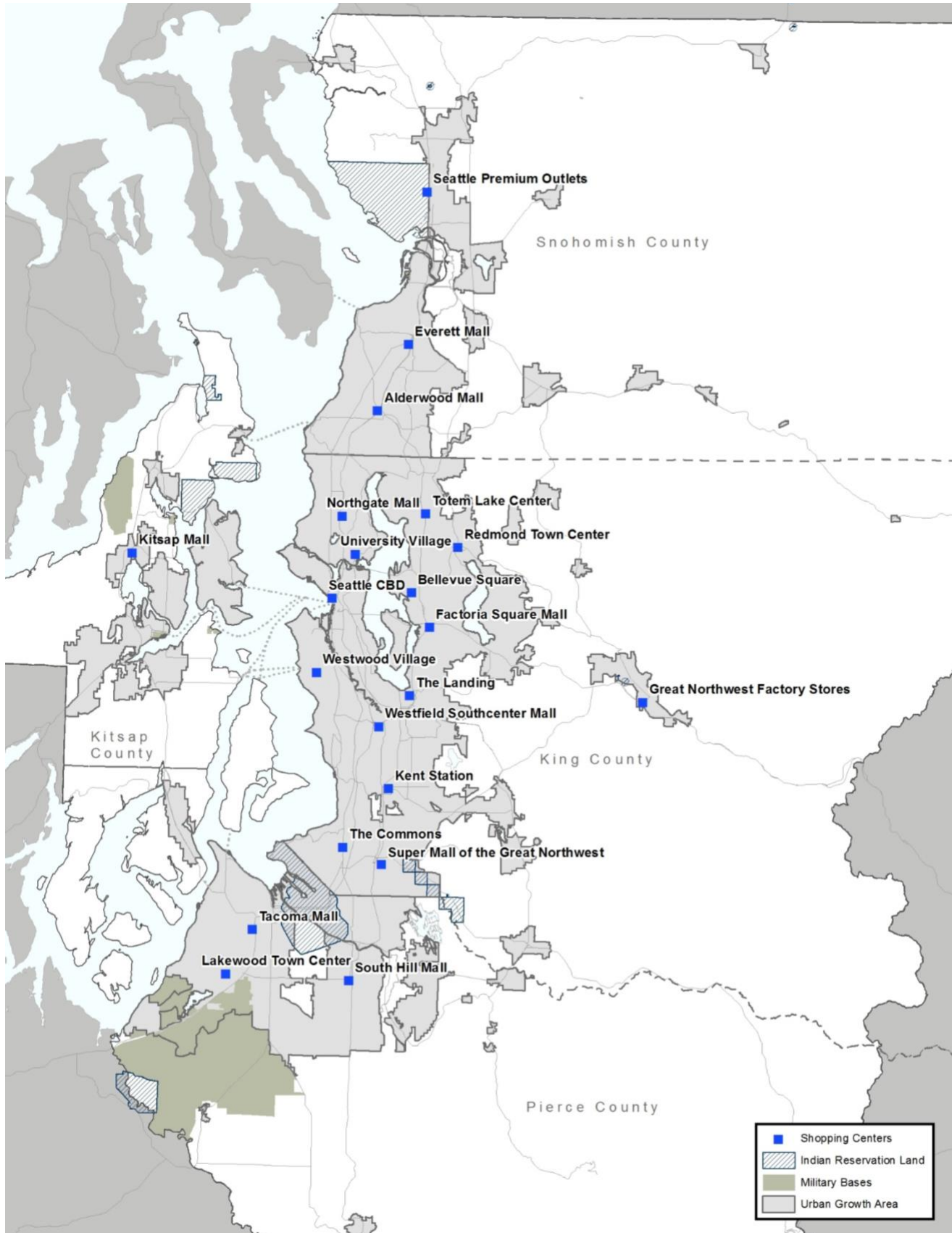


Figure A-4. Recreational (Parks and Sports) Facilities

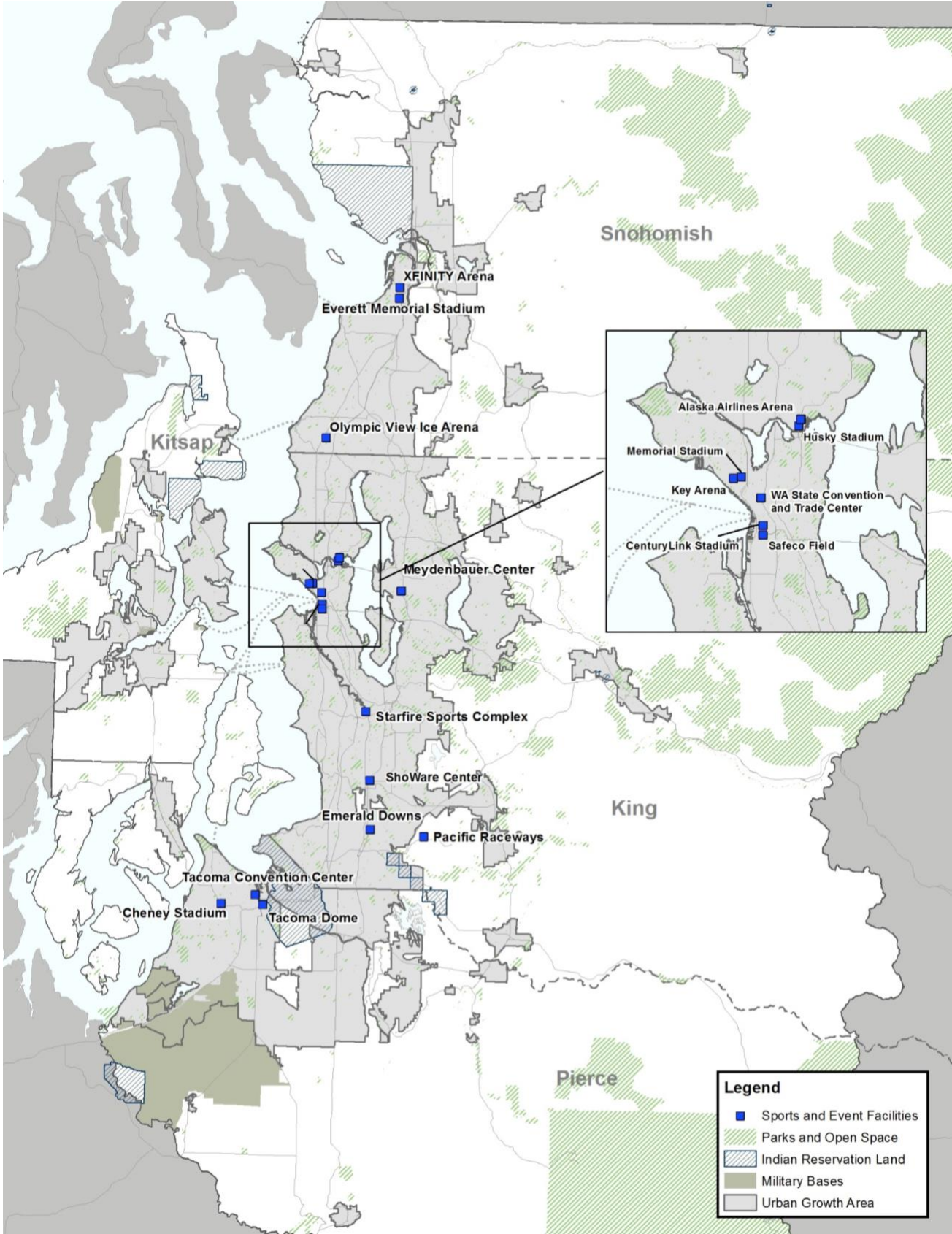


Figure A-6. Employment Density – Kitsap County

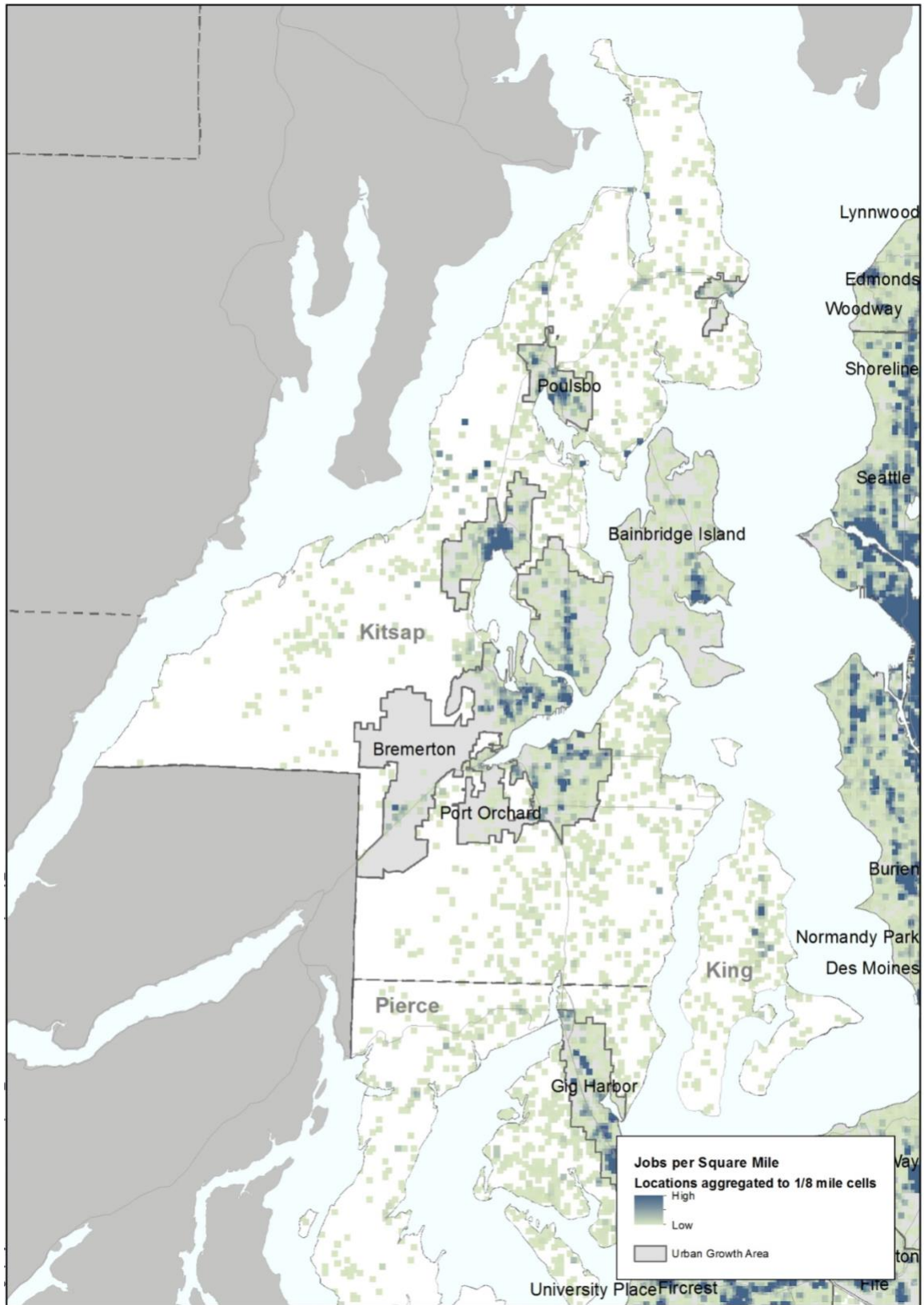


Figure A-7. Employment Density – Pierce County

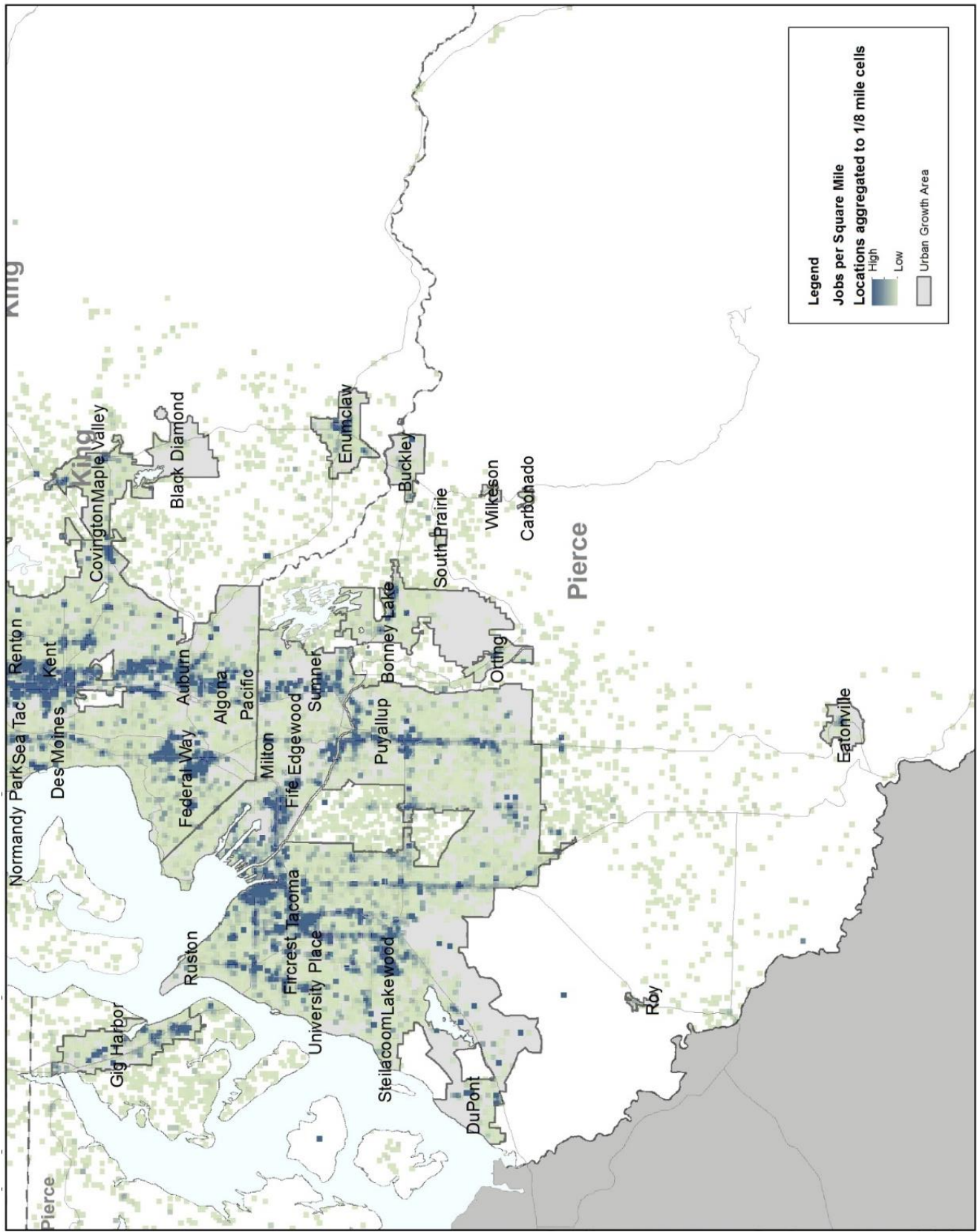
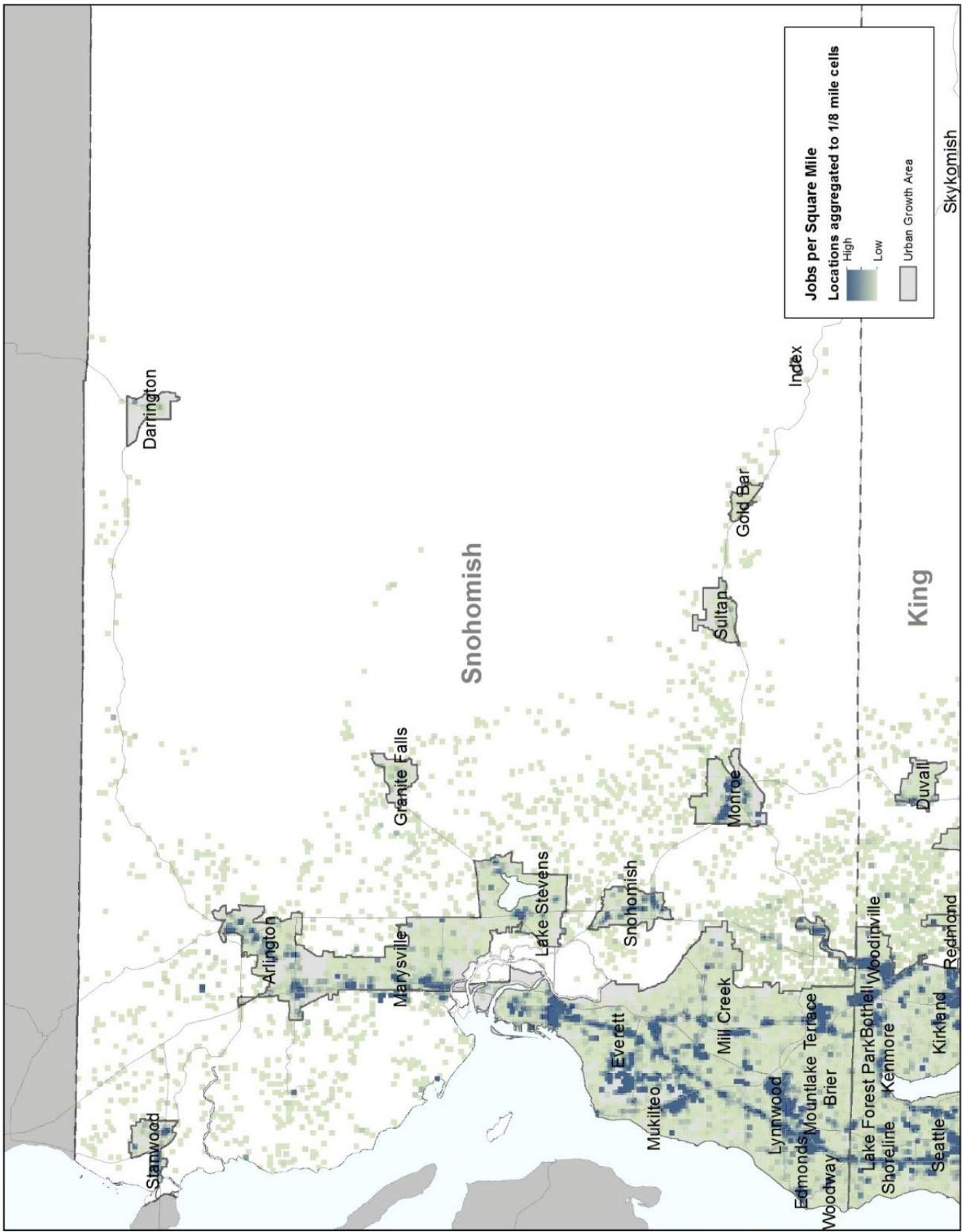


Figure A-8. Employment Density – Snohomish County



Attachment B: 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 the people with special transportation needs. The central Puget Sound region offers a wide range of services provided by public, non-profit, and private transportation operators.

Between the late 2020 and early 2021, PSRC conducted a region-wide specialized transportation inventory survey through a partnership with Hopelink to develop this inventory and to update information on the FindARide.org, an online travel planning tool (operated by Hopelink). Below information is based on the information collected through the survey and further feedback received from transit agencies and countywide mobility coalitions. However, it is important to note that the published material may not remain current. For further information, updating information, or to assist in providing relevant information, PSRC’s Information Center is a clearinghouse for central Puget Sound regional data and has publications on population, housing, economy, and transportation, which is open to the public. Please contact the center for assistance as needed.

PSRC Information Center

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 webpage. Users identify their origin and destination, check off the specific transportation needs they have, and FindARide.org provides a list of public and private transportation providers that can meet that need.

Find-a-Ride.org Webpage

www.findaride.org

Mobility@hopelink.org

(425) 943-6760, Extension 2

The following table, which is not exhaustive, lists various state, regional, and local organizations that provide or support transportation for people with special transportation needs in central Puget Sound.



Operations

Regular Transit (Fixed-Route)

Fixed-route is service provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations. Regular transit service includes: bus transit, commuter rail, light rail, monorail, streetcar, and ferry. Central Puget Sound public transportation providers are: Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, the City of Seattle (monorail and streetcar), and Sound Transit (bus and light 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 and Intercity Transit agencies.

The transit agencies in the region provide online trip planning tools for fixed-route system. These tools do not include demand-response trip planning. The trip planner creates public transit itineraries from origin to destination throughout Puget Sound.

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

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 a disability—note this requirement does not apply to commuter bus, commuter rail, or intercity rail services. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within $\frac{3}{4}$ of a mile of a bus route or rail station, at the same level of service, for no more than twice the regular fixed-route fare. Each transit agency provides this type of service but there are some differences.



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
ACCESS	Kitsap Transit	Jeff Vinecourt Jeffv@kitsaptransit.com 360-478-2008	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. Website: https://www.kitsaptransit.com/	The Kitsap Transit ACCESS reservation line is open and the reservations can be made 1 to 7 days in advance. Online reservations are accepted Monday through Friday 9:00am - 3:00pm and Sundays 10:00am -2:00pm. Phone:1-800-422-2877 or TDD 360-377-9874 Booking site: https://www.kitsaptransit.com/form/access-trip-request	Kitsap County
Access Transportation	King County Metro	Metro Customer Service 206-553-3000	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 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 and other rural parts of the county not served by buses. Website: kingcounty.gov/access	Daily. Same hours as Metro fixed route services. Trips must be booked by 5:00 pm the day before travel. Phone: 206-205-5000	King County
DART Paratransit	Community Transit	Margaret Keckler margaret.keckler@commtrans.org 425-348-2379	DART (Dial-A-Ride Transportation) provides paratransit service for people who cannot access or use Community Transit’s fixed route bus service due to a disability or condition.	Weekdays 5:30am - 1:00am Saturday 6:30am - 1:00am Sunday 7:00am - 12:00am All paratransit operates parallel to our fixed route service. All times approximate.	Snohomish County



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
			Website: https://www.communitytransit.org/	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. Phone: 425-347-5912	
Everett Transit Paratransit	City of Everett	Brian Senyitko bsenyitko@everettwa.gov 425-257-8948	Everett Transit provides ADA Paratransit bus service and non-ADA service to those citizens who are over the age of 65 within the city of Everett. We also have an agreement with Community Transit and extend our ADA service to cover some areas in the Community Transit service area. Website: https://www.everetttransit.org	Weekdays 4:20 am - 11:30 pm Saturday 7:00 am - 10:15 pm Sunday 7:00 am - 10:00 pm Riders call 7 days in advance to book their trips. Phone: 425-257-8801	Everett (Snohomish County)
Pierce Transit SHUTTLE	Pierce Transit	Ausha Potts Apotts@piercetransit.org 253-581-8144	SHUTTLE is Pierce Transit's required ADA paratransit service that provides service within ¼ of a mile of regular bus service. A certification process is required and must show the person has a disability that prevents bus use some or all the time. There are different levels of eligibility. This service is comparable to and mimics regular fixed-route bus service. Website: https://www.piercetransit.org/home/	Weekdays: 4:00 am – 23:30 pm Saturday: 6:00 am – 23:30 pm Sunday: 6:30 am – 22:30 pm SHUTTLE Paratransit operates the same days and times as fixed-route services. 1 day and up to 5 days can be booked ahead. Phone: 253-581-8000 More information: https://www.piercetransit.org/pierce-transit/routes/	Pierce County More information: https://piercetransit.maps.arcgis.com/apps/webappviewer/index.html?id=b6e31d7f5042463cb8d8fa28f2763388

NOTE: please see the transit agency 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/ Organization	Contact	Description	Service Hours	Service Area
Beyond the Borders	Pierce County Human Services	Daeveene May daeveene.may@piercecounity.wa.gov 253-281-9490	Deviated Fixed Route and Demand Ride service for special needs riders living outside the Pierce Transit PTBA in East and South Pierce County. Website: www.piercecounitywa.gov/btb	Demand Service Monday-Saturday 6:00 am to 10:00 pm. Deviated Fixed Routes Monday-Friday 6:00 am to 5:00 pm. We request at least 2 days in advance reservations or subscriptions for regular rides. Call 211 to register and receive more information about scheduling rides.	Bonney Lake, Buckley, Carbonado, Eatonville, Frederickson, Graham, Kapowsin, McKenna, Orting, Prairie Ridge, Roy, South Hill, South Prairie, Spanaway, Sumner, and Wilkeson (Pierce County)
Community Ride	King County Metro	Allison Miskell allison.miskell@kingcounty.gov 206-477-1245	Point to point reservation/on-demand transportation within a designated service area. Website: https://kingcounty.gov/communityride	Black Diamond - Enumclaw: Monday through Friday, 6:30 am – 8:00 pm 0-2 hours depending on the deployment model; in some instances, rides can be booked on-demand through the Community Ride App. Phone: 1-855-233-6043	King County
Community Van	King County Metro	View website for contacts: https://kingcou	The Community Van program provides a van for pre-scheduled trips—as a driver or as a passenger.		King County More information:



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
		nty.gov/depts/transportation/metro/travel-options/rideshare/programs/community-van.aspx#how-to-ride	This community rideshare program makes it easier to run errands, get to appointments, and enjoy social events and recreational outings. Community Van is driven by volunteers, and anyone may schedule a one-time ride or recurring trips. Website: https://kingcounty.gov/depts/transportation/metro/travel-options/rideshare/programs/community-van.aspx		https://kingcounty.gov/depts/transportation/metro/travel-options/rideshare/programs/community-van.aspx#service-areas
Enumclaw Senior Center - Senior Van	Enumclaw Senior Center	Jobyna Nickum jnickum@ci.enumclaw.wa.us 360-825-4741	Enumclaw Senior Center offers Senior Van transportation four days a week. The first priority of the Senior Van is to transport community seniors to and from the Senior Center. As scheduling permits, seniors are provided rides to community grocery stores, banks, hair appointments, visiting friends/family in hospital/skilled nursing facilities. We are a secondary option for medical appointments, as our community offers a medical transportation service for seniors.	Monday-Thursday: 9:00 am-2:00pm We ask that seniors call the Senior Center by 9:00 am the morning of the ride they are requesting. Phone: 360-825-4741	Enumclaw
Hyde Shuttle	Sound Generations Hyde Shuttle	info@soundgenerations.org 206-727-6262	Hyde Shuttle provides free transportation for older adults, 55 and above, and adults with disabilities in many communities in King County. Website: https://hydeshuttle.org/	Monday-Friday, 8:00 am - 4:00 pm Next day service or before up to 30 days is required. We accommodate same-day requests, if possible. Phone: 206-727-6262 Booking website: https://hydeshuttle.org/scheduling-a-ride/	Auburn, Beacon Hill/SE Seattle, Burien/Highline, Carnation, Central Seattle, Des Moines/Normandy



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
					Park, Downtown Seattle, Federal Way, Normandy Park, NE Seattle, NW Seattle, Queen Anne/Magnolia /Interbay, Renton, SeaTac, Tukwila, Shoreline/ Lake Forest Park, and West Seattle (King County)
LEAP Transportation	Stanwood Community and Senior Center	Julie Vess j.vess@stanwoodseniorcenter.org 360-629-7403	Provide on demand trips to Mt. Vernon, Arlington, Stanwood, Marysville, Everett for Seniors in the Stanwood/Camano area. Wheelchair-accessible vehicles are available. Website: www.stanwoodseniorcenter.org	Monday-Friday: 8:00 am-5:00 pm Call 24 hours in advance Phone: 360-629-7403	Stanwood, Camano, and North Snohomish County
Northshore Senior Center Transportation Program	Northshore Senior Center	Nathan Phillips nathanp@mynorthshore.org 425-286-1023	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. Website: www.northshoreseniorcenter.org	Monday-Friday: 8:00 am-4:00pm We request at least 24 hours in advance reservations for a ride. Phone: 425-286-1026	Bothell, Kenmore, Kirkland, Juanita, and Woodinville (King and Pierce counties)



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Ride Pingo to Transit	King County Metro	Casey Gifford 855-233-6043	Ride Pingo to Transit is a pilot, on-demand service that connects riders to and from Kent Station and the Kent Valley with any destination in the service area. Anyone in the service area can download the Ride Pingo app or call to request a ride. Website: kingcounty.gov/metro/ridepingo	Monday–Friday: 5:00 am–7:00 pm Saturday–Sunday: 7:00 am–7:00 pm Phone: 1-855-233-6043	King County: Serving parts of Kent East Hill and the Kent Valley.
Snoqualmie Valley Transportation (SVT)	Mt. Si Senior center - Snoqualmie Valley Transportation	Amy Biggs abiggs@svtbus.org 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. Website: www.svtbus.org	Demand Response Monday-Friday: 6:00 am – 8:00 pm Fixed Routes Monday-Friday: 5:00 am – 9:15 pm Riders call into the office to book demand response/door-to-door rides. They can call the same day or up to two weeks in advance. Rides booked a day in advance or earlier are scheduled. Same-day rides are on a space-available basis. Phone: 425-888-7001	King County; Snohomish County
Transportation Assistance Program (TAP)	Homage	Mona Steele TAP@homage.org 425-423-8517	Transportation for older adults (60+) and persons with disabilities in rural Snohomish County or those with no other transportation options. Website: https://homage.org/transportation/tap/	Monday - Friday 8:00 am - 5:00 pm Rides are booked based on space availability. Phone: 425-423-8517	Snohomish County
Via Point-to-Point	King County Metro - Via	King County Metro/Via 206-258-7739	Via Point-to-Point is a pilot, on-demand service that Access-eligible customers can choose to make trips anywhere within the service area during service hours. Website:	Monday-Saturday: 5:00 am–1:00 am Sunday: 6:00 am – 12:00 am Phone: 206-258-7739 Riders may use the "Via" app	King County



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
			http://kingcounty.gov/access/ondemand		
Via to Transit	King County Metro - Via	King County Metro/Via 206-258-7739	Via to Transit is a pilot, on-demand service that connects riders to and from transit and community hubs in four service areas. Anyone in the service areas can download the Via app or call to request a ride. Website: kingcounty.gov/metro/via	Othello, Rainier Beach/Skyway, and Tukwila: Mon-Sat: 5:00 am-1:00 am; Sunday: 6:00 am-midnight Renton Highlands: Mon-Sun: 8:00 am-6:00 pm Phone: 206-258-7739 Riders may use the "Via" app	King County

Deviated Fixed Route

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
Road to Independence	Puget Sound Educational Services District – Road to Independence	Liz Tilton etilton@psesd.org 253-285-2817	Road to Independence - 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, veterans and seniors to 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. Website: www.psesd.org	Mon-Fri: 6:00 am-6:00 pm A week's advance notice is preferable to start new clients, but 24-hour notice is usually enough for an existing client. Phone: 253-285-2817	King County; Pierce County
Snow Goose Transit	Lincoln Hill Retirement Community	John Bermani jbermani@lincolnhill-rc.org	Launched in Fall 2021, Snow Goose Transit is a "flex route transit" service	For door-to-door services, people will need to schedule rides a day in advance.	Snohomish; Skagit/Island County;



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
			using a wheelchair-accessible minibus with a set route. People with mobility issues 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 them up. Website: https://snowgoosetransit.org/		Camano Island and Stanwood, connecting to Arlington.
Solid Ground Transportation Services	Solid Ground	info@solid-ground.org 206-694-6700	Solid Ground Transportation provides curb-to-curb and door-to-door transportation for eligible people who are unable to ride the regular King County Metro bus system. Website: https://www.solid-ground.org/get-help/transportation/	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. Mon-Fri: 10:00 am–2:00 pm Phone: 206-205-5000500 Booking website: https://www.findaride.org/	King County

Tribal Transportation

Program Name	Agency/ Organization	Contact Name	Description	Service Hours	Service Area
DC-Direct	Sauk-Suiattle Indian Tribe	paratransit@sauk-suiattle.com 360-436-0131	Fixed route bus service is open to the public (not just tribal members), connects Darrington to Concrete. DC Direct provides transit services at no cost to the rider. Dial ride services are available to persons with disabilities in accordance with the American Disability Act. Services must be requested before the end of the pervious business day.	Everyday, except holidays, 6:00 am–6:00 pm	Sauk-Suiattle Reservation, Snohomish County



Program Name	Agency/ Organization	Contact Name	Description	Service Hours	Service Area
			Website: https://sauk-suiattle.com/roads%20and%20transp%20ortion.html		
Muckleshoot Tribal Transit	Muckleshoot Transportation	Transit@muckleshoot.nsn.us 253-876-3326	Muckleshoot Tribal Transit offers “Fare Free” transit service throughout the Muckleshoot Indian Reservation and surrounding communities All buses are equipped with a lift. All stops are available for customers using mobility devices. Exceptions are made when the stop is closed to all or when the lift can’t physically be deployed or it may be damaged in doing so. Website: www.tribaltransit.com	Mon-Fri: 7:00 am-5:00 pm 48 hours in advance for leisure trips and 24 hours for medical. Also, medical trips take priority over leisure trips, so leisure trips were subject to being rescheduled. Phone: 253-876-3326	Muckleshoot Tribes Reservation, King County
Puyallup Tribe of Indians Transportation	Puyallup Tribe of Indians	253-573-7931	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.		Puyallup Indian Reservation, Pierce County
Snoqualmie Tribe Non-Emergency Medical Transportation (NEMT)	Snoqualmie Tribe	Cindy Mallery Cindy.mallery@snoqualmietribe.us 425-888-6551 ext. 1501	We provide 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. Website: https://snoqualmietribe.us/health-wellness/	Mon-Fri: 9:00 am-5:00 pm (as needed) Sat-Sun: pre-authorized trips only We ask for a call to set up a ride at least 3 days (72 hours) in advance. With that, we know we have exceptions and will work our hardest to provide all transports. Phone: 425-888-6551 ext. 1501	Snoqualmie Reservation, Island and Mason counties; King County; Pierce County; Snohomish County;



Program Name	Agency/ Organization	Contact Name	Description	Service Hours	Service Area
Stillaguamish Tribal Transit Services (STTS)	Stillaguamish Tribe of Indians	360-631-5812	STTS provides transportation services to a variety of native and non-native individuals who need to travel to businesses and facilities, or other service facilities in the north Snohomish County area. Currently provides shuttle/van service for NEMT. The service is open to the general public. Website: https://www.stillaguamish.com/departmentsandservices/transportation-department/	Mon-Fri: 6:30 am-4:00 pm	Stillaguamish Tribes Reservation, Snohomish County
Tulalip Transit Program	Tulalip Tribes	360-716-4206	Tulalip Transit provides a free public transportation service to the areas of the Tulalip Tribes Reservation that are not served by Community Transit. Flex/Deviated fixed route bus service is open to the general public. Website: https://www.tulaliptribes-nsn.gov/Dept/TulalipTransit	Mon-Fri: 8:50 am – 4:30 pm	Tulalip Tribes Reservation, Snohomish County

Student Transportation

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

The [McKinney-Vento Homeless Education Assistance Act](#) (2001) requires school districts to provide transportation to homeless students wishing to remain in their school of origin. The Puget Sound Educational Service District (PSESD) developed a co-op in which school districts can pay a yearly fee based on the size of the district. This enables the districts to then utilize PSESD to provide transportation to their McKinney students that they are not able to transport. Typically, districts are able to transport the students who still reside within the district but have challenges with the students who reside out of the district and need transportation back to their school of origin. Contact: Jacqueline Mann (jmann@psesd.org), Phone: 425-917-7886 (King County) or 253-778-7886 (Pierce County)



Medical Transportation

Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Around the Sound and TransPro	ATS TRans LLC	Steve Hutchins hutch@atstrans.org 253-300- 7232	ATS is the largest NEMT Company in the state of Washington. The fleet of 80 wheelchair, gurney and bariatric vehicles meets the many wide range of transportation options those with disabilities may require. We serve those with physical and memory issues who need extra time and care. Website: https://atstrans.org/	The service provides transportation 24 hours a day 365 days per year, 3:00 am - 12:00 midnight. Calls after midnight go to live Customer Service Representative. Rides must be scheduled in advance; ATS will strive to perform same day trips whenever possible. A minimum of 24 hours advance notification is preferable. Phone: 253-858-088 ext. 206	King; Kitsap; Pierce; Snohomish; Thurston; Lewis; Mason; and Clallam counties
Care Van	Rainier Foothills Wellness Foundation	Sara Stratton saras@rfwellnesfoundation.org 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. Website: https://www.rfwellnessfoundation.org/	Monday-Friday: 8:00 am - 5:00 pm Rides must be scheduled in advance; 24+ hours' notice preferred Phone: 360-802-3206 (M-F: 9:00 am-3:00 pm)	Enumclaw, Black Diamond, Buckley, Wilkeson, Carbonado, and Greenwater (Pierce County)
Guest Services Shuttle	Seattle Children's Hospital	guest.services@seattlechildrens.org 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



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Medicaid Non-Emergency Medical Transportation	Paratransit Services	Ann Kennedy 360-377-7007	Paratransit Services arranges transportation assistance for eligible Medicaid clients who need help getting to and from eligible medical appointments. Website: www.wanemt.com	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. If they schedule online, then they can schedule 30 days in advance.	Kitsap County; Pierce County;
Medicaid Non-Emergency Medical Transportation	Hopelink	Hopelink NEMT 800-923-7433	Medicaid Non-Emergency Medical Transportation Broker for King and Snohomish County Website: https://www.hopelink.org/need-help/transportation/medicaid-transportation	Monday-Friday: 8:00 am-5:00 pm Transportation provided 24/7/365. Clients can arrange transportation 48 hours to 2 weeks in advance. Urgent care can be arranged as space is available. King: 800-923-7433 Snohomish: 855-766-7433	King County; Snohomish County;
Medstar Medical Transportation	Medstar Transportation	Hello@gomedstar.com">Hello@gomedstar.com 425-347-4700 or 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. Website: https://gomedstar.com/		King, Pierce, Snohomish, Skagit and Whatcom counties
Non-Emergency Medical Transport	American Service Medicar	Hassan Hassan hassan@americanservicemedicar.com 253-205-4918	Transport patients to and from their medical appointments. Website: https://www.americanservicemedicar.com/	Monday-Sunday: 4:00am-0:00pm Reservations are accepted 24 hours in advance. Same-day trips depend on availability. Phone: 360-352-0342	Kitsap, Pierce, Thurston, Mason, Grays Harbor, Lewis, Clallam, and Jefferson counties



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Non-emergency Medical Transportation	Arrow Transport 1 INC	Christina Haren-Kostick Kostick1979@aol.com 360-621-3050	Arrow Transport 1 provides non-emergency medical transportation to the greater Kitsap peninsula and surrounding areas for Paratransit Services.	Regular Transportation Monday-Friday: 7:00 am -7:00 pm Specialized Transportation Monday-Saturday: from 5:00 am for methadone trips. Paratransit requires patients to book their trips at least 48 hours in advance unless they are in the urgent need or they are first-time passengers. Phone: 800-756-5438	Pierce, Kitsap, Mason, Jefferson, and Clallam counties

Volunteer Driver Transportation

Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
American Cancer Society Road to Recovery Program	American Cancer Society	Christine Geneus-Hill christine.geneushill@gmail.com 425-404-2244	The Road to Recovery program is at the very heart of the American Cancer Society's work of removing barriers to quality health care by providing patients transportation to treatment and other cancer-related appointments. Among the ways we help provide patient rides are: Road to Recovery volunteers Trained volunteers donate their available time to give patients much-needed rides. Road to Recovery Partners: Based on available resources, we work with local transformation vendors to provide patient assistance to treatment. Website: www.cancer.org	24/7 depending on when 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 into our National Care Information Center to put a request in for a ride. Phone: 800-227-2345 Booking site: www.caner.org	King, Kitsap, Pierce, and Snohomish counties



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Catholic Community Services: Volunteer Services of King County	Catholic Community Services - Volunteer Services of King County	Intake Line vc@ccsww.org 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. Website: https://ccsww.org/	With the flexibility of volunteer drivers, rides can be filled in the mornings, midday, evenings, and on weekends. While not required, Volunteer Services asks riders to book a ride 7 days in advance, to allow time to locate a volunteer to provide the ride. Riders can call, leave a message, text, or email the Transportation Program Coordinator for a booking. Phone: 206-328-5873	King County; We can take King County residents to destinations in other counties;
Kaiser Permanente Transportation Assistance	Kaiser Permanente	Lisa Hirohata Lisa.M.Hirohata@kp.org 206-326-2800	Volunteer drivers use their private cars to provide transportation to eligible Kaiser Permanente members residing in King County. Riders must be at least 60 years old, able to get in and out of their residence and a private car with limited assistance, have a limited income, and are living independently or in an assisted living facility. Rides are based on volunteer availability and two weeks' notice is required. Website: www.kp.org/wa	Mon-Fri: 9:00 am-4:00 pm Rides must call our office and request the ride. At least two weeks' notice. Phone: 206-326-2800 or 800-992-2279	Seattle, Shoreline, Bellevue, Kirkland, Bothell, Seatac, Newcastle, Kenmore, Burien, and Renton (King County)
Key Peninsula Senior Ride Program	The Mustard Seed Project of The Key Peninsula	Mary Morris transportation@themustardseedproject.org 253-884-2216	Providing door-to-door rides for seniors 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. Website: http://themustardseedproject.org/	Mon-Fri: 8:00 am - 5:00 pm 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 volunteer driver for them. Phone: 253-884-2216	Pierce County



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
NEST Transportation Volunteer Program	Northeast Seattle Together (NEST)	info@nestseattle.org 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 Website: https://www.nestseattle.org/		Northeast Seattle, King County
Volunteer Transportation	Eastside Friends of seniors	Linda Woodall lindaw@eastsidefriendsofseniors.org 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. Website: https://eastsidefriendsofseniors.org/	We do not have a set schedule. Most service is provided during daytime hours M-F with occasional weekend service. Request for services is made via phone or email with - week notice. To request a ride a person must be a client. Phone: 425-369-9120	Issaquah and Sammamish (King County)
Volunteer Transportation	Catholic Community Services	Christina Robertson christinar@ccsw.org 425-374-6360	Volunteer Services provides no-cost transportation for low-income seniors, and disabled adults and veterans. Volunteers drive clients to essential appointments, such as medical and dental appointments, grocery shopping, physical therapy, etc. Website: https://ccsw.org/	Mon-Fri 8:00 am - 5:00 pm. Other times by special arrangement. Clients must book their ride requests at least one week in advance. Phone: 425-374-6313	Snohomish County
Volunteer Transportation	Sound Generations	info@soundgenerations.org 206-727-6262	Volunteer Transportation program provides free, personalized, and safe transportation to the older adults to essential healthcare appointments. Website: https://soundgenerations.org/	Mon-Fri: 8:00 am-5:00 pm Book by Tuesday 5:00 pm to receive service next week or after. Phone: 206-448-5740 or 1-800-282-5815	King County
Volunteer Transportation	Catholic Community Services of	844-851-9380 info@ccsw.org	Our volunteer transportation service provides low-income older adults and adults with disabilities with the		Kitsap County



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
	Western Washington - Kitsap		transportation they need to be able to get to their medical appointments, the grocery store, and to other essential errands. Website: https://ccsww.org/		
Volunteer Transportation Services	Catholic Community Services-VTS	Jodie Moody Jodiem@ccsww.org 253-502-2708	Door through door volunteer transportation to seniors and people with disabilities. Website: https://ccsww.org/	Monday-Friday 8:00am-4:30pm Call one week in advance. Phone: 844-851-9380	Kitsap County; Pierce County

Transportation Network Companies (TNCs)

Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
HopSkipDrive	HopSkipDrive	contact@hopskipdrive.com	HopSkipDrive complements routine student transportation with a cost-efficient, flexible way to meet alternative transportation needs. The HopSkipDrive platform connects student riders with CareDrivers. Website: https://www.hopskipdrive.com/		
Lyft	Lyft		Lyft is a ridesharing service that you can request a ride with your smartphone app. Rates for Lyft vary by the time of day you ride and the type of service you pick. Website: https://www.lyft.com		Everett (Snohomish), Kent, Seattle (King), and Tacoma (Pierce County)
Senior Transportation	Envoy America	Monica Escalante Info@envoyamerica.com 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	All days of the week from 5:00 am to 11:00 pm. Reserve ride 24 hours in advance. Phone: 888-375-5558	King, Kitsap, and Pierce counties



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
			transportation services that are always coupled with assistance and companionship. Website: www.envoyamerica.com		
Uber	Uber		Uber is an on-demand ridesharing service that you can request a ride with your smartphone app or call. With 24/7 availability, request a ride any time of day, any day of the year. Website: http://www.uber.com		Seattle (King County) and Tacoma (Pierce County)
ZipCar	ZipCar	866-494-7227	ZipCar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one—without the cost and hassles of ownership. Website: https://www.zipcar.com/	Trips can be made for as little as one hour or for as long as 14 days using the Zipcar mobile app or website.	Seattle, Bellevue, Redmond (King County); and Pierce County

NOTE: See Mobility On Demand section of the RTP for more information on the Transportation Network Companies



Mobility Management Programs

Mobility Coalitions

Program Name	Agency/ Organization	Contact	Description	Service Area
Hopelink Mobility Management	Hopelink	Staci Sahoo ssahoo@hopelink.org 425-943-6769	<p>Hopelink’s Mobility Management team empowers people to change their lives by facilitating access to the community. 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. Following is the list of mobility coalitions led by Hopelink:</p> <ul style="list-style-type: none"> • King County Mobility Coalition • Regional Alliance for Resilient and Equitable Transportation • South King County Mobility Coalition • North King County Mobility Coalition • Eastside Easy Rider Collaborative • Snoqualmie Valley Mobility Coalition <p>Websites: www.hopelink.org; www.kcmobility.org; www.findaride.org</p>	King County; Also serve Pierce and Snohomish for the RARET coalition and FindARide.org, but most in King County;
Pierce County Coordinated Transportation Coalition	Pierce County Human Services	Daeveene May daeveene.may@piercecounitywa.gov 253-798-6109	<p>Provides staff support for the Pierce County Coordinated Transportation Coalition which strives to provide transportation options to those in Pierce County who experience challenges.</p> <p>Website: https://www.piercecountywa.gov/4347/Pierce-County-Coordinated-Transp-Coaliti</p>	Pierce County



Program Name	Agency/ Organization	Contact	Description	Service Area
Schoolpool/Safe Routes to School	King County Metro - Schoolpool	Julie Burrell julie.burrell@kingcounty.gov 206-477-3931	King County Metro Transit Department School-Based Trip Management program, SchoolPool, is designed to reduce vehicle trips linked to commuting to school by introducing ridesharing modes like carpooling, walking, biking, bussing, and rolling combined with its Safe Routes To School Toolkit to reduce car trips to and from schools and decrease greenhouse gas emissions. Website: https://www.kingcounty.gov/depts/transportation/metro/travel-options/rideshare/programs/schoolpool.aspx	Bellevue, Issaquah, Redmond, Kenmore, Kirkland
Snohomish County Transportation Coalition (SNOTRAC)	Snohomish County Transportation Coalition	Brock Howell brock@gosnotrac.org 206-856-4788	SNOTRAC is a mobility coalition for Snohomish County. Website: http://gosnotrac.org	Snohomish County

Information Assistance and Referral

Program Name	Agency/ Organization	Contact	Description	Service Area
King County 2-1-1		Aundrea Jackson 2-1-1Leads@crisisconnections.org 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 Information Network 211. Website: https://wa211.org/region/king-county/	King County
North Sound 2-1-1	Volunteers of America Western Washington	Levi Van Dyke lvandyke@voaww.org 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. Website: https://wa211.org/region/north-sound/	Island, San Juan, Skagit, Snohomish, and Whatcom counties



Program Name	Agency/ Organization	Contact	Description	Service Area
South Sound 2-1-1	United Way of Pierce County	Penni Belcher pennib@uwpc.org 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. Website: https://www.uwpc.org/	Pierce, Thurston, and Lewis counties
Washington Information Network (WIN) 2-1-1	Washington State	info@wa211.org	2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information about health and human services. Professional specialists work with callers to assess their needs, determine their options and a best course of action, then direct them to appropriate programs/services, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed. Transportation information and referral is an integral service of 2-1-1 since access to services can be a tremendous barrier to people. Website: https://wa211.org/	Washington State

Travel Training

Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Community Transit Travel Training	Community Transit	Margaret Keckler margaret.keckler@commtrans.org 425-348-2379	Community Transit offers a complimentary travel training that teaches people who need extra help to learn how to use fixed-route buses. 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. Website: https://www.communitytransit.org/dart	Monday-Friday: 8:00 am-5:00 pm Travel Training is booked directly with the trainer. After the initial contact with our office is made by the trainee, a referral to our Travel Training contractor; Washington Vocational Services is provided. Our trainer then books directly with the trainee.	Snohomish County;



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Everett Paratransit Travel Training	City of Everett, Everett Transit	Ryan Bisson rbisson@everettwa.gov 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, we will book several sessions, if needed, to help the participants build confidence in their new transit mobility skills. Training sessions can range from a 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. Website: https://everetttransit.org/	Monday - Friday: 8:00am-5:00pm	City of Everett
Kitsap Transit ACCESS Travel Training	Kitsap Transit	Kitsap Transit Travel Training traveltrain@kitsaptransit.com 360-824-4910 or 360-377-9531 ext. 2323	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. Website: https://www.kitsaptransit.com/rider-resources/travel-training		Kitsap County
Pierce Transit Travel Training	Pierce Transit	Cherry Thomas cthomas@piercetransit.org 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. Website: https://www.piercetransit.org/		Pierce County



Program Name	Agency/ Organization	Contact	Description	Service Hours	Service Area
Transit Instruction Program	King County Metro - Transit Instruction	King County Metro Transit Instruction transitinstruction@kingcounty.gov 206-749-4242	Free training is available to seniors (age 65+) and persons with disabilities (age 14+) to learn how to use the regular public transit. Transit Instruction is provided with funding from King County Metro and Sound Transit. Individuals learn to safely and comfortably travel on the regular public transportation system. Knowledgeable instructors, experienced with the King County Metro and Sound Transit systems, provide training that is designed around individual needs. Website: www.kingcounty.gov/transitinstruction	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

Other Programs

Program Name	Organization Name	Contact Name	Description	Service Hours	Service Area
Road to Independence (RTI) - Driver Training	Puget Sound Educational Services District (PSESD)	Liz Tilton etilton@psed.org 253-285-2817	RTI offers volunteer and intern opportunities for eligible participants. Internships are eight weeks and are paid. At the end of the internship participants are enrolled in the PSESD CDL training. The training opportunity provides the skills necessary to obtain the license for the Class B CDL with School Bus and Passenger Endorsements. Website: www.psed.org	Monday-Friday: 6:00am -6:00 pm Driver training is scheduled according to the class and instructor needs at the time.	King County; Pierce County; PSESD trains parents who qualify for Van Program volunteers and drivers from any location at our Pacific, WA Location;



Attachment C: Coordinated Mobility Plan Outreach

For the plan development, between 2020 and 2021, PSRC conducted Coordinated Mobility Plan outreach to community partners and mobility coalitions in King, Kitsap, Pierce, and Snohomish counties. The primary purpose of the outreach was twofold: 1) to identify transportation challenges of population groups covered in the plan, including youth, older adults, people with disabilities, people with low incomes, and others, and 2) to jointly develop strategies and desired outcomes to address the needs.

Methodology

PSRC identified organizations for outreach based upon the community-based organizations (CBOs) engaged for the past Regional Transportation Plan and VISION 2050 outreach activities. Also, regional stakeholders provided feedback on potential groups for the Coordinated Mobility Plan outreach. These partnerships were crucial to connecting and hearing the live experiences from community members. Staff then identified the organizations for populations with mobility challenges due to their age, income, ability, or other socio-economic characteristics. Additionally, to advance equitable outreach, staff aimed to reach out to CBOs working with communities of color who are also experiencing mobility challenges due to age, income, or ability.

PSRC conducted its initial outreach to CBOs through email and phone calls over the final months of 2020. The staff asked if the organizations would be willing to invite PSRC staff for a presentation and engagement session to their meetings. In early 2021, PSRC reached out to over 80 organizations in King, Kitsap, Pierce, and Snohomish counties. Based on follow-up responses received from CBOs, PSRC staff developed a list of organizations to ensure representation of population groups and geographic distribution of organizations. For Phase 1 outreach, PSRC scheduled virtual meetings with 12 CBOs. For Phase 2 outreach, all CBOs engaged for Phase 1 and some additional organizations were reached in early summer of 2021. Nine organizations followed up for a presentation. For those organizations not planning to hold a virtual meeting, PSRC staff offered to hold a virtual meeting and provided information on the Regional Transportation Plan and shared information on the online survey through email.

The list on the following page shows the CBOs that PSRC staff met with to identify key mobility challenges and desired outcomes during Phase 1 and Phase 2 outreach processes.



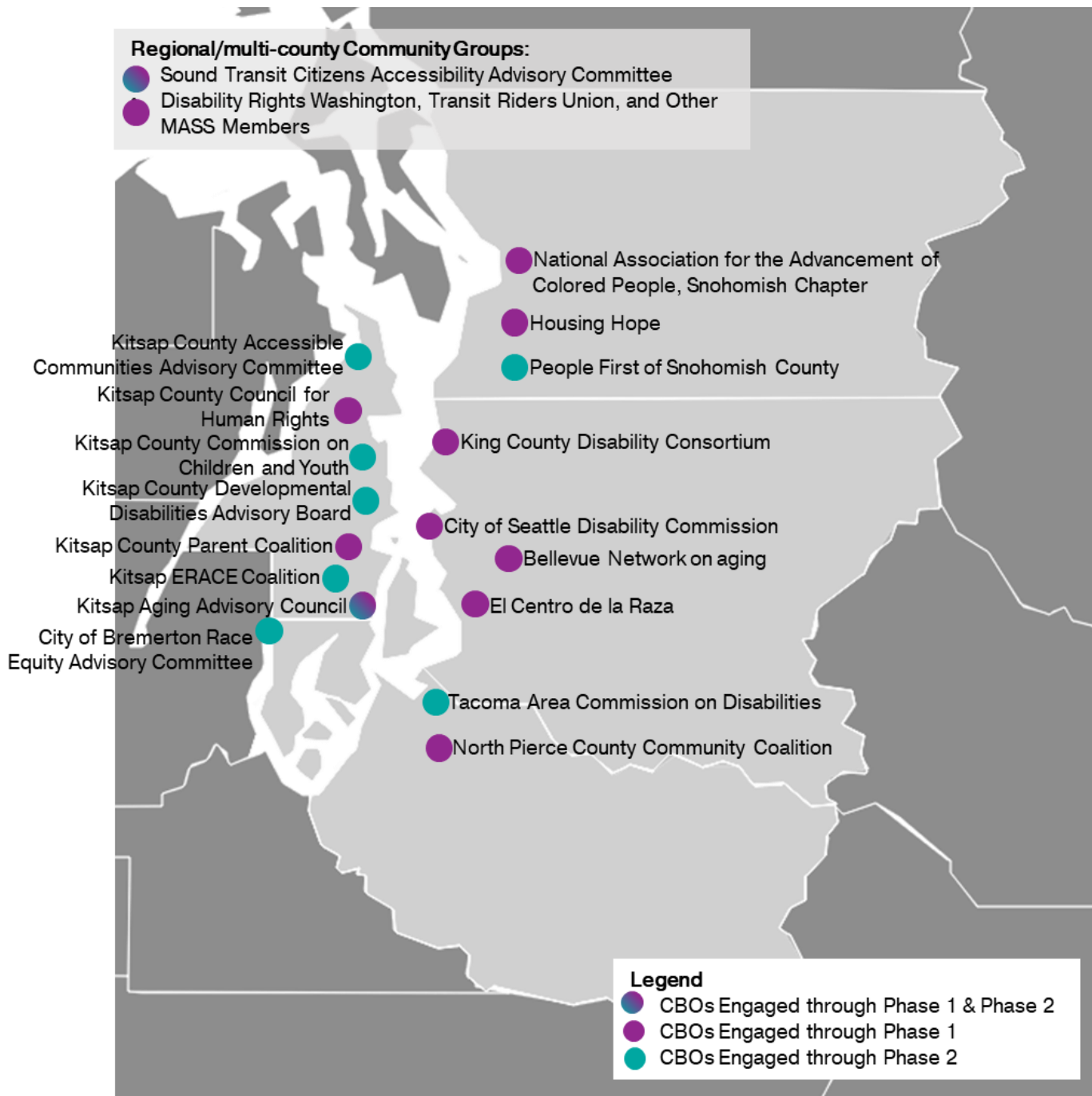
Table C-1. Community-Based Organizations Engaged Through Outreach

Outreach Phase	Community-Based Organizations (CBOs)	Meeting Date	Number of Participants	County(ies)
Phase 1	Bellevue Network on Aging	9/3/2020	20	King
	El Centro de la Raza	4/1/2021	33	King
	King County Disability Consortium	4/16/2021	22	King
	Kitsap County Council for Human Rights	4/20/2021	13	Kitsap
	Kitsap County Parent Coalition	4/22/2021	12	Kitsap
	National Association for the Advancement of Colored People, Snohomish Chapter	4/27/2021	32	Snohomish
	Sound Transit Citizens Accessibility Advisory Committee	5/4/2021	20	King, Pierce, Snohomish
	North Pierce County Community Coalition	5/4/2021	12	Pierce
	Kitsap Aging Advisory Council	5/19/2021	10	Kitsap
	City of Seattle Disability Commission	5/20/2021	15	King
	Housing Hope All Services Staff Meeting	6/14/2021	36	Snohomish
	Disability Rights Washington, Transit Riders Union, and Other MASS Members	6/15/2021	7	King
Phase 2	Kitsap County Commission on Children and Youth	9/2/2021	12	Kitsap
	Kitsap County Developmental Disabilities Advisory Board	9/7/2021	11	Kitsap
	Kitsap Aging Advisory Council	9/15/2021	9	Kitsap
	Kitsap ERACE Coalition	9/17/2021	14	Kitsap
	Kitsap County Accessible Communities Advisory Committee	9/27/2021	5	Kitsap
	People First of Snohomish County	9/28/2021	14	Snohomish
	Tacoma Area Commission on Disabilities	10/8/2021	16	Pierce
	City of Bremerton Race Equity Advisory Committee	10/14/2021	14	Kitsap
	Sound Transit Citizens Accessibility Advisory Committee	11/2/2021	10	King, Pierce, Snohomish

The figure on the following page shows the locations of organizations listed above.



Figure C-1. Locations of Community-Based Organizations Engaged Through Outreach



Mobility Coalition Outreach

In addition to the CBOs listed above, PSRC staff attended local mobility coalition meetings to identify transportation challenges and priorities of the communities on transportation. Mobility coalitions are consisted of transportation providers, planners, community members, and other stakeholders. PSRC staff presented and engaged three county-wide coalitions at leaste once for outreach.

Table C-2. Local Mobility Coalitions Engaged Through Outreach

Outreach Phase	Mobility Coalitions	Meeting Date	Number of Participants	County(ies)
Phase 1	Snoqualmie Valley Transportation Coalition	10/9/2020	30	King
	Pierce County Coordinated Transportation Coalition*	5/21/2021	15	Pierce
	Snohomish County Mobility Coalition*	5/21/2021	30	Snohomish
	Regional Alliance for Resilient and Equitable Transportation Meeting	5/26/2021	38	King, Pierce, Snohomish
	Snohomish County Mobility Coalition*	7/16/2021	20	Snohomish
Phase 2	King County Mobility Coalition*	8/17/2021	56	King
	Pierce County Coordinated Transportation Coalition*	8/20/2021	10	Pierce
	Snohomish County Mobility Coalition*	9/17/2021	35	Snohomish

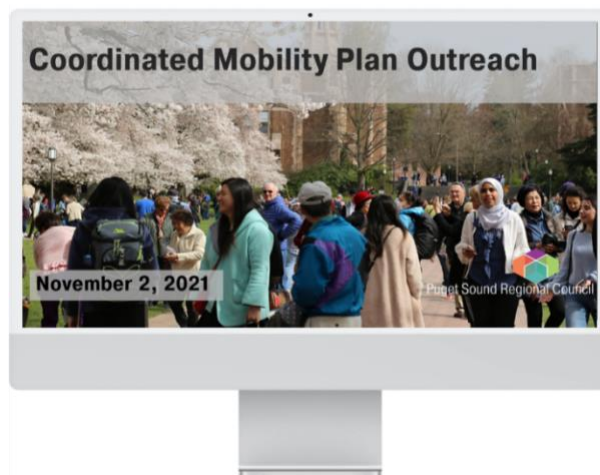
NOTE: * refers to the countywide mobility coalitions in PSRC region.

Virtual Meetings

Outreach to these groups included a short presentation on the Regional Transportation Plan and Coordinated Mobility Plan, an interactive poll, called Mentimeter, and encouragement to follow up with the online Future of Transportation Survey and stories tool for further feedback. All outreach meetings were conducted via virtual meeting platforms, such as Zoom or Microsoft Teams, due to the restrictions to in-person meetings in 2020 and 2021. Presentation materials were provided in an accessible format.

Mobility needs questions were developed by PSRC staff based on previous outreach survey questions and feedback received from the first two outreach meetings conducted in 2020. The purpose of the questions was to identify key mobility needs of the communities and the final version of the questions are included in Appendix C-A of this document.

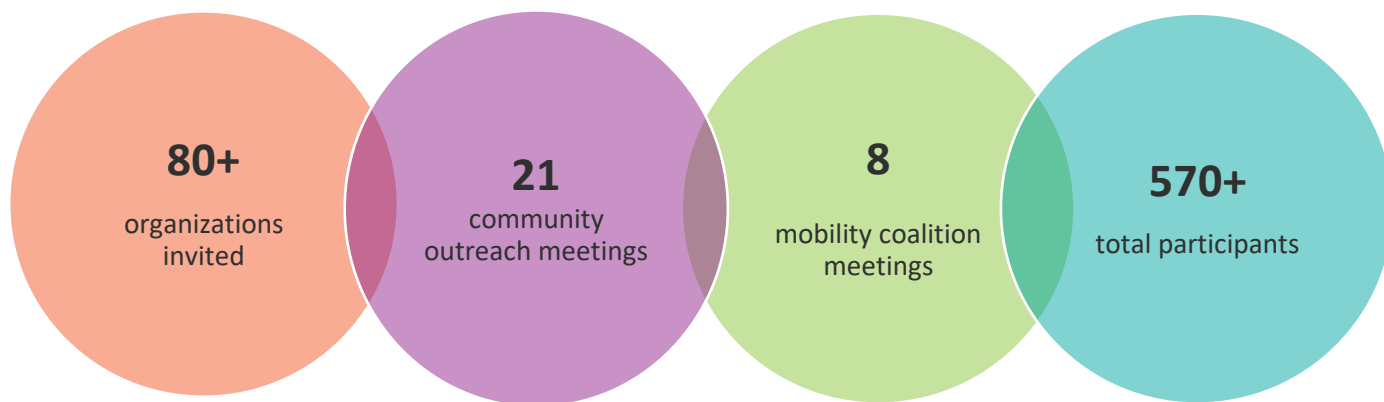
Figure C-2 shows total number of outreach meetings conducted and community members reached for Phase 1 and 2 outreach processes.



Virtual Community Meeting Presentation



Figure C-2. Coordinated Mobility Plan Outreach Summary



Key Findings

This section summarizes findings from the community outreach and mobility coalition meetings conducted between September 2020 and November 2021.

Phase 1: Key Mobility Needs

PSRC staff asked organizations to provide feedback on challenges to using regular 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 buses, shuttles (typically requiring scheduling a ride in advance), volunteer driver programs, and school buses. The findings are organized by key topic areas.

Travel times when taking transit or specialized transportation

Longer travel times when taking regular transit or specialized transportation compared to other transportation options was one of the key mobility challenges, we heard across meetings. Many outreach participants talked about wanting to use regular transit more, but the long travel times, wait times, and long transfers between services were barriers to taking transit on a regular basis.

“There are people who need dialysis who must travel more than an hour to get to the clinics. Some are going almost two hours per direction by transit, and they need to go to clinics 2-3 times a week.” -Participant representing rural residents, King County

“Students must travel more than two hours from Snoqualmie Valley using 2-4 different buses to get to Bellevue College for AP courses. If they have a car, it’s a 20-minute drive.” -Participant representing rural residents, King County

“I needed to take transit from Bainbridge Island to Bremerton. My transit agency app suggested to take ferries which takes 2-2.5 hours (can take up to 3 hours including waiting) but it takes 60 mins via car.” -Participant representing older adults, Kitsap County



Services at times when they are needed

Many outreach participants expressed the need for more available transportation services, either regular transit or specialized transportation, at times when they are needed. Participants identified limited transportation services on weekends, especially on Sundays, and during non-commute hours (i.e., early morning or late-night services). A higher percentage of participants expressed the need for more frequent regular transit over specialized transportation. Also, participants in rural and less urbanized areas expressed the need for more first-mile/last-mile type of transportation services to get to regular transit stops.

“Many of the jobs for our clients are service jobs that are often in the evenings or weekends. The reduced level of services at these time makes it difficult or impossible for them to get to work.” -Participant representing people with low incomes, Snohomish County

“[Regular transit] Services are geared towards ferry commuters. No weekend access to transit and when available, there are very limited evening services. If you work at Port Orchard's Walmart and the bus stops running at 6-7pm, how do you get home?” -Participant representing older adults, Kitsap County

“Youth and their parents need access to more public transportation in the later hours. Kids cannot participate in after school activities if no one can pick them up. -Participant representing people of color/youth, King County

“There is no way to get out of the upper valley on a weekday past about 5:15 pm. This doesn't work for our businesses. We need more ways to get to transit.” -Participant representing rural residents, King County

Connected ADA-accessible infrastructure

Many outreach participants mentioned the need for more sidewalks and other accessible pedestrian infrastructure, such as curb ramps or crosswalks. Especially the people dependent on mobility devices, like wheelchairs, expressed difficulty getting to transit stations or other destinations due to lack of accessible infrastructure.

“Lack of sidewalks, uneven ground is a trip hazard for all but especially for people with disabilities, poor lighting is a safety issue, curb cuts are needed.” -Participant representing youth, Pierce County

“Walking to school is not easy in our communities, and we have to bus children to school.” - Participant representing youth, Pierce County

“Because of lack of sidewalks and safe streets to cross to get to a bus stop, I have to use ADA paratransit all the time. I have hard time getting on and off the curbs with my wheelchair, so I can't get to the transit stations.” -Participant representing people with disabilities, King County

“As a blind pedestrian, light rail stations along major highway corridors, like Judkins Park station, are difficult to access and cause me to feel unsafe, scared.” -Participant representing people with disabilities, King County

Information about available services and translated materials/translation services

A general lack of awareness of transportation options during community outreach was identified. Some participants talked about how navigating the existing transportation system is complicated and



mobile apps are not user-friendly. Also, a lack of translated resources or language assistance services further exacerbate this challenge.

“People have trouble with transit when trying to go to other counties such as Pierce, Thurston. Additionally, Federal Way is in two different counties and clients have said they spent an hour extra on their transit trip trying to transfer between the two agencies (Metro and Pierce Transit). They do not know if the fare is transferable and there is a need for more education. -Participant representing people of color/youth, King County

“People do not know if they can use ACCESS for multiple purposes, not just senior centers and medical appointments. They don’t know they can use it for church or shopping.” -Participant representing people of color/older adults, King County

“Some people with disabilities might not be able to use app for information. Also, not having appropriately located information [at bus stops] can be a challenge for some users.” -Participant representing people with disabilities, Pierce County

“My parents in their 90s are mobility-challenged and do not speak English. They tried using the ADA paratransit van but had too much trouble finding the van for the ride back. Language and communication were the primary barriers. They no longer use the van as they were stranded on the return every time.” -Participant representing people with disabilities, Multi-county organization

“I feel like I don’t generally know about the programs.” -Participant representing people with disabilities, King County

Getting to health and wellness destinations including medical facilities, pharmacies, and grocery stores

Difficulty getting to health and wellness destinations was a priority we heard across outreach meetings. Many people shared that a lack of transportation, either regular transit or specialized transportation, at times needed to get to their medical appointments was a barrier to accessing healthcare. Also, some residents from Kitsap County or other less urbanized areas of the region talked about wanting to use more public transportation (e.g., bus, rails, or ferries) to get to major medical facilities located in more urbanized areas, like King County but how it was difficult to do so due to long transfer and wait times for cross-county (or cross-mode) travel.

“For older adults who have stopped driving, it is difficult to find transportation to medical appointments, and transportation outside of normal business hours.” -Participant representing older adults, King County

“It is cumbersome to get to and from appointments via ADA paratransit. I will try to hold my driver’s license as long as I can. Personal vehicles give freedom and flexibility to travel around.” -Participant representing people with disabilities, King County

“I don’t know how to make my medical trips better. With public transportation, you really have to map it out and it is hard for someone with disabilities to figure out how to book, cancel, and plan a ride on their own to get to a doctor appointment.” -Participant representing people with disabilities, Kitsap County

“Dialysis clinics stay open late and sometimes they schedule appointments overnight. However, there is no transit available to get to the clinics late night.” -Participant representing Pierce County through mobility coalition



Cost of services

Riding specialized transportation, especially medical transportation without Medicaid or Medicare Advantage coverage, can be expensive to people with low incomes, and several outreach participants shared experiences trying to look for more affordable options. In our region, some transit agencies offer reduced fare options but some participants expressed that reduced fares are still too expensive for riders with lower incomes who may need to take public transportation multiple times a day. Also, some outreach participants requested more information on the discounted fare options, such as Regional Reduced Fare Permit (RRFP).

“Some companies provide medical transportation in Kitsap but it is difficult and expensive to use.” -Participant representing older adults, Kitsap County

“A lot of our clients are low-income. For them, taking transit can be costly. I think more information on reduced fares would be helpful.” -Participant representing people with low incomes, Snohomish County

“Fare reductions are not enough, \$1.50 is still too costly when paying for multiple riders on one family income. The income threshold for reduced fare leaves many out.” -Participant representing King County through mobility coalition

“Transit may be unaffordable for people with an income just above the eligibility requirements for reduced fare options.” -Participant representing King County through mobility coalition

Phase 2: Desired Outcomes

After PSRC analyzed feedback heard from Phase 1 on mobility challenges, the agency reached out to the organizations engaged during Phase 1 and several additional organizations who expressed interest and suggested by community partners. For the second phase of the outreach, organizations reviewed and confirmed key mobility needs identified from the earlier outreach process, explored potential causes of the needs, and were asked to provide input on desired outcomes to improve those needs. Key desired outcomes based on the feedback include, but are not limited to:

- Shorter wait times when transferring between services.
- More transportation options are available at times when they are needed
- Travel information is easy to understand
- People can get to health and wellness destinations without transportation barriers
- Patients are fully informed about available transportation services to get to/from medical appointments
- Low-cost fares are available for all transportation services to meet the needs of lower-income populations
- Presence of more ADA-accessible infrastructure, like sidewalks and curb ramps, especially around transit stations

Feedback received from this process helped PSRC to identify priorities of the strategies which are identified in the Mobility Tomorrow section of the plan.



Appendix C-A. Mobility Needs Questions

Q1. Which of the following groups are you a member of (or are primarily familiar with)? You can select multiple.

- Youth (5-17)
- Older Adults (65+)
- Persons with a Disability
- People with Low Incomes
- People with Limited English Proficiency (LEP)
- Veterans
- People of Color
- None of These

Regular Transit Services

Q2-1: Do you (or the groups you are familiar with) experience any of the following challenges to using regular transit (buses, rail, ferries)? You can select multiple.

- Lack of information about available services
- Lack of spoken and/or written language assistance
- Lack of services at times when they are needed
- High cost of services
- Longer travel times compared to other transportation options (driving in a personal vehicle, transit, etc.)
- Long wait times when transferring between services
- Difficulty transferring between services due to eligibility requirements
- Difficulty getting to medical appointments, pharmacies, and grocery stores
- No challenges to using regular transit service
- Other challenges not previously mentioned
- Not sure/I don't know



Q2-2. Do you (or the groups you are familiar with) experience any other challenges to using regular transit?

Specialized Transportation Services

Specialized transportation services are transportation options for people who have difficulty transporting themselves due to age, income, or disability. Examples of specialized transportation services include paratransit buses, shuttles (typically requiring scheduling a ride in advance), volunteer driver programs, and school buses.

Q3-1. Do you (or the groups you are familiar with) experience any of the following challenges to using specialized transportation? You can select multiple.

- Lack of information about available services
- Lack of spoken and/or written language assistance
- Lack of services at times when they are needed
- High cost of services
- Longer travel times compared to other transportation options (driving in a personal vehicle, transit, etc.)
- Long wait times when transferring between services
- Difficulty transferring between services due to eligibility requirements
- Difficulty getting to medical appointments, pharmacies, and grocery stores
- No challenges to using specialized transportation services
- Other challenges not previously mentioned
- Not sure/I don't know

Q3-2. Do you (or the groups you are familiar with) experience any other challenges to using specialized transportation?

Q4. Do you (or the groups you are familiar with) experience challenges to using other ways of getting around (not transit or specialized transportation, for example, walking or biking)? Please describe below.

Thank you for your help.

Your feedback will be used to inform our understanding of mobility needs in the region. Please email PSRC staff with any questions. For more information, please visit <https://engage.psrc.org/>.

