



# Special Needs Transportation Inventory

*Moving People, Changing Lives*



A publication of the  
Snohomish County Special Needs Transportation Coalition

December 17, 2002

# Special Needs Transportation Inventory

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The commitment and hard work of the Snohomish County Special Transportation Needs Steering Committee is directly responsible for this document, *The Special Transportation Needs Inventory*, and for keeping alive the vision of coordinated special needs transportation in Snohomish County.

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# Executive Summary

A coordinated transportation system in Snohomish County offers the opportunity to use existing resources effectively and efficiently, and provide adequate mobility to those currently underserved. By coordinating and streamlining administrative and operational transportation components, more people will have transportation services provided, and taxpayers can be confident that their tax dollars expended on special needs transportation are being maximized.

Before designing and implementing a coordinated transportation system, the Snohomish County Special Needs Transportation Coalition developed this *Snohomish County Special Transportation Needs Inventory* to provide the following information:

- Special needs transportation resources available in the Snohomish County region
- Gaps between consumer demand and transportation service availability
- Challenges and opportunities for coordinated transportation in Snohomish County

## BACKGROUND

The Snohomish County Special Needs Transportation Coalition is a diverse group of stakeholders committed to creating and implementing a coordinated countywide special needs transportation system that will serve all populations including those with special transportation needs.

This system will be easy for passengers to use and will efficiently use all current local transportation resources, including non-traditional methods.

An independent state agency, the Agency Council on Coordinated Transportation (ACCT), provides planning grants to counties to plan and implement coordinated transportation systems.

Many local and regional plans also call for coordinated special need transportation.

Key partners in the Snohomish County Special Needs Transportation Coalition are:

- Snohomish County Human Services, Lead Agency
- Catholic Community Services
- Community Transit
- Everett Transit
- Refugee and Immigrant Forum
- Senior Services of Snohomish County
- Snohomish County Developmental Disabilities Division
- Snohomish County Medicaid Broker
- Snohomish County Mental Health Division
- Sound Transit
- Stillaguamish Tribe

Snohomish county has unique transportation issues in that two transit agencies service the county, over 600 square miles of the county are uncovered by public transit, an aging population requiring enhanced mobility assistance, and significant out-of-county travel is necessary for medical, employment, and social opportunities.

## SPECIAL NEEDS TRANSPORTATION RESOURCES

Five agencies within Snohomish County provide directories with a transportation component. In addition, a web-based Snohomish County “Regional Trip Planner” is targeted to be released late 2002.

Current transportation programs and services are primarily serviced by:

- Public transit agencies - Everett Transit, Community Transit, and Sound Transit
- Medical assistance transportation program (Medicaid)
- School district transportation
- Private and non-profit providers, including taxis, cabulances, bus charters, and social service transportation programs such as TAP (Transportation Access Program).

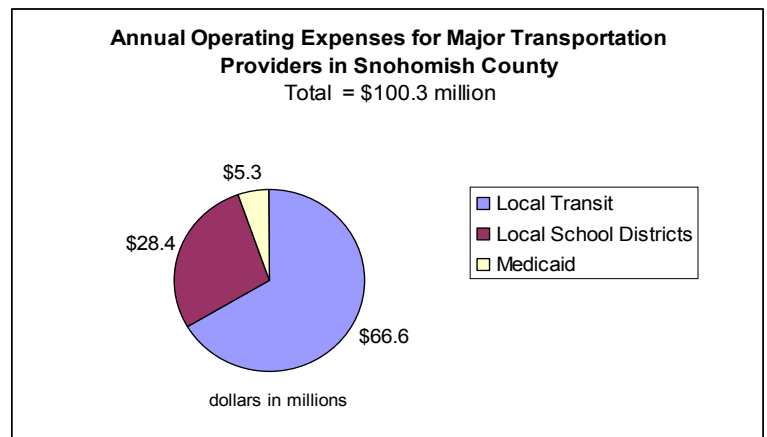
With combined annual budgets of \$66.6 million, the two public transit agencies (Everett and Community Transit) operate over 715 vehicles providing approximately 8.8 million fixed-route boardings per year, and 223,406 demand-response (paratransit) boardings per year. Passenger boardings have outpaced service population growth since 1993. The two agencies provide transportation services within designated service areas for a fare of \$0.75 - \$1.00 for adults, and \$0.30 – \$0.35 for seniors and people with disabilities on the fixed route. The fare is \$1.00 on Community Transit’s paratransit services (DART), and by donation on Everett Transit’s paratransit services. The combined average cost per trip is \$4.89 for fixed-route and \$27.01 for demand-response.

The Medicaid Access Transportation Program provides non-emergent medical transportation

to Snohomish residents eligible for Medicaid. With an annual \$5.3 million budget, the program brokers trips to over 15,000 people through the use of private for-profit and non-profit, and volunteer transportation providers utilizing about 108 vehicles. The service does not charge fares. The average cost per trip equals \$22.63 per trip.

There are 15 school districts in Snohomish County providing transportation to 55,581 students per day. Of those, 2,309 special needs students are transported. The school districts also provide kindergarten transportation midday, special shuttles for off-campus events and special programs, as well as provide parents compensation in lieu of transportation and bus tokens for public transportation. These school transportation services are provided through state and local funds amounting to a total of \$28,402,616 per year.

A coalition survey also found that approximately 81 community organizations—primarily long-term care and aging network service providers—deliver transportation exclusively to their own clients.



## SPECIAL TRANSPORTATION NEEDS

Over 40% of the Snohomish county population, or roughly 250,000 people, are either seniors or children; people with a disability; or people with incomes below poverty level. The Census reported approximately 12% of the population listed as having a disability also have incomes below poverty. Almost 8% of people aged 65 and over, and almost 9% of children under the age of five were listed as living below the poverty level.

Examples of transportation needs of these population groups include, but are not limited to:

- Ineligibility for transportation services or programs
- Residing in a geographical area that is underserved by transportation services
- Inability to find transportation between county, state, and national boundaries
- Inability to drive and lack of skills to utilize transportation services
- Unable to afford private transportation services

- Inability to access childcare
- Inability to participate in after-school activities due to lack of transportation
- Transportation service that is too confusing or cumbersome to meet the needs of the passenger

## CHALLENGES AND OPPORTUNITIES

As the Snohomish County Special Transportation Needs Coalition begins the design of a coordinated transportation system, the following challenges need to be addressed:

- Trust between agencies
- Restrictions by laws and regulations
- Trip distribution concerns
- Employment concerns
- Accounting and billing challenges
- Funding and rate challenges
- Liability and insurance issues
- Differing communication technology
- Differing boundaries
- Perceptions about people with special needs

DEMOGRAPHICS	Number of People	% of Total Population
Total Snohomish County Population	628,000	100%
Seniors (65+)	56,437	9%
Children (0-17)	168,151	27%
People with Disabilities	165,940	27%
People with incomes below poverty level	41,024	7%

# Chapter 1. Introduction

The Snohomish County Special Needs Transportation Coalition produced this *Snohomish County Special Transportation Needs Inventory*. This document will serve as the Coalition's foundation for planning and building a coordinated transportation system in Snohomish County.

The purpose of the *Special Transportation Needs Inventory* is to:

- Document the special needs transportation resources available in the Snohomish County region
- Identify the gaps between consumer demand and transportation service availability
- Identify the challenges and opportunities for coordinated transportation in Snohomish County

After the inventory receives public input and executive approval, the Coalition will develop a Strategic Plan for addressing the transportation gaps and implementing a coordinated transportation system. An Implementation and Evaluation Plan will also be produced, outlining the tasks and resources needed, as well as indicators of success.

This chapter provides background information on coordinated transportation and the planning process. Sections include:

- I. Snohomish County Special Needs Transportation Coalition
- II. Agency Council on Coordinated Transportation
- III. Planning Processes Supporting Special Needs Transportation
- IV. Unique Transportation Issues in Snohomish County



# **I. SNOHOMISH COUNTY SPECIAL NEEDS TRANSPORTATION COALITION**

The Snohomish County Special Needs Transportation Coalition is a broad community group working together to develop a coordinated transportation system for persons with special transportation needs in Snohomish County. Persons with “special transportation needs” are defined in state law [RCW 47.06B] as:

*“Those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”*

## **a. Coalition Vision and Goals.**

The Coalition strives to foster cooperation and collaboration among private and non-profit transportation brokers and providers, local public transportation agencies, local governmental agencies and transportation system consumers. Through better coordination of available transportation resources, programs will realize greater efficiencies and more rides will be available for consumers.

The Snohomish County Special Needs Transportation Coalition will strive to create and implement a coordinated, county wide special needs transportation system that:

Recognizing that existing transportation providers operate within legal and fiscal constraints, the Coalition will strive to create and implement a coordinated, county wide, special needs transportation system that::

- Serves all people with special transportation needs
- Explores the efficient uses all local transportation resources; including non-traditional ones
- Fosters partnerships between transportation and social service providers through ongoing communication and forums for problem solving
- Is user-friendly, safe, and easy to access

## **b. Key Partners.**

Representatives from the following agencies have been active partners in the Snohomish County Special Needs Transportation Coalition:

- Snohomish County Human Services, Lead Agency
- Catholic Community Services
- Community Transit
- Everett Transit
- Refugee and Immigrant Forum
- Senior Services of Snohomish County
- Snohomish County Developmental Disabilities Division
- Snohomish County Medicaid Broker
- Snohomish County Mental Health Division
- Sound Transit
- Stillaguamish Tribe

The Coalition is actively working towards expanding the group to include local school districts, advocacy groups, people with special transportation needs, and others.

## II. AGENCY COUNCIL ON COORDINATED TRANSPORTATION

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The Agency Council on Coordinated Transportation (ACCT) is an independent council of state agencies, transportation providers, consumer advocates, and state legislators. ACCT receives administrative support from the Washington State Department of Transportation, Public Transportation Division.

The Washington State Legislature authorized the ACCT [RCW 47.06B] in 1998 to:

- Promote the coordination of transportation for people with special transportation needs;
- Provide an institutional framework for discussing issues and initiating change, and
- Report to the legislature and recommend legislative remedies.

ACCT provides planning grants to the Snohomish County Special Transportation Needs Coalition to build and maintain the Coalition, develop an inventory of resources and needs, develop a coordinated transportation model, as well as an implementation and evaluation plan.

As the Coalition's lead agency, the Snohomish County Human Services Department administers the ACCT grants.

## III. PLANNING PROCESSES SUPPORTING SPECIAL NEEDS TRANSPORTATION

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The Snohomish County Special Needs Transportation Coalition's vision and goals are supported by numerous other regional and local planning processes, including the:

### **a. Snohomish County Growth Management Act (GMA) Comprehensive Plan:**

Snohomish County's GMA Comprehensive Plan includes the following goal and objectives:

*Provide transportation services that enhance the health, safety, and welfare of Snohomish County citizens:*

*Cooperate with WSDOT, the cities, and transit operating agencies to design facilities and provide for services that enhance the mobility of all citizens regardless of age, disability, or income.*

*Participate with the cities, Community Transit, Everett Transit, King County-METRO, Marine Division of WSDOT, and AMTRAK in*

*establishing compatible schedules and terminal locations.*

### **b. Community Transit Transportation Plan:**

Community Transit's six-year plan supports the paratransit DART service and related services to serve customers with disabilities in Snohomish County. In addition, the Planning and Marketing departments regularly seek public input regarding both fixed route and DART services through its Citizens Advisory Committee, Rider Forums, and other public hearings.

### **c. Everett Transit Transportation Plan:**

Everett Transit's 1994 comprehensive plan is being updated this year, and will continue to

stress a commitment to ADA requirements and coordination with Community Transit in addressing those requirements.

**d. Sound Transit Ten-Year Regional Transportation Plan**

The Regional Transportation Plan for Sound Transit includes a statement of "making transportation accessible for all people including seniors and persons with disabilities."

**e. VISION 2020 and Destination 2030, Puget Sound Regional Council:**

VISION 2020 and Destination 2030 are the long-range growth management, economic and transportation strategies for the central Puget Sound region. The vision is for diverse communities to be connected by a high-quality, multi-modal transportation system that provides effective mobility for people and goods.

The plans' numerous policy recommendations support reduction of auto dependency and provision of expanded, improved, and better-coordinated seamless transit services. The regional plans also emphasize and advocate longer-term changes in development patterns that would benefit special needs transportation, largely through focusing new growth in existing or emerging "centers and transit station areas." This is to provide greater accessibility more efficiently for all types of needs and services.

**f. Washington State Transportation Plan:**

The Washington State Transportation plan recognizes the importance of special needs transportation and collaboration efforts. Supporting statements include:

*"Private for-profit and non-profit agencies currently provide a range of transportation services, often limited by categorical eligibility requirements. The legislature created the Agency Council on Coordinated Transportation (ACCT), to improve the coordination of these services. Under the direction of ACCT, coordination activities are currently underway to improve service delivery efficiencies."*

*"An equitable transportation system provides basic transportation services for all citizens. WSDOT and its partners identified possible projects that would strive toward the objective of meeting all basic transportation needs for special needs populations. Public transit plays a strong role in providing transportation for those citizens who are otherwise unable to reach their destinations. For these citizens, public transit helps them go to work, buy groceries, get to medical services or visit friends and family.*

*Specific investments in special needs transportation improve accessibility to basic services. These include ADA-designed bus stops, sidewalk ramps, bus wheelchair lifts, and paratransit (demand responsive or "Dial-a-Ride" services)."*

*"Paratransit service is aimed at seniors, persons with disabilities, and others who may have difficulty using regular fixed-route transit services, or who do not have access to a public transit system in their area. This flexible service requires a reservation prior to the trip and offers door-to-door or curb-to-curb service. In addition to targeted investments, WTP policy directs all improvement projects and programs to incorporate design features to accommodate special needs."*

*"Goal 3: Special Needs Transportation*

*Transportation system provides all citizens access to basic services. Objective: Meet all basic transportation needs for special needs population. All elements of the transportation system should be accessible to all citizens. While all system improvement projects and program incorporate design features to accommodate special needs, this goal provides policy direction for specific accessibility improvements."*

*"Goal 10: Collaborative Decision Making*

*Collaboration occurs between federal, Tribal, state, regional, local, and private sector partners. Objective: Increase partner satisfaction with the level of involvement in decision-making in the development and implementation of transportation projects. Local jurisdictions, regional organizations, state and federal governments, and Tribal Governments in Washington work together to ensure that collaborative decisions best achieve the needs of all partners."*

**g. Area Agency on Aging Legislative Agenda**

The following “Transportation Principles” are highlighted in the Area Agency on Aging current legislative agenda:

*Assure the availability of transportation services to older persons and persons with disabilities, especially those who have low-incomes or who are frail or live in rural areas.*

*Move towards a unified public transportation system that serves all of Snohomish County.*

*Ensure that paratransit services are reliable and responsive to the needs of older people and people with disabilities.*

*Simplify the application process for paratransit services.*

*Transportation routes should be designed to meet the needs of the elderly and disabled, as well as commuters.*

*Ensure adequate funding so that transit authorities do not have to choose between adequately funding paratransit or accessible fixed-route service.*

**h. Snohomish County Developmental Disabilities Community Plan**

The Snohomish County Developmental Disabilities 20002 Community Plan specifically refers to the need for access to the community and public transportation. It states:

*Very few adults with developmental disabilities drive and have cars available, so it is essential that public transit, both fixed routes and paratransit services, be readily available. There are currently neighborhoods and periods of time that have no bus service...a variety of support needs must be met for individuals with disabilities to be able to truly be involved and participate in community life.*

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**IV. UNIQUE TRANSPORTATION ISSUES IN SNOHOMISH COUNTY<sup>1</sup>**

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Snohomish County (estimated population 628,000 in 2002) lies in western Washington State on the east shore of Puget Sound, just north of King County and the Seattle metropolitan area. It covers a total land area of 2, 098 square miles. The eastern half is primarily uninhabited forest and mountain terrain bordered by the crest of the Cascade Range. The County has twenty incorporated cities, the largest of which is Everett (estimated population 96,070). Forty-eight percent of the population (300,460 people) lives outside of city boundaries in the unincorporated area of the county.

**a. Two Transit Agencies.** Snohomish County is served by two public transit agencies: Everett Transit serves the City of Everett, and much of the remainder of the areas of Snohomish County is served by Community Transit. Both agencies provide complementary paratransit services.

**b. Over 600 Square Miles Uncovered by Public Transit.**

With over 92,332 people or nearly 15% of the county population living outside of either transit service areas, many Snohomish County residents face daily challenges in obtaining transportation to needed services primarily located in urban centers. Other transportation services may exist in this area, but if residents

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<sup>1</sup> Statistics provided in this chapter are from the *Snohomish County Community Partners: Data Committee Report, 2001*, unless otherwise noted.

are not eligible for the program, their transportation needs are unmet.

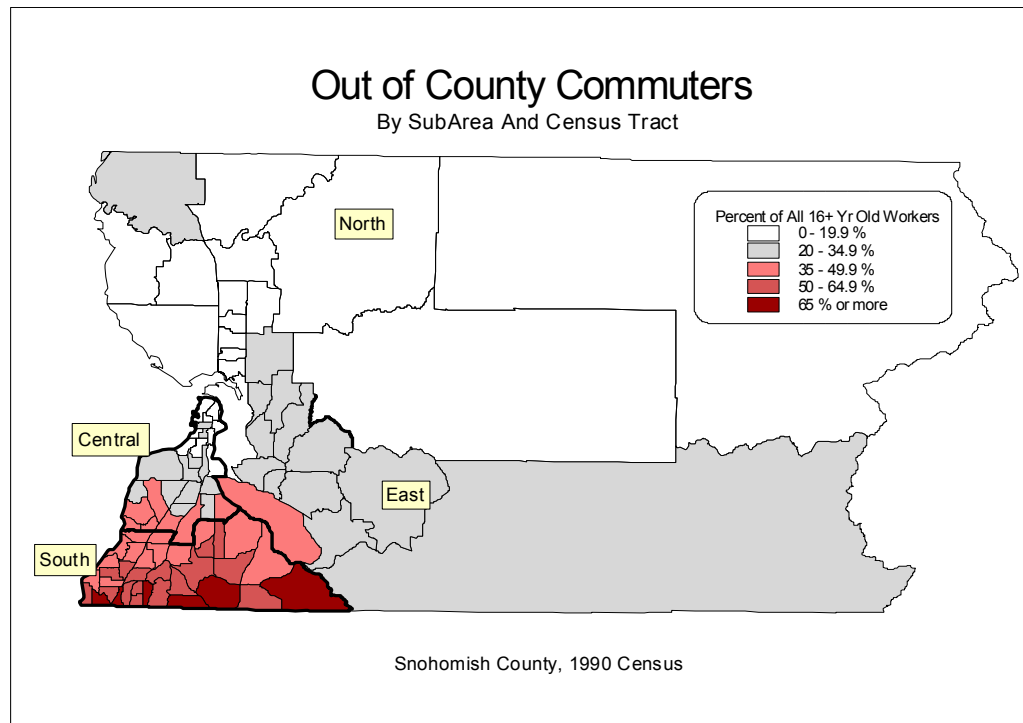
**c. Significant Mobility Challenges Increase as Population Ages.**

The incidence of most kinds of disability increases with age. As the population ages, the challenges brought on by disabilities becomes a rising concern. The 2000 Washington State Census indicates that 16.7% (59,598 people) of persons 21-64 years of age in Snohomish County reported some form of work, mobility, or self-care disability. That proportion increased significantly to 42.8% (23,280 people) for persons 65+ years of age. As the baby boom generation begins to retire after 2010, those numbers can be expected to rise sharply.

**d. Out-of-County Transportation Critical.**

Resident need to travel to counties north and south of Snohomish County in order to access employment, medical services, recreation, and other activities. According to the Medicaid transportation program, the county is lacking doctors and specialists that accept Medicaid or Medicare payments. This requires people with transportation challenges to travel to neighboring areas or urbanized King County to receive medical services.

In addition, the 1990 Census indicated that 38.1% of all Snohomish County workers 16 years of age and older commuted to jobs that were located in other counties. The map on this page provides an immediate visual understanding of the strong economic relationship that especially southern Snohomish County has with King County through the employment opportunities that exist there.



Subarea	Workers 16+ Yrs Old				Percent			
	All	In County	Out of Cnty	Out of State	All	In County	Out of Cnty	Out of State
Central	63045	44216	18430	399	100.0%	70.1%	29.2%	0.6%
South	100491	44156	55393	942	100.0%	43.9%	55.1%	0.9%
East	29072	21223	7678	171	100.0%	73.0%	26.4%	0.6%
North	39359	32207	6835	317	100.0%	81.8%	17.4%	0.8%
<b>Total County</b>	<b>231967</b>	<b>141802</b>	<b>88336</b>	<b>1829</b>	<b>100.0%</b>	<b>61.1%</b>	<b>38.1%</b>	<b>0.8%</b>
Source: 1990 Census of Population and Housing, Summary Tape File 3A: Washington, CDROM #CD90-3A-58, Table P45, US Department of Commerce, Bureau of the Census, Washington, DC; 9/1992.								

# Chapter 2.

## Special Needs Transportation Resources

The *Snohomish County Special Needs Transportation Coalition* has identified a variety of existing transportation resources within the county. In this chapter, information is provided on:

- I. Transportation Directories and Planners
- II. Transportation Capacity
- III. Transportation Costs

### I. TRANSPORTATION DIRECTORIES & PLANNERS

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Residents in Snohomish County have five directories at their disposal to assist with transportation planning. All of the directories meet different objectives, yet each has a transportation component. In addition, a web-based Snohomish County regional trip planner will be released this year that will assist residents in planning their transit trips between Snohomish, King, and Pierce counties.

Based on the information provided in these directories and other resources, a listing of transportation programs and providers in Snohomish County is compiled and provided under *Appendix A: Transportation Programs & Providers in Snohomish County*. Following is a brief overview of the directory contents and contact information on how to receive a copy.




**Key Links: Snohomish County Community Access Guide** is a compendium of relocation services prepared for resettled refugees, immigrants or newcomers to Snohomish County. The information is provided in 13 different languages: English, Amharic, Arabic, Cambodian, Chinese, Japanese, Korean, Laotian, Serbian/Bosnian/Croatian, Somali, Spanish, Ukrainian and Vietnamese. It includes a “how-to” for establishing utilities and banking procedures, health/medical locations, emergency service telephone numbers and reference material for employment and housing services. The transportation segment covers bus rules and


etiquette, current rate structures and a telephone listing and websites of the area’s transportation services. *Contact: Refugee & Immigrant Forum (425)-388-9307.*



**Transportation Options in Snohomish County** is a large-print pamphlet produced by Community Transit. It is designed for people with disabilities, seniors and other individuals depending on public transportation as their primary means of transportation. The booklet provides a how-to-ride guide, regarding fixed-route buses, transferring between systems, current fare structure and information on how to obtain bus schedules. Transit systems are

listed along with other transportation systems offering supplemental services (Washington State Ferries, Greyhound Bus Lines, Amtrak). Agencies providing transportation services for their specific programs information are also included in the booklet. *Contact: Community Transit (425) 348-7196.*

 **Where to Turn in Snohomish County** is a telephone directory published as a community service by the Volunteers of America of Western Washington. It lists over 200 health, welfare, and recreation agencies both by name and by areas of service. The transportation sector lists those agencies providing transportation service for individual programs as well as the public fixed-route and paratransit systems. *Contact: Volunteers of America (425) 259-3191.*

 **The Senior Source Resource Guide** provides older adults in Snohomish County information on public and private non-profit agencies that provide services to seniors, often on a free or reduced-fee basis. Transit options with eligibility requirements are listed. *Contact: Senior Services (425) 513-1900.*



**Regional Accessible Transit Guide** This directory will be available on-line by the end of 2002. It will provide bus, rail, light rail and paratransit information from Community Transit, Everett Transit, King County Metro, Pierce Transit and Sound Transit. Each of the transit options will be listed with appropriate telephone numbers and explanation of the role their Advisory Committees play in the development of transit services and programs. The Guide will give detailed instructions on reading a bus route map and timetables as well as fare information and eligibility requirements for paratransit door-to-door and hand-to-hand service. The Sounder Commuter Rail service between Tacoma and downtown Seattle will be explained with detailed safety instructions, including how-to use the TVM (ticket vending machine). Information on regional “Ridematch” for carpooling in the Puget Sound area will be also included. *Contact: Sound Transit (888) 889-6368.*

## II. TRANSPORTATION PROGRAMS & SERVICE DELIVERY AREAS<sup>2</sup>

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Snohomish County's transportation system is a network of public and private transportation service providers working in concert to meet the transportation needs of Snohomish County's increasingly diverse and growing population.

Following is a detailed description of the county's three largest public transportation programs and their service delivery areas, as well as a general overview of other significant programs. The transportation programs and services outlined in this section are:

- a. Public transit agencies
  - i. Community Transit
  - ii. Everett Transit
- b. Medical assistance transportation program (Medicaid)
- c. School district transportation
- d. Other transportation services

**a. Public Transit Agencies.** Three bus agencies fund public transit services in Snohomish County: *Everett Transit* serving primarily the City of Everett and also the Washington State Ferry in Mukilteo; *Community Transit* serving most of the other areas of Snohomish County; and *Sound Transit* funding regional transportation. King County Metro also provides vanpools for King County residents commuting to Snohomish County employers and limited bus service to Boeing facilities in the county and Lynwood Park and Ride.

Community Transit and Everett Transit both provide fixed-route and paratransit (demand-response) services. Fixed-route bus transportation refers to large capacity buses that run on regular routes and are established in response to the highest consumer demand, e.g. commuter routes, routes from residential areas to shopping and medical centers, etc.

Paratransit buses are smaller capacity vehicles designed to transport individuals who are unable to access regular fixed-route buses due to a functional disability. The American with Disabilities Act (ADA) requires local transit agencies nationwide, at the minimum, to provide complementary paratransit transportation services within 3/4 mile of local fixed routes to people with disabilities who are unable to use regular fixed route service. Paratransit bus schedules are not 'fixed' but are established daily depending upon consumer needs on that specific day, hence referred to as demand-response service.

Snohomish County also participates in both the 5-county collaboration called the Puget Sound Regional Council (PSRC), including Island, King, Kitsap, Pierce & Snohomish Counties; and Sound Transit, the 3-county Regional Transit Authority (RTA), which includes King, Pierce & Snohomish Counties. Among other regional planning services, the PSRC provides extensive transportation

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<sup>2</sup> Statistics in this section are from the *Snohomish County Community Partners: Data Committee Report, 2001*, unless otherwise noted.



planning support. Sound Transit provides regional high-capacity transit service as part of its role in the development and implementation of a regional transit plan, as authorized by the High Capacity Transit Act passed by the Legislature in 1990.

*i. COMMUNITY TRANSIT.* The Snohomish County Public Transportation Benefit Area (PTBA), also known as Community Transit, is a limited purpose municipal corporation that serves a public transportation benefit area (PTBA) in Snohomish County. It was created by a vote of the county electorate in 1976.

Community Transit currently operates fixed routes that serve the City of Everett without restrictions (full access to bus stops and streets). Effective February 2003, route changes will occur that will limit the number of stops within the Everett city limits. At the same time, service will increase by approximately 15% throughout the PTBA.

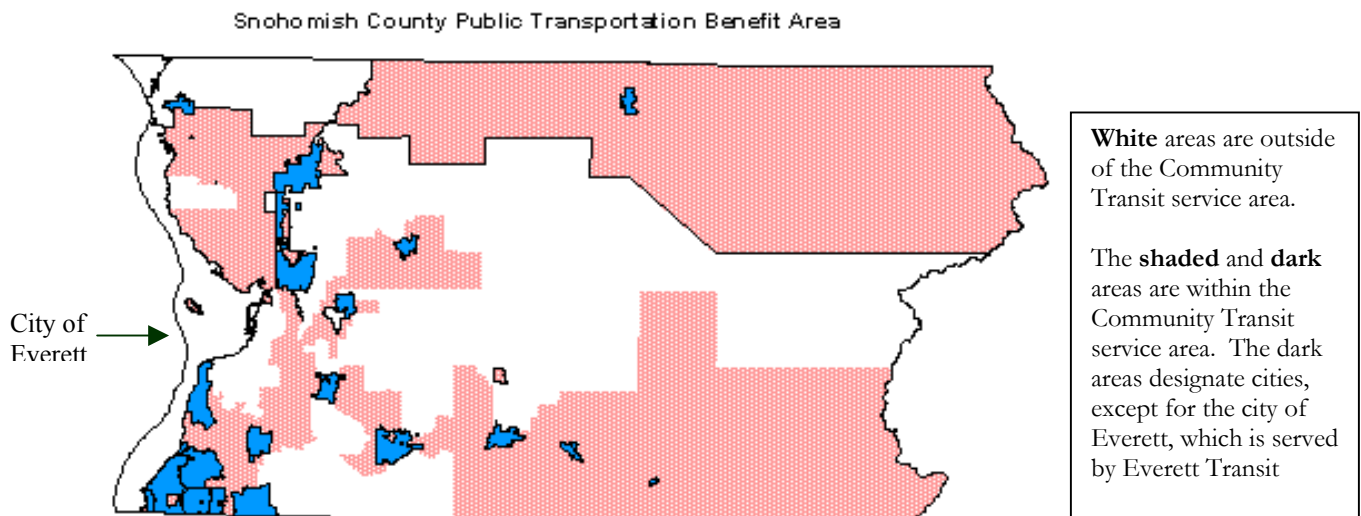
The service delivery area for Community Transit as of September 2002 is provided in the following map.

Fixed Route. Community Transit first started in October 1976 with 18 buses and seven routes. Today, it has 276 coaches and operates 19 local routes throughout Snohomish County and 33 commuter routes to downtown Seattle, the University of Washington, and the eastside of the county.

Sound Transit contracts with Community Transit to provide regional express bus service between Snohomish County and King County. These are in turn subcontracted to privately operated Coach USA.

DART: Community Transit contracts with Senior Services of Snohomish County to provide "demand-response" paratransit services (known as DART, an acronym for "Dial-A-Ride Transportation") to ADA paratransit qualified individuals with disabilities.

Vanpool: Community Transit promotes ride-sharing alternatives for commuters by operating the third largest public vanpool service in the nation and by offering commute trip reduction information and technical support to local employers.



**ii. EVERETT TRANSIT.** The City of Everett Department of Transportation Services operates Everett Transit, a transportation program that has its roots in services initiated in 1893. Everett Transit serves the City of Everett and its 96,070 residents along with the Washington State Ferry service in Mukilteo.

Everett Transit completed the construction of Everett Station in February 2002. A multi-modal transit center, Everett Station is served by Everett Transit, Community Transit, Sound Transit, Greyhound and Trailways buses. AMTRAK long distance service began in November 2002 and Sound Transit commuter rail service will also be part of Everett Station. An additional transit center is planned for Everett Community College in North Everett. .

Fixed-Route and Demand-Response: Everett Transit operates 9 fixed routes: 6 suburban local routes, 2 downtown shuttle routes and one suburban commuter route serving the Everett Boeing plant. It also provides "demand-response" paratransit services to all "ADA qualified" persons with disabilities and those 62 years of age or older with no other means of transportation.

In 1996, the Everett Transit fixed route system was restructured. This resulted in streamlined routing, which reduced the number of transfers required by Everett Transit passengers to reach their destinations.. From 1997 onward, service hours for fixed route and demand-response customers have risen. No service reductions are planned for 2003.

**b. Medical Assistance Transportation Program.**

The Washington State Medical Assistance Administration (MAA), a division of the Department of Social and Health Services, provides federal and state funding for transportation to necessary non-emergency

medical services for all eligible Medical Assistance (low-income) clients who have no other means of gaining access to these services. MAA contracts with transportation brokers in 9 regions statewide.

The transportation broker in Snohomish County is currently Snohomish County Human Services. This broker arranges bus, taxi, van or wheelchair van transportation to medical appointments and hospital emergency rooms for eligible Medicaid recipients. The broker contracts with a variety of independent transportation providers that can provide the lowest cost, most appropriate trips. The service delivery area for Medicaid-eligible trips is unlimited. Trips are normally provided anywhere from Seattle to Bellingham, and all over Snohomish County.

**c. School Districts Transportation Programs.**

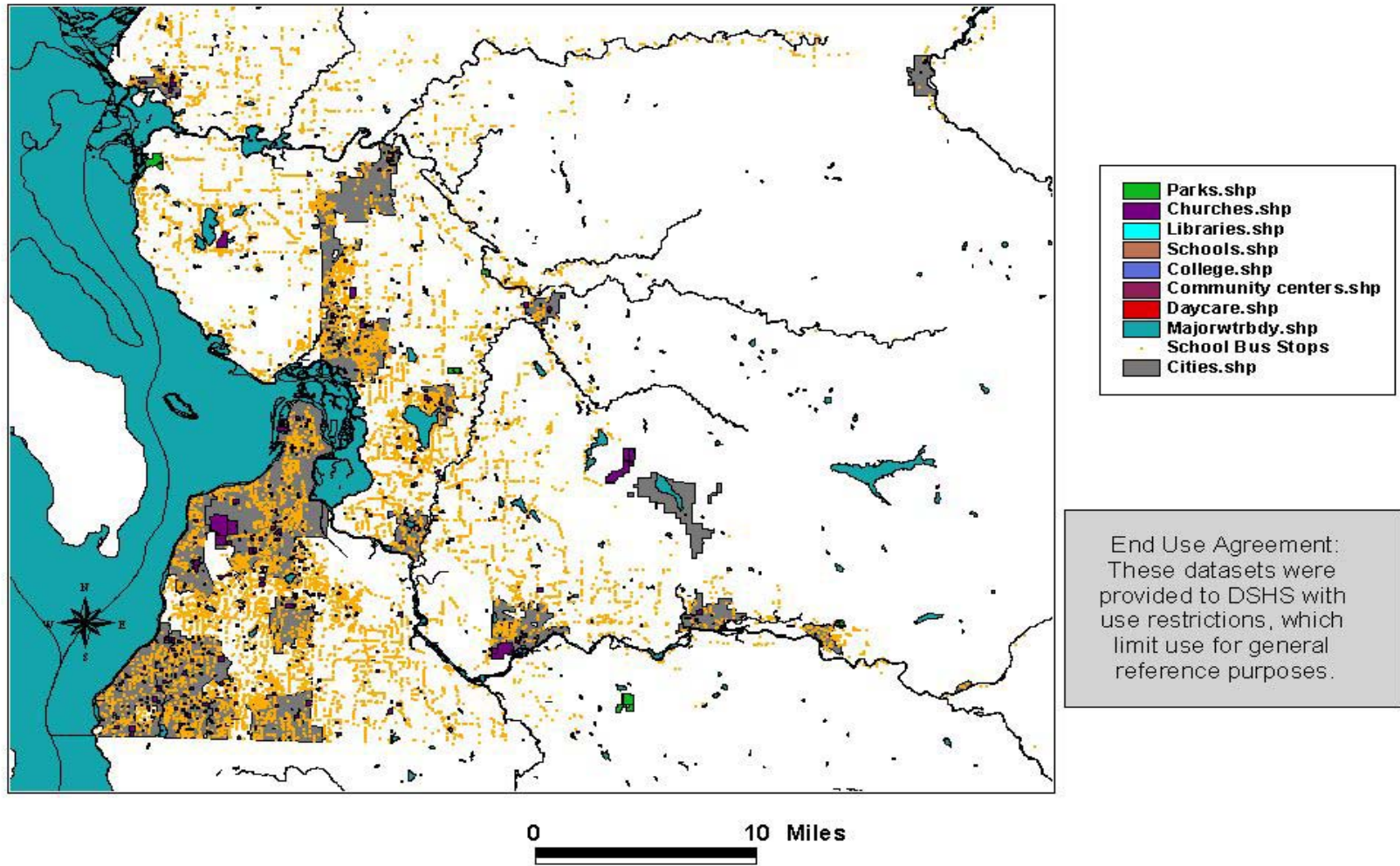
Fifteen local school districts provide transportation to and from school and after-school activities for elementary, middle school, and high school students that live in Snohomish County. The school districts are:

Arlington	Mukilteo
Everett	Lake Stevens
Edmonds	Marysville
Monroe	Snohomish
Darrington	Granite Falls
Stanwood-Camano	Sultan
Index	Lakewood
Northshore	

The Northshore School District serves both Snohomish County and King County.

Local school districts also provide transportation for a wide variety of special needs programs in and out of the county, including programs for gifted and early childhood development along with students with disabilities. A map illustrating the stops is provided on the following page.

## School Bus Stops and Public Facilities



#### **d. Other Transportation Programs.**

**PRIVATE SECTOR.** Snohomish County has several privately owned, for-hire taxi and cabulance service providers. Taxis primarily transport ambulatory individuals to a variety of destinations. Taxis are also accessible to wheel chair bound individuals who are able to transfer independently from their wheelchair to the taxi and who have a collapsible wheelchair. For an additional charge, some taxi companies will provide collapsible wheelchairs.

Cabulance transportation is available for those who must be transported in a wheelchair and are unable to transfer independently from their wheelchair. A cabulance is a specialized wheelchair-lift equipped van that offers the consumer the option of individualized transportation. Both taxi and cabulance transportation providers charge a pick-up or "drop" charge as well as a per mile charge.

Private charter and intercity bus companies, such as Greyhound, Coach USA, and Journey Lines, also provides transportation for a fee.

In addition to for-profit providers, Senior Services of Snohomish County operates the Transportation Access Program (TAP), which provides limited transportation by appointment to seniors and people with disabilities with no other transportation options. TAP will transfer passengers to and from DART, vanpool, and Community Transit bus routes.

Senior centers, nursing homes, and other community organizations also often provide transportation to their own clients. Tulalip and Stillaguamish tribes also provide

transportation with 10 vans and 5 vehicles, respectively.

In addition, Community Transit has donated a number of vans to local community organizations. A list of organizations that have received these vans in the last two years is provided in *Appendix B: Van Donations by Community Transit*.

**FERRIES.** The Washington State Ferry System is the largest in the nation and has more than doubled in ridership over the past thirty years. It serves as a water highway across Puget Sound enabling commuters to travel to work on its eastern shore and vacationers and weekenders to more easily reach the recreational opportunities that exist on the Olympic Peninsula. Two ferry routes, the Mukilteo-Clinton and the Edmonds-Kingston, serve Snohomish County. Riders originating from or traveling to communities that extend from Skagit County to south King County use both routes.

**RAIL.** Sound Transit continues to work on rail and other corridor improvements for Sound Transit's "Sounder" commuter rail service in order to extend its current run between Seattle and Tacoma to the new multi-modal transit center in Everett. Service is expected to begin late in 2003.

### III. TRANSPORTATION CAPACITY<sup>3</sup>

The information in this section outlines the available capacity of the largest transportation providers in Snohomish County. Where possible, data is provided for:

- i. Passenger boardings
- ii. Vehicle miles
- iii. Passenger destination types
- iv. Number of vehicles and seats

This section also reports the results of the Special Transportation Needs Coalition Inventory Survey. *Appendix C: Selected Public Transit Indicators* provides additional data on public transit agencies.

#### a. Public Transit Agencies: Community Transit & Everett Transit.

##### *i. Passengers Boardings.*

**COMMUNITY TRANSIT.** In 2001, more than 7.3 million boardings were recorded for Community Transit’s local and commuter routes. Another 777,000 trips were taken in Community Transit vanpools. Approximately 8% of passengers on the fixed-route service are either senior or disabled.

The demand-response service, DART, recorded 163,300 boardings in 2001. A total of 4,200 people are eligible for DART service. Of those eligible, 1,753 registered DART customers have never used the service. Only 58% of registered DART customers have used the service more than ten times since registering.

Approximately 37% of DART customers are seniors and about 23% of DART customers use wheelchairs. A 1-month data table for the number of passengers on DART by corridor and eligibility is provided under *Appendix D*.

COMMUNITY TRANSIT	Passenger Boarding	Seniors & Disabled Passenger Boarding	
	<i>Total</i>	<i>Total</i>	<i>% of Total</i>
<b>Fixed-Route</b>	7,333,570	602,242	8%
<b>Demand-Response</b>	163,300	163,300	100%

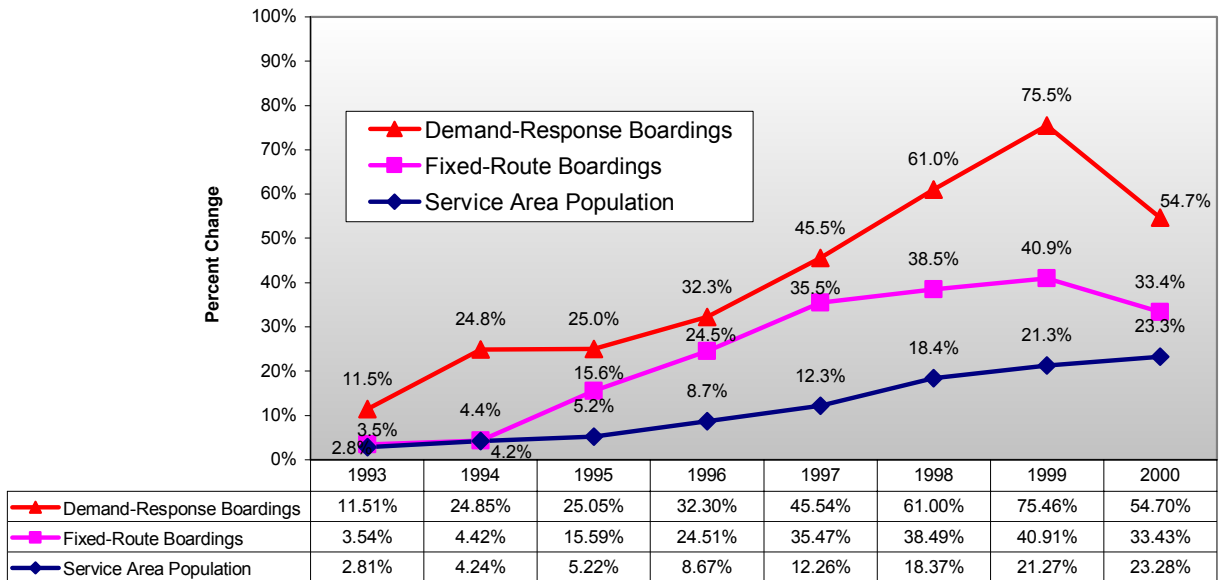
**EVERETT TRANSIT.** In 2001, Everett Transit recorded 1,559,394 boardings on fixed route service, and 57,399 boardings on their demand-response paratransit service.

EVERETT TRANSIT	Passenger Boarding	Seniors & Disabled Passenger Boarding	
	<i>Total</i>	<i>Total</i>	<i>% of Total</i>
<b>Fixed-Route</b>	1,559,394	298,638	19%
<b>Demand-Response</b>	57,399	57,399	100%

<sup>3</sup> Statistics in this section are from the *Snohomish County Community Partners: Data Committee Report, 2001*, unless otherwise noted.

**Combined Community Transit and Everett Transit boardings for fixed-route and demand-response trips have outpaced service population growth since 1993.**

**Annual Percent Change in Boardings and Service Area Population  
Combined Trends For Community Transit And Everett Transit : 1993-2000**



Source data: Public Transportation Systems in Washington State, Washington State Dept. of Transportation. Senior, disability, and general DART passenger data provided by Community Transit

*ii. Vehicle Miles.<sup>4</sup>*

**COMMUNITY TRANSIT.** During the 1992-2000 period, Community Transit's fixed route revenue vehicle miles increased by 52% from 4,677,591 revenue vehicle miles in 1992 to 7,094,637 revenue vehicle miles in 2000.

Demand-response revenue vehicle miles increased 222% from 514,407 miles in 1992 to 1,145,326 miles in 2000.

**EVERETT TRANSIT.** Due to streamlining of routes and reduction in transfer points, Everett Transit's fixed route revenue vehicle miles reduced 10% from 1992 to 2002 from 1,109,652 to 1,002,957 revenue vehicle miles.

Demand-response revenue vehicle miles nearly doubled, from 135,828 miles in 1992 to 271,407 miles in 2000.

*iii. Passenger Destination Types*

Destinations for transit passengers of both fixed-route transits are not tracked, nor are the destination types of Everett Transit demand-response passengers.

For Community Transit's demand-response trips, fifty-two (52%) percent of the passengers utilize the service for employment purposes. Other purposes include:

<b>DART Trip Purpose - YR 2000</b> (Based on 84,014 trips)		
<b>Destination</b>	<b># of Trips</b>	<b>% of Total</b>
Work Trips	43,326	51%
Medical Trips	19,073	23%
Other Trips	10,064	12%
Senior Trips	7,584	9%
Grocery Trips	2,255	3%
School Trips	1,712	2%

<sup>4</sup> Source data: Public Transportation Systems in Washington State, Washington State Dept. of Transportation

*iv. Number of Vehicles and Seats.*

**COMMUNITY TRANSIT.** Community Transit delivers fixed-route services with a fleet of 276 coaches. The demand-response DART services provide a fleet of 51 wheelchair accessible vehicles. The public vanpool service uses 333 passenger vans.

**EVERETT TRANSIT.** Everett Transit operates 41 fixed-route buses, with seating capacity varying from 24 to 61 seats. The majority of the fleet seats 41 to 43 passengers.

Everett Transit also operates 14 paratransit vehicles. Each vehicle has two wheelchair positions and 11 seats.

	<b># of Vehicles</b>	<b># of Wheelchair Accessible Vehicles</b>	<b>Average Seating Capacity</b>
<b>Community Transit</b>			
Fixed Route	276	276	43
DART	51	51	14
Vans	333	9	10
<b>Everett Transit</b>			
Fixed Route	41	41	24-61
Demand Response	14	14	11

**b. Medical Assistance Transportation Program.**

***i. Passenger Boardings.***

Over 71,000 people in Snohomish County are Medicaid recipients. The Snohomish County Medicaid Access Transportation Program in the past two years has provided services at least once to 15,000 people, approximately 21 percent of the total Medicaid eligible population. Medicaid transportation in the county provides approximately 180,000 boardings per year.

***ii. Vehicle Miles.***

Medicaid transportation providers travel approximately 2 million revenue vehicle miles per year.

***iii. Passenger Destination Types***

Following is a breakdown of the medical destination types Medicaid participants are being transported to:

<b>Medicaid Destination Type</b>	<b>Percent of Total Trips</b>
Dental or medical appointments	51%
Drug & Alcohol programs, including Methadone	13.5%
Mental Health appt./counseling	12.5%
Kidney Dialysis	12%
Adult Day Health programs	11%

***iv. Number of Vehicles.***

The Snohomish County Medical Assistance Transportation broker arranges trips with 14 eligible private for profit, non-profit, and community organization transportation providers. These providers utilize the following number of vehicles:

<b>Medicaid Providers</b>	<b>Ambulatory Vehicles</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Volunteer Drivers - Vehicles</b>
Private for Profit	102	14	0
Community Organizations	6	6	29

**c. School District Transportation.**

***i. Passenger Boardings.***

Snohomish County School districts transport approximately 55,581 students each morning.

***ii. Vehicle Miles.***

Vehicle miles include trips from school to bus stops and back to school for the year, extra miles for special events as well as special needs shuttles and kindergarten transportation. Total miles amounted to 8,862,113 for the 2000-01 school year.

***iii. Passenger Destination Types***

During the 2000-01 school year, 44,852 basic education students were transported, 33 parents received compensation in lieu of transportation, 764 public transportation pass tokens were distributed, 1,785 kindergarten midday trips were provided, 2,984 basic shuttles and 2,309 special needs trips were provided.

***iv. Number of Vehicles and Seats.***

836 school buses served the Snohomish County schools in the 2000-01 school year. Wheelchair lifts are provided in 113 buses and



304 wheelchair stations are available.

#### **d. Coalition Survey.**

The Snohomish County Special Needs Transportation Coalition Steering Committee used a group process to formulate a survey tool to help identify special needs transportation resources available in Snohomish County. A copy of the survey is attached under ***Appendix E: Transportation Resource Inventory Survey.***

The survey was posted, along with a one-page letter of introduction, on three Human Services Department websites: 1) the Human Services Department, 2) the Long Term Care and Aging and 3) the Developmental Disabilities website. The survey could easily be completed via electronic mail.

The survey was also sent along with the one-page letter of introduction and a self-addressed, stamped envelope to 1,417 community based service providers.

The Coalition received a 9.5% return rate with 136 responses. Ninety-four percent (128 responses) of the responses were from Long Term Care and Aging network service providers—adult day family homes, nursing facilities, home care providers, boarding homes, and senior centers. The remaining responses were from developmental disabilities service providers.

#### ***Major findings include:***

- 60% of respondents provide transportation to individuals with special needs, of which 96% provide transportation exclusively to their own clients.
- Respondents indicated that the type of transportation their agency provides is primarily to medical appointments, shopping, and social events.
- Respondents indicated that agency volunteer drivers, family and friends, and DART are the primary transportation services, other than agency transportation, used by their clients.
- Nearly all of the respondents provide transportation to their own clients and operate 1 vehicle with capacity for 2 passengers.

Follow-up telephone interviews were conducted, in which information from an additional 60 agencies were collected. These responses are not reflected in the above findings.

## IV. TRANSPORTATION COSTS

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This section provides transportation cost data for the largest transportation providers. Information is provided on:

- i. Budgets
- ii. Costs per trip and per vehicle mile
- iii. Fares

### a. Community Transit and Everett Transit.

*i. Budgets.* Although eventually overturned, the approval of Initiative 695 by Washington State voters in November 1999 resulted in legislative action that dramatically reduced the state's motor vehicle excise tax (MVEIT). That revenue was a major source of funding for public transportation services.

**COMMUNITY TRANSIT.** With 695 being implemented by the Legislature, Community Transit lost approximately 30% of its operating budget in January 2000, resulting in the:

- Elimination of all weekend fixed-route service
- Elimination of weekend DART service
- Cancellation of 11 bus routes
- Increased commuter bus fares
- Increased vanpool fares

One-time "bridge" funding allowed Community Transit to restore 86% of Saturday service (including DART) and a few other routes in September 2000.

In September 2001, voters with the PTBA approved a 0.3% sales tax increase (for a total transit sales tax of 0.9%) enabling Community Transit to restore Sunday and holiday service beginning February 2002. Plans are under way to continue expanding service throughout the Community Transit service area by up to

15% in 2003. The 2001 operating budget for Community Transit was \$58,252,569.

**EVERETT TRANSIT.** For over 25 years, Everett Transit has been funded through a 0.3% sales tax in the city of Everett. The 2001 operating budget was for fixed-route services was \$6,882,795 and \$1,424,828 for demand response services, for a total operating budget of \$8,307,623.

Everett Transit's 2003 budget will fund roughly 88,000 hours of fixed route service and roughly 23,000 hours of demand response service. The agency was scheduled to receive MVEIT for the first time in 2000. I-695 related impacts removed that as a source of revenue for Everett Transit.

### ii. Costs Per Trip and Per Vehicle Mile.<sup>5</sup>

**Fixed-Route:** In 2000, fixed-route operating costs per passenger trip for Community Transit was \$5.64 per trip, and \$4.14 per trip for Everett Transit.

Cost per vehicle mile for Community Transit and Everett Transit service was \$5.83 and \$6.16, respectively.

**Demand-Response:** The demand-response paratransit mode generates much higher operating costs per passenger trip due to the

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<sup>5</sup> Source data: Public Transportation Systems in Washington State, Washington State Dept. of Transportation

nature of the service. In 2000, the cost per trip for Community Transit (DART) was \$26.65; and \$27.37 for Everett Transit.

Cost per vehicle mile for Community Transit and Everett Transit demand-response service was \$3.80 and \$6.06, respectively.

**Cost per trip**

	<b>Community Transit</b>	<b>Everett Transit</b>
<b>Fixed-Route</b>	\$5.64	\$4.14
<b>Demand-Response</b>	\$26.65	\$27.37

The fares to ride Community Transit and Everett fixed-route transportation services range between \$0.75 - \$1.00 for adults, and \$0.30 – \$0.35 for seniors and people with disabilities. The fare is \$1.00 on Community Transit’s paratransit services (DART), and by donation on Everett Transit’s paratransit services. Fares for other services provided by both agencies are outlined below.

**Cost per vehicle mile**

	<b>Community Transit</b>	<b>Everett Transit</b>
<b>Fixed-Route</b>	\$5.83	\$6.16
<b>Demand-Response</b>	\$3.80	\$6.06

*iii. Fares.*

Snohomish County Community Transit				Everett Transit			
<b>Local Service</b>							
(Snohomish County)							
	<b>Adult</b>	<b>Youth</b>	<b>Sr./Disabled</b>		<b>Adult</b>	<b>Youth</b>	<b>Sr./Disabled*</b>
Cash	\$1.00	\$0.60	\$0.30	Cash	\$0.75	\$0.35	\$0.35
Monthly Pass	N/A	\$18.00	\$11.00	Route 5 Shuttle Fare	0.25	\$0.25	\$0.25
Monthly PugetPass	\$36.00	N/A	N/A	Monthly PugetPass (local)	\$27.00	N/A	\$12.60
Annual PugetPass	\$396.00	N/A	N/A	Monthly PugetPass (good in 5 area transits*)	\$72.00	N/A	\$36.00
Ticket Book	\$20.00	\$12.00	\$6.00	Ticket Book	\$22.50	N/A	N/A
				Route 4 Circulator	\$0.25	0.25	\$0.25
				Sound Transit (to Seattle or Bellevue)	\$2.00	N/A	\$1.00
<b>Commuter Service</b>							
(from South Snohomish County to King County)				* Five area transit systems: Everett Transit, Community Transit, Sound Transit Express, King County Metro & Pierce Transit			
	<b>Adult</b>	<b>Youth</b>	<b>Sr./Disabled</b>				
Cash	\$3.00	\$2.25	\$1.50				
Monthly Pass	\$108.00	\$81.00	\$54.00				
Annual Pass	\$1,188.00	N/A	N/A				
Ticket Book	\$60.00	N/A	\$30.00				
<b>Commuter Service</b>							
(from North & East Snohomish County to King County)							
	<b>Adult</b>	<b>Youth</b>	<b>Sr./Disabled</b>				
Cash	\$3.75	\$3.00	\$1.75				
Monthly Pass	\$135.00	\$108.00	\$63.00				
Annual Pass	\$1,485.00	N/A	N/A				
Ticket Book	\$75.00	\$60.00	N/A				
<b>Ship to Shore Commuter Service</b>				<b>Ship to Shore Commuter Service</b>			
(From bus to ferry & visa versa from Whidbey Island to Mukilteo Ferry)				(From bus to ferry & vice versa at Mukilteo & Clinton)			
	\$142.10	N/A	N/A		\$64.20	N/A	N/A

**b. Medical Assistance Transportation.**

*i. Budget.* The operating costs for the Medicaid Access Transportation Program in 2001 was \$5.3 million. Approximately fifteen percent of the budget is expended on administration, and the remainder is for direct transportation services.

*ii. Cost Per Trip and Per Vehicle Mile.* The average cost per trip for Medicaid is \$39/cabulance trip; and \$19/ambulatory trips. Total average cost per trips equals \$22.63 per trip.

*iii. Fares.* Medicaid transportation does not charge fares.

**c. School District Transportation.**

*i. Budget.* In the 2000-01 school year, the state allocated approximately \$17,069,568 for transportation among the 15 school districts in Snohomish County. The total amount spent on transportation however, amounted to \$28,402,616, the difference being covered by the district's general funds. The average state allocation for Snohomish County school transportation covers 60% of the actual costs.

*ii. Cost Per Trip and Per Vehicle Mile.* To estimate the cost per vehicle mile, the total expenditures (\$28.4 million) were divided by total miles (8.9 million miles), amounting to \$3.20 per mile. This number does not account for the cost of vehicles purchased through the Depreciation/Replacement system.

*iii. Fares.* School transportation does not charge fares.

# Chapter 3.

## Profile of Special Transportation Needs

Transportation is the means by which we move people, goods and services on a local, regional and even global scale. As such, it enables us to carry out the economic and social exchange that is the basis of our society.

Transportation is an essential service. When people are unable to transport themselves, serious economic and social repercussions result.

Maintaining mobility is critical in order for seniors and persons with disabilities to have access to services and sustain their links to the community. This is especially true for frail individuals who may be unable to use regular public transportation and for persons living in isolated and rural areas, which are underserved by transportation systems.

This chapter focuses on:

- I. The demographics of the special needs population
- II. Transportation gaps and challenges

### I. DEMOGRAPHICS OF THE SPECIAL NEEDS POPULATION

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**a. Seniors and Children:** Official estimates for 2001 indicate that 168,151 individuals in Snohomish County are 0-17 years of age. At the other end of the lifespan, 56,437 individuals are 65 years of age and older.

**b. People with Disabilities:** Twenty-seven percent (27%) of Snohomish County residents live with a disability, according to the 2000 Census. This amounts to 165,940 residents.

Disabilities listed by the U.S. Census included the following categories:

Sensory Disability	19,249
Physical Disability	40,157
Mental Disability	25,697
Self-care Disability	12,018
Go-outside-home Disability	28,199
Employment Disability	40,520

For persons listed in the Census with a disability aged 5 and over, Whites, Asians and Hispanic or Latino populations in Snohomish

County were most often impacted by a disability.

According to the Edmonds Community College Disabled Student Services, approximately 600 students with disabilities are registered per quarter at the college. The Everett Community College Center for Disability Services reports that approximately 115 students with disabilities per quarter seek assistance through the service center.

The Snohomish County Department of Human Services, Developmental Disabilities Division, currently supports a total of 1,084 individuals with developmental disabilities (765 adults over age 21 and 319 children under age 3 with direct services). An estimated 2,697 individuals with developmental disabilities reside within Snohomish County.

**c. People with Low-Incomes:** The 2000 Census listed a total of 597,813 Snohomish residents for whom income was listed. Of those, 41,024 or almost 7% had incomes below the poverty level. Of those people who were aged 65 and over, almost 8% were below poverty and almost 9% of children under the age of five were listed as below poverty. Five percent (5%) of the 45 to 64 age group were listed as living below the poverty level in 1999. This is the second largest population

group in Snohomish County, amounting to 6,743 individuals.

Census information also reports that of the Snohomish County residents over the age of 5 and listed as having a disability, 11,044 (12%) had incomes below the poverty level in 1999, as compared to a little over 5% of the population (26,090 out of 459,807), without disabilities. This does not include persons in institutions.

<b>DEMOGRAPHICS</b>	<b>Number o f People</b>	<b>% of Total Population</b>
Total Snohomish County Population	628,000	100%
Seniors (65+)	56,437	9%
Children (0-17)	168,151	27%
People with Disabilities	165,940	27%
People with incomes below poverty level	41,024	7%



## II. TRANSPORTATION GAPS & CHALLENGES

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The fundamental challenge common to all transportation service providers is providing quality transportation services that meet the needs of the population served.

In an attempt to make this overwhelming challenge more manageable, transportation providers often limit either the target population served or the geographic area covered. This approach benefits consumers by increasing the availability and diversity transportation services, but also creates a fragmented service system that fails to meet everyone's needs.

This section focuses on those specific unmet transportation needs and gaps in Snohomish County, and the transportation challenges that individuals and transportation programs face. The Snohomish County Special Transportation Needs Steering Committee and Coalition members identified the following transportation gaps and needs.

### a. Geographical Gaps

Various areas throughout the county are underserved by current transportation services. Geographical areas with significant transportation needs are:

- Highway 9/East of 35<sup>th</sup>/South of Hwy 2
- North of Stanwood
- Parts of Arlington/ NW Granite Falls
- Tulalip
- East Lake Stevens/Lake Roesiger
- NE of Bothell/SW Monroe
- Woodinville area

### b. Crossing Borders Gaps

In addition to geographical transportation gaps within the county, transportation gaps also exist across county lines. Out of county, out of state, out of country transportation gaps limits the ability of some Snohomish County residents to access employment, family, medical attention, or social activities. Examples of such transportation needs include:

- Transportation to and from other counties, such as King County, Skagit, and Island County.

- Transportation to a funeral outside of the county.
- Transportation to and from employment.
- Senior transportation to dental appointments in King County.
- Access to children's therapeutic centers.
- Transportation for migrant farm workers or transient residents.
- Public transportation to the airport.
- Transportation to social, recreational, and cultural activities.

### c. Eligibility Gaps

For the individual who lives outside of the more densely populated area of the county, public transit fixed route or demand-response paratransit services are not available. If they meet the eligibility criteria for such programs as Medicaid, TAP, or the Volunteer Transportation Program, transportation assistance is provided. But many individuals who live outside the transit service area are not eligible for any other transportation program and therefore do not have any mobility options. Another issue for consumers is the length of time a person must wait to receive eligibility.

#### **d. Trip Delay Gaps**

Trips transfers, reservation requirements, and pickup time windows can often be barriers to transportation access. For example:

- Travel time to reach destinations can seem lengthy.
- Travel to the eastern part of the county requires residents to go into Everett, and transfer to an eastbound bus.
- An individual reports having to transfer from Everett Transit to Community Transit within 1 ½ blocks of arriving at destination.
- Transfers make it tough to keep or make scheduled appointments.

#### **e. Specific Needs for People with Disabilities**

- Parents with children with developmental disabilities often don't have the skills to use transit and don't have a car. Their child may qualify for transportation assistance, but the parent needs help using it.
- Transit service hours limit hours that people with disabilities can work due to transportation.
- Paratransit-type transportation has scheduling limitations that affect personal planning and access.
- Wait-times and reservation policies affect personal planning and access.
- Customers need more flexibility in scheduling, such as same day reservations.
- Bus stops and pickup points are not "friendly" or comfortable for people with disabilities.
- There are safety issues in leaving vulnerable people in dark or areas of potential harm.

#### **f. Specific Needs for People with Low Incomes**

Vocational options for people can be limited due to transportation limitations. Many people are locked in low-income situations because they don't have dependable cars, they live in affordable, yet transportation-poor rural areas, and consequently are denied access to employment or training opportunities. Private taxi and cabulance transportation could be arranged but, depending upon the length and nature of the trip, the cost can be substantial. Examples of transportation needs include:

- Rural living workers need transportation to urban centers.
- Transportation for households moving to new living quarters, including moving furniture.
- Transportation to and from work and childcare.

#### **g. Specific Needs for Children**

- Transportation without a parent.
- Waiting and transfer times on regular fixed-route service are too long for families that are transporting their children to daycare and special needs programs, as well as transporting themselves to work and household activities.
- Providing safe, supervised transportation for Medicaid eligible foster kids and other youth to appointments.
- Addressing car and booster seat regulations and needs.
- Transporting a child to someone in the family that lives elsewhere.
- Transportation for children with special needs to a different school district.

- Transportation to and from after-school activities.
- Safety issues in leaving vulnerable people in dark or areas of potential harm.

- Safety issues in leaving vulnerable people in dark or areas of potential harm.

In addition to transportation needs, seniors often also need additional personal assistance, such as carrying packages.

#### **h. Specific Needs for Seniors**

Access to transportation services can be confusing and disappointing for the frail senior citizen. Throughout the Division of Long Term Care & Aging area-planning process conducted in 2001, elderly consumers and senior citizen advocates consistently expressed frustration regarding the availability and adequacy of transportation services within Snohomish County. Examples of consumer concerns consistently expressed were:

- Snohomish County has two public transportation systems, yet large portions of the County are unserved by either system.
- The eligibility application process for specialized paratransit services is lengthy and confusing. Some consumers need to apply to both Community Transit and Everett Transit if they need access to both systems.
- Paratransit trips are shared rides that require advance 'reservations'.

#### **i. Other Gaps and Needs**

- Better coordination and efficiencies in and between present transportation services and programs.
- Lack of a system that appears "seamless" to passengers.
- Access to resources and directories.
- Insufficient funding for transportation services that attempt to meet unmet transportation needs. TAP, a transportation program serving the rural areas of the county, is trimming 70 hours/week off their service and turning down trips daily.
- Centralized services, rather than localized services, that make it more difficult for people with limited transportation options to access services. People should be brought to the services, or the services should be brought to the people.

# Chapter 4. Challenges and Opportunities

A coordinated transportation system in Snohomish County offers the opportunity to use existing resources effectively and efficiently, and provide adequate mobility to those currently underserved. By coordinating and streamlining administrative and operational transportation components, more people will have transportation services provided, and taxpayers can be confident that their tax dollars expended on special needs transportation are being maximized.

As the Snohomish County Special Transportation Needs Coalition begins the design of a coordinated transportation system however, the following challenges need to be addressed and minimized. Opportunities for coordination exist within each challenge.

## **a. Trust Issues**

Public transportation and social service transportation agencies may view coordinated transportation skeptically as an attempt to take control or shift costs. The Coalition should develop a system where participants feel safe to leverage each other's resources without negatively impacting their customers and operations. Incentives should be created that attract more partners to coordinated transportation.

## **b. Restrictions by Laws and Regulations**

Existing federal, state, and local laws and regulations can be an impediment to transportation coordination. In particular, regulations attached to funding streams may restrict shared rides between special needs population groups. The Coalition should identify the specific legal and policy restrictions, and aggressively pursue changes.

## **c. Trip Distribution Concerns**

The marketplace for special needs transportation services is competitive. Under a coordinated transportation system, service providers may be concerned about a fair allocation of "prime" or low cost trips. The Coalition should develop a fair trip distribution model to address this concern.

## **d. Employment Concerns**

A coordinated transportation system may impact the lives of public transportation and social service agency employees. Labor unions may be concerned about job losses that could result from coordinated services. In addition, coordinated transportation may require specific and more in-depth training for employees. The Coalition should work with employers and labor unions to share how coordinated transportation can expand employment opportunities through increased mobility between transportation agencies and the provision of increased transportation services.

## **e. Accounting and Billing Challenges**

Transportation providers have different funding streams, accounting structures, and billing requirements. To coordinate these systems could be a costly and difficult task. The Coalition should identify measures and technology that could streamline and coordinate these systems.

## **f. Funding and Rate Challenges**

Transportation programs have different funding formulas, taxation rates on constituents, rate structures, or reimbursement schedules that may be difficult to coordinate without creating "winners and losers". The Coalition should develop a fair rate structure and formula that can be utilized for coordinated trips. In addition to addressing the human needs, coordinated transportation must be economically feasible.

### **g. Liability and Insurance Issues**

Liability issues under a coordinated transportation system may be of concern to some transportation providers. Costs of liability insurance for transportation providers are skyrocketing – increases of 250% - 300% are being experienced nationwide. The Coalition should identify appropriate measures of minimizing insurance costs for providers.

### **h. Differing Communication Technology**

Transportation providers use a variety of software to dispatch and schedule trips. In order to coordinate trips, the systems will most likely have to “talk” to each other. A significant challenge will be to secure funding to purchase the technology or develop crosswalks between technologies. The Coalition should aggressively pursue grant funding to finance the needed technology to share trip information between providers.

### **i. Differing Boundaries**

Service areas for transportation programs differ within and between counties. It may be a challenge to coordinate trips between these boundaries and fairly compensate providers without overburdening and/or under compensating any one program or service. The Coalition should develop a fair rate structure and formula that can be utilized for coordinated trips, including trips that cross service area boundaries.

### **j. Perceptions and Attitudes**

Perceptions that may impede coordination success are those where people are resistant to ride with certain population groups with special transportation needs. The Coalition should actively educate the community about the benefits of coordinated transportation, especially the ability to help more people access more services.

While the challenges are not small, opportunities for transportation coordination abound in Snohomish County. Additional partners coming to the table, including parks and recreation, the postal service, churches, daycare centers, meal site providers, ferries, nursing homes, and private and public schools will further advance the concept of increased efficiencies and more trips.

As the Snohomish County Special Needs Transportation Coalition moves into their strategic planning phase, the feasibility of concrete projects, such as a single call center, community volunteer routes, coordination of applications, directories, and trips, and other coordination opportunities will be explored and potentially recommended for implementation and evaluation.

# Appendix A. Transportation Programs & Providers in Snohomish County

<b>Public Transit Providers</b>		
<b>Provider/Program</b>	<b>Phone Number</b>	<b>Description</b>
Community Transit Assistance, Comments, Information Transit Ride Store	(425) 353-7433 (800) 562-1375 (425) 348-2350 TTY (425) 778-2188	Serves Snohomish County within PTBA, downtown Seattle, Bellevue, Redmond and University of Washington. Purchase permits, passes, ticket books by mail or walk in. Regional reduced Fare Permits to seniors 65+ or disabled persons. Also provide ridesharing program and travel training program for seniors, non-English speaking persons and persons with disabilities.
Dial-A-Ride Transportation (DART) provided by Senior Services	(425) 347-5912 (800) 562-1381 TTY (425) 347-7997	Transportation for people whose condition or disability prevents them from using regular fixed route bus service. Operates throughout Community Transit's service area.
Everett Transit System  Bus Schedule Information Senior/Disabled Paratransit Comments/Suggestions	(425) 257-7777 TTY(425)257-7778 (425) 257-7777 (425) 257-8801 (425) 257-8803	City of Everett public transit system operates within city limits. Provides fixed route and paratransit services for individuals who are ADA eligible, 62+ and have no other means of transportation.
<b>Regional Transit Agencies</b>		
<b>Provider/Program</b>	<b>Phone Number</b>	<b>Description</b>
Island Transit	(360) 678-7771 Whidbey (360) 387-7433 Camano (800)240-8747 TTY (360)678-3266	Local buses run throughout Camano & Whidbey Islands with Washington State Ferry connections.
King County Metro  Access Transportation	(206) 553-3060 (cust. svc.) (206) 553-3000 (bus svc.) (800) 542-7876 TTY (206)684-1739 (206) 205-5000 TTY (206) 749-4286	Local buses run throughout King County. 2 routes come to Edmonds & Lynnwood Park & Ride.
Pierce Transit	(253) 581-8000 (800) 562-8109	Serves Pierce County and parts of King County.
Sound Transit	(888) 889-6368 TTY (888) 713-6030	Express buses operate through Snohomish, King and Pierce Counties.

## Social Service Transportation Programs

Provider/Program	Phone Number	Description
AARP 55 Alive Driver Safety Program	(425) 513-1900 (800) 422-2024	Classroom retraining course for licensed driver's age 50 and older.
American Cancer Society	(425) 741-8949 (800) 729-5588	Provides limited transportation to cancer patients going to and from treatments and travel reimbursement for persons meeting income guidelines.
American Red Cross	(425) 252-4103	Volunteer program provides group transportation for clients of Little Red Schoolhouse, Cocoon House, and Pathways for Women.
Catholic Community Services Volunteer Transportation	(425) 257-2111 (888) 240-8572	Volunteer programs provide limited transportation to medical appointments for elderly and disabled, including people with AIDS.
Compass Mental Health	(425)349-8374	Provide Medicaid transportation for children who need to be in intensive therapy groups and adults who need to attend therapy and support groups.
Corporate Angel Network	(914) 328-1313	Arranges transportation aboard corporate aircraft flying on business, for cancer patients going to/from recognized treatment centers. Patients must be ambulatory and have proper medical authorization.
Dept. Of Social and Health Services, Snohomish County	(425) 339-4000 TDD (425) 339-4075	Offers transportation for cancer patients. Offers automobile repairs, bus fares, gas money, moving assistance, and transportation to TANF recipients.
East County Senior Center	(360) 794-6359 (800) 422-2024	Provides transportation only for Senior Center sponsored events.
Ethnic Meal site Transportation provided by Senior Services	(425) 423-8517 (800) 562-1381	Provides transportation to meal sites in ethnic communities.
Lutheran Community Services Northwest Lake Stevens Family Support Center	(425) 397-7433	Provides moving assistance, recreation bus tours and bus service.
Medical Assistance Transportation - Snohomish County	(425) 388-7267 (800) 794-8818 TTY (425) 388-7333	Arranges bus, taxi, van or wheelchair van transportation to medical appointments, and hospital emergency rooms, for Medicaid recipients who are unable to get to medical services by any other means.
Mercy Transportation	(425)347-4700	Provides transportation to qualified ambulatory or wheelchair Medicare persons. Otherwise provider is fare-based.

## Social Service Transportation Programs (continued)

Provider/Program	Phone Number	Description
Muscular Dystrophy Association	(206) 283-2106	Provides transportation for persons with qualifying neuromuscular disorders for appointments at the nearest MDA clinic.
National Runaway Switchboard Home Free Program	(800) 621-4000 TTY (800) 621-0394	If runaways between the ages of 12 and 21 wish to return home, the National Runaway Switchboard will help them obtain free one-way bus transportation via Greyhound Bus Line's Home Free Program.
School Transit Education Program provided by Community Transit	(425) 348-7148	Provides information for elementary school children on how to ride the bus.
Shriners Nile Temple	(425) 774-9611 (800) 237-5055	Provides free medical transportation to children 0-18 years who have severe burns, orthopedic, or spinal cord problems.
Simon of Cyrene Society, Inc	(360) 794-8720	Provides transportation at no charge from Seattle to seven Department of Corrections facilities on a monthly basis for families of inmates wishing to visit.
South County Senior Center	(425) 774-5555	Provides limited transportation for seniors in low-income apartments between their homes and the center.
Stillaguamish Senior Center	(360) 653-4551 (800) 422-2024	Provides van transportation to local Safeway store for grocery shopping and to fill prescriptions for seniors on campus with disabilities.
Transportation Assistance Program (TAP) provided by Senior Services	(425) 423-8517 TTY (425) 347-7997	Provides transportation for Snohomish County seniors/disabled who live outside the service areas of Dial-A-Ride Transportation (DART).
Travel Training Program	(425) 348-2379 TTY (800) 833-6388	Community Transit (CT) contracts with Sunrise Services, Inc. to provide its free travel-training program. Offered to seniors, non-English speaking persons, and persons with disabilities, including students who are interested in learning to ride CT buses.
US Department of Veteran's Affairs, Seattle Regional Office	(800) 329-8337 (206) 762-1010 x6816	Provides transportation for homeless veterans.
Washington Protection & Advocacy System	(425) 776-1199 (800) 562-2702	Provides advocacy and direct representation to mental health consumers and persons with developmental disabilities throughout the state of Washington. Services include automobile and van adaptations.
Woodside New Life Assembly	(360) 659-0445	Provides free labor for minor car repair and maintenance.



## Transportation Financial Assistance Programs

Provider/Program	Phone Number	Description
Arlington Community Chest	(360) 435-2168	Provides grants to qualified individuals for vehicle repairs. Also, provides bus passes at police department for persons stranded in Arlington or needing emergency transportation to shelters.
Boeing Company	(206) 979-7114 (999) 412-2273	Provides direct financial assistance in the form of grants to Puget Sound area Boeing employees in emergency situations. Includes funding for bus fares, gas money, and moving expenses.
Burn Children Recovery Foundation	(425) 297-1006	Helps qualifying families of burned children with lodging and transportation costs incurred while visiting a hospitalized child.
Butterfly Thrift Shop	(425) 486-3552	Provides emergency financial assistance including transportation and moving expenses.
Salvation Army	(425) 259-8129	Provides bus tickets for medical appointments or job interviews, as funds are available.
Traveler's Aid	(206) 461-3888 (800) 273-8969	Provides financial assistance for transportation and relocation to persons in King and Snohomish County.
Veterans Assistance Fund	(425) 388-7255	Provides limited emergency financial assistance to wartime veterans and families who have lived in the state 12 months.
Volunteers of America, Western Washington	(425) 259-3192	Gas vouchers are provided for transportation to/from medical appointments and to employed persons for transportation to/from work while awaiting their first paycheck. Assistance depends upon available funding.
Westgate Chapel	(425) 775-2776	Provides financial assistance for gasoline vouchers and bus passes for doctor appointments or job interviews.

## Private Transportation Providers

Provider/Program	Phone Number	Description
American Cabulance	(425)341-3444 (800)-750-5700	Fare based provider. Transports both passengers with wheelchairs and ambulatory passengers.
Blue Risin Transportation	(425)258-2929 (425)288-4151	Provides Medicaid transportation only.
Checker Cab	(425) 258-1000 (425) 290-3600	Provides transportation services to Medicaid recipients for medical appointments and hospital emergency services.
Green Tortoise	(800) 227-4766	Offers low cost, alternative commuter travel between Seattle and Los Angeles.
Greyhound Bus Lines	(425) 252-2143 (800) 231-2222 TTY (800) 345-3109	Private charter company. Call 2 days in advance to request an wheelchair accessible bus.
North End Taxi	(425)775-9999	Accepts Medicaid travelers – either ambulatory or wheelchair. Otherwise, provider is fare-based.
Northwest Senior Center	(425) 487-2441	Provides limited transportation for seniors between their homes and the center. Fee is 50 cents each way.
Northshore Senior Center	(425)487-2441	Operates 2 Adult day centers. First priority is for interested parties to either of these institutions. Additionally will provide transportation to other locations for disabled or senior citizens – depending on availability of 9 vans. On approval, will also provide transportation in areas not serviced by covered by transit.
Plaza Transportation	(360)658-7800	Provides Medicaid transportation only.
Sunrise Services, Inc.	(425)347-3149	Transport ambulatory patients for Medicaid.
Yellow Cab	(425)259-2000 (425)774-8585 Lynwood	Only Medicaid transportation provider “after hours”. Administers cabulance service.
White Express Transportation	(425)741-7474	Currently has contract with Medicaid for service. Does not provide general taxi service.

## Other Transportation Providers

Provider/Program	Phone Number	Description
Air Life Line	(800) 446-1231 (877) 247-5433	Volunteer pilots fly patients who are ambulatory to and from medical treatment. Patients must have medical/financial need for the service.
Airlift Northwest	(800) 426-2430	Provides emergency medical airlift, with a highly trained medical team, for patients in Washington, Alaska, Montana, and Idaho.
Amtrak Everett – Edmonds -	(425) 258-2458 (425) 778-3213 (800) 872-7245 TTY (800) 523-6590	Call to determine wheelchair accessibility of station. If requesting accessible bedroom accommodation, transfer seat or wheelchair space, reserve up to 15 days in advance.
Washington State Ferries	(800) 843-3779 TTY (800) 833-6388 Tele-Braille	Call to determine wheelchair accessibility of terminal and ferry.
Washington State Aviation Search and Rescue	(206) 764-4001 (800) 552-0666	Provides emergency search and rescue operations to locate and retrieve people who have been involved in an airplane or helicopter accident.

## Other Transportation Related Services

Dept. of Licensing – Washington State Everett - Lynwood - Marysville -	(425) 356-2966 (425) 672-3409 (360) 653-1545	Written and driving tests for driving license or ID photo for non-drivers.
Disabled Parking Permits – Snohomish Auditor's office	(425) 388-3371	Accepts applications for disabled placards/plates.
Regional PugetPass	(425) 348-2350	Regional pass that is good on 5 transit systems: Community Transit, Everett Transit, King County Metro, Pierce Transit and Sound Transit.
Regional RideMatch System	(888) 814-1300 TTY (206) 689-1855	Provides an easy way to find others who are interested in sharing carpool or vanpool for commuting in the Puget Sound area. Vanpools use vans provided by Ridematch instead of personal cars. Some vans are life-equipped. Covers 116 northwestern counties including King, Pierce & Snohomish counties.

Sources:

**Where to Turn in Snohomish County:** Published by: *Volunteers of America – Western Washington*

**Volunteers of America:** Database

**Senior Source Resource Guide:** Published by: *Senior Services*

**Transportation Options in Snohomish County:** Published by: *Community Transit & Senior Services of Snohomish County*

**Key Links Community Access Guide:** Published by: *Key Link Community Partners*

DATE: November 2002

# Appendix B. Van Donations by Community Transit

## Van Donations in 2000

Baker Street Ministries Counseling & Training Center  
Bethlehem Lutheran Church  
East County Senior Center  
East European Association  
Marysville First Assembly of God  
Mukilteo Family YMCA  
Neutral Zone AmeriCorps  
Quality Industrial Services  
Sherwood Community Services  
South County Senior Center  
Stillaguamish Senior Center  
Warm Beach Senior Community

## Van Donations in 2001

Abbott-Wolfe Center for the Cascade Seniors  
CASA Ministries  
Catholic Community Services WW-NW  
Compass Health  
Drug Abuse Council and Pacific Treatment Alternatives  
Edmonds Community College Foundation  
Marysville North County Family YMCA  
Quality Industrial Services  
South County Senior Center  
Sultan Boys & Girls Club

## Van Donations in 2002

Arlington United Church and Arlington Boys & Girls Club  
Granite Falls Foursquare Church and "The Father's House"  
Lynnwood Senior Center and Senior Advisory Committee  
Marysville First Assembly of God Life Changes Ministry and Cedar Springs Camp  
Oxford House  
Snohomish County Center for Battered Women  
Southeast Family Branch of YMCA Snohomish County and Gold Creek Community Church  
Stanwood Senior Center and Stanwood Community Resource Center  
Sultan Boys & Girls Club  
Work Opportunities

# Appendix C. Selected Public Transit Indicators

## Selected Public Transit Indicators for Fixed Route Services

	1992	1993	1994	1995	1996	1997	1998	1999	2000
<b>Community Transit</b>									
Service Area Population	324820	334940	339410	342390	353605	365660	389950	399180	406410
Passenger Trips	4776039	4939217	5143782	5911473	6786033	7502750	7689878	7940239	7333570
Revenue Vehicle Miles	4677591	4744311	4864476	5582066	6041108	6342483	6684738	7111582	7094637
Operating Cost	24583729	25581886	28647785	32144863	33790422	35902159	38613931	42458114	41355186
Farebox Revenue	4560858	4833322	4898088	5334856	5591725	6557341	7266682	8350314	10008745
Passenger Trips/SA Pop.	14.7	14.7	15.2	17.3	19.2	20.5	19.7	19.9	18.0
Passenger Trips/Veh.Mile	1.021	1.041	1.057	1.059	1.123	1.183	1.150	1.117	1.034
Operating Cost/Pass.Trip	\$5.15	\$5.18	\$5.57	\$5.44	\$4.98	\$4.79	\$5.02	\$5.35	\$5.64
Operating Cost/Veh.Mile	\$5.26	\$5.39	\$5.89	\$5.76	\$5.59	\$5.66	\$5.78	\$5.97	\$5.83
Fares/Operating Cost	18.6%	18.9%	17.1%	16.6%	16.5%	18.3%	18.8%	19.7%	24.2%
<b>Everett Transit</b>									
Service Area Population	75853	76980	78240	79180	81810	84130	84330	86730	87520
Passenger Trips	1839419	1910627	1763750	1735118	1450844	1459291	1471748	1381854	1493189
Revenue Vehicle Miles	1109652	1127204	1124195	1117014	1067627	809289	995590	979068	1002957
Operating Cost	5142012	6390931	6241285	6056134	6009733	5683827	5999309	5889446	6181742
Farebox Revenue	347819	428876	392687	538334	600240	692157	735015	688427	769537
Passenger Trips/SA Pop.	24.2	24.8	22.5	21.9	17.7	17.3	17.5	15.9	17.1
Passenger Trips/Veh.Mile	1.658	1.695	1.569	1.553	1.359	1.803	1.478	1.411	1.489
Operating Cost/Pass.Trip	\$2.80	\$3.34	\$3.54	\$3.49	\$4.14	\$3.89	\$4.08	\$4.26	\$4.14
Operating Cost/Veh.Mile	\$4.63	\$5.67	\$5.55	\$5.42	\$5.63	\$7.02	\$6.03	\$6.02	\$6.16
Fares/Operating Cost	6.8%	6.7%	6.3%	8.9%	10.0%	12.2%	12.3%	11.7%	12.4%

Source:

- (1) [Public Transportation Systems in Washington State: 1996 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/1997.
- (2) [Public Transportation Systems in Washington State: 1997 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 11/1998.
- (3) [Public Transportation Systems in Washington State: 2000 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/2001.

## Selected Public Transit Indicators for Demand-Response Services

	1992	1993	1994	1995	1996	1997	1998	1999	2000
<b>Community Transit</b>									
Service Area Population	324820	334940	339410	342390	353605	365660	389950	399180	406410
Passenger Trips	103439	120079	138787	143392	146092	158840	178512	197578	163300
Revenue Vehicle Miles	514407	913175	1085499	1011826	1277210	1037983	1448878	1581584	1145326
Operating Cost	1784930	2142808	2507183	2921704	3445477	3830115	4203075	4564538	4352473
Farebox Revenue	10294	46931	56101	46265	63451	103281	132488	134271	104915
Passenger Trips/SA Pop.	0.3	0.4	0.4	0.4	0.4	0.4	0.5	0.5	0.4
Passenger Trips/Veh.Mile	0.201	0.131	0.128	0.142	0.114	0.153	0.123	0.125	0.143
Operating Cost/Pass.Trip	\$17.26	\$17.84	\$18.06	\$20.38	\$23.58	\$24.11	\$23.55	\$23.10	\$26.65
Operating Cost/Veh.Mile	\$3.47	\$2.35	\$2.31	\$2.89	\$2.70	\$3.69	\$2.90	\$2.89	\$3.80
Fares/Operating Cost	0.6%	2.2%	2.2%	1.6%	1.8%	2.7%	3.2%	2.9%	2.4%
<b>Everett Transit</b>									
Service Area Population	75853	76980	78240	79180	81810	84130	84330	86730	87520
Passenger Trips	40969	40948	41505	37189	44957	51330	53989	55800	60106
Revenue Vehicle Miles	135828	143726	158000	162784	172354	114076	235431	243048	271407
Operating Cost	733304	921224	794784	842570	949499	1050935	1155829	1553154	1645346
Farebox Revenue	9175	9175	8747	11645	11638	14170	14746	17285	21801
Passenger Trips/SA Pop.	0.5	0.5	0.5	0.5	0.5	0.6	0.6	0.6	0.7
Passenger Trips/Veh.Mile	0.302	0.285	0.263	0.228	0.261	0.450	0.229	0.230	0.221
Operating Cost/Pass.Trip	\$17.90	\$22.50	\$19.15	\$22.66	\$21.12	\$20.47	\$21.41	\$27.83	\$27.37
Operating Cost/Veh.Mile	\$5.40	\$6.41	\$5.03	\$5.18	\$5.51	\$9.21	\$4.91	\$6.39	\$6.06
Fares/Operating Cost	1.3%	1.0%	1.1%	1.4%	1.2%	1.3%	1.3%	1.1%	1.3%

Source:

- (1) [Public Transportation Systems in Washington State: 1996 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/1997.
- (2) [Public Transportation Systems in Washington State: 1997 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 11/1998.
- (3) [Public Transportation Systems in Washington State: 2000 Summary](#), Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/2001.

**Selected Public Transit Indicators for Vanpool Services**

<b>Community Transit</b>	1992	1993	1994	1995	1996	1997	1998	1999	2000
Service Area Population	324820	334940	339410	342390	353605	365660	389950	399180	406410
Passenger Trips	178409	230253	206450	216908	378076	562123	647316	658108	729810
Revenue Vehicle Miles	631003	755409	674545	803987	1742007	2776887	3326530	3410170	3610035
Operating Cost	411380	808429	887104	863372	743030	1222328	1627742	1887435	2012747
Farebox Revenue	246152	326631	335714	318161	380982	588655	776359	773564	1137150
Passenger Trips/SA Pop.	0.5	0.7	0.6	0.6	1.1	1.5	1.7	1.6	1.8
Passenger Trips/Veh.Mile	0.283	0.305	0.306	0.270	0.217	0.202	0.195	0.193	0.202
Operating Cost/Pass.Trip	\$2.31	\$3.51	\$4.30	\$3.98	\$1.97	\$2.17	\$2.51	\$2.87	\$2.76
Operating Cost/Veh.Mile	\$0.65	\$1.07	\$1.32	\$1.07	\$0.43	\$0.44	\$0.49	\$0.55	\$0.56
Fares/Operating Cost	59.8%	40.4%	37.8%	36.9%	51.3%	48.2%	47.7%	41.0%	56.5%

Source:

- (1) Public Transportation Systems in Washington State: 1996 Summary, Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/1997.
- (2) Public Transportation Systems in Washington State: 1997 Summary, Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 11/1998.
- (3) Public Transportation Systems in Washington State: 2000 Summary, Washington State Department of Transportation, Public Transportation & Rail Division, Olympia, WA; 09/2001.

## Appendix D. DART Customer Data

Number of Customers in April 2002 (Based on 4,542 Customers)								
	Sno. Co. Inside ADA Corridor	% OF TOTAL	Sno. Co. Outside ADA Corridor	% OF TOTAL	City of Everett	% OF TOTAL	Intercounty (Metro, Island, etc.)	% OF TOTAL
Fully Eligible <sup>6</sup>	2,761	61%	382	8%	543	12%	588	13%
Conditionally <sup>7</sup> Eligible	167	4%	34	1%	64	1%	3	0%
<b>Total</b>	2,928	65%	416	9%	607	13%	591	13%
Grandfathered <sup>8</sup>	407	9%	47	1%	N/A		N/A	
Non- Grandfathered <sup>9</sup>	2,521	56%	369	8%	N/A		N/A	
<b>Total</b>	2,928	65%	416	9%	N/A	13%	N/A	13%

<sup>6</sup> Fully eligible customers are those who can use DART for all of their trips in the same areas and at the same times that the local fixed-route buses operate.

<sup>7</sup> Conditionally eligible customers are those who can use fixed-route service for some of their trips and need DART service for others (under certain conditions.)

<sup>8</sup> Grandfathered customers are those who registered with DART prior to May 1996 and may receive service outside the ADA corridors as service is available. (ADA Corridors are those areas within ¾ mile of either side of a local, non-commuter fixed route.)

<sup>9</sup> Non-Grandfathered customers are those who registered after May 1996 and whose DART service is limited to trips that begin and end within the ADA Corridors.

# Appendix E. Transportation Resource Inventory Survey

Dear Service Provider:

The Snohomish County Human Services Department, in partnership with Senior Services of Snohomish County, is inviting you to become involved in our Special Needs Transportation Coalition.

The purpose of the coalition is to ensure that all transportation resources available in Snohomish County that serve:

“Those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”

are identified and their use maximized through coordination.

The Special Needs Transportation Coalition currently includes representatives from:

- local transportation providers,
- agencies who purchase transportation assistance on behalf of their clients,
- agencies who fund transportation programs, or arrange transportation on behalf of their clients,
- organizations who provide special needs transportation to their client group,
- agencies who have clients that utilize special needs transportation, and
- consumers of special needs transportation services

If you believe, as we do, that coordination is the key to maximizing limited transportation resources, please join our Special Needs Transportation Coalition and respond to the one page survey enclosed.

By responding to the survey enclosed you are helping us to identify all special transportation resources available in Snohomish County. Your response to the survey will ensure that you are automatically added to our Special Needs Transportation Coalition mailing list and will receive information concerning coalition meetings and activities. In addition, you will also receive survey results that may be helpful to you in providing quality services to your clients.

For additional information on how to become an active member of the Special Needs Transportation Coalition please contact Coey Gilleland at (425) 290- 1265. We look forward to working with you.

***THANK YOU***



***Special Needs Transportation Coalition  
Transportation Resource Inventory***

**Name & Address of Agency/Business:**

E-Mail Address:

**Contact Person:**

**Consumer Access Phone Number(s):**

TTY:

**For purposes of this inventory individuals with special transportation needs are defined as:**  
*“Those individuals, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”*

1. Does your agency provide transportation to individuals with special needs? Y N
2. Does your agency provide or contract for the provision of special needs transportation services exclusively to your own agency clients? Y N
3. Does your agency have significant numbers of clients with special transportation needs who have no means of transportation? Y N
4. If your agency does not provide or contract for the provision of special needs transportation services or if your transportation services cannot meet all of your clients’ transportation needs, how do your clients get to where they need to go? (*Check as many as apply*)

Bus	Y N	Agency Volunteer Drivers	Y N
DART	Y N	Family/Friends	Y N
Everett Paratransit	Y N		

5. Does your agency transport individuals with special needs to:  
*(Check as many as apply)*

Shopping	Y N	Social Events	Y N
Work	Y N	Medical Appointments	Y N

6. How many vehicles do you have that are used to transport special needs individuals?

One ___	Three ___	Five ___	Seven ___	More Than Eight ___
Two ___	Four ___	Six ___	Eight ___	

7. How many clients can each vehicle transport?

One ___	Three ___	Five ___	Seven ___	More Than Eight ___
Two ___	Four ___	Six ___	Eight ___	

***THANK YOU FOR SHARING THIS INFORMATION!***