



## Appendix J

### *Current Transportation Coordination*

Many positive steps have already been undertaken taken to coordinate transportation services and increase mobility in the region. In addition, several large regional or bi-state projects are in the works that also contribute towards a more coordinated transportation system that supports increased mobility.

In three of the Puget Sound counties, coalitions have been working towards improving mobility for transportation disadvantaged people: King County Key Partners in Transportation, Pierce County Coordinated Transportation Coalition (PCCTC), and the Snohomish County Special Needs Transportation Coalition (SNOTRAC). Coordination has been the ticket for these groups to implement mobility strategies. Contacts for these coalitions are:

#### **King County Key Partners in Transportation**

Contact: Margaret Casey  
City of Seattle Aging and Disability Services  
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Seattle, WA 98124-4215  
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#### **Pierce County Coordinated Transportation Coalition (PCCTC)**

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Tacoma, WA 98499-0070  
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#### **Snohomish County Special Needs Transportation Coalition (SNOTRAC)**

Contact: Cheryl Jones, Mobility Coordinator  
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Several of these local, regional, and multi-state coordination projects are summarized in the matrix below and followed by a more detailed description.

**Table J.1 Summary of Coordination Activities in the Central Puget Sound Region**

	<b>Statewide &amp; Regional</b>	<b>King County</b>	<b>Pierce County</b>	<b>Snohomish County</b>
Coordinated Transportation Coalitions	Agency Council on Coordinated Transportation	Key Partners in Transportation	Pierce County Coordinated Transportation Coalition (PCCTC)	Snohomish County Special Needs Transportation Coalition (SNOTRAC)
Trip Finders & Planners	WA-OR Trip Planner Regional Transit Trip Planner FindARide.Org Regional Accessibility Transit Guide	Travel Options Transportation Resource Index Ride Guide		Transportation Options
Information, Referral & Training	5-1-1 2-1-1	Traveling Training Programs Senior Info & Assistance Line Crisis Clinic Info & Referral Line Transportation Resources Training Residential Transportation Coordinators	Traveling Training Programs Senior Information and Assistance Line	Traveling Training Programs Special Transportation Needs Hotline Transportation Options Directory Mobility Coordinator
Streamlining Payment & Eligibility	Smart Card Paratransit Peer to Peer Network Regional Reduced Fare Permit for Senior and Disabled Persons			Common Intake Form
Grouping Trips & Sharing Resources		Hopelink McKinney-Vento Transportation Harborview Medical Center Dial-A-Ride (DART) Mt. Si Community Shuttle	Paratransit Services McKinney-Vento Transportation Maintenance, training, driver pool Beyond the Borders Common Ground	Paratransit Services Stillaguamish Transportation Transportation Assistance Program (TAP)
Vans and Carpools	RideShare OnLine	VanShare Connector VanWorks Community Partnerships Flexcar	Special Needs Van Pool Program WorkFirst Van Program	VanGo
Volunteer Program		Senior Services Volunteer	Catholic Community	Catholic Community

		Transportation	Services Senior Companion Program - Lutheran Community Services	Services
Other Coordinated Efforts	Reduced Fare Permit	Job Access Transportation Program Working Wheels Transit Oriented Development Human Services Ticket Book Taxi Scrip Night Stop Program Human Services Agency Ticket Program Commuter Bonus Voucher Program Transportation for victims of domestic violence	Driver Training Maintenance	Driver Training Job Access Transportation Program

## Coordinated Transportation Agencies & Coalitions

### ***Agency Council on Coordinated Transportation (ACCT)***

In 1998, the ACCT was established by the state legislature to improve the coordination of special needs transportation services. ACCT is an independent council of state agencies, transportation providers, consumer advocates, and state legislators.

### ***Pierce County Coordinated Transportation Coalition (PCCTC)***

The Pierce County Coordinated Transportation Coalition was formally established to develop and implement a plan for a more coordinated transportation system for all Pierce County residents. Members represent transit agencies, social services agencies, private providers, school districts, passengers, and others. The coalition's vision statement is: "Transportation services in Pierce County will provide mobility for the entire community where no one has to depend on a personal auto unless they choose to do so."

### ***Snohomish County Special Needs Transportation Coalition (SNOTRAC)***

SNOTRAC is a broad community partnership that believes through better coordination of available transportation resources, transportation programs will realize greater efficiencies and more rides will be available to people with special transportation needs. The coalition includes representatives from transit agencies, government agencies, health care systems, community organizations, school districts, and the Stillaguamish Tribe of Indians.

### ***King County Key Partners in Transportation***

To collaboratively work on the issues of providing transportation for people with special transportation needs, the county formed a group called the Key Partners in Transportation. The group meets periodically to address the issues that are in need of a coordinated approach.

## Trip Finders and Planners

### ***Bi-State Trip Planner - Washington and Oregon***

Current being developed, this bi-state trip planner will be an internet-based, integrated transportation information system. It is designed to reduce barriers to travel and increase access and use of transportation services within and between Washington and Oregon. The bi-state trip planner will increase the availability and amount of travel information, including schedules, routes, and fares.

### ***Regional Transit Trip Planner – King, Pierce, Snohomish***

The Puget Sound transit agencies provide on-line trip itineraries for public transit fixed-route in King, Pierce, and Snohomish counties, including Sound Transit's Regional Express bus routes, Sounder commuter rail, Washington State Ferries, and the Seattle Center Monorail. The site does not include demand-response trip planning. Utilizing the concept of the "Mapquest" website, the trip planner creates public transit itineraries from origin to destination throughout the Puget Sound.

### ***FindARide.Org - King, Pierce, Snohomish***

Sound Transit developed a searchable web-based, database called FindARide.Org to help people in King, Pierce and Snohomish counties to identify providers that can meet their particular transportation needs. This site will be particularly useful to people that are not able to use the fixed-route services provided by the Regional Transit Trip Planner. Users identify their origin and destination, check off the special transportation needs they have, and FindARide.Org provides a list of public and private transportation providers that can meet that need.

### ***Regional Accessibility Transit Guide - King, Pierce, Snohomish***

This guide, produced by Sound Transit, assists the rider in navigating accessible transit trips throughout the region.

### ***Transportation Options – Snohomish County***

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

### ***Travel Options, Transportation Resource Index - King County***

Created by King County Metro, Travel Options is a transportation resources index at <http://transit.metrokc.gov/tops/travops.html>. On this website, you can find a directory of public and non-profit transportation resources, including transit agencies, rideshare options, options for seniors or low-income individuals, trip planning, or city and neighborhood programs.

### ***Rider Guide - King County***

Created through a partnership between Senior Services and King County Metro, people visit Senior Services website at [www.seniorservices.org](http://www.seniorservices.org) to access the Ride Guide, an on-line transportation database

where people can customize their search for the transportation option that best meets their needs. Although primarily developed for seniors, the website includes most of the major transportation providers in King County. Users identify their trip purpose, any special transportation needs they have, trip day, time, origin and destination to find providers that meet their specific transportation needs. Users are directed to call Senior Services Information and Assistance Program if they need personalized assistance.

## **Information, Referrals & Training**

### ***5-1-1 Travel Information – Washington State***

The 511 travel information system offers real time traffic and weather information to users by simply dialing 5-1-1 from most phones. The new system builds upon the highly successful Washington State Highway hotline that now manages 4.6 million calls each year. Updated every few minutes, 511 currently allows callers to obtain a variety of information: Puget Sound traffic conditions, statewide construction impacts, incident information, mountain pass conditions, the state's ferry system information, 800 numbers for passenger rail and airlines, and weather.

### ***2-1-1 Health and Human Service Information and Referral (I&R) - Washington State***

2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information about health and human services. Professional I & R specialists work with callers to assess their needs, determine their options and a best course of action, then direct them to appropriate programs/services, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed. Transportation information and referral is an integral service of 2-1-1, since access to services can be a tremendous barrier to people. Washington Information Network 2-1-1 is leading the effort in Washington State.

### ***Travel Training Programs) – Pierce, King, and Snohomish Counties***

Pierce Transit, King County Metro and Community Transit manage travel training programs in their areas for people with disabilities. In Snohomish County, people who are non-English speaking also receive travel training. The training takes place on local fixed routes and regional modes of transportation such as Sounder, Sound Transit Express service and the ferries.

### ***Senior Information and Assistance Line – Pierce County***

Senior Information and Assistance (I&A) is a service of Pierce County Aging and Long Term Care. I&A is a free telephone service. It serves as the publicly recognized access point for those seeking senior information and assistance. Provides information, service referral assistance, client advocacy, and screening to determine whether an older person should be referred to the appropriate agency for a comprehensive assessment. Responsible for maintaining a community resource file and for providing outreach, education and program publicity. Part of the information and referral services includes senior transportation.

### ***Special Transportation Needs Hotline – Snohomish County***

In 2005, the Volunteers of America (VOA), in collaboration with SNOTRAC partners, have implemented a Special Transportation Needs Hotline in Snohomish County. VOA staff provides callers with information on their transportation choices and link them to the most appropriate provider. VOA is also slated to be the 2-1-1 center for the northern region. When the 2-1-1 line is up and running, VOA plans to incorporate the transportation hotline under this umbrella. By dialing 2-1-1, Snohomish County residents will be able to access transportation and human service information and referrals – hopefully by late 2006.

### ***Transportation Options –Snohomish County***

Transportation Options in Snohomish County is a directory of major transportation programs in the area and a how-to-ride guide for people who depend on public transportation to travel. Originating as part of an ACCT grant, it is produced by Community Transit with public input. The booklets are distributed to varied human service providers who in turn distribute them to their clientele.

### ***SNOTRAC Mobility Coordinator – Snohomish County***

With WSDOT funding, Volunteers of America Western Washington hired a full time mobility coordinator to help carry out the major deliverables of SNOTRAC's five year plan and provide for a direct contact for people in the community for mobility issues.

### ***Senior Information and Assistance Information Line – King County***

Senior Services is a non-profit agency that offers a variety of services to seniors. Among these services is a comprehensive information and referral line. Senior Information and Assistance Advocates access a computerized database of over 7,000 community services. They can provide information on a number of available services for seniors in King County, including transportation.

### ***Crisis Clinic Information and Referral – King County***

The Crisis Clinic operates the Community Information Line to provide information and referral assistance to people seeking help with community resources Monday through Friday, from 8:00 AM-6:00 PM. Transportation is one of the resources included in the Crisis Clinic referral data base.

### ***Transportation Resources Training and Residential Transportation Coordinators Index - King County***

King County Metro provides Transportation Resources Training to social service, human service, housing authority and community service support staff and case managers to help their clients or residents understand the resources available to them. The training equips staff with the ability to find and understand transit, ridesharing services throughout the Puget Sound Region. But, it also assists staff in understanding travel options available to seniors, low-income populations and neighborhoods that exist within transit agencies, jurisdictions, non-profits and private companies. King County Metro also provides training and incentives on a limited basis to individuals within communities and neighborhoods who would act as a resource to their neighbors or communities about transportation options. Frequently, the Residential Transportation Coordinators are fluent in languages other than English so that they are able to provide transportation guidance to limit and non-English populations. Metro has coupled the RTCs with the In-Motion Program that creates personalized marketing of transit, ridesharing and other travel options within neighborhoods.

## **Streamlining Payment & Eligibility**

### ***Smart Card – Puget Sound Region***

Seven transportation agencies and the Puget Sound Regional Council are collaborating to plan and implement a regional fare collection program, which enables customers to use one fare card on multiple systems throughout the four county Central Puget Sound area. Smart card fare collection technology will be used to allow linked trips between transit, ferries and rail and to significantly expand each agency's strategic fare policy capabilities. The seven participating transportation agencies are Community Transit (Snohomish County); Everett Transit; Kitsap Transit; King County Metro; Pierce Transit; Sound Transit; Washington State Ferries. The full system revenue operations are scheduled to be complete in 2006. In King County, Smart Card has been coordinating with several member agencies of the Jobs Access Transportation Committee including the Department of Social and Health Services, the Employment Security Department, Seattle Jobs Initiatives, King County Jobs Initiatives and the King County Work Training Program on the transition from bus vouchers to Smart Card.

### ***Paratransit Peer to Peer Network – King, Pierce and Snohomish***

The four transit agencies in the region – King County Metro, Pierce Transit, Community Transit, and Everett Transit – are developing an automated solution for transfer of trip request and confirmation data, and to electronically share customer information. This "peer to peer network" will facilitate smoother transfers between paratransit systems.

### ***Common Intake Form – Snohomish County***

As partners in SNOTRAC, Everett Transit, Community Transit, Senior Services TAP program, the Medicaid transportation program, and Catholic Community Services are developing a common intake form for passengers needing a higher level of transportation service, using a common data base to share information. In this way, each organization can make its own determination about level of service, but the rider would only have to provide information once.

## **Grouping Trips & Sharing Resources**

### ***Hopelink and Paratransit Services: Medicaid Brokers – King, Pierce, and Snohomish***

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

### ***McKinney-Vento Homeless Student Transportation – Pierce & King County***

In collaboration with the PCCTC, Puget Sound Educational Service District (PSESD) is facilitating a voluntary partnership between King and Pierce school districts and the Medicaid transportation brokers – Hopelink and Paratransit Services – to arrange for unique or non-fixed route school-related trips, with specific focus on students experiencing homelessness. The project will demonstrate if transportation capacity can be increased and the cost of out-of-district homeless student transportation can be reduced while maintaining school transportation safety requirements and agreed upon standards. Snohomish County school districts are in the discussion phases of how to be coordinate trips for homeless students and other students with special needs.

#### ***Shared Maintenance, Training & Driver Pool – Pierce County***

The Puget Sound Educational Service District (PSESD) has recently contracted with Dieringer School District. Dieringer will do all of the maintenance for the PSESD busses and vans. The busses are used to transport Head Start and Early Childhood Education and Assistance Program (ECEAP) children in programs that are not part of a school district and therefore can not access school district transportation services. The vans are used for the Beyond the Borders project (see below) as well as for WorkFirst participants to access. Dieringer School District will send drivers to the PSESD bus driver class that currently trains ECEAP, Head Start, WorkFirst and PSESD drivers. PSESD and Dieringer will then share a list of substitute drivers who attended the CDL class and have applied for a position either with the PSESD or Dieringer. The goal is to increase the substitute driver's pool for both the PSESD and Dieringer transportation programs.

#### ***Beyond the Borders – Pierce County***

The purpose of the PCCTC Beyond the Borders project is to utilize the current Medicaid transportation brokerage infrastructure to serve the South Pierce County area that is outside of the Pierce Transit Service area. The primary focus of the project is to provide people with special transportation needs access to critical life sustaining services. As resources become available, the focus will expand to include access to employment and job-related activities, access to youth activities, general purpose trips, as well larger community and regional access.

#### ***Common Ground – Pierce County***

The purpose of this project is to assess and demonstrate potential efficiencies, without substantially reducing service quality, when transit ADA and Medicaid eligible trips are scheduled together on the same vehicle within common service areas. The two common destination areas this project focuses on are the Adult Day Health Center on Yakima Avenue and the St. Josephs Hospital Kidney Dialysis Center. A cost allocation formula has been agreed upon, and operational details are being identified.

#### ***Stillaguamish Transportation Program – Snohomish County***

In cooperation with SNOTRAC, the Stillaguamish Tribe received a grant to purchase a hybrid van, meeting all criteria for FTA and School Bus transportation. The vehicle would start doing the run from the last transit stop to the Methadone Treatment Center, a 12-mile triangular loop. With more experience, the service will be expanded to provide service to community members. They will also work with Paratransit services to become a Medicaid provider.

#### ***Transportation Assistance Program – Snohomish County***

Transportation Assistance Program (TAP) originally started with ACCT funding and is operated by Senior Services of Snohomish County. TAP covers most rural areas of Snohomish County and provides limited transportation for seniors and people with disabilities who live outside public transit service areas. It is primarily used to connect people with DART and sometimes the Community Transit fixed-route system. TAP is working with Paratransit Services to provide Medicaid trips.

#### ***Harborview Medical Center and Hopelink – King County***

Harborview Medical Center (the largest medical facility in King County) and Hopelink implemented a successful coordination project that began with the transport of Medicaid eligible patients and grew to Hopelink brokering non-Medicaid patient transportation, package deliver, and staff transportation. Brokering service is provided 24/7. Monday through Friday two Hopelink staff members are located at Harborview, with a WAN connection to Hopelink's Bellevue facility. Off-hours and week-end service is provided at Hopelink's Brokerage Service Center located in Bellevue.

#### ***Dial-A-Ride Transit (DART) – King County***

Metro's DART (Dial-A-Ride Transit) is a general public deviated fixed route service. Metro contracts with Hopelink for the operations of this service. DART uses smaller buses to serve 14 routes in areas with smaller streets and fewer riders. Schedules permitting the DART vehicle can deviate within a defined service area to provide closer pickup service.

#### ***Dial-A-Ride – Kitsap Transit***

Kitsap Transit ACCESS provides limited ADA service in the rural areas of Kitsap County. While providing the ADA service in the rural areas, ACCESS also provides general public Dial-A-Ride service between the hours of 10 am and 3 pm, Monday through Friday.

#### ***Mt. Si Community Shuttle – King County***

Mount Si Community Shuttle, a program WISDOM helped fund with a Special Needs grant to Mount Si Senior Center, is the result of a long-term effort between Mt Si Senior Center, Hopelink, and United Way of King County, and recent partners; King County Metro, Senior services of Seattle/King County and the City of Snoqualmie. Mount Si operates the shuttle services as a general public dial-a-ride serving the Upper Snoqualmie Valley. This project included funding for a scheduler, located in a dedicated office at Mt. Si Senior Center, to process ride requests, schedule, and dispatch for four programs and vehicles: Mt. Si Community Shuttle, Mt Si Senior Shuttle, Sno-Valley Senior Shuttle, and WISDOM Special Needs Grant funded shuttle. As part of the project King County Metro provided a lift-equipped minibus, vehicle maintenance, the City of Snoqualmie provides a secured lot for parking the vehicle, Hopelink provides on

going technical assistance and staff training, Senior Services provides support for the senior programs, and United Way funded initial research and program development.

**Senior Services' Senior Shuttle/Nutrition Transportation Program:** Since 1997, Senior Services and King County Metro have been working together to provide transportation to seniors and people with disabilities throughout King County. The Senior Shuttles/Nutrition transportation program transports seniors to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. The service provides seniors in urban, suburban and rural areas of King County with an opportunity to socialize with other seniors and stay active within their communities. In addition to receiving support from King County Metro, the Senior Shuttles receive funding from Aging and Disability Services and WSDOT. Senior Services collaborates/coordinates with many senior centers and agencies to provide the Shuttle service to, including El Centro de la Raza, SeaMar, the Pacific Asian Employment Program (PAEP), the Asian Counseling and Referral Services (ACRS), the King County Housing Authority, and United Indians of All Tribes. The highlight of the coordination efforts is a joint agreement between Senior Services and the Mt. Si Senior Center to dispatch the three Senior Services vans in the community and a Mt Si van through a common call center. In 2005, the program included 17 vans and provided 54,452 rides. The Hyde Shuttle is worth special mention. Lillian Hyde, a long time resident of Beacon Hill, left \$403,839 from her estate to provide transportation services for seniors and disabled people in the southeast area of Seattle. Through a partnership with Senior Services Transportation Program and King County Metro, a van shuttle service was implemented to provide service in the Beacon Hill/southeast Seattle area.

## Vans and Carpools

### ***RideShareOnLine – Washington State/King County***

"RideShare" matches people who have a similar commuter or special event trip and schedule so people can get together and carpool, vanpool or use a Metro VanShare connector van. King County Metro uses RideshareOnline.com to do this matching and provides a free list of interested people in the requested area. King County Metro has purchased the rights to use this system statewide.

### ***Special Needs Van Pool Program – Pierce County***

The Puget Sound Educational Service District WorkFirst Van program is designed to benefit WorkFirst clients who receive transportation funds to get to their job or training site. For rural clients or clients who require transportation outside of public service hours, WorkFirst dollars are insufficient to pay for employment or training transportation for a full month. This program provides continuous and dependable transportation to clients who exceed their maximum transportation allowance, to help them keep their jobs and continue on their path toward self-sufficiency. The program is unique in that it not only provides transportation to WorkFirst participants but also training WorkFirst participants to become drivers.

### ***VanGo – Snohomish County***

Community Transit, serving parts of Snohomish County, has donated surplus vans to community agencies for years. This last year however, they worked with SNOTRAC to insert language in the application form that asks applicants how they would plan to coordinate use of the van for community purposes. This is one way SNOTRAC is increasing their pool of available transportation resources to coordinate with throughout the county.

### ***VanShare Connector – King County***

Metro VanShare provides the van to groups of three or more commuters connecting them to buses, trains or ferries. A van is parked at a transportation hub or terminal (rail station, Park & Ride lot or ferry dock) and the van is there ready to use to bridge the gap in a commute trip.

### ***VanWorks – King County***

The King County Metro Jobs Access Transportation funds mileage-priced vanpools targeting mixed populations of low-income and people with disabilities entering the workforce.

### ***Community Partnership Program***

King County Metro's Community Partnership Program (CPP) expands transportation options for people with disabilities and seniors by developing partnerships with community agencies in the region. Metro has programs that provide vehicles and operating expenses to assist agencies set up their own transportation programs. Agencies benefit because they can customize their transportation programs to meet their clients' needs. The direct community benefits because these programs are more cost effective than Metro's ACCESS Transportation. In 2004, the program which includes 22 non-profit community agencies and 46 vehicles, provided over 117,000 rides for seniors and people with disabilities. Following are some of CPP's van programs:

**CPP AddVANtage Vans:** Metro provides retired ACCESS vans, emergency response service, vehicle maintenance, driver training, and technical assistance to participating agencies that serve seniors or people with disabilities. Agencies agree to provide a minimum number of rides to ACCESS users each month. For those committing to a higher level of rides, Metro provides a

small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision and liability insurance.

**CPP Special Use Vanpools:** CPP pays the monthly cost of a standard Vanpool agreement on behalf of local agencies that have a number of clients who are ADA eligible and are traveling to worksites. The agency provides the driver and liability insurance.

#### ***Flexcar – King County***

In close partnership with King County Metro Transit, the Seattle regional office of Flexcar operates a fleet of more than 100 vehicles in more than a dozen neighborhoods in Seattle, Bellevue, Kirkland, Redmond, West Seattle, and Kitsap County. Flexcar is a car-sharing program. Cars are kept at many locations in the Puget Sound Region. It gives individuals access to a shared car when they need one – without the cost and hassles of ownership. Flexcar members reserve a vehicle as often and for as long as they want (depending on availability). If you use another type of transportation to commute to work, then Flexcar will save you the cost of operating and maintaining a car - including insurance, depreciation, parking, maintenance and fuel costs. King County's Jobs Access Program has contracted with Mobility, Inc. (Flexcar) to provide access to their car sharing program for low-income populations in King County and Seattle Housing Authority sites, as well as, with other social service and employment agencies.

### **Volunteer Programs**

#### ***Catholic Community Services - Pierce and Snohomish***

Provides limited transportation for older adults, 60 and over, who require transportation to and from a meal site, social and health care services, senior centers, and shopping centers. Services are provided by volunteers.

#### ***Senior Companion Program, Lutheran Community Services - Pierce County***

The Senior Companion Program matches low income seniors, 60 and older, to work with frail elderly and disabled adults in our community. The companions are providing services such as transportation to doctor appointments, help with necessary shopping, friendly visits, phone calls and respite for care givers. In addition, the volunteers help make the lives of the people they are serving less lonely and isolated. The Senior Companions often serve clients for several years and form the most meaningful friendships in their lives. Senior Companions usually visit two to four clients, providing an average of 20 hours of service a week.

#### ***Senior Services Transportation Program- King County***

Senior Services Transportation Program coordinates a volunteer driver program. Over 400 volunteers driving their own vehicles provide transportation to seniors 60 years of age and older living throughout King County to medical and other essential appointments. Volunteers not only provide a ride but wait with seniors at their appointments before driving them home, offering a helping hand and moral support. Affiliate programs include Nikkei Concerns, the Senior Companion Program, Group Health Volunteer Transportation and the Mt. Si Senior Center.

### **Other Programs**

#### ***Reduced Fare Permit – Puget Sound Region***

Sometimes called a senior or disabled bus pass, this permit costs \$3.00 and entitles you to reduced fares on Metro Transit, Washington State Ferries, Community Transit, Everett Transit, Intercity Transit, Jefferson Transit, Kitsap Transit, Pierce Transit and Sound Transit.

#### ***Driver Training – King, Pierce and Snohomish***

Numerous organizations providing paratransit services, due to size, are not in a financial position to employ a full-time driver trainer. King County Metro ACCESS service provider ATC, Paratransit Services, and Hopelink have extensive driver training programs in place and employ trainers. These three entities have elected to provide the opportunity for other organizations to enroll drivers in their classes.

#### ***Job Access Transportation Program – King County***

The Jobs Access Transportation Program developed by the King County Department of Transportation is a comprehensive approach to providing transportation to transition low-income and welfare reform clients into employment. The County created the Metro Jobs Access Transportation Program to: Make transit affordable for low-income and welfare recipients, improve access to information about transportation options, especially for non-English speaking clients, provide personalized services to help individuals join or form carpools and vanpools, develop transportation alternatives that better link low-income individuals to job centers, subsidize leased vans or establish vanpools with community agencies, partner with employers, jurisdictions, housing authorities and social service agencies on innovative transportation strategies for low-income individuals.

The Jobs Access Program also has an agreement with Seattle School Districts Interagency Academy to provide funding support for their van that is used to transport young people to a WorkSource training program in Rainier Valley.

***Working Wheels – King County***

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

***Transit Oriented Development – King County***

The purpose of transit-oriented development (TOD) is to reduce the use of single-occupant vehicles by increasing the number of times people walk, bicycle, carpool, vanpool, or take a bus, streetcar, or rail. It does this by bringing potential riders closer to transit facilities rather than building homes away from population centers, which makes people more dependent on roads and automobiles. TOD makes transit investments work more efficiently by putting more riders on existing buses. To reduce external trips, TOD projects are located in higher-density, mixed-use, urban pedestrian districts with high-quality transit service. External single-occupancy vehicle (SOV) trips can be reduced as much or more by people walking within a mixed-use urban district as they can by using transit within and between urban centers. Eight projects are being developed under the King County Transit Oriented Development Program and range from the feasibility study stage to near completion.

***Ticketbook Program – King County***

The Human Services ticketbook program is a city and countywide program subsidized by King County. The King County Council approved the current allocation of \$1,000,000.00 (in 2001) to subsidize bus tickets (at 80% of the total cost) for use by low-income and homeless persons. Human Services ticketbooks are sold only to approved human service agencies, who pay the remaining 20% of the total cost, for a combined value of \$1.25 million dollars worth of tickets. The agencies are identified and approved by the City of Seattle's Department of Housing and Human Services and King County's Department of Community and Human Services. Individual tickets are then issued to clients by the staff at the participating agencies. An estimated 73,000 persons were assisted with this fund in 2004, including: low-income families, victims of domestic violence, disabled adults, unaccompanied youth and homeless veterans. Additionally, there were over 160 city and county agencies that participated in 2004.

***Taxi Scrip – King County***

The Taxi Scrip Program serves low-income King County residents age 18 to 64 who have a disability or age 65 and over. Once registered, you can buy up to six books of taxi scrip each month from Metro at a 50 percent discount to help meet your transportation needs.

***Night Stop Program – King County***

Available between the hours of 8:00 PM and 5:00 AM, King County Metro's Night Stop allows the rider to ask the driver to let them off at any point along the bus route, even though it may not be a Metro bus stop.

***Commuter Bonus Voucher Program – King County***

The utilization of the Commuter Bonus Voucher program for social service agencies allowed King County Metro to facilitate the expenditure of \$325,000 in state and local funds on bus and ferry passes for clients of the Department of Social and Health Services, Employment Securities Department, the King County Jobs Initiative and Seattle Jobs Initiative. The use of vouchers enables agencies to be responsive to the varying transportation needs of their clients. King County Metro administers the program. The Voucher Partnership has resulted in 182,500 transit trips for low-income populations in 2003 and 123,120 transit trips in 2004. KC Metro is currently working with agencies to convert them to Smart Card.

***Transportation for Victims of Domestic Violence – King County***

Partners with the YWCA of King County, the King County Department of Community Services, the Coalition Against Domestic Violence to provide transportation alternatives for victims of domestic violence. New potential partner will be United Way of King County. The King County Metro Domestic Violence Transportation Program received the 2004 *Take Action Workplace Award* by the KC Coalition Against Domestic Violence.