

Snohomish County
Coordinated Transit-Human Services Plan
2030 Vision and 5 Year Strategic Plan



Moving people, changing lives.



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Contents

- Contributors1
- Our Reason for Being3
 - Our partners and service providers4
 - Our values5
 - Our non-negotiable boundary conditions5
- Our Exciting Future6
 - Our vision6
 - Our strategic long-term goals7
- The Plan at a Glance8
- Our Connection to the Puget Sound Region9
- Strategic goal one: Community Aware and Active10
- Strategic goal two: Transportation Gaps Eliminated.....11
- Strategic goal three: Rider Awareness and Ease of Use12
- Strategic goal four: Barriers Eliminated.....13
- End Notes.....14

Our Reason for Being

Many transportation resources exist in Snohomish County, including public transit, tribal transportation, major businesses, non-profit providers, social service transportation programs, or volunteer transportation services. Yet many people cannot access services because of transportation challenges.

Coordinating and partnering between public and private entities can make the difference between people being isolated or having access to needed services. A coordinated transportation system uses existing resources effectively and efficiently, minimizes duplication of services, and provides adequate mobility to populations and individuals 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.

The Snohomish County Transportation Coalition is a group of interested people, providers, and organizations who:

- **Coordinate** existing transportation services and information,
- **Expand** transportation options,
- **Bring** assets to the region, and
- **Are** a voice on transportation issues for people with transportation challenges

We do this work for the purpose of achieving equitable access to social and economic opportunities and improving quality of life for anyone with transportation challenges in Snohomish County.

Our partners and service providers

The Snohomish County Transportation Coalition (SNOTRAC) has been operating since 2003. Numerous public, private, and community organizations have partnered to maximize limited transportation resources, ensuring access for all individuals and maintaining meaningful dialogue between transportation providers and consumers with transportation challenges.

Our key partners and the services they provide include:

Community Transit	Provides local bus routes to every major city, <i>Swift</i> bus rapid transit, paratransit, commuter buses to Seattle, and vanpools.
Everett Transit	Provides local fixed-route and paratransit services within Everett and to the Mukilteo ferry.
Senior Services of Snohomish County	Operates the Transportation Assistance Program (TAP), providing rural transportation for older adults and people with disabilities. Senior Services is also fiscal agent for SNOTRAC. SNOTRAC leads the county's mobility management efforts. SNOTRAC operates the Pay Your Pal rural transportation program and Ride Around the Sound transit orientation for seniors.
Snohomish County Human Services	Provides funding for SNOTRAC's Pay Your Pal and Ride Around the Sound programs, and helps assess community transportation needs.
Hopelink	Arranges for transportation to medical appointments for people receiving Medicaid benefits.
Catholic Community Services	Runs the Disabled Veterans Transportation Program as well as volunteer transportation for low-income elders and adults with disabilities.
Stillaguamish Tribe of Indians	Provides demand-response transportation services to native and non-native people in north Snohomish County.
Tulalip Tribes	Provides rural transportation from designated stops to Community Transit fixed route stops.
East County Senior Center Mobility Lifeline	Provides a community bus for Monroe and surrounding area.
Northshore Senior Center Transportation	Provides transportation to the senior center, medical appointments and local shopping for seniors and people with disabilities.
Stanwood Senior Center Medical Transportation	Provides local medical transportation for residents of Stanwood.
Arc of Snohomish County	Advocates for the integration and inclusion of people with developmental disabilities in mobility planning and implementation.
Volunteers of America/Northsound 211	Operates a 24-hour call center to increase access to transportation and other human service needs.
Private Cabulance Providers	Provide non-emergency medical transportation for special needs clients.

Our values

We believe transportation is a basic need.

How we show up in the community

Collaborative • Inclusive • Equity • Representative • Community • Focused
Innovative • Evolving • Progressing • Developing
Forward Thinking
Pro-Active • Action-Oriented • Ambitious
One Voice • Unified
Visionary • Realistic

How we work together

Organized and Simple • Transparent • Ethical
Empowered • Dedicated • Committed

Our non-negotiable boundary conditions

All decisions, strategies and actions that we make together in regards to transportation services will be:

Rider-centered

Reliable • Accessible • Safe • User friendly • Affordable

Efficient

Fiscally responsible with public funds; dollars are maximized for mobility

Our Exciting Future

Our vision

SNOTRAC envisions a day when the people of Snohomish County have easy access to social, health and economic services because we have created a well-coordinated network of transportation services connecting communities throughout the region. In 15 years, we anticipate the following press release will be available for publication:

PRESS RELEASE FOR 2030

Convenience, collaboration and choice produce award winning transportation system

SNOTRAC - a diverse partnership of funders, providers and users of transportation, social services, education, health, and veteran services - has broken long-standing barriers to providing a coordinated transportation system to the county's most transportation challenged populations.

As a result of their efforts, the Snohomish County region now has a well-coordinated network of transportation services connecting communities throughout the region.

Gaps in transportation services have been closed, and today anyone with a transportation challenge can access the transportation system to meet their social and economic needs.

Part of their success is creating a connected transportation system that is attractive and easy to use. With just one call or click, Snohomish County residents are able to learn about, schedule and pay for a variety of transportation options that best suit their needs. "The transportation 'hub and spoke' system is working flawlessly," says Snohomish County Executive.

Health improves as more can access care

The newly expanded and coordinated transportation system has saved millions in health care and social service costs while providing an award winning level of service and quality.

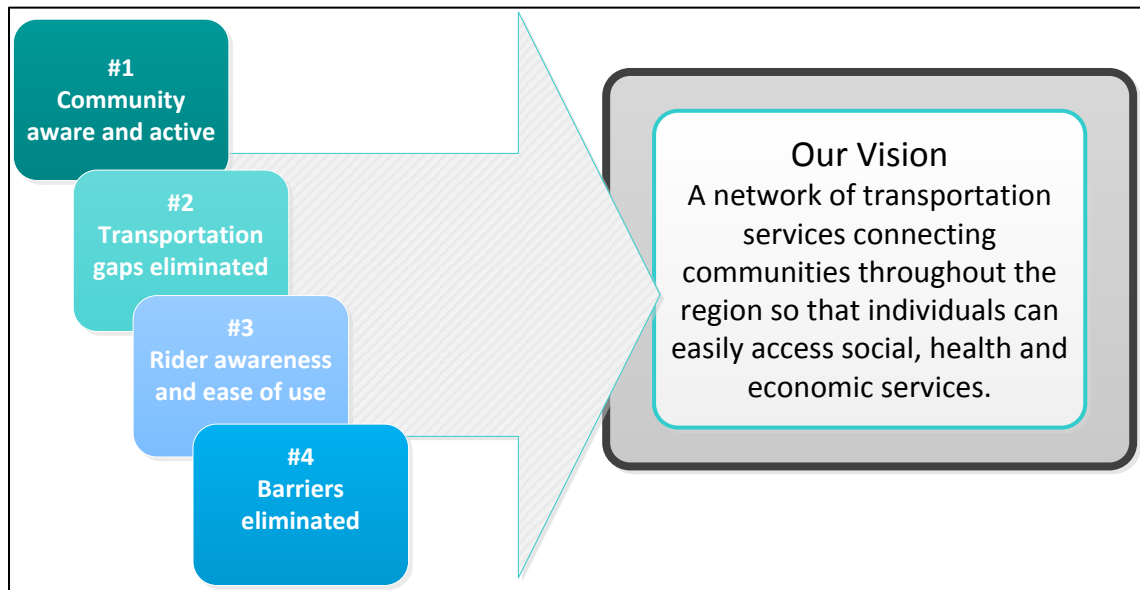
With the support of the partnership, massive coordination efforts increase connectivity have made a real difference in facilitating the efficient use of a wide range of transportation options throughout the county and region.

Transportation and human service organizations nationwide are following Snohomish County's lead by prioritizing coordinated funding streams for connected transportation systems that everyone can use. Previously isolated residents with little access to health or other services say "thank you"!

Our strategic long-term goals

By accomplishing these four goals, people in Snohomish County will be able to easily access social, health, and economic services with a well-coordinated network of transportation services connecting communities throughout the region in 15 years.

- **Goal #1.** The community recognizes coordinated, multi-modal transportation is important and is willing to pay for it
- **Goal #2.** Transportation service gaps are eliminated
- **Goal #3.** Everyone is aware of and has easy access to transportation services
- **Goal #4.** Barriers to pooling funds and grouping trips are eliminated



The Plan at a Glance

Purpose: SNOTRAC wants anyone with transportation challenges in Snohomish County to achieve equitable access to social and economic opportunities and improve quality of life.

Mission: We **coordinate** existing transportation services and information, **expand** transportation options, **bring** assets to the region, and are a **voice** on transportation issues for people with transportation challenges.

Vision: By 2030, people in Snohomish County will be able to easily access social, health, and economic services with a well-coordinated network of transportation services connecting all communities throughout the region.

Strategies

#1
Community
aware and
active

1. Clearly articulate with one voice the depth of transportation challenges in Snohomish County, and why supported mobility is a basic need.
2. Build and strengthen the SNOTRAC coalition of people and organizations who advocate for coordinated, multi-modal supported mobility.
3. Increase SNOTRAC Partners participation in community groups to represent supported mobility in planning efforts.
4. Host an annual SNOTRAC event to share SNOTRAC vision and leadership on supported mobility and to solicit support from community leaders.

#2
Transportation
gaps
eliminated

1. Conduct a supported mobility gap analysis to measure the gap between supported mobility services and growing demand in Snohomish County.
2. Continually work to identify supported mobility gaps and propose solutions.

#3
Rider
awareness
and ease of
use

1. Develop a SNOTRAC website that is a central clearinghouse for transportation provider information and a resource center for all supported mobility information.
2. Research feasibility and models of streamlined access to transportation and itinerary planning assistance in Snohomish County.

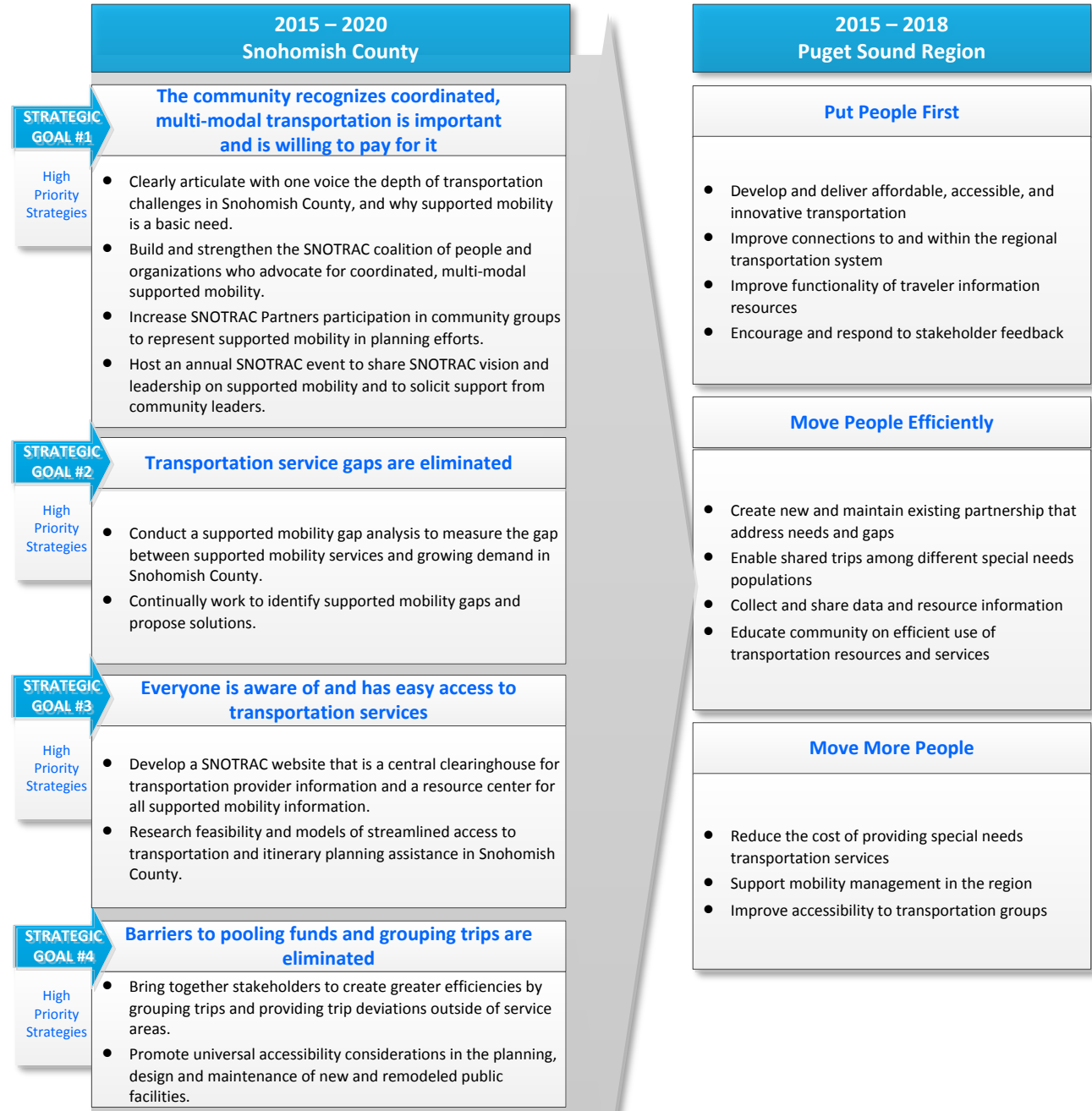
#4
Barriers
eliminated

1. Bring together stakeholders to create greater efficiencies by grouping trips and providing trip deviations outside of service areas.
2. Promote universal accessibility considerations in the planning, design and maintenance of new and remodeled public facilities.

Our Connection to the Puget Sound Region

The Puget Sound Regional Council is the central planning organization that coordinates the regional transportation planning and distributes some of the federal transportation funding in the Puget Sound Region, including Pierce, King, Snohomish, and Kitsap counties.

The SNOTRAC goals and strategies are closely aligned with the regional goals and priorities. A primary focus of this SNOTRAC plan is “connectivity”, which relates to all three goal areas of Putting People First, Moving People Efficiently, and Moving More People.



Strategic goal one: Community Aware and Active

In 2030

The community will recognize coordinated, multi-modal transportation is important and is willing to pay for it.

Current reality and gap analysis

Today, funds to close the transportation gaps are not readily available or flexible. Many regional and local funding priorities compete for the same declining resources, and federal funding formulas limit service provider's ability to serve a broader need. Growing senior populations and people moving to rural, more affordable parts of the county that are without public transportation service contribute to the growing demand for more transportation options.

While many in Snohomish County recognize there is a widening transportation gap, and that this gap limits opportunities for growth and prosperity in the county, the community at large has not made it a funding priority.

Strategic objectives

1. Clearly articulate with one voice the depth of transportation challenges in Snohomish County, and why supported mobility is a basic need.
2. Build and strengthen the SNOTRAC coalition of people and organizations who advocate for coordinated, multi-modal supported mobility.
3. Increase SNOTRAC Partners participation in community groups to represent supported mobility in planning efforts.
4. Host an annual SNOTRAC event to share SNOTRAC vision and leadership on supported mobility and to solicit support from community leaders.

We will know we have made progress towards our goal in five years when we have active coalition participation, including local elected officials, engaged in making sure different transportation options are available in the three identified communities, and we have an ongoing source of local match for federal transportation funds.

"IT'S VERY DIFFICULT FOR LOW-INCOME PEOPLE TO SUPPORT THEMSELVES AND THEIR FAMILY WITHOUT EDUCATION AND TRAINING INTO ENTRY LEVEL JOBS THAT CAN PAY MORE THAN MINIMUM WAGE. IF HOUSING, HEALTH, OR TRANSPORTATION FAILS, THEY CANNOT GET OUT OF POVERTY."

SOURCE: SNOHOMISH COUNTY HUMAN SERVICES, COMMUNITY NEEDS ASSESSMENT STAKEHOLDER SURVEY, 2013

Strategic goal two: Transportation Gaps Eliminated

In 2030

Transportation service gaps will be eliminated.

Current reality and gap analysis

Today, many transportation needs are addressed by the transit agencies, Medicaid transportation providers, senior transportation services, tribal transportation, veteran's transportation services, school buses, volunteer and other non-profit transportation options.

Yet, thousands of people still do not have transportation services available to them, when and where they need them. Respondents in a recent survey listed transportation as one of the top three needs for adults with disabilities (63 percent of respondents) and older adults (41 percent of respondents).

ⁱ In another survey, 79 percent of 276 respondents reported that mobility/transportation services were a moderate to large need in Snohomish County.ⁱⁱ

To be fiscally prudent, transit agencies usually serve the areas with highest population density, which leaves many in rural and isolated areas with limited transportation options.

In addition, transportation services throughout the county struggle to cost effectively meet the demand for weekend and late night transportation services, as well as transportation between cities.

Current policies and contracts restrict providers from serving outside of their territory, which results in another transportation gap – the ability to conveniently cross county lines or access destinations that are not a “qualified” trip. This restricts people’s access to specific destinations such as food banks, grocery stores, adult day health, college or social activities within and between county lines.

Other factors contributing to the transportation gap today is a lack of qualified volunteer and paid drivers, in addition to a slow turnaround in getting vehicles fleet-ready.

Strategic objectives

1. Conduct a supported mobility gap analysis to measure the gap between supported mobility services and growing demand in Snohomish County.
2. Continually work to identify supported mobility gaps and propose solutions.

We will know we have made progress towards our goal in five years when we have closed up to three transportation gaps; and Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit and Washington State Ferries have worked together to invest in closing cross-county transportation gaps.

“TRANSPORTATION IS DIFFICULT WHEN YOU HAVE A JOB THAT IS NOT 8-5 PM. EVEN WHEN IT IS 8-5, IF YOU LIVE IN A RURAL PART OF THE COUNTY IT IS OFTEN NOT POSSIBLE TO GET TO WORK BY BUS.”

SOURCE: SNOHOMISH COUNTY URBAN COUNTY CONSORTIUM, ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE, 2012

Strategic goal three: Rider Awareness and Ease of Use

In 2030

Everyone is aware of and has easy access to transportation services.


Current reality and gap analysis

Today, getting information on transportation options is confusing and cumbersome. Not only is access to information difficult, so is the physical access of getting in and out of buildings and getting to and from a transportation pickup or drop off location.

Washington State, Snohomish County and cities, and multiple organizations offer conflicting and competing transportation provider databases (e.g., FindARide (Sound Transit); VetsGo (Hopelink); Senior I&A; GetCare (WA State); 2-1-1). It is very difficult to keep the information in the databases accurate, and riders are confused about which resource to use for information.

Furthermore, poor bus and pedestrian access exists in the county including lack of accessible paths to bus stops and long walks between mobility options (e.g. airport to Sound Transit station, Everett Station Skybridge).

Parking spaces for wheelchair accessible vehicles is inadequate at medical facilities, and bus shelters are not available where they are needed most (e.g. cancer treatment clinics).



“OUTLYING AREAS, WHERE RENTS ARE CHEAPER, OFTEN DON’T HAVE SIDEWALKS, OR THEIR SIDEWALKS ARE NOT WHEELCHAIR ACCESSIBLE. I USE A WHEELCHAIR FOR MY DAUGHTER, AND AM ALWAYS SURPRISED AT HOW HARD IT IS TO NAVIGATE THROUGH NEIGHBORHOODS AND CITIES, AND CAN’T IMAGINE HOW HARD IT WOULD BE IF SHE WAS TRYING TO DO THIS BY HERSELF.”

SOURCE: SNOHOMISH COUNTY URBAN COUNTY CONSORTIUM, ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE, 2012

Strategic objectives

1. Develop a SNOTRAC website that is a central clearinghouse for transportation provider information and a resource center for all supported mobility information.
2. Research feasibility and models of streamlined access to transportation and itinerary planning assistance in Snohomish County.

We will know we have made progress towards our goal in five years when riders surveyed agree that access to transportation information is easy, intuitive, and helps them get a ride; and when “Complete Streets”-like standards or guidelines have been included in the State Environmental Policy Act (SEPA) checklists.

Strategic goal four: Barriers Eliminated

In 2030

Barriers to pooling funds and grouping trips are eliminated.

Current reality and gap analysis

Today, each funding source for publically-funded transportation services has different rules and restrictions which result in single passengers on multiple vehicles going to the same place, as well as unnecessary long trips for passengers. A SNOTRAC transportation provider recently reported that she had two riders going from Darrington to Seattle and back, but could not group the trips because one was funded by Medicaid and the other was funded by the Veterans Administration. Another example provided by a SNOTRAC member was a person who had to ride from Mill Creek all the way to Shoreline, then back to Lynnwood to reach Shoreline because of service area boundaries.

This makes expensive, publically-funded trips even more costly, and creates frustration and lost economic opportunity for riders.

Transportation coalitions in the Puget Sound region have been working on these barriers for over 20 years with limited success, primarily due to the complexity of meeting the requirements of multiple levels of federal, state, regional and local governments.

Strategic objectives

1. Bring together stakeholders to create greater efficiencies by grouping trips and providing trip deviations outside of service areas.
2. Promote universal accessibility considerations in the planning, design and maintenance of new and remodeled public facilities.

We will know we have made progress towards our goal in five years when we have changed local policies within our control, or worked within current federal and state regulatory constraints to reduce the overall cost per one way trip for demand response transportation in the systems, and that the overall ride times are reduced.

“DUE TO TRANSPORTATION SYSTEM FRAGMENTATION, USING PUBLIC TRANSIT COMING FROM SOMEWHERE OUTSIDE OF EVERETT REQUIRES A BUS TRANSFER AT EVERETT STATION FOR BOTH PUBLIC AND PARATRANSIT RIDES. THE LENGTH OF TRAVEL TIME MAKES IT DIFFICULT FOR FATIGUED PATIENTS TO USE THESE MODES OF TRANSPORTATION SUCCESSFULLY.” SOURCE: TRANSPORTATION BARRIERS FOR CANCER PATIENTS AT THE PROVIDENCE REGIONAL CANCER PARTNERSHIP

End Notes

ⁱ Source: Snohomish County Long Term Care and Aging, Area Plan on Aging, 2015

ⁱⁱ Source: Snohomish County Human Services, Community Needs Assessment Direct Provider Survey, 2015