

Appendix A - Committee Meeting Summaries and Responses

Skagit-Island Special Needs Transportation Committee Meeting
Meeting Summary
SCOG Meeting Room--July 10, 2014, 10am

Present:

Noah Bannister, Boys & Girls Club of Skagit County
Carolyn Chase, Skagit Transit
Lisa Clark, Opportunity Council
Doug Cox, Island County
Elisa Delgado, Volunteers of America
Anna Esquibel, Northwest Educational Services District #189
Mark Hamilton, SCOG
Ally Horry, NWRC
Karla Jacks, Camano Center
Patrick Lynch, Transpo
Evan Olsen, WSDOT
Adam Parast, Transpo
Tara Satushek, Swinomish Tribe
Marcy Smith, Skagit Transit
Liz Theaker, SCOG (intern)
Dee Wells, Skagit Transit

The meeting was called to order at 10:05 am.

SCOG Introduction and Process Overview

Following introductions, Mark Hamilton's presentation included SCOG's history and roles since inception in the 1960s. He explained the relationship with Island County and the structure of the Regional Transportation Planning Organization (RTPO). Mark explained that the Skagit Island Special Needs Transportation Committee (SIRTPO) was created by the RTPO and is an advisory vs. decision-making body. The committee will focus primarily on:

1. Preparing a regional coordinated public transit human services transportation plan, and
2. Prioritizing regional human services transportation projects.

Mark explained that this must be done every four years, with the resulting plan presented to the State. A WSDOT project schedule from 2013 was presented. The draft plan must be completed by September 2014 and approved by the RTPO. Once approved, the plan must be submitted no later than December 2014.

The committee's goal is to meet once per month July through November with five meetings total, with meetings lasting roughly 1.5 hours each. Mark distributed questionnaires for the purpose of collecting committee-member demographics as required by Title VI of the Federal Transportation Administration (FTA).

Transpo Group Introduction and Process Overview

Adam and Patrick explained that a major challenge to creating a Human Services Transportation Plan (HSTP) is the collection and prioritization of information and needs. Transpo has worked with Pierce County and the State of Washington in developing HSTPs; the group has extensive experience collecting and distilling large amounts of information. They explained that while the final plan may not fulfill everyone's needs, it will be informed by all stakeholders present. They gave an overview of the previous Transpo HSTP for Skagit-Island counties and felt the structure was conducive to structuring essential information needed for filling out grant applications. Mark mentioned that the documents discussed by Transpo are available for committee review at www.scog.net, and that he would also create a section in the SCOG website where he would upload pertinent documents.

Transpo identified the "high-importance population" as older adults, persons with disabilities, and low-income persons. Three main strategies in developing a new HSTP are: Committee, Listening Session & Survey (of service providers), and Ride Along (ride on a service and experience it, challenges, etc.). The Ride Along, which is an informal survey, may involve participation by committee members.

Transpo will also focus on a service gap assessment that will consist of three parts: Awareness (customer perception of the service), Customers (Are customers getting where they need to go? What areas are underserved? Are there issues with inter-jurisdictional cooperation, expansion, or safety?), and Operations (funding to preserve service, fleet maintenance, etc.). Coordination initiatives include: Policies (goals), Programs (objectives: programs intended to break down barriers that make system seem disjointed), and Projects (measures: projects typically defined as capital or operations; outgrowth of certain programmatic initiatives). Additional items include: Review of Past Projects (did they meet goals and objectives?) and a Clear Prioritization Process.

WSDOT Consolidated Grant Program Overview

Evan Olsen identified the mission of this program: To support mobility for those unable to transport themselves. The strategy is: To address gaps in transportation through grants for special needs purposes.

This mission and strategy are met through the HSTP process (a requirement for Federal funds):

- Participation by stakeholders
- Addresses service gaps for special needs

- Locally derived priority project list

Evan gave an overview of the Consolidated Grants program, which includes two state program grants (Paratransit/Special Needs and Rural Mobility Competitive grants) and four federal grants (FTA 5310, 5311, 5316, and 5317). The Consolidated Grants program helps streamline a grant process that was previously challenged by the multiple funding cycles/fiscal years of various granting agencies.

Eligible Project Types include Planning, Operating, Capital Vehicles and Equipment, and Mobility Management. Evan mentioned that some of these grant sources are underutilized, and that eligible recipients include Public Agencies, Non-profits, For-profits, and Tribes. Since 2005, historical funding levels have ranged from \$27-\$39 million per biennium. Evan also explained the evaluation process, which includes a Forced Pairs analysis and a regional ranking point system (A's, B's, C's, D's). Grant reviewers allocate funds by ranking and recommending projects to WSDOT, who in turn matches appropriate federal and state funds to those projects. Evaluations occur in early January 2014, funding is awarded that spring, and the projects are expected to start July 1, 2015. The grant application deadline has been moved up to November 2014 for the next funding cycle.

Logistics for Future Meetings

Morning meetings are preferred, and can occur in the SCOG meeting room. August 6 at 10 a.m. will be the next meeting, and the committee can discuss future meeting logistics at that time. Mark added that any committee members wanting additional items on the agenda are welcome to contact him at markh@scog.net.

Next Steps and Homework Assignment

Transpo Group needs more detail regarding what specific transportation services are offered by the entities represented on the Special Needs Committee. This information can be e-mailed to Liz Theaker at lizt@scog.net. The ideal information will include general service area, origins and destinations of trips, and results of any outreach efforts conducted by individual organizations. Transpo will send more specific data requests to Mark as needed, but more information is better.

The committee is also asked to send responses to the following two questions no later than two weeks prior to the August 6 meeting:

1. What do you hope to get out of the planning process?
2. Who else should be involved and how best to involve them?

The meeting ended at 11:33am.

Skagit-Island Special Needs Transportation Committee
Meeting Summary
SCOG Meeting Room--August 6, 2014, 10am

Present:

Carolyn Chase, Skagit Transit
Robert Gummere, Skagit Transit
Mark Hamilton, SCOG
Aly Horry, NWRC
Karla Jacks, Camano Center
Monica Lopez, Opportunity Council
Kevin Murphy, SCOG
Evan Olsen, WSDOT
Adam Parast, Transpo
Martha Rose, Island Transit
Gail Sealander, Volunteers of America NS 211
Marcia Smith, Skagit Transit
Liz Theaker, SCOG (intern)
Dee Wells, Island Transit

Meeting called to order at 10:05am

Findings on Information Gathering

Data has been gathered from Skagit Prosperity Report, top Island Transit origin-destinations, top Skagit Transit origin-destinations, responses to agency questionnaire, demographics information, and NW Educational Services District data. Additional information collected will be included in the coordinated public transit-human services transportation plan (HSTP). Demographics still being collected for Service Gaps Analysis; data will come from U.S. Census Bureau data (variables will include disability status, population older than 65, no access to vehicle, and low income (150%)).

Survey and Sharing of Existing Data

Adam developed a draft survey; committee feedback is requested. Mark needs to know: 1. What data each agency has available, and 2. Whether that data is confidential. This also helps prevent duplication of survey responses. Each agency is encouraged to brainstorm and share how they might get the survey distributed to their ridership (paper, online survey via SurveyMonkey, etc.). Adam encouraged committee members to view the survey as a tool to gather information needed by their own agencies as well as supplement the final report. An additional goal is to streamline the survey and eliminate/consolidate questions prior to distribution.

Suggestions for the survey included:

- Add question "Would you like to receive training to transition from paratransit?"
- Add spaces for name, phone, etc. in case someone would like to be contacted re: training

- Change responses to “Do you know what transportation services are currently available to you?” from nominal to ordinal level
- Convert some of the nominal responses to ordinal level
- Add Camano Island, Everett, Clinton, Bayview, Stanwood, Greenbank to list of destinations

General comments/comments on how to effectively distribute surveys to vast range of respondents:

- For Camano, use senior center during lunches, Meals-On-Wheels, one-on-one contact, fire auxiliary groups, social clubs; electronic communication not recommended for this area
- Many people are intimidated by transit process
- Promote URL, gather responses over phone
- Meals on Wheels, Community Action (Mark will contact C.A.)
- Churches on Camano; pastors know who is struggling in community
- Mark hoping each agency can devise method to collect surveys
- Cross-county connections
- Check with tribes to see if they endorse use of ACS data to accurately reflect the demographics within their tribes

Additional communication with tribes is sought. WSDOT allows agencies with main transportation center outside of Skagit/Island with services in Skagit/Island to participate in transportation grant program even if their main offices are located outside of the region.

Responses to the survey can be scanned and e-mailed; that’s easiest for SCOG and Transpo. Mailed copies or hand delivery also would work.

Exercise to Identify Properties

Adam feels the accuracy/specificity of project priorities can be improved upon since last report, and briefly reviewed the 2007 and 2010 plan outlines. Dot exercise for priorities listed on a panel at meeting measured committee priority preferences for topics in the following general areas (followed by number of votes in parentheses):

- Coordination and Communication (7)
- System Efficiency (3)
- User Experience (4)
- System Preservation (9)
- Environment (0)
- Integrated Planning (0)
- Innovative Planning (4)

Comments:

- Paperwork for users to sign up for transit services is lengthy, and this can be costly for agencies
- Decrease barriers of cross-regional transit, and simplify sign-up process in general
- Agencies sometimes pay for taxis to transport users between areas of service (service boundaries)
- Transit to rural areas continues to be a challenge

- Committee member had questions about the idea of an “information clearinghouse;” Mark mentioned that many organizations/regions have a mobility manager that serves this purpose
- This region relies heavily on “Google Transit”
- There is no one entity that organizes regional transit
- One committee member feels the use of funds to support a clearinghouse is wasteful; Mark clarified that the idea where mobility managers are used in other regions is to create a central coordinated function to prevent users having to navigate through multiple transportation service agencies
- “Travel trainers” are important for assisting users needing guidance in the actual utilization of the transit resource (example: assisting a young rider with autism)
- Committee members felt the list provided by Transpo for dot exercise was comprehensive and accurately reflects a full range of concerns
- “Statewide dialogue on Medicaid Brokerage Procedures” continues to be a challenge; committee feels it should remain in list of policies moving forward

Adam will update the 2014 list to reflect dot exercise preferences and feedback. Mark mentioned that priorities would be developed at the September meeting, as a recommendation to elected officials, which will ultimately assist with evaluating regional special needs transportation projects.

Roundtable and Feedback in Process So Far

Mark distributed handout featuring a timeline for “milestones” that must be reached for grant applications and the HSTP (now through December 2014). Timeline tasks are color coded to specify which agency is responsible for each task. Mark reviewed milestones listed on timeline.

There are two listening sessions in contract with Transpo. Mark requested committee inform him of events/venues that might serve as good listening locations. They recommended:

- Project Homeless Connect, coordinated by Community Action Agency: event where homeless or those risking homelessness can get services (mobile dentist, Veterans service, ID cards, etc).
- Community Resources Network
- Senior Fair(s)
- Skagit Senior Day in the Park/Maiben Park, Burlington (August)
- Buddy Walk (Special Needs event, 300-500 people)
- Whidbey Island locations
- Check with Camano/Stanwood Family Resource Center to reach special needs/disabled families (contact: Christy Connors)
- Veterans organizations

Ridealongs will happen soon as another way to reach out to transportation system users. This may be coordinated in conjunction with some event dates listed above. Committee members suggested those conducting ridealongs contact individual agencies first to find out heaviest route times.

Additional comments:

Camano Island currently relies heavily on Snohomish County transit services; many commuters are going south from Stanwood to medical services at Providence.

Next Steps and Homework Assignment

1. Review survey and provide feedback so it can be finalized. Once finalized, it will be e-mailed to committee for distribution.
2. Please provide feedback by the end of the week (5pm, August 8) to lizt@scog.net.

Next Meeting

Wednesday, Sept. 10

Meeting ended at 11:35am

Skagit-Island Special Needs Transportation Committee
Meeting Summary
SCOG Meeting Room — September 11, 2014, 10am

Present:

Doug Cox, Island County
Carolyn Chase, Skagit Transit
Elisa Delgado, Volunteers of America NS 211
Robert Gummere, Skagit Transit
Mark Hamilton, SCOG
Karla Jacks, Camano Center
Monica Lopez, Opportunity Council
Evan Olsen, WSDOT
Adam Parast, Transpo
Gabe Philips, SCOG
Tara Satushek, Swinomish Indian Tribal Community
Dee Wells, Island Transit

Meeting called to order at 10:05am

Welcome

Mark welcomed committee members to the 3rd Skagit-Island Special Needs Transportation Committee meeting.

Transportation Service Provider Inventory

Adam presented the findings from the inventory collection work that Transpo has been doing over the past month. He is documenting all public transit providers, including those based outside of the region such as Whatcom Transportation Authority and Community Transit, as well as other providers in the region. Skagit Transit provided 640,000 fixed route trips and 55,000 paratransit trips in 2013. Island Transit provided 1.1 million fixed route trips in 2013 and 64,000 paratransit trips.

Island Transit experienced severe service cuts beginning in September 2014. The Coordinated Public Transit-Human Services Transportation Plan (HSTP) will likely have a section describing the extent of these cuts due to their importance to public transportation regionally.

Adam described other human service providers in the region including services directed at seniors and other clients. Companies with private transportation services were also presented.

Needs and Gaps Assessment

Following the inventory, Adam described the work being done to identify human services transportation needs and gaps across the region. He noted the sources used in the needs and gaps assessment which included committee meetings, rider surveys, events, previous plans and other plans.

A draft needs index map was created by Transpo to show where the highest number and proportion of elderly persons, persons with disabilities, persons without a vehicle and persons in poverty live. Preliminary areas with the highest need, both by total number of persons and by proportion: east Skagit County, south Whidbey Island; and south Camano Island. Many other parts of Island County and west Skagit County also indicated a high need for human transportation services, based on the factors considered.

Karla mentioned that she thought the results were accurate based on her understanding of south Camano Island. She said transit service is limited to north Camano Island and many island residents catch Community Transit buses in Stanwood.

Mark noted at the end of the presentation that the needs assessment would continue and that we are still gathering information through surveys, community events and other outreach.

WSDOT Consolidated Grant Program

Mark gave an overview of the WSDOT consolidated grant program. The application materials were released in August and this is the first time that the committee has got to discuss them since then. The committee discussed several aspects of the grant program including the various grant funding available through the consolidated program, matching requirements and the relationship between the grant applications and the HSTP.

Tara mentioned that Swinomish applied for and received a grant in 2008, but that Skagit Transit offered the transportation services that the grant funded. Evan said that WSDOT consolidated grant program would allow that type of project as well where funding would actually go to a different agency than the applicant; that in return offers the services for the applicant.

Evan presented draft results for distribution of regional ranking allotments across the state. He said that the regional "letter grades" should be finalized soon, after a meeting of the state MPO-RTPO coordinating committee.

Finalizing Priorities for Implementation, Weighting Priorities and Recommendation

The committee reviewed the strategies that they had seen at their previous meeting, and were presented the results of an earlier weighting exercise that they did and was done at Skagit Senior Day in the Park.

The committee went through discussions to finalize the list of strategies and develop priority weights for each strategy. 15 strategies were settled-on for prioritization. These recommended strategies and weights were:

| Recommended Implementation Strategies | Recommended Priority Weights |
|--|------------------------------|
| Preserve Existing Services: maintain or restore existing service levels and vehicle fleet | 20 |
| Expand Services: increase service levels | 15 |
| Increase User Knowledge: increase knowledge of available transportation options to target users | 10 |
| Address High Need Area: provide service to area scoring high in human services transportation need index | 10 |
| Improve Existing Service Timeliness: improve quality of timeliness of service | 5 |
| Utilize Existing Services: improve utilization of existing transportation services | 5 |
| Improve Regional Connections: improve cross-regional connections | 5 |
| Expand Driver Training: promote driver training to encourage “compassionate professionalism” | 5 |
| Improve Provider-User Coordination: improve coordination between transit service providers, human services providers and users | 5 |
| Utilize Technology: utilize technology to provide improved efficiency and user access to mobility options | 5 |
| Inform Users of Mobility Options: assist human service providers in guiding users to the most efficient mobility options | 5 |
| Improve Provider Regional Coordination: improve coordination between transit service providers, human service providers and users | 5 |
| Promote Innovation: promote innovative programs, processes and tools that improve efficiency and reduce cost | 5 |
| Promote Environmental Sustainability: promote environmentally sustainable practices into state coordinated transportation planning and services | 5 |
| Leverage Funding: further leverage available funding | 5 |

The above strategies and weights were recommended by the committee to the Skagit sub-RTPO and Island sub-RTPO to evaluate regional human services transportation projects in Skagit and Island counties. Once approved, the strategies will be used as criteria to evaluate grant applications through a regional competitive process, the results of which will inform the prioritized project list of human services transportation projects for the region.

Roundtable and Feedback in Process So Far

Over 80 completed paper surveys were brought to the meeting and given to Mark. Mark said that the survey would close at the end of September so to continue to distribute the surveys until then. Paper surveys can be mailed, emailed or hand delivered to Mark, or brought to the next meeting on October 1st.

Robert mentioned that the Buddy Walk would be happening October 11th and would be a good chance to get further input into the planning process. Mark said he will contact the event organizer and that SCOG plans on participating, though it will be too late to survey as the survey will be closed. Mark

mentioned that as with Project Homeless Connect, it would be better to streamline how we ask for input to tailor our approach to the intended audience at the events.

Mark mentioned that there will be two upcoming outreach opportunities in Island County. On Monday, September 15th, SCOG staff will be visiting several locations on Whidbey Island and on the next day, SCOG staff will be facilitating a focus group with Camano residents with disabilities.

Next Steps

Mark noted that the recommendation from today's meeting would go to the Skagit sub-RTPO on September 17th and the Island sub-RTPO on September 24th. After criteria and weights are approved by decision-making bodies, SCOG anticipates issuing a Call for Projects shortly thereafter.

The committee agreed that a one-month window for the Call for Projects was reasonable. Mark said that right after the call closes; the committee will be sent all applications and be given about a week to evaluate them. A scoring sheet will be included for evaluation of each project. Applicants cannot score their own project(s).

Finally, Mark said that Transpo will be developing a first draft of the HSTP for committee review for their meeting on October 1st. The committee will be asked to review the draft prior to the public comment period.

Next Meeting

Wednesday, October 1st at 10:00 a.m.

Meeting ended at 11:45am

Skagit-Island Special Needs Transportation Committee
Meeting Summary
SCOG Meeting Room — October 1, 2014, 10 am

Present:

Doug Cox, Island County
Carolyn Chase, Skagit Transit
Lynn Christofersen, Community Action
Elisa Delgado, Volunteers of America North Sound 211
Coey Gilliland, Stillaguamish Tribe
Robert Gummere, Skagit Transit
Mark Hamilton, SCOG
Aly Horry, Northwest Regional Council
Karla Jacks, Camano Center
Linda Madigan, Goodwill
Adam Parast, Transpo
Gabe Philips, SCOG
Tara Satushek, Swinomish Indian Tribal Community
Gail Selander, Volunteers of America North Sound 211
Marcy Smith, Skagit Transit
Dee Wells, Island Transit

Meeting called to order at 10:00 am

Welcome

Mark welcomed committee members to the 4th Skagit-Island Special Needs Transportation Committee meeting. First time attendees to a committee meeting were Coey Gilliland, Lynn Christofersen and Linda Madigan.

Draft Coordinated Public Transit-Human Services Transportation Plan (HSTP)

Adam provided an overview of what has been done so far in preparing the HSTP. He went over an outline of the HSTP, highlighting key aspects of what each section will include. The survey and survey responses will be included in an appendix. Another appendix will include the prioritized list of projects for the region.

Adam provided a summary of the needs analysis, a more thorough version of which was presented at an earlier meeting. He also presented an updated needs index map which used proportion based (% of population special needs) and population based (total special needs persons) metrics. Age, income, disability status and access to a vehicle were used in the needs index map, with the top 25% of special needs persons identified as the highest need areas.

Emergency management and technology are two new sections in the HSTP that are required by the Agency Council on Coordinated Transportation (ACCT). Skagit County has an emergency management plan and an interlocal agreement between Skagit County and Skagit Transit to respond to emergency

events. Island County has a disaster preparedness program and has developed scenarios of how response would occur if key bridges (SR-20 & SR 532) were closed.

Skagit County has an intelligent transportation systems (ITS) architecture document which includes technology employed or planned to improve the transportation system. Skagit Transit has several technologies used or planned to improve their transportation services. Island County does not have a similar ITS architecture, but Island Transit utilizes several ITS technologies, and plans security upgrades to park-and-ride lots and transfer stations.

Determining “Activities” for HSTP

The committee had already recommended draft strategies for the HSTP at their last meeting. Since then, Adam has prepared a list of activities to consider to implement those strategies. Nearly all the strategies had one or more draft activities associated with them, and Adam presented these to the group.

Mark told the committee to think about projects their organization might propose and ensure they felt comfortable that the activities accurately represented projects they are considering to implement the HSTP. He said now would be the time to suggest additions, if there are activities that should be included.

Adam noted there are three strategies that do not have activities directly associated with them.

The committee suggested the following:

- Changing the wording of the first strategy. Mark mentioned that the strategies had already gone to the decision-makers so he would not recommend changing them at this point. There was already agreement among the decision-makers, at the sub-RTPO levels, with the strategy language.
- Adding “planning” as an activity under the existing services strategy. Planning allows organizations to continue offering existing services.
- Adding “voucher programs” as an activity under the utilizing existing services strategy. This type of activity would provide qualified persons free vouchers to use existing transportation services.
- Adding “alternative fuel vehicles” under the environmental sustainability strategy. These vehicles could also reduce fleet emissions, but it should be clear that utilizing these types of vehicles is an activity that promotes environmental sustainability.
- Add “additional stops” as an expanding services strategy. There are examples of areas, such as Exit 210 on Interstate 5, the site of a future economic development hub, where adding stops to existing transportation services may be warranted in the future.
- Adding “improving existing facilities” under the appropriate strategy. An example was given whereby bus shelters could be added to an existing stop without shelters, but this type of improvement is not specifically identified in any activity.
- Ensure that “activities” are identified as examples of activities and that the activities included are not all inclusive. There may be additional activities that implement the strategies.

Mark noted that activities will not always cleanly fit into only one strategy and there may be crossover from one activity to more than one strategy. For example, mobility managers could inform users of mobility options (one strategy) and improve provider-user coordination (another strategy). Projects

that organizations propose as part of the regional ranking program may address many strategies in the plan.

Ongoing Implementation after HSTP Adoption

Mark provided a summary of the outreach done to-date as part of the planning process including at public events, at meetings, through surveys and a prioritization exercise. He also noted that there is an emphasis from the Washington State Department of Transportation (WSDOT), which is new for this plan, to ensure that ongoing outreach and plan implementation continue after plan adoption. The HSTP is scheduled to be adopted in December 2014 and the contract with WSDOT runs through June 2015. The committee is created for calendar year 2014 only, as a Skagit-Island Regional Transportation Planning Organization advisory committee. Finally, Mark noted that SCOG has retained a public involvement consultant to assist with continuing HSTP outreach through June 2015, in whatever form it takes.

The committee presented several ideas for continuing outreach and coordination. These ideas, and examples of how coordination is done in other areas, are as follows:

- It is valuable to have a group to communicate with that conducts special needs transportation services.
- We could have an online forum where we are kept abreast of ongoing efforts, as a committee, and to provide input and coordinate through this type of venue.
- Other counties have mobility managers, which was discussed as an activity to be included in the HSTP today. It is these persons' responsibilities to coordinate special needs transportation in their area and provide a linkage between different county/regional organizations that provide special needs transportation services. SCOG could work with this coordinator in some way.
- Snohomish County has a mobility manager and a countywide group of special needs transportation service providers. This group meets monthly and just recently submitted a prioritized list of projects for the county to an executive committee for approval.
- What is needed is a regional mobility manager that coordinates all the North Puget Sound counties, as regional connections are so important to special needs transportation. Currently, mobility managers tend to be county-specific or focus on areas even smaller than the county level (ex. King County has three). Mobilizing a regional perspective, through a regional mobility manager, would be quite an undertaking.
- We could have an annual transportation forum. Information (surveys, other data) could be collected on a regular basis and it could be shared at this annual event. Participants could be similar to the ones on this committee. Getting more information out to the region can only be beneficial in coordinating our transportation services.
- It is important to keep connected on a regular basis. Emerging issues can be addressed more quickly if there is regular contact between different transportation service providers.

Mark asked if there should be ongoing opportunities to connect with special needs persons directly, similar to what has been done as part of the planning process over the past couple months. He stated that he is hesitant to attend to many events presenting what has been done on the HSTP, and instead would like to do outreach that garners input that will inform the process in some way. This answer was received:

- Skagit Transit is always attending these types of events, notifying the public of transportation services offered and gathering input. Something similar could be done as part of HSTP ongoing outreach, gathering additional input and informing the public of services that are offered by a multitude of regional organizations.

Roundtable and Feedback on Process So Far

Mark discussed the upcoming Buddy Walk as an opportunity for public outreach, but a limited opportunity because the draft HSTP is being finalized and the essential information gathering stage has passed. Similar to the last agenda item, he would prefer to seek input, but as it is getting late in the planning process, opportunities for input appear to be much more limited.

The committee discussed the positives and negatives of attendance. There was no consensus as to whether or not SCOG staff should attend. Mark said he would think it over further based on what was said at the meeting, and talk again with the event coordinator before deciding on whether or not to attend.

Update and Next Steps

Mark noted that the survey has closed and the results have been analyzed by Transpo. Survey results will be included in the HSTP, as an appendix.

Mark provided an update on the evaluation criteria (strategies) and weights that were recommended by the committee to Skagit and Island sub-RTPO policy boards. The boards agreed on the strategies, but did not agree entirely on the weights assigned to each strategy. A final decision will be made at the full Skagit-Island Regional Transportation Planning Organization Policy Board meeting on October 15th.

Mark presented a timeline showing the major steps between issuance of the Call for Projects on September 29th and the next committee meeting on November 5th.

Mark said that the HSTP is being drafted currently by Transpo and a draft would be ready and distributed to the committee by October 15th at the latest. Any comments from the committee as Transpo develops the draft should be sent to Mark for consideration as the document is prepared.

Next Meeting

Wednesday, November 5th at 10:00 am

Meeting ended at 11:30 am

Skagit-Island Special Needs Transportation Committee
Meeting Summary
SCOG Meeting Room — November 5, 2014, 10 am

Present:

Carolyn Chase, Skagit Transit
Mark Hamilton, SCOG
Aly Horry, Northwest Regional Council
Jen Milton, Community Action of Skagit County
Shirley Johnson Murray, Washington Vocational
Evan Olsen, WSDOT
Adam Parast, Transpo
Gabe Philips, SCOG
Nicholas Pinch, Island Transit
Ken Riley, Island Transit
Tara Satushek, Swinomish Indian Tribal Community
Marcy Smith, Skagit Transit
Dee Wells, Island Transit
Bretta Williams, Washington Vocational

Meeting called to order at 10:00 am

Welcome

Mark welcomed committee members to the 5th and final Skagit-Island Special Needs Transportation Committee meeting. First time attendees to a committee meeting were Shirley Johnson Murray, Nicholas Pinch, Ken Riley, Jen Milton and Bretta Williams.

Evaluation of Regional Human Services Transportation Projects

Mark presented an overview of the process for ranking regional human services transportation projects in Skagit and Island counties. Skagit-Island has received letter grades from WSDOT to assign to projects, having received 5 A's, 5 B's and 4 C's. A's get an extra 50 points in the statewide competitive process, B's get an extra 25 points and C's get an extra 12 points.

There were seven projects submitted through the call for projects: three by Skagit Transit; one by Community Action of Skagit County; and three by Island Transit. Evaluators on the committee submitted evaluations of projects to Mark by 11/3, and did not score any projects they had submitted, if any. Seven of the organizations scored applications and submitted them to Mark.

Applications were evaluated based on 15 criteria, approved with weights by the SIRTPO Policy Board at their October 15, 2014 meeting. The maximum any project could receive was 120 points.

Representatives from Skagit Transit, Community Action and Island Transit described each of their applications submitted into the regional competitive process and answered questions committee members had regarding their applications.

The average total scores, ranking and letter grade recommended by the committee to the SIRTPO Policy Board are as follows:

Skagit Transit Projects

- **#1 Expansion of Fixed Route Services in Sedro Woolley and Burlington**
 - 66.33 average total score, ranked 2 of 7
 - “A” letter grade
- **#2 ADA Next Stop Announcement System**
 - 59.33 average total score, ranked 5 of 7
 - “B”* letter grade
- **#3 Mobility Management Specialist**
 - 61.83 average total score, ranked 3 of 7
 - “A” letter grade

Community Action Project

- **#1 Utilize Existing Services: Improve Utilization of Existing Transportation Services**
 - 66.67 average total score, ranked 1 of 7
 - “A” letter grade

Island Transit Projects

- **#1 Five Medium Duty Cutaways and Five 7-8 Passenger Vans**
 - 52.33 average total score, ranked 7 of 7
 - “A”* letter grade
- **#2 Preserve and Replace Capital Equipment and Bus Communications: 2 Bus Shelters; Paint Oak Harbor Transit Station; 10 Bus Surveillance Systems; 65 Tablets; 11 Rebuilt Engines; Alignment Machine**
 - 52.47 average total score, ranked 6 of 7
 - “B” letter grade
- **#3 Specific Operating Assistance to Preserve Existing Service**
 - 60.20 average total score, ranked 4 of 7
 - “A” letter grade

*Note: Skagit Transit staff offered for their Project #2 to receive a B letter grade, even though it was ranked 5 of 7 in the process, so that Island Transit could receive an A letter grade for their Project #1 – noted by Island Transit staff as a very important need given their aging fleet.

Mark and Nicholas noted that Island Transit Project #3 was missing some financial information when the application was submitted to SCOG. The funding request to the state was excluded. The funding request is for approximately \$1,400,000. The committee unanimously recommended including the project for consideration by the SIRTPO Policy Board even though the funding request was omitted from

the application. The committee said the project should not be excluded from consideration due to missing financial information. The funding request amount for project applications was not considered by the evaluators when scoring the projects.

Coordinated Public Transit-Human Services Transportation Plan (HSTP)

Adam presented the final version of the HSTP to the committee. The committee recommended approval of the HSTP to the SIRTPO Policy Board. Mark said that the recommendation would go to the Skagit and Island sub-RTPOs in November and the full SIRTPO Policy Board in December. There will be a 14-day public comment period on the HSTP, beginning today.

Roundtable

The committee expressed their appreciation for the process and pleasure with the final product of the project prioritization and HSTP.

Carolyn said that what she thought were good projects didn't seem to fit well with the criteria. Marcy noted that the high need areas map in the HSTP didn't factor in low-income populations very well. She said there are areas in Anacortes that appear to have a very high need, but have much higher income than Sedro-Woolley, which doesn't appear as a high need area on the map.

Dee expressed her appreciation for Skagit Transit taking a "B" on one of their projects so that an Island Transit project could receive an "A". Ken seconded that.

Aly said that that she was involved with project prioritization in Skagit-Island and in Whatcom County, and she felt that the Skagit-Island process was much more robust.

Update and Final Steps

Mark noted that he attended the Skagit Buddy Walk in October to get some final input for the HSTP.

Mark stated that both recommendations from the committee would come to the Skagit and Island sub-RTPOs in November and to the full SIRTPO Policy Board in December.

Mark reminded organizations to submit project applications directly to WSDOT by November 19, 2014 and recommended coordinating with Evan leading up to that deadline to ensure that all application materials were complete before submittal.

Finally, Mark said that a public comment period for the HSTP would begin today, November 5, and continue for two weeks. The HSTP will be posted on SCOG's website and public notice will be posted in newspapers in Skagit and Island counties.

Next Meeting

This was the last meeting of the Skagit-Island Special Needs Transportation Committee.

Meeting ended at 11:30 am

Special Need Committee Response

| Agency | Question | Response |
|------------------|--|---|
| Camano Center | What do you hope to get out of the planning process? | More support and coverage area. |
| | Who else should be involved and how best to involve them? | (Not answered.) |
| | Is your service targeted at a specific special needs population or specific trip type? | Our services are targeted at most special needs of the senior population. |
| | How many trips annually do you provide? | We do on average 40 Field trips a year. |
| | What is your service area? | Camano and Stanwood |
| | What kind of service do you provide? | We have services for folks to and from the Dr's appointments done by volunteer medical drivers. Prescription pickup and delivery services, also done by volunteers. Some of the volunteer drivers also deliver an average of 4800 meals on wheels per year. We also do Grocery deliveries for folks who cannot drive but need groceries and necessities We do have a bus that is ADA but at this time it is only used for trips. |
| | What is your general span of service? | Monday- Friday 8am-8pm |
| | What is your agency's mission? | The mission of Camano Senior and Community Center is to provide programs, activities, services and educational opportunities for seniors and the community of Camano Island. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Trips vary from month to month. We go as far south as Seattle and as far north as Bellingham |
| | Describe your fleet makeup (number and type of vehicles in fleet). | We have a bus that is wheel chair accessible, a minivan, pickup truck and a box truck |
| Community Action | Please describe your operators (paid, volunteer, training, etc.). | We have 1 paid Fleet manager and we rely on the rest of our drivers as volunteers. |
| | What do you hope to get out of the planning process? | My goal would be to represent the interests of low-income community members for whom transportation and mobility can often be barriers to economic success. |
| | Who else should be involved and how best to involve them? | I saw a lot of tribal communities but didn't see the Swinomish. Other social service agencies might include Goodwill, DSHS Community Service Office, Division of Vocational Rehabilitation; Compass Health and the Housing Authority of Skagit County. |
| | Is your service targeted at a specific special needs population or specific trip type? | Low-income community members that may include seniors and disabled. |
| | How many trips annually do you provide? | Through our Senior & Disabled Volunteer Services Program we provide about 300 volunteer provided rides annually. We also purchase \$14,767 worth of bus passes and distribute 656 bus passes for people receiving services through our East County Resource Center, Housing and Essential Needs Program, Housing, Critical Needs, Jail Transition and WorkFirst Programs. Additionally we've been promised free one day bus passes from SKAT to distribute to low-income community members and we expect to have those in our possession in January. We also provide 1,250+ gas vouchers per year to low-income community members so they can get to work and take care of other basic needs. |
| | What is your service area? | All of Skagit County and for a few services we work in the additional counties of Whatcom, Island, San Juan & Snohomish. The majority of clients originate from the Mount Vernon area, then Sedro-Woolley, Anacortes, Burlington, and other areas. |
| | What kind of service do you provide? | Bus passes, gas vouchers and volunteer provided rides to medical treatments. The vast majority of destinations involve medical visits, then shopping, and other errands. Community Action provides volunteer transportation services through the Senior & Disabled Program. The majority of clients originate from the Mount Vernon area, then Sedro-Woolley, Anacortes, Burlington, and other areas. The vast majority of destinations involve medical visits, then shopping, and other errands. Geographically, most destinations are to Mount Vernon (including Skagit Valley Hospital and related clinics), the Burlington, Sedro-Woolley (including United General and related clinics), Anacortes (including Island Hospital and related clinics), Bellingham (including St. Joseph's and related clinics), Stanwood, and Everett (including Providence and related clinics). |

| Agency | Question | Response |
|----------------------------|--|---|
| | What is your general span of service? | Our offices are open Monday – Friday from 8:30 to 5 (WIC open until 6:30 M-Th). Often demand outstrips supply especially the gas vouchers. Customers may only receive one Critical Needs voucher every six months and the funds are often exhausted by the second week of the month. Senior & Disabled persons receiving assistance with transportation may be served for an extended (months) period of time while they are undergoing prolonged medical treatments. |
| | What is your agency's mission? | Our mission is to foster and advocate for self-sufficiency among low-income people in Skagit County. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Geographically, most destinations are to Mount Vernon (including Skagit Valley Hospital and related clinics), the Burlington, Sedro-Woolley (including United General and related clinics), Anacortes (including Island Hospital and related clinics), Bellingham (including St. Joseph’s and related clinics), Stanwood, and Everett (including Providence and related clinics). |
| | Describe your fleet makeup (number and type of vehicles in fleet). | We have no fleet of vehicles. Volunteers use their own vehicles for Senior & Disabled Services. |
| | Please describe your operators (paid, volunteer, training, etc.). | Volunteer drivers. Volunteers may submit their mileage for reimbursement. |
| Disabled American Veterans | What do you hope to get out of the planning process? | Not sure at this time. |
| | Who else should be involved and how best to involve them? | Not yet. |
| | Is your service targeted at a specific special needs population or specific trip type? | Yes. |
| | How many trips annually do you provide? | We provide a van that goes to the VA hospital in Seattle 5 days a week. |
| | What is your service area? | We serve Oak Harbor, Mount Vernon, and points south |
| | What kind of service do you provide? | Fixed route |
| | What is your general span of service? | Monday - Friday, 6 a.m. until return. |
| | What is your agency's mission? | To help our veterans in need. To help veterans, widows and children. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Oak Harbor - Seattle VA medical center. |
| | Describe your fleet makeup (number and type of vehicles in fleet). | 1 8-passenger van. |
| | Please describe your operators (paid, volunteer, training, etc.). | Our van drivers are all volunteers. |
| Island Transit | What do you hope to get out of the planning process? | Well, we hope to learn if there are any “gaps” in service that we are in a position to close. |
| | Who else should be involved and how best to involve them? | I would think that a representative from any of the most frequented origins and destinations for our paratransit riders would have some type of input as they deal with our riders on a professional basis. DSHS, Senior Services, Compass Health, Service Alternatives, Opportunity Council, etc. These entities obviously have a better understanding of the life challenges that our riders face. I fear confidentiality may be an issue. |
| | Is your service targeted at a specific special needs population or specific trip type? | No, all are welcome. Our Mobility Training is for anyone who would like help riding the fixed route, transitional youth, or specific para riders who are able to transition to the fixed route from paratransit. We do not prioritize our paratransit trips. |

| Agency | Question | Response |
|---|--|---|
| | How many trips annually do you provide? | 2010: 623,338 Fixed-Route (6-1-2010 through 12-31-2010 only) and 26,180 Para-Transit 2011: 1,062,055 Fixed-Route and 57,795 Para-Transit 2012: 1,097,886 Fixed-Route and 61,925 Para-Transit 2013: 1,090,643 Fixed-Route and 64,106 Para-Transit 2014: 552,660 Fixed-Route (1-1-2014 through 6-30-2014 only) and 31,988 Para-Transit |
| | What is your service area? | Island Transit services from the Clinton Ferry North to March's Point. We also service Camano Island into Stanwood and Skagit Station. See attached maps and detailed explanation. |
| | What kind of service do you provide? | Fixed Route, Paratransit, Route Deviation, Van Pool, Ride Matching Programs |
| | What is your general span of service? | Weekdays, our first Route starts at 3:45 am and ends at 8:15 pm. Saturdays, our earliest start time is 7:00 am and we run until 7:00 pm. We are closed on Sunday. |
| | What is your agency's mission? | To provide a package of rider-sharing services which emphasizes rider use, safety, and satisfaction, and results in increased mobility opportunities, less dependence on the automobile, decreased traffic congestion, and improved air quality for all people in the service area, riders and non riders alike. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | See attached list by location name of our most frequented paratransit trip origin/destinations. |
| | Describe your fleet makeup (number and type of vehicles in fleet). | We have 15 paratransit specific buses. They are 22 feet and can seat 8 or a combination of ambulatory passengers and two wheelchairs. Lift capabilities from 800 to 1000 lbs. We have 19 Gilligs that are 35 or 40 feet long. We use these for our commuter runs as they hold 35 to 43 riders. Lift capabilities are limited to 600 lbs. We have 17 El Dorado buses that are 26 feet long. They can seat 21 riders and are used for both fixed route and paratransit. Lift capabilities are 800 lbs. We have 13 Internationals that are 29 feet long and carry 25-27 riders. Lift capabilities are 800 to 1000 lbs. We have 10 Chevys that are also 29 feet long and carry 23 riders. Lift capabilities are 800 lbs. We have 5 ARBOCs that are 23 feet long and carry 19 riders. These buses have ramps with 660 lb weight capacity. We have 87 vanpool vans and currently 68 are assigned and on the road. |
| | Please describe your operators (paid, volunteer, training, etc.). | Our operators are paid, non-union employees. All new hires go through in-house CDL training even if they already have their Commercial Driver's License. Our operators receive training in Customer Service/Internal Relations, Para & Wheelchair Securement, Managing Emergencies, and First Aid. Operators receive yearly evaluations and periodic refresher training as well. |
| Northwest Educational Services District | What do you hope to get out of the planning process? | Share information about school district transportation and learn more about the need for special needs coordinated transportation. Assist as liaison where possible between districts and county needs. |
| | Who else should be involved and how best to involve them? | I would be happy to set up a meeting with Skagit and Island school district transportation administrators. Each district will have it's own level of interest in providing transportation outside of their student services. July is a bad month to get ahold of supervisors, August, second/third week and on is when they start returning for school startup. |
| | Is your service targeted at a specific special needs population or specific trip type? | Students, ages 3 – 21, who require transportation as part of their individualized educational program, Section 501 and McKinney Vento public school students |
| | How many trips annually do you provide? | School year transportation is provided 180 days from Sept – June. For special programs: 190 per day/ 34,200 yr |
| | What is your service area? | Those have been provided. |
| | What kind of service do you provide? | Fixed route for public school children to and from school. |
| | What is your general span of service? | See maps. School districts primarily provide basic transport within district boundaries, however some special needs routes include destinations outside district boundaries. |
| | What is your agency's mission? | Transportation of public school students to and from school and school related activities. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Aproximately 80 locations. See attached. |
| | Describe your fleet makeup (number and type of vehicles in fleet). | That has been provided to you. |

| Agency | Question | Response |
|----------------------------|--|---|
| | Please describe your operators (paid, volunteer, training, etc.). | Paid and unionized. |
| Northwest Regional Council | What do you hope to get out of the planning process? | The Northwest Regional Council would like to represent Medicaid clients, seniors, and adults with disabilities living in Skagit and Island counties. An increase in public transportation services in rural areas of the counties would greatly reduce costs to Medicaid Transportation and would allow greater healthcare accessibility. |
| | Who else should be involved and how best to involve them? | Skagit and Island County both have a Volunteer Services program (run out of Opportunity Council and Senior Services of Island County, respectively) that transports seniors and adults with disabilities to grocery stores, medical appointments, and other services. They are contractors with Northwest Regional but may be beneficial to hear from them directly. |
| | Is your service targeted at a specific special needs population or specific trip type? | The Northwest Regional Council plans for and implements community-based care/supportive services for seniors, people who are low-income, and adults with disabilities in Skagit, Whatcom, Island and San Juan counties. We provide case management for people needing long-term care and are a Medicaid Transportation broker for people on Medicaid (now Washington Apple Health). |
| | How many trips annually do you provide? | Medicaid Transportation is contracted to provide an average of 177,000 trips per year. |
| | What is your service area? | The Northwest Regional Council serves people in Island, Skagit, Whatcom, and San Juan counties. Medicaid Transportation will transport clients to Medicaid paid appointments. We transport to the nearest provider of type so sometimes that means transporting to specialists in Seattle, Everett, etc. Occasionally we transport out of state if warranted. Sometimes trips originate from outside the four counties we serve but only for clients that have an address in our service area. |
| | What kind of service do you provide? | The Northwest Regional Council contracts with vendors to provide Meals on Wheels and volunteer chore services in the four local counties. Additionally Medicaid Transportation subcontracts with taxi and cabulance companies to provide transportation to medical appointments. We have agreements with area tribes to provide van services (i.e. Stillaguamish transfers clients from the Skagit bus station to Island Crossing Counseling six days a week). We reimburse for ferry tickets and mileage and can also provide gas vouchers and lodging if clients are unable to pay. Medicaid Transportation also provides bus passes to Medicaid clients that can use fixed route and paratransit services so that they can access Medicaid-paid appointments. |
| | What is your general span of service? | Services are generally provided M-F, 8am-5pm. Medicaid Transportation does operate a 24-hour dispatch in case clients have an emergency after hours and need to visit the ER/are discharged from the hospital. |
| | What is your agency's mission? | The Northwest Regional Council will serve as the Area Agency on Aging and may organize and direct services and supports for people with disabilities in Island, San Juan, Skagit, and Whatcom Counties. To fulfill this mission, the NWRC is to develop, foster, and advocate for a comprehensive and coordinated service delivery system response to the needs of older individuals and people served the by programs administered by the NWRC in Northwest Washington. The service system will promote the greatest degree of personal independence and dignity in a home environment for people capable of self care with appropriate services. The service system will also improve the quality of life by removing individual and social barriers to economic and personal independence. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Transportation from/within/to Skagit, Whatcom, San Juan, Island Counties. All clients are residents of these counties. We transport all over the state and out-of-state to medical appointments. We have to travel outside of the four counties if resources don't exist locally. |
| | Describe your fleet makeup (number and type of vehicles in fleet). | 114 Ambulatory (vans, cabs) vehicles, and 28 Non-Ambulatory (paratransit, wheelchair vans, etc.) vehicles through the paid vendors listed below. The tribes invoice us for trips they provide, but we do not know how many vehicles they operate. |
| | Please describe your operators (paid, volunteer, training, etc.). | Combination of paid and volunteer: Paid vendors include: Beck & Call Concierge Services, Care E Me Inc., Cascase Ambulance, City/Yellow Cab, City Paratransit, Birch Bay Taxi (dba Red Cab), Mercy Transporation, Safe Transportation, Sound Cabulance, Western Van Service. Volunteer: Senior Services of Island County provide volunteer drivers for our Island County residents. |
| Opportunity Council | What do you hope to get out of the planning process? | As a transportation user as opposed to a provider, what I hope to get out of the process is a clear understanding of how funding recommendations are made, provide input to inform those decisions as it relates to low-income households and in turn provide appropriate transportation information and opportunities to the clients we serve. |

| Agency | Question | Response |
|----------------|--|---|
| | Who else should be involved and how best to involve them? | Based on the information regarding # of trips and where they went you have identified those others who would be important partners: Whidbey General Hospital/Clinics, Senior Services of Island County and a Sno-Isle Library Representative. |
| | Is your service targeted at a specific special needs population or specific trip type? | The Island County Service Center primarily serves low-income/homeless households of all ages and all abilities. |
| | How many trips annually do you provide? | N/A |
| | What is your service area? | N/A |
| | What kind of service do you provide? | N/A |
| | What is your general span of service? | N/A |
| | What is your agency's mission? | The Opportunity Council is a private, non-profit human service organization that acts as a catalyst for positive change, both in the community and in the lives of the people it serves. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | N/A |
| | Describe your fleet makeup (number and type of vehicles in fleet). | N/A |
| | Please describe your operators (paid, volunteer, training, etc.). | N/A |
| Skagit Transit | What do you hope to get out of the planning process? | Skagit Transit hopes the planning process results in a HSTP with realistic goals and objectives (or programs and projects) that can inform the way Skagit Transit plans for and operates ADA transit. One need is for objectives to be written broadly enough so that they can be applied to a range of similar scenarios for grant funding purposes. Also, Skagit Transit has learned a lot in the last few years about the provision of pocket service and flex routes designed to accommodate both ADA passengers and the general population. The challenges ST has faced in providing these services is creating a new focus on the provision of fixed route with ADA complementary service within ¾ miles. |
| | Who else should be involved and how best to involve them? | No suggestions for additions. |
| | Is your service targeted at a specific special needs population or specific trip type? | Skagit Transit's ADA Transit services are provided to individuals that have applied for the service. Services are for those individuals whose conditions and/or disabilities prevent them from using Skagit Transit's regular fixed-route buses. Based on the review of an application for Dial-A-Ride service, an applicant may receive curb to curb service, curb to fixed-route service or fixed route service only (with training). Skagit Transit does not prioritize trips. Once approved for ADA transit services, a reservation can be made for any type of trip. |
| | How many trips annually do you provide? | In 2013, Skagit Transit provided 55,204 Dial-A-Ride (ADA Transit) passenger trips. In 2013, our agency provided 644,968 fixed route trips, 109,897 commuter bus trips, and 126,746 vanpool passenger trips. These are all reported as unlinked passenger trips (i.e. individual boardings). |
| | What is your service area? | With a few exceptions, Skagit Transit Provides ADA Transit services to eligible clients within ¾ of a mile of one of our fixed local routes. Skagit Transit is in the process of improving our mapping capabilities. Currently, all of our route maps are on the website at: http://www.skagittransit.org/routes/ . |
| | What kind of service do you provide? | Skagit Transit provides fixed route service (local routes and commuter routes), a vanpool program, and complementary ADA transit service (i.e. ADA service compliments local fixed routes by serving eligible clients within ¾ of a mile of a fixed route during those days and times the local fixed route operates). |
| | What is your general span of service? | Service days and hours differ by route. Routes serving more populated areas including Mount Vernon and Burlington run Monday through Sunday with longer hours during weekdays and reduced hours on weekends. Roughly Monday through Friday 6 AM to 9 PM and Weekends roughly 8 AM to 6:15 PM. More rural routes may only have service Monday through Friday or Monday through Saturday service and times are generally shorter. |

| Agency | Question | Response |
|---|--|--|
| | What is your agency's mission? | To enhance the quality of life in our service area by excelling in the efficient and effective provision of safe, accessible, reliable and attractive public transportation services by courteous and professional employees. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | Please see attached. |
| | Describe your fleet makeup (number and type of vehicles in fleet). | 68 Vanpool Vans, 21 Fixed Route (local) Buses (All are ADA Accessible), 29 ADA Transit Vehicles, and 7 Commuter Bus Coaches (All ADA Accessible) |
| | Please describe your operators (paid, volunteer, training, etc.). | Skagit Transit buses are operated by full- and part-time, paid employees that are union represented. |
| Swinomish Indian Tribal Community | What do you hope to get out of the planning process? | 1) Better understanding and identification of special transportation needs and gaps within the Reservation community, and individuals who could benefit from such services; 2) Identification of resources and opportunities to fill special transportation needs and gaps. |
| | Who else should be involved and how best to involve them? | No recommendations on this at this time. |
| | Is your service targeted at a specific special needs population or specific trip type? | (The Tribe does not currently provide any transportation or transit services, so we did not complete the additional questions pertaining to providers.) |
| | How many trips annually do you provide? | N/A |
| | What is your service area? | N/A |
| | What kind of service do you provide? | N/A |
| | What is your general span of service? | N/A |
| | What is your agency's mission? | N/A |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | N/A |
| | Describe your fleet makeup (number and type of vehicles in fleet). | N/A |
| | Please describe your operators (paid, volunteer, training, etc.). | N/A |
| | | |
| Volunteers of America - North Sound 211 | What do you hope to get out of the planning process? | a. We hope to be considered as an integral part of the Special Needs Transportation System for Skagit and Island counties, and want to learn more about the upcoming call for projects and applications for grant processes. b. We also would like to learn about all the different transportation service providers and what populations are served by each provider. |
| | Who else should be involved and how best to involve them? | a. We have no suggestions at this point. The list provided looks comprehensive. |
| | Is your service targeted at a specific special needs population or specific trip type? | a. No, the services Northsound 2-1-1 can offer would target all special needs populations and trip types. |
| | How many trips annually do you provide? | a. N/A. We are proposing to be the centralized access point for people to call and learn about all available transportation types. And collect data that may be helpful to determine who is requesting transportation services. We can also provide follow-up to callers to determine who the transportation services met their needs. |
| | What is your service area? | a. Our service area covers all of Skagit and Island county. Anyone from these counties can call and access Northsound 2-1-1. Northsound 2-1-1 is staffed with trained Information and Referral Specialists, 24 hours a day, 7 days a week. |

| Agency | Question | Response |
|--------|--|---|
| | What kind of service do you provide? | a. Northsound 2-1-1 is part of the Washington State 2-1-1 information and referral network. 2-1-1 is an easy to remember phone number that connects people to a wide range of health and human services. 2-1-1 is a free and reliable service with the purpose of connecting people to community services. 2-1-1 is supported by a statewide community resources database (the most comprehensive and accurate of its kind). Trained Information & Referral Specialists are able to search through more than 16,000 services offered by 5,000 agencies to find the right resources for our callers. |
| | What is your general span of service? | a. Northsound 2-1-1 is staffed by trained Information & Referral Specialists 24 hours a day, 7 days a week |
| | What is your agency's mission? | a. The mission of Volunteers of America is to serve people and communities in need and create opportunities for people to experience the joy of serving others. |
| | Trip origins and destination by location name or location (city, ZIP, GPS, other)? | a. N/A. Northsound 2-1-1 has the ability to offer all available transportation types to people needing access to special needs transportation in Skagit and Island counties |
| | Describe your fleet makeup (number and type of vehicles in fleet). | a. N/A |
| | Please describe your operators (paid, volunteer, training, etc.). | a. Northsound 2-1-1 uses paid staff to answer all Northsound 2-1-1 calls. All staff go through a rigorous training process before going live on the phones. Continuous training is provided to ensure all staff have the most up to date information and resources to meet caller's needs. |
| WSDOT | What do you hope to get out of the planning process? | I hope to come away with a HSTP that really embodies coordination and thoroughly discusses the special needs of all populations in Skagit/Island counties. Further, I hope that any interested agency feels empowered to submit applications for the Consolidated Grant process. I also want to see a broader inclusion of special needs partners at the table discussing the needs of the two county area. |
| | Who else should be involved and how best to involve them? | Other agencies that I might add are those that deal with fair housing issues since the connection between transportation and low-income housing can often have barriers. |

Appendix B - Input from Listening Sessions and Ride-Along Surveys

Skagit Senior Day in the Park, 8/14/14

Survey/Public Response Results

- Event scheduled from 10am-2pm; fairly empty by 1pm
- Paper surveys collected & entered: **11**
- Additional surveys distributed: **roughly 50**
- Respondents to the dot exercise: **21** (63 dots)
- Estimated public interaction: **110 individuals**

Comments from event participants:

- The wording on the dot exercise is too sophisticated—I don't understand it.
- I don't want to fill out this survey, "it's too long"/"I can't read small print."
- I appreciate Dial-A-Ride; it's my primary means of getting around.
- I'm grateful that Island Transit is fare-free.
- I live alone, clear up near Timber Lake at Hwy 20, a mile from the nearest service, have to get a friend to drive me to the bus stop. I wish there was more service off the scheduled route.
- SKAT only comes to Marblemount once a week—I have no car and this is my only way to get around!
- Often when I get on the bus, I'm the only one on it—why aren't more people using the bus?
- Sometimes I see three busses pass, one right after the other. That's a waste of money. Can't they consolidate stops?

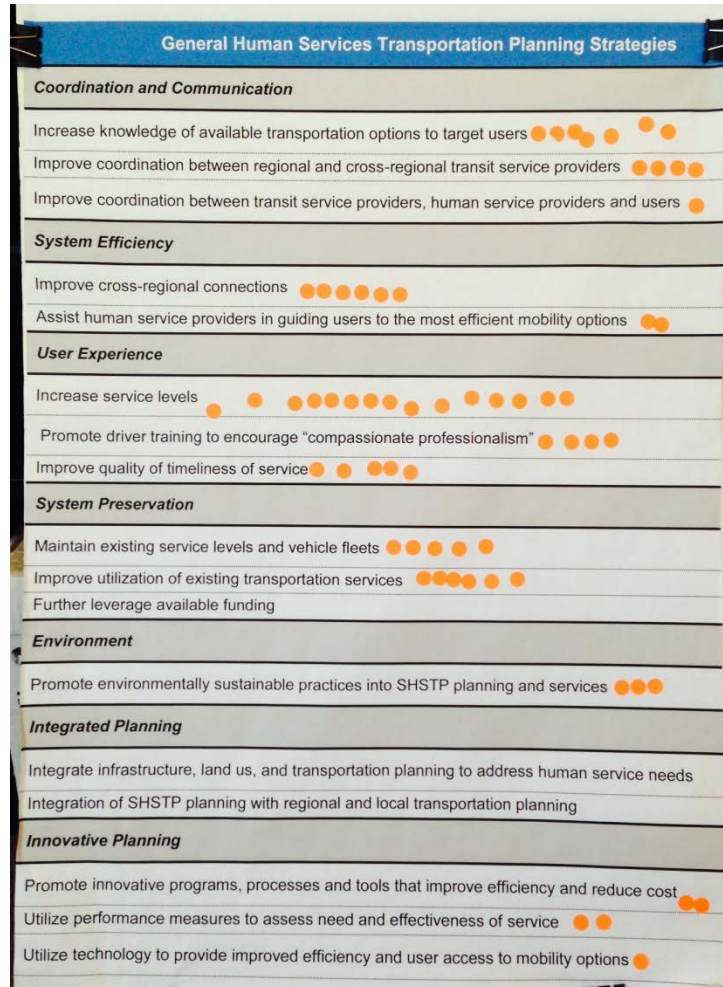


Figure 1: results of prioritization exercise at event

- I feel the bus schedule is designed for commuters, not retired people.
- I ride the bus the equivalent of 2-3 thousand miles per year, between Whatcom and Skagit counties, it's an excellent resource.
- My mother is 101 years old, and it's too hard to get her ready for a scheduled service—she's always late. So we drive her everywhere.
- Retired pastor in La Conner commented that he wishes there was Sunday service to La Conner.
- Samish River Park—transit stop is too far away.
- There is a large group of seniors on Samish Island who need transit, but there is no longer service there!
- I'm blind—is there a transportation service I can use, or do I have to have someone ride with me every time?
- I want to thank the railroad companies for keeping the trains on side tracks around noon, so we (seniors) can make it to the senior centers between 11am-1pm in Mount Vernon. This is a sincere thank you!

-Notes by Liz Theaker, SCOG intern

Oak Harbor Senior Center Outreach, 9/5/14

Total number of seniors who commented on the public transportation system: **24**

Senior Center comments; those not in quotes are paraphrased.

Female, disabled senior

She lives below the poverty level and has been riding Paratransit since 2005. “I would be lost without Paratransit.” She has no driver’s license and no vehicle. Feels Island Transit/Paratransit are “very clear” on how to sign up and use the system—she places a phone call, and there are prompts after that for scheduling. Recalls the customer service from when she first signed up; a representative came to her home to do an interview. She now has a laminated photo ID card for Paratransit, which she appreciates. She talked at length about her gratitude for the kindness and familiarity of the Island Transit drivers.

She sometimes sees younger people using the buses, including some with mental and physical disabilities who receive transport to and from Oak Harbor schools. “Paratransit is my family, just like the staff here is my family.” She remarked on the courtesy of the drivers, who will also carry items to the rider’s door if they need help. She said a Paratransit driver visited her in the hospital last year, and that meant a great deal to her.

Female, senior with glaucoma

“Paratransit is a necessity.” The system is on time, but sometimes comes too early. There is often a long span of time to wait for the return ride; in excess of two hours. She walks 1.5 miles to the bus stop, but can’t walk uphill so they drop her off at her home. Her most frequent trip is to medical appointments. She expects Island Transit to be conservative with funds and feels the system is abused by those not needing what she calls “necessary” services—hair appointments vs. medical appointments, etc. She feels it should be preserved for those riders who need it for more critical purposes. She also feels Island Transit needs to bring back Saturday service. “The senior population is growing, and they (are willing to) pay to ride.”

Male, disabled senior

“The money (at Island Transit) is going to the fancy offices. There’s a misappropriation of funds. They need to can a few people at the top.”

Female, senior with macular degeneration

Can no longer drive; says Paratransit is “great.” If not for Paratransit, she would have to sit home five days per week. She mostly uses the system to access social activities like the Senior Center luncheons and gatherings, and eats at the Senior Center 3 days per week (\$4 per meal). Her son lives nearby and is able to take her to most medical appointments, but he works full time and this is inconvenient. Reiterates that she would be “stuck at home” were it not for Paratransit.

Male, disabled senior, 28-year Army veteran

Paratransit should be improved, especially on the Southern part of Whidbey Island—they lack (adequate) service. “Take the politics out of it, and get back to basics.” Island and Skagit Transit need to partner with the “Metra.” He needs to get

to King County's VA hospital, but the Disabled American Veterans van goes the hard way up and around Whidbey Island and it takes too long and leaves too early in the morning. Feels Island Transit is especially useful because it's free, but they should install a "token box" if they can't afford to keep the current services. "Charge money!"

Male, senior

"I got rid of my car when I moved here from Houston. The public transit system is cheaper than having a car, paying insurance, et cetera. I use them mostly to get to my medical appointments in Coupeville. I hardly need a car."

Male, senior

"I'm very impressed with Paratransit. The drivers are very friendly, and I've been riding since 2005. In all that time, I've only seen one driver act like he had a bad day." Feels that increased public transportation leads to more jobs and higher employment.

Male and female, senior spouses

"There is a lack of coordination between transit agencies and ferry system—this leads to hostility." His ferry was once late by 15 minutes, and he missed the last bus and was left at the ferry dock. Luckily he had a friend who could give him a ride from Clinton ferry to Oak Harbor. Feels strongly that late ferries should coordinate with transit system so no one is left without a ride.

"Some people are trying to end the fee bus system altogether because they think it's socialist that everyone pays and only some use it." He and his wife would be happy to pay additional taxes to keep it going. Tax cuts are damaging; "taxes run the country." Island Transit needs sustainable funding plan—not "mismanagement."

The schedule of the buses doesn't fit peoples' needs. "Why does the bus run at 8:30am instead of 7:30am?" People could get to work; they could have two buses coming on and off Whidbey Island every morning. "Instead, we see hundreds of cars."

-Notes by Liz Theaker, SCOG intern.

Samish Tribal Transit Plan – Community Meeting

Meeting Minutes

Date: Wednesday, September 10, 2014

Location: Samish Administration Building

Participants: Carolyn St. James, Eunice Thomas, Samara Thomas, Sally Barrett, Julie Pederson, Charlotte Auclair, Becky Bendixen, George Adams, Leslie Eastwood, Larry Thomas Jr.

The meeting began with a PowerPoint presentation summarizing the purpose, process, and preliminary activities of the Samish Tribal Transit Plan. Topics included:

- Background information on project
- Summary of area transit providers / resources
 - Skagit Transit
 - Island Transit
 - Ferry System
- Current transit service options to Tribal facilities
- Samish department-based transit services
- Process for gathering stakeholder input
- Community survey results
- Transit challenges in the Anacortes area



Participants were asked to share their thoughts on area transit needs. Discussion items from the audience are summarized below:

- There are a limited number of Samish members living in Anacortes, and their homes are widely spread throughout the area. This creates challenges when planning transit routes.
- Tribal members would likely use transit for health care appointments (particularly for appointments in Mt. Vernon).
- There is not enough awareness of Paratransit among Samish community members.
- Many Tribal members require transit to attend cultural events, particularly during evening hours.
- The Elders program offers weekly art and cultural activities at the Samish Administration building. The new Elders bus is used for transporting participants.
- The Tribe needs additional drivers with CDL licenses. The lack of qualified drivers has hindered the Tribe's ability to provide transportation for Tribal members in the past.
- Tribal members are frustrated by traffic congestion due to light synchronization issues extending from Burlington to Anacortes. There are 8-10 traffic lights – cars often must stop at every light. This may impact transit times.
- The "stacking lane" for cars waiting to board the ferry becomes backed-up and blocks traffic.

Samish Tribal Transit Plan – Community Meeting

Meeting Minutes

- Tribal members recall that D Street was once served by a fixed bus route (years ago). It is unclear why this service was discontinued.
- Tribally-provided carpool / vanpool options are needed. One group of staff members carpools regularly from Bellingham. Priuses might be a good option.
- The Fidalgo Bay RV Park is not currently served by an existing bus stop. Although SKAT Route 410 passes near Fidalgo Bay, the bus stays on Highway 20 and does not stop at the RV park.
- Cultural events such as Camp Samish would benefit from the availability of transit.
- Expanded transit options are needed to the local islands (e.g. Guemes Island and Lopez Island).
- The Tribe should explore partnership opportunities with area transit providers. For example, consider an arrangement where the Tribe owns a vehicle, but leases it back to a transit provider – they maintain the vehicle, but the Tribe can use it when needed.
- In addition to the new Elders bus, the Tribe owns a smart car (new), van (old), and Ford Ranger (old).
- Additional transit options are needed connecting Anacortes to surrounding cities – direct, streamlined service options. The Bellingham-to-Anacortes commute via bus is 90 minutes each way.
- The cost of transit is an obstacle for some HHS clients.
- The Samish Tribe should have more meaningful input on area transit services. Transit extends within the Tribe's ancestral land and natural resources. The Tribe should be a vested partner in regional transit decisions. Samish members should copy legislators when sending comments related to transit needs.
- Clearer communication is needed regarding existing regional transit options. Transit providers increasingly use their websites as their primary communication tool. Some of the groups with the greatest transit needs (e.g. elders, low-income) may not have Internet access.
- Skagit Transit employs a Travel Trainer – the Tribe may request that she attend a future Elders luncheon and give a presentation on Skagit Transit's various options (e.g. fixed, deviated-fixed, pocket, paratransit, on-demand/DAR, vanpool, etc.).

“Out and About: Persons with Disabilities” Support Group Focus Group Meeting and Follow-up Comments, 9-10-14

Burlington Library

Total number of participants was 11, 10 of which were physically or developmentally disabled. Three members were confined to wheelchairs. One participant was not disabled but is the full-time caregiver to her disabled adult son.

Group Comments:

Evening events are difficult for persons with disabilities who use public transportation because the bus schedule ends too early for night return.

Inter-county transit continues to be a challenge. One member mentioned the ORCAS card in the Pierce/Snohomish/King County area; this one card is rechargeable and universal throughout the counties. It would be nice if there was a similar system in Skagit/Island/Whatcom counties.

A [WA state bill](#) was passed a few years ago with the purpose of bringing together the various Special Needs groups in the state, along with the transit services so that everyone could “sit at the same table.” Group is called Agency Council on Coordinated Transportation, or ACCT.

Would like to see more interaction between entities across the state so that once central conversation about special needs transit can happen more efficiently.

Group discussed various recreational activities they would like to do together; for every suggestion (art museum, island trip, festivals) there was a conversation on whether or not there was bus service/paratransit/Dial-A-Ride service to the area and when the bus/transit service returned.

Group wondered if Skagit Transit could provide a van for them to travel from Burlington to a festival in Bellingham, as most are physically disabled and would require ADA accessible vehicle service.

The following comments were later sent to SCOG by Shawn Latham, Peer Group Coordinator for the Center for Independence North Sound:

“I am very interested in helping my participants from the Center get adequate transportation. I myself have a van but most people with disabilities don’t have the luxury. The top 4 concerns I see are:

1. No evening service, which makes night event impossible since they can get dropped off but not picked up from events.
2. It would be nice if more transportation systems work together. All of the Sound counties had the Orca Card which helps us go from one county to another. It would be great if Skagit/Island added it https://www.orcacard.com/ERG-Seattle/p1_001.do

3. On the same note it seems like using dial a ride/shuttle/Para transit are hard when you have to use two or more shuttles to go from county to county. It can take a whole day to get there. Not sure what to do other than have all the agencies have constant communication to help with this.

4. On my wish list and I do realize these would take more money is: more bus routes since most in Skagit are only main roads and to shorten the 7 day reservation period just to get a dial a ride bus. One consumer told me they have to call in 7 days exactly no earlier or later to get a ride."

-Notes by Liz Theaker, SCOG intern

Skagit Project Homeless Connect, 9/11/14

Total number of participants who commented on the public transportation system: **52**

Comments:

Male, homeless

Skagit Transit used to be free, but they started charging. Some people don't have a dollar or even fifty cents to ride. Why can't they add it (the fare) to property taxes? Do you know how many people in Skagit own homes and pay property taxes?

Female, disabled

I use Paratransit, and I like it. I'm having heart issues, so I'll need it even more in the future. I can't stand for an hour waiting for the bus when I have heart issues.

I try calling the Mobile Food Express, which was turned over from Community Action to the Food Bank in Mount Vernon. Since then, nobody calls back! They need to notify the public if the service has ended. I call for a meal, and they don't show up until two days later—and then the meal is small.

Male, homeless

More service is needed in Skagit County.

Female, senior, homeless, disabled

Route 300 to Sedro-Woolley needs to run more often—every half hour instead of every hour. We appreciate free transit on Skagit Project Homeless Connect days!

Male and female, both disabled

My wife is disabled and gets a free bus pass, and I get a monthly pass for \$12.50. It's how she gets around to her medical appointments. We're happy with the service and the cost, and the drivers are very friendly.

Male, homeless, disabled

(When asked if he uses public transportation) I live in my van, so it's easier for me to get around that way. But sometimes I don't have gas money.

Female, Hispanic, ESL

I walk. The bus doesn't go where I need to go, and it's too far away.

Female, homeless

I've got a car, and the (Skagit) bus is too expensive.

Female, homeless

I would use it (the bus) more if it was cheaper.

Female, disabled, senior

I don't trust the driver safety. I rode a bus and the driver ran a red light.

Female, disabled, senior

I use SKAT and County Commuter—I'm very happy with the service.

Couple, homeless

The bus system is perfect! But they changed routes from March's Point. That makes me sad.

Female, homeless, disabled

I use Dial-A-Ride, but the wait times are a bit long, especially after a doctor's appointment when you're not feeling good. Waiting 1-1 ½ hours is aggravating after my mental health appointment.

Female, disabled

I drive—I don't walk well, and it's easier to drive. I have appointments in Island County and have to deal with County Commuter. Doesn't Dial-A-Ride take me from the county line to my doctor in Anacortes? Why isn't Island Transit here (at the event)?

Male and female

We need more stops further East on College Way—there are bus stops, but no bus comes! If a bus came further out on College Way, I would go to work on the bus every day. And they're always late.

Female

Expand the hours, especially on the weekends! It's hard to keep a job. I have to come in to work too early, and then I need the bus until 9 or 10pm. Otherwise I have to take the Greyhound and that's expensive. My only other choice is the train, and that's too expensive.

Female, senior, disabled

We need more cross-county transit—life goes on beyond Skagit County! If you want good quality medical care, you have to go outside of Skagit County because the good doctors in Skagit County aren't taking any more patients.

Female, senior, disabled

If I don't have money for a cab after I go to Urgent Care, I end up having to stay in the Emergency Room overnight until the first bus runs in the morning.

Female, disabled

I'm scared of the bus. I have mental illness, and my provider is in Bellingham. I would have to wait for hours. We need more Medicare providers.

Female, addiction recovery advocate

All bus drivers should carry [Narcan](#). My son was an addict, he was stranded, and what did he do all night? He rode the bus. If someone overdoses on a bus they only have a few minutes.

Female

The drivers aren't safe. Once on College Way, I was forced into oncoming traffic by a Skagit Transit bus that was merging into my lane. His blinker was on, but I was in the middle of the bus with my car and I had nowhere to go. I know he saw me, and he knows I saw him. He merged anyway.

Male and Female, married

The bus needs to run more often. We're a 1-car family. There are too few runs to Anacortes. I wish Skagit Transit was free like Island Transit. I lived near Concrete, and the bus runs were so early and so late in the day that my husband couldn't get a job for many months.

Male, homeless

We need more service to Bellingham, especially on Sunday. I have kids in Bellingham, but I can't see them as much as I want.

Female, homeless living in shelter

I'm a single mom and I have four kids—the bus doesn't work for me. (Was also grateful that Island Transit was free.)

Male, homeless

I use Skagit Transit. It meets all my needs.

Two males, homeless

We get ONE bus to Marblemount! Do you know why? It's because they can't make money on it. There used to be more service, but at the council meeting they took the daily bus away. Nobody on the council even uses the bus. Do you think any of us were there? No. Marblemount lacks representation. The transit services should be run by Commissioners only, because the Mayors will favor their city. Island Transit is free. Someone in Marblemount who wants to shop in Burlington only gets ½ hour before the bus leaves again. There is a "west" and "east" Skagit County, and the east has no representation.

Female, disabled, senior

Uses Dial-A-Ride; working on getting the "return time" down because it's not always easy to identify the return time.

Male and female, both disabled seniors

I use the SKAT bus but I want to use Dial-A-Ride and the questions about qualifying are too confusing. My husband will go through cancer treatment soon so we'll need to sign up for Dial-A-Ride.

Staff member at Community Action Agency

My clients often don't know how to ride the bus or they don't understand the system. Why don't we have T.V. commercials? Everyone watches T.V. The main reason clients miss their appointments, including medical and opportunities to get free food and services, is lack of transportation.

Replies translated from Spanish (4):

- I use the bus because it's cheap.
- I use the bus because sometimes I don't have anyone to take me to where I need to go. I wish it passed by more often—every 30 minutes
- I use the bus; the drivers drive well. We need more frequent routes; around 15 minutes apart.
- I use the bus sometimes. Sometimes I don't have a car and transportation is very important. The bus system needs more routes. The times that I've used the bus everything has gone well.

-Notes by Liz Theaker, SCOG intern

Stanwood-Camano Community Center Focus Group Meeting, 9/16/14

Total number in group: **7**, including Shirley Johnson-Murray of Washington Vocational Services and members of Camano/Stanwood Aktion Club

Comments & Notes:

- Shirley gave overview of Aktion Club, which services adults with disabilities and also supports a kid's Aktion Club which functions as a service group. Both are supported by the local Kiwanis group.
- The public transit overlap between Skagit, Island, and Snohomish counties is significant. Many of Shirley's Developmentally Disabled (DD) clients take the bus to the doctors, to social security office, Coupeville (Island County seat), and shopping. Camano/Stanwood is a difficult area to place DD persons in jobs; there's a large pool of workers but limited jobs. People are forced to go north or south to find jobs. The bus that runs from Camano Island to Oak Harbor is often pretty full. The Park & Ride at I-5 is always packed; Camano Transit needs to go to that Park & Ride.
- Washington Vocational Services works hard to get DD people jobs, and then they can't get there.
- Island Transit is a huge part of our lives (in Stanwood/Camano). It gives an opportunity for people to get out of the area and into other regions.
- So many individuals need the transit system for dialysis.
- People will often continue to drive, even without their driver's license or car insurance because they have to get to medical appointments. They might be racking up \$5,000, \$8,000 in fines, but they have no other options.
- When Shirley is getting jobs for DD clients, they have to have some means of transportation—it has to be reliable and consistent. Some days we're beating our heads against the wall. Transportation is key—it has to be the #1 priority. We are constantly looking for solutions.
- The Stillaguamish Tribe provides some transportation service on Camano Island—it's free for anybody.
- Both senior centers (Camano and Stanwood) are major hubs for our community.
- One participant has a disabled and her life revolves around him. She gets him to work, to his volunteer job—and everywhere he needs to go. The DD community is seeking independence, but transportation is key. Transporting disabled family members around is extremely time-consuming for family members/care givers.
- One participant is blind and lives on Camano Island, uses Paratransit for many things including a volunteer position with the local elementary school. He's working on developing a self-employed business as a motivational speaker, but he will need transportation to reach speaking engagements and the bus service ends too early.
- One participant is a physically and developmentally disabled senior. He uses Paratransit to reach art classes and social events at the Camano Center as well as his doctor's appointments.
- Paratransit is fantastic; the Island County dispatches on Camano Island are amazing human beings. They go above and beyond to give exemplary service.
- Island Transit "cuts off" the southern tip of Camano Island. Do those people need services? They might need a survey of that area. The cheaper homes are on the south end, and there's also an elementary school there.
- The hub at Terry's Corner is very efficient and located near the new library.
- Many seniors are using the bus to get to events and luncheons.

- Timely connections are important; someone could spend an entire day getting where they need to be. It's especially difficult for medical appointments. People have ended up at the hospital on an emergency room trip, stuck with no way to get home.
- Staff/supervisors of regional service organizations sometimes take it upon themselves to provide transportation with their personal vehicle or deviate from scheduled routes when seniors are in emergency situations and stranded. Examples included staff at the table and Paratransit on Camano.
- The Island Transit constituents on Camano are incredible people—we need more service and more connections.
- Island Transit is becoming a political football. The local paper is one-sided. They don't take the bus or live in the community, so they should just "butt out."

-Notes by Liz Theaker, SCOG intern

Skagit-Island Special Needs Transportation Committee

Skagit County Buddy Walk, 10-11-14

Bakerview Park, Mount Vernon

Total number of participants providing input: **28**

Background:

- The Buddy Walk is held every year across the country to raise awareness for persons with Down Syndrome
- One of the populations targeted through the coordinated public transit-human services transportation plan (HSTP) planning process are persons with disabilities
- This year's Buddy Walk in Skagit County attracted approximately 250 participants.



Figure 1: Buddies on the Buddy Walk

Input Received:

- An exercise was presented asking participants where the most important place they need to get to is
- 28 pins were placed on the map – all but 7 of which were in the Mount Vernon and Burlington areas
- Work/school was the most popular destination with 11, the other three (Shopping, Medical, Other) were nearly equal
- All of the Shopping and Medical pins were placed in the Mount Vernon and Burlington areas, except one
- Four of the Other pins were placed outside of Mount Vernon and Burlington, near Sedro-Woolley and by the Skagit Casino
- Two Work/school pins were placed near Anacortes.

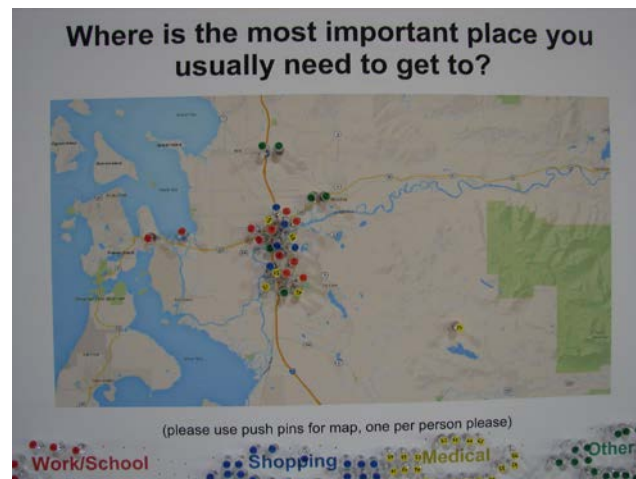


Figure 2: Mapping Exercise

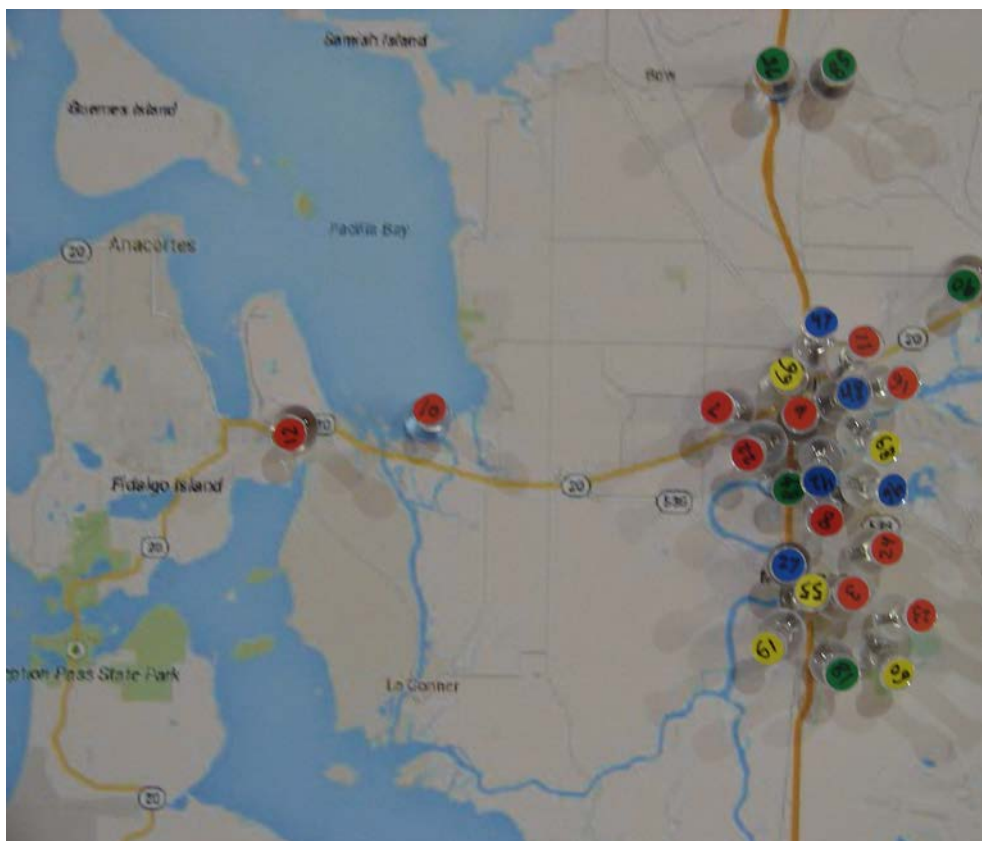


Figure 3: Close-up of Mapping Exercise

- A We Want to Hear From You comment validation exercise was provided to validate comments received at previous events or through other forms of input
- Participants were asked to mark a “✓” if they agreed with a comment and a “✗” if they disagreed
- The results are listed below:

Specific Paratransit or Dial-a-ride Quotes

We need “more service on the weekends, more buses and longer hours” – 8 agree

For paratransit, “I love the drivers. They are so helpful. I am so grateful” – 6 agree

What I like best about paratransit is “the convenience of being able to get to and from where I need to” – 7 agree

SCOG
Skagit Council of Governments

BUDDY WALK

SKAGIT ISLAND
R.T.P.O.

WE WANT TO HEAR FROM YOU!!!

Below are some comments we've received over the past couple months as we work on a transportation plan for special needs persons (called a "coordinated public transit-human services transportation plan"). Tell us if you **agree** or **disagree** with these comments by marking the following quotes with:

✓ Agree (only one per quote please)

✗ Disagree (only one per quote please)

Specific Paratransit or Dial-a-ride Quotes

✓ We need "more service on the weekends, more buses and longer hours" ✓✓✓✓✓✓✓✓

✓ For paratransit, "I love the drivers. They are so helpful. I am so grateful." ✓✓✓✓✓✓✓✓

✓ What I like best about paratransit is "the convenience of being able to get to and from where I need to" ✓✓✓✓✓✓✓✓

✓ What I like best about paratransit is "being able to go to work" ✓✓✓✓✓✓✓✓

✓ Not having paratransit would "impact meeting my medical and social needs" ✓✓✓✓✓✓✓✓

✓ "I have less anxiety about riding paratransit, then I used to" ✓✓✓✓✓✓✓✓

✓ "Paratransit is a wonderful service. Thank you" ✓✓✓✓✓✓✓✓

General Quotes

✓ Persons with developmental disabilities "have to have some means of transportation, it has to be reliable and consistent" ✓✓✓✓✓✓✓✓

✓ "Timely (transit) connections are important; someone could spend the entire day getting to where they need to be" ✓✓✓✓✓✓✓✓

✗ "Bus service ends too early" ✓✓✓✓✓✓✓✓

✓ Persons with developmental disabilities work hard to get jobs "and then they can't get there" due to transportation ✓✓✓✓✓✓✓✓

✓ "Evening events are difficult for persons with disabilities who use public transportation because the bus schedule ends too early (or night return)" ✓✓✓✓✓✓✓✓

✓ "It would be nice if more transportation systems work together. All of the Sound counties have the Orca Card which helps people go from one county to another" ✓✓✓✓✓✓✓✓

✓ "They do a great job at Skagit Transit" ✓✓✓✓✓✓✓✓

*Please leave blank if you neither agree nor disagree

Figure 4: Comment Validation Exercise

What I like best about paratransit is “being able to go to work” – 4 agree

Not having paratransit would “impact meeting my medical and social needs” – 7 agree

“I have less anxiety about riding paratransit, then fixed route” – 1 agree, 1 disagree

“Paratransit is a wonderful service. Thank you” – 4 agree

General Quotes

Persons with developmental disabilities “have to have some means of transportation, it has to be reliable and consistent” - 9 agree

“Timely [transit] connections are important; someone could spend the entire day getting to where they need to be” – 8 agree

“Bus service ends too early” – 4 agree, 2 disagree

Persons with developmental disabilities work hard to get jobs “and then they can’t get there” due to transportation – 7 agree

“Evening events are difficult for persons with disabilities who use public transportation because the bus schedule ends too early for night return” – 5 agree, 1 disagree

“It would be nice if more transportation systems work together. All of the Sound counties have the Orca Card which helps people go from one county to another” – 4 agree, 1 disagree

“They do a great job at Skagit Transit” – 7 agree

Additional Comments Received:

1. Skagit Transit really does have great drivers!
2. My son uses paratransit to get from our home in Sedro-Woolley to his job at McDonald’s in Burlington. He takes the bus to Burlington Boulevard, but it is dangerous walking from the bus stop along SR 20 to McDonald’s.
3. Medicaid transportation services can be difficult for families to use as they will only transport the patient and not the rest of the family. A family I know does not use Medicaid transportation services and misses medical appointments because the family is headed by a single mother with three special needs children, and they cannot all ride the bus together.
4. Cuts to transit service between Mount Vernon and Oak Harbor have made it much harder to get from Oak Harbor to medical appointments in Mount Vernon for one of my family members. She can’t go after school, because after her medical appointment, it would be too late for her to catch the bus back home.
5. I’m 80 and drive myself. In 10 years I may not be able to drive anymore. At that point, I may have to use transit, but it is confusing to me now (how to pay, where routes go, etc.).
6. We need more transit service on 30th and Martin streets in Mount Vernon.
7. It would be great to have an early bus run to La Conner where I teach. Thank you!

Ride Along Survey Results

Coming from:

Mt. Vernon Hospital
Mt. Vernon Hospital
Mt. Vernon (Alpine Ridge)
Mt. Vernon (Burger King)
Mt. Vernon (DSHS)
Mt. Vernon (home)
Burlington (Ovenells)
Burlington (Ovenells)
Sedro-Woolley
Sedro-Woolley
Burlington
Anacortes
Anacortes

Going to:

Mt. Vernon
Mt. Vernon (Williams Way)
Mt. Vernon (Would care center(Wood?))
Bow (home)
Mt. Vernon (home)
Burlington (physical therapy)
Mt. Vernon (Compass Health)
Mt. Vernon (Compass Health)
Sedro-Woolley
Mt Vernon
Sedro-Woolley
Anacortes
Anacortes

Issues getting to and from the bus?

No 111111

Yes 11

Comment:

Quite a walk from my drop off to my apartment

Out of service area so relative has to meet at connection point and take home

Issues accessing locations they need to go on the bus

No 11111

Yes 111

Comment:

Out of the service area

Stanwood

Would like to go to Samish Island
Doesn't go to Sedro anymore so can't visit family
Couldn't get schedule times

What 2 things would you change about the paratranist service?

Not a thing, better than Dart
Nothing
More service on the weekends more buses and longer hours. Bus rides take too long, sometimes.
Would like the drivers to give me their names when they get on. I am blind and don't always recognize their voices. I don't like having to call each week to go to the same places. I call two times everyday.
Calls twice a day – for times and to make appointment. Works 5 days a week.
Would be good if they could wait if I just need to run in and pay a bill or mail a letter
Nothing really "fits just right"
Likes the service
Better access to schedule
Would like bus shelter
More buses. Quicker times
Drivers would call when outside when it's cold. Better access to schedules
Couldn't get appoint a few times when calling days in advance
Don't like it when times change. Waited outside for a long time once.
Easier way to schedule appointments. Confusing.
Hard to schedule – calling 7 days in advance. More space available on buses.
Scheduling 7 days in advance is hard.
Better scheduling system

What do you like best about paratransit service?

Wonderful drivers, wonderful schedulers, everyone is helpful
Drivers are fantastic. Never had a bad ride
Can go fun places like to the movies and shopping
The drivers
The drivers. Very helpful. Very clean vehicles and consistent. Everything is in same place which is great because I cannot see.
The drivers are awesome
Riding around and seeing scenery in comfort and safety. Drivers are helpful and considerate.
Drivers are good and go the speed limit
Convenience
Getting out without having to rely on others for rides
Freedom
Gets me there

Anything else we should know about our service?

No
I don't like when other passengers complain, on the bus, about the service
More drivers on the weekends because I cannot to too early to church with kids. I love that rides don't take too long. Love the schedulers.
The whole program is awesome
Likes the arm rests. Don't like answering these questions.

Drivers are nice

Gets to have a job because of it. (mentioned a few times throughout surveys)

Get to work

Appendix C - Comment and Findings Tracking Sheet

Comment and Findings Tracking Sheet

| Source | Comment/Finding | Unmet Need |
|--------------------------|--|--|
| Oak Harbor Senior Center | She lives below the poverty level and has been riding Paratransit since 2005. “I would be lost without Paratransit.” She has no driver’s license and no vehicle. Feels Island Transit/Paratransit are “very clear” on how to sign up and use the system—she places a phone call, and there are prompts after that for scheduling. Recalls the customer service from when she first signed up; a representative came to her home to do an interview. She now has a laminated photo ID card for Paratransit, which she appreciates. She talked at length about her gratitude for the kindness and familiarity of the Island Transit drivers. | Captured - Maintain service levels |
| | She sometimes sees younger people using the buses, including some with mental and physical disabilities who receive transport to and from Oak Harbor schools. “Paratransit is my family, just like the staff here is my family.” She remarked on the courtesy of the drivers, who will also carry items to the rider’s door if they need help. She said a Paratransit driver visited her in the hospital last year, and that meant a great deal to her. | Noted |
| | “Paratransit is a necessity.” The system is on time, but sometimes comes too early. There is often a long span of time to wait for the return ride; in excess of two hours. She walks 1.5 miles to the bus stop, but can’t walk uphill so they drop her off at her home. Her most frequent trip is to medical appointments. She expects Island Transit to be conservative with funds and feels the system is abused by those not needing what she calls “necessary” services—hair appointments vs. medical appointments, etc. She feels it should be preserved for those riders who need it for more critical purposes. She also feels Island Transit needs to bring back Saturday service. “The senior population is growing, and they (are willing to) pay to ride.” | Captured - Scheduling of service |
| | “The money (at Island Transit) is going to the fancy offices. There’s a misappropriation of funds. They need to can a few people at the top.” | Noted |
| | Can no longer drive; says Paratransit is “great.” If not for Paratransit, she would have to sit home five days per week. She mostly uses the system to access social activities like the Senior Center luncheons and gatherings, and eats at the Senior Center 3 days per week (\$4 per meal). Her son lives nearby and is able to take her to most medical appointments, but he works full time and this is inconvenient. Reiterates that she would be “stuck at home” were it not for Paratransit. | Captured - Maintain service levels |
| | Paratransit should be improved, especially on the Southern part of Whidbey Island—they lack (adequate) service. “Take the politics out of it, and get back to basics.” Island and Skagit Transit need to partner with the “Metra.” He needs to get to King County’s VA hospital, but the Disabled American Veterans van goes the hard way up and around Whidbey Island and it takes too long and leaves too early in the morning. Feels Island Transit is especially useful because it’s free, but they should install a “token box” if they can’t afford to keep the current services. “Charge money!” | Captured - Increase coverage of service, improved connections/coordination , costs |
| | “I’m very impressed with Paratransit. The drivers are very friendly, and I’ve been riding since 2005. In all that time, I’ve only seen one driver act like he had a bad day.” Feels that increased public transportation leads to more jobs and higher employment. | Noted |
| | “There is a lack of coordination between transit agencies and ferry system—this leads to hostility.” His ferry was once late by 15 minutes, and he missed the last bus and was left at the ferry dock. Luckily he had a friend who could give him a ride from Clinton ferry to Oak Harbor. Feels strongly that late ferries should coordinate with transit system so no one is left without a ride. | Captured - Connections/coordination |
| | “Some people are trying to end the fee bus system altogether because they think it’s socialist that everyone pays and only some use it.” He and his wife would be happy to pay additional taxes to keep it going. Tax cuts are damaging; “taxes run the country.” Island Transit needs sustainable funding plan—not “mismanagement.” | Noted |

| Source | Comment/Finding | Unmet Need |
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| Out and About: Persons With Disabilities | The schedule of the buses doesn't fit peoples' needs. "Why does the bus run at 8:30am instead of 7:30am?" People could get to work; they could have two buses coming on and off Whidbey Island every morning. "Instead, we see hundreds of cars." | Captured - Increase span of service |
| | Evening event are difficult for persons with disabilities who use public transportation because the bus schedule ends too early for night return. | Captured - Increase span of service |
| | Inter-county transit continues to be a challenge. One member mentioned the ORCAS card in the Pierce/Snohomish/King County area; this one card is rechargeable and universal throughout the counties. It would be nice if there was a similar system in Skagit/Island/Whatcom counties | Captured - Connection/coordination |
| | A WA state bill was passed a few years ago with the purpose of bringing together the various Special Needs groups in the state, along with the transit services so that everyone could "sit at the same table." Group is called Agency Council on Coordinated Transportation, or ACCT | Captured - Connection/coordination |
| | Would like to see more interaction between entities across the state so that once central conversation about special needs transit can happen more efficiently. | Noted |
| | Group discussed various recreational activities they would like to do together; for every suggestion (art museum, island trip, festivals) there was a conversation on whether or not there was bus service/paratransit/Dial-A-Ride service to the area and when the bus/transit service returned. | Captured - Increase span of service, coverage |
| | Group wondered if Skagit Transit could provide a van for them to travel from Burlington to a festival in Bellingham, as most are physically disabled and would require ADA accessible vehicle service. | Captured - Increase span of service, coverage |
| | No evening service, which makes night event impossible since they can get dropped off but not picked up from events. | Captured - Increased span of service |
| | It would be nice if more transportation systems work together. All of the Sound counties had the Orca Card which helps us go from one county to another. It would be great if Skagit/Island added it | Captured - Connection/coordination |
| | On the same note it seems like using dial a ride/shuttle/Para transit are hard when you have to use two or more shuttles to go from county to county. It can take a whole day to get there. Not sure what to do other than have all the agencies have contestant communication to help with this. | Captured - Connection/coordination |
| | On my wish list and I do realize these would take more money is: more bus routes since most in Skagit are only main roads and to shorten the 7 day reservation period just to get a dial a ride bus. One consumer told me they have to call in 7 days exactly no earlier or later to get a ride." | Captured - Scheduling of service |
| Ride-Alongs | Issues getting to and from the bus? Quite a walk from my drop off to my apartment Out of service area so relative has to meet at connection point and take home | Captured - Increase coverage |
| | Issues accessing locations they need to go on the bus Out of the service area Stanwood Would like to go to Samish Island Doesn't go to Sedro anymore so can't visit family Couldn't get schedule times | Captured - Increase coverage |

| Source | Comment/Finding | Unmet Need |
|--------------|---|--|
| | <p>What 2 things would you change about the paratransit service?</p> <p>Not a thing, better than Dart</p> <p>Nothing</p> <p>More service on the weekends more buses and longer hours. Bus rides take too long, sometimes.</p> <p>Would like the drivers to give me their names when they get on. I am blind and don't always recognize their voices. I don't like having to call each week to go to the same places. I call two times everyday. Calls twice a day – for times and to make appointment. Works 5 days a week.</p> <p>Would be good if they could wait if I just need to run in and pay a bill or mail a letter</p> <p>Nothing really “fits just right”</p> <p>Likes the service</p> <p>Better access to schedule</p> <p>Would like bus shelter</p> <p>More buses. Quicker times</p> <p>Drivers would call when outside when it's cold. Better access to schedules</p> <p>Couldn't get appoint a few times when calling days in advance</p> <p>Don't like it when times change. Waited outside for a long time once.</p> <p>Easier way to schedule appointments. Confusing.</p> <p>Hard to schedule – calling 7 days in advance. More space available on buses.</p> <p>Scheduling 7 days in advance is hard.</p> <p>Better scheduling system</p> | <p>Captured - Increased span of service, scheduling of service, weather protection and seating, real-time information,</p> |
| | <p>What do you like best about paratransit service?</p> <p>Wonderful drivers, wonderful schedulers, everyone is helpful</p> <p>Drivers are fantastic. Never had a bad ride</p> <p>Can go fun places like to the movies and shopping</p> <p>The drivers</p> <p>The drivers. Very helpful. Very clean vehicles and consistent. Everything is in same place which is great because I cannot see.</p> <p>The drivers are awesome</p> <p>Riding around and seeing scenery in comfort and safety. Drivers are helpful and considerate.</p> <p>Drivers are good and go the speed limit</p> <p>Convenience</p> <p>Getting out without having to rely on others for rides</p> <p>Freedom</p> <p>Gets me there</p> | <p>Noted</p> |
| | <p>Anything else we should know about our service?</p> <p>No</p> <p>I don't like when other passengers complain, on the bus, about the service</p> <p>More drivers on the weekends because I cannot to too early to church with kids. I love that rides don't take too long. Love the schedulers.</p> <p>The whole program is awesome</p> <p>Likes the arm rests. Don't like answering these questions.</p> <p>Drivers are nice</p> <p>Gets to have a job because of it. (mentioned a few times throughout surveys)</p> <p>Get to work</p> | <p>Captured - Span of service</p> |
| Samish Tribe | <p>There are a limited number of Samish members living in Anacortes, and their homes are widely spread throughout the area. This creates challenges when planning transit routes.</p> | <p>Noted</p> |
| | <p>Tribal members would likely use transit for health care appointments (particularly for appointments in Mt. Vernon).</p> | <p>Noted</p> |
| | <p>There is not enough awareness of Paratransit among Samish community members.</p> | <p>Captured - More information</p> |

| Source | Comment/Finding | Unmet Need |
|--------------------------|--|---|
| | Many Tribal members require transit to attend cultural events, particularly during evening hours. | Captured - Increase span of service |
| | The Elders program offers weekly art and cultural activities at the Samish Administration building. The new Elders bus is used for transporting participants. | Noted |
| | The Tribe needs additional drivers with CDL licenses. The lack of qualified drivers has hindered the Tribe's ability to provide transportation for Tribal members in the past. | Captured - Maintain fleet and trained operators |
| | Tribal members are frustrated by traffic congestion due to light synchronization issues extending from Burlington to Anacortes. There are 8-10 traffic lights – cars often must stop at every light. This may impact transit times. | Noted |
| | The "stacking lane" for cars waiting to board the ferry becomes backed-up and blocks traffic. | Noted |
| | Tribal members recall that D Street was once served by a fixed bus route (years ago). It is unclear why this service was discontinued. | Noted |
| | Tribally-provided carpool / vanpool options are needed. One group of staff members carpools regularly from Bellingham. Priuses might be a good option. | Noted |
| | The Fidalgo Bay RV Park is not currently served by an existing bus stop. Although SKAT Route 410 passes near Fidalgo Bay, the bus stays on Highway 20 and does not stop at the RV park. | Noted |
| | Cultural events such as Camp Samish would benefit from the availability of transit. | Noted |
| | Expanded transit options are needed to the local islands (e.g. Guemes Island and Lopez Island). | Captured - Expand service coverage |
| | The Tribe should explore partnership opportunities with area transit providers. For example, consider an arrangement where the Tribe owns a vehicle, but leases it back to a transit provider – they maintain the vehicle, but the Tribe can use it when needed. | Captured - Connections/coordination |
| | In addition to the new Elders bus, the Tribe owns a smart car (new), van (old), and Ford Ranger (old). | Noted |
| | Additional transit options are needed connecting Anacortes to surrounding cities – direct, streamlined service options. The Bellingham-to-Anacortes commute via bus is 90 minutes each way. | Captured - Connections/coordination |
| | The cost of transit is an obstacle for some HHS clients. | Captured - Cost |
| | The Samish Tribe should have more meaningful input on area transit services. Transit extends within the Tribe's ancestral land and natural resources. The Tribe should be a vested partner in regional transit decisions. Samish members should copy legislators when sending comments related to transit needs. | Captured - coordination |
| | Clearer communication is needed regarding existing regional transit options. Transit providers increasingly use their websites as their primary communication tool. Some of the groups with the greatest transit needs (e.g. elders, low-income) may not have Internet access. | Captured - More information |
| | Skagit Transit employs a Travel Trainer – the Tribe may request that she attend a future Elders luncheon and give a presentation on Skagit Transit's various options (e.g. fixed, deviated-fixed, pocket, paratransit, on-demand/DAR, vanpool, etc.). | Noted |
| Project Homeless Connect | The local (Skagit) transit used to be free, but they started charging. Some people don't have a dollar or even fifty cents to ride. Why can't they add it (the fare) to property taxes? Do you know how many people in Skagit own homes and pay property taxes? | Captured - Cost |
| | I use Paratransit, and I like it. I'm having heart issues, so I'll need it even more in the future. I can't stand for an hour waiting for the bus when I have heart issues. | Captured - weather protection and seating |
| | I try calling the Mobile Food Express, which was turned over from Community Action to the Food Bank in Mount Vernon. Since then, nobody calls back! They need to notify the public if the service has ended. I call for a meal, and they don't show up until two days later—and then the meal is small. | Noted |
| | More service is needed in Skagit County. | Captured - increase service |
| | The 300 to Sedro-Woolley needs to run more often—every half hour instead of every hour. We appreciate free transit on Skagit Project Homeless Connect days! | Captured - increase service |

| Source | Comment/Finding | Unmet Need |
|--------|--|---|
| | My wife is disabled and gets a free bus pass, and I get a monthly pass for \$12.50. It's how she gets around to her medical appointments. We're happy with the service and the cost, and the drivers are very friendly. | Noted |
| | (When asked if he uses public transportation) I live in my van, so it's easier for me to get around that way. But sometimes I don't have gas money. | Captured - Cost |
| | I walk. The bus doesn't go where I need to go, and it's too far away. | Captured - increase coverage |
| | I've got a car, and the (Skagit) bus is too expensive. | Captured - Cost |
| | I would use it (the bus) more if it was cheaper. | Captured - Cost |
| | I don't trust the driver safety. I rode a bus and the driver ran a red light. | Noted |
| | I use SKAT and County Commuter—I'm very happy with the service. | Noted |
| | The bus system is perfect! But they changed routes from March's Point. That makes me sad. | Captured - Increase coverage |
| | I use Dial-A-Ride, but the wait times are a bit long, especially after a doctor's appointment when you're not feeling good. Waiting 1-1 ½ hours is aggravating after my mental health appointment. | Captured - Scheduling of service |
| | I drive—I don't walk well, and it's easier to drive. I have appointments in Island County and have to deal with County Commuter. Doesn't Dial-A-Ride take me from the county line to my doctor in Anacortes? Why isn't Island Transit here (at the event)? | Captured - connection/coordination |
| | We need more stops further East on College Way—there are bus stops, but no bus comes! If a bus came further out on College Way, I would go to work on the bus every day. And they're always late. | Captured - increase coverage, improve reliability |
| | Expand the hours, especially on the weekends! It's hard to keep a job. I have to come in to work too early, and then I need the bus until 9 or 10pm. Otherwise I have to take the Greyhound and that's expensive. My only other choice is the train, and that's too expensive. | Captured - Span of service |
| | We need more cross-county transit—life goes on beyond Skagit County! If you want good quality medical care, you have to go outside of Skagit County because the good doctors in Skagit County aren't taking any more patients. | Captured - Connection/coordination |
| | If I don't have money for a cab after I go to Urgent Care, I end up having to stay in the Emergency Room overnight until the first bus runs in the morning. | Captured - Span of service |
| | I'm scared of the bus. I have mental illness, and my provider is in Bellingham. I would have to wait for hours. We need more Medicare providers. | Captured - Safety |
| | All bus drivers should carry Narcan. My son was an addict, he was stranded, and what did he do all night? He rode the bus. If someone overdoses on a bus they only have a few minutes. The drivers aren't safe. Once on College Way, I was forced into oncoming traffic by a Skagit Transit bus that was merging into my lane. His blinker was on, but I was in the middle of the bus with my car and I had nowhere to go. I know he saw me, and he knows I saw him. He merged anyway. | Captured - Safety |
| | The bus needs to run more often. We're a 1-car family. There are too few runs to Anacortes. I wish Skagit Transit was free like Island Transit. I lived near Concrete, and the bus runs were so early and so late in the day that my husband couldn't get a job for many months. | Captured - increase service |
| | We need more service to Bellingham, especially on Sunday. I have kids in Bellingham, but I can't see them as much as I want. | Captured - Connection/coordination |
| | I'm a single mom and I have four kids—the bus doesn't work for me. (Was also grateful that Island Transit was free.) | Noted |
| | I use Skagit Transit. It meets all my needs. | Noted |
| | We get ONE bus to Marblemount! Do you know why? It's because they can't make money on it. There used to be more service, but at the council meeting they took the daily bus away. Nobody on the council even uses the bus. Do you think any of us were there? No. Marblemount lacks representation. The transit services should be run by Commissioners only, because the Mayors will favor their city. Island Transit is free. Someone in Marblemount who wants to shop in Burlington only gets ½ hour before the bus leaves again. There is a "west" and "east" Skagit County, and the east has no representation. | Captured - Increase service |

| Source | Comment/Finding | Unmet Need |
|--------------------------|---|----------------------------------|
| | Uses Dial-A-Ride; working on getting the “return time” down because it’s not always easy to identify the return time. | Captured - Scheduling of service |
| | I use the SKAT bus but I want to use Dial-A-Ride and the questions about qualifying are too confusing. My husband will go through cancer treatment soon so we’ll need to sign up for Dial-A-Ride. | Captured - More information |
| | My clients often don’t know how to ride the bus or they don’t understand the system. Why don’t we have T.V. commercials? Everyone watches T.V. The main reason clients miss their appointments, including medical and opportunities to get free food and services, is lack of transportation. | Captured - More information |
| | I use the bus because it’s cheap. | Noted |
| | I use the bus because sometimes I don’t have anyone to take me to where I need to go. I wish it passed by more often—every 30 minutes | Captured - increase service |
| | I use the bus; the drivers drive well. We need more frequent routes; around 15 minutes apart. | Captured - increase service |
| | I use the bus sometimes. Sometimes I don’t have a car and transportation is very important. The bus system needs more routes. The times that I’ve used the bus everything has gone well. | Captured - increase coverage |
| Senior Day in the Park | The wording on the dot exercise is too sophisticated—I don’t understand it. | Noted |
| | I don’t want to fill out this survey, “it’s too long”/“I can’t read small print.” | Noted |
| | I appreciate Dial-A-Ride; it’s my primary means of getting around. | Noted |
| | I’m grateful that Island Transit is fare-free. | Noted |
| | I live alone, clear up near Timber Lake at Hwy 20, a mile from the nearest service, have to get a friend to drive me to the bus stop. I wish there was more service off the scheduled route. | Captured - increase coverage |
| | SKAT only comes to Marblemount once a week—I have no car and this is my only way to get around! | Captured - increased service |
| | Often when I get on the bus, I’m the only one on it—why aren’t more people using the bus? | Noted |
| | Sometimes I see three busses pass, one right after the other. That’s a waste of money. Can’t they consolidate stops? | Noted |
| | I feel the bus schedule is designed for commuters, not retired people. | Noted |
| | I ride the bus the equivalent of 2-3 thousand miles per year, between Whatcom and Skagit Counties, it’s an excellent resource. | Noted |
| | My mother is 101 years old, and it’s too hard to get her ready for a scheduled service—she’s always late. So we drive her everywhere. | Captured - Scheduling of service |
| | Retired pastor in La Conner commented that he wishes there was Sunday service to La Conner. | Captured - Span of service |
| | Samish River Park—transit stop is too far away. | Captured - Increase coverage |
| | There is a large group of seniors on Samish Island who need transit, but there is no longer service there! | Captured - increase coverage |
| | I’m blind—is there a transportation service I can use, or do I have to have someone ride with me every time? | Captured - More information |
| | I want to thank the railroad companies for keeping the trains on side tracks around noon, so we (seniors) can make it to the senior centers between 11am-1pm in Mount Vernon. This is a sincere thank you! | Noted |
| | Voting (5+ Votes): Increase knowledge of options - 7 Improve cross regional coordination - 6 Increase service levels - 15 Timeliness of service - 5 Maintain service - 5 Improve use of existing service - 6 | Captured |
| Skagit County Buddy Walk | 28 pins were placed on the map – all but 7 of which were in the Mount Vernon and Burlington areas | Captured - High need areas |
| | Work/school was the most popular destination with 11, the other three (Shopping, Medical, Other) were nearly equal | Noted |

| Source | Comment/Finding | Unmet Need |
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| | All of the Shopping and Medical pins were placed in the Mount Vernon and Burlington areas, except one | Noted |
| | Four of the Other pins were placed outside of Mount Vernon and Burlington, near Sedro-Woolley and by the Skagit Casino | Noted |
| | Two Work/school pins were placed near Anacortes. | Noted |
| | We need “more service on the weekends, more buses and longer hours” – 8 agree | Captured - Span of service |
| | For paratransit, “I love the drivers. They are so helpful. I am so grateful” – 6 agree | Noted |
| | What I like best about paratransit is “the convenience of being able to get to and from where I need to” – 7 agree | Noted |
| | What I like best about paratransit is “being able to go to work” – 4 agree | Noted |
| | Not having paratransit would “impact meeting my medical and social needs” – 7 agree | Noted |
| | “I have less anxiety about riding paratransit, then fixed route” – 1 agree, 1 disagree | Noted |
| | “Paratransit is a wonderful service. Thank you” – 4 agree | Noted |
| | Persons with developmental disabilities “have to have some means of transportation, it has to be reliable and consistent”- 9 agree | Noted |
| | “Timely [transit] connections are important; someone could spend the entire day getting to where they need to be” – 8 agree | Captured - Coordination, Scheduling |
| | “Bus service ends too early” – 4 agree, 2 disagree | Captured - Span of service |
| | Persons with developmental disabilities work hard to get jobs “and then they can’t get there” due to transportation – 7 agree | Captured - Span of service, coverage |
| | “Evening events are difficult for persons with disabilities who use public transportation because the bus schedule ends too early for night return” – 5 agree, 1 disagree | Captured - span of service |
| | “It would be nice if more transportation systems work together. All of the Sound counties have the Orca Card which helps people go from one county to another” – 4 agree, 1 disagree | Captured - coordination |
| | “They do a great job at Skagit Transit” – 7 agree | Noted |
| | Skagit Transit really does have great drivers! | Noted |
| | My son uses paratransit to get from our home in Sedro-Woolley to his job at McDonald’s in Burlington. He takes the bus to Burlington Boulevard, but it is dangerous walking from the bus stop along SR 20 to McDonald’s. | Captured - Access fixed route |
| | Medicaid transportation services can be difficult for families to use as they will only transport the patient and not the rest of the family. A family I know does not use Medicaid transportation services and misses medical appointments because the family is headed by a single mother with three special needs children, and they cannot all ride the bus together. | Noted |
| | Cuts to transit service between Mount Vernon and Oak Harbor have made it much harder to get from Oak Harbor to medical appointments in Mount Vernon for one of my family members. She can’t go after school, because after her medical appointment, it would be too late for her to catch the bus back home. | Captured - Span of service |
| | I’m 80 and drive myself. In 10 years I may not be able to drive anymore. At that point, I may have to use transit, but it is confusing to me now (how to pay, where routes go, etc.). | Captured - More information |
| | We need more transit service on 30th and Martin streets in Mount Vernon. | Noted |
| | It would be great to have an early bus run to La Conner where I teach. Thank you! | Captured - Span of service |
| Stanwood-Camano Community Center Focus Group | The public transit overlap between Skagit, Island, and Snohomish counties is significant. Many of Shirley’s Developmentally Disabled (DD) clients take the bus to the doctors, to social security office, Coupeville (Island County seat), and shopping. Camano/Stanwood is a difficult area to place DD persons in jobs; there’s a large pool of workers but limited jobs. People are forced to go north or south to find jobs. The bus that runs from Camano Island to Oak Harbor is often pretty full. The Park & Ride at I-5 is always packed; Camano Transit needs to go to that Park & Ride. | Captured - connection/coordination |

| Source | Comment/Finding | Unmet Need |
|-----------------|---|--------------------------------------|
| | Washington Vocational Services works hard to get DD people jobs, and then they can't get there. | Captured - span of service, coverage |
| | Island Transit is a huge part of our lives (in Stanwood/Camano). It gives an opportunity for people to get out of the area and into other regions. | Noted |
| | So many individuals need the transit system for dialysis. | Noted |
| | People will often continue to drive, even without their driver's license or car insurance because they have to get to medical appointments. They might be racking up \$5,000, \$8,000 in fines, but they have no other options. | Noted |
| | When Shirley is getting jobs for DD clients, they have to have some means of transportation—it has to be reliable and consistent. Some days we're beating our heads against the wall. Transportation is key—it has to be the #1 priority. We are constantly looking for solutions. | Noted |
| | The Stillaguamish Tribe provides some transportation service on Camano Island—it's free for anybody. | Noted |
| | Both senior centers (Camano and Stanwood) are major hubs for our community. | Noted |
| | One participant has a disabled and her life revolves around him. She gets him to work, to his volunteer job—and everywhere he needs to go. The DD community is seeking independence, but transportation is key. Transporting disabled family members around is extremely time-consuming for family members/care givers. | Noted |
| | One participant is blind and lives on Camano Island, uses Paratransit for many things including a volunteer position with the local elementary school. He's working on developing a self-employed business as a motivational speaker, but he will need transportation to reach speaking engagements and the bus service ends too early. | Captured - span of service |
| | One participant is a physically and developmentally disabled senior. He uses Paratransit to reach art classes and social events at the Camano Center as well as his doctor's appointments. | Noted |
| | Paratransit is fantastic; the Island County dispatches on Camano Island are amazing human beings. They go above and beyond to give exemplary service. | Noted |
| | Island Transit "cuts off" the southern tip of Camano Island. Do those people need services? They might need a survey of that area. The cheaper homes are on the south end, and there's also an elementary school there. | Captured - coverage |
| | The hub at Terry's Corner is very efficient and located near the new library. | Noted |
| | Many seniors are using the bus to get to events and luncheons. | Noted |
| | Timely connections are important; someone could spend an entire day getting where they need to be. It's especially difficult for medical appointments. People have ended up at the hospital on an emergency room trip, stuck with no way to get home. | Captured - connection/coordination |
| | Staff/supervisors of regional service organizations sometimes take it upon themselves to provide transportation with their personal vehicle or deviate from scheduled routes when seniors are in emergency situations and stranded. Examples included staff at the table and Paratransit on Camano. | Noted |
| | The Island Transit constituents on Camano are incredible people—we need more service and more connections. | Noted |
| | Island Transit is becoming a political football. The local paper is one-sided. They don't take the bus or live in the community, so they should just "butt out." | Noted |
| Survey Response | I use special needs transportation because: 52% - I don't have a car 42% - I'm a senior and I don't drive 40% - I'm disabled 9% - I'm homeless 6% - I'm too ill to drive | Noted |
| | How do you get around: 73% Transit 47% Family, friends or volunteers 38% Non-motorized 30% my vehicle | Noted |

| Source | Comment/Finding | Unmet Need |
|---------------------|---|--|
| | I need transportation to: 75% - Errands 68% - Medical appointments 41% - Social Events 37% - Friends and family | Noted |
| | I need to go to: 54% Mount Vernon 36% Oak Harbor 27% Burlington | Noted |
| | Current service is meeting _____ of my transportation needs: Less than some 14% Some 46% More than some 40% | Noted |
| | Existing service doesn't meet my needs because: Doesn't go where I need to go 23% Doesn't go where I live 20% | Captured - Coverage |
| | Lack of Transportation impacts my ability to: Participate in community and social events 46% Meet medical and health needs 46% Accomplish daily tasks 45% Get employment 31% Participate in recreational activities 27% | Noted |
| Common O-D Data | Group homes are a major destination | Noted |
| | Medical transportation makes up a very large percentage of paratransit service, particularly dialysis centers. | Noted |
| | Fitness and job employment centers for people with disabilities are also a high demand destination. | Noted |
| Demographic Profile | | Noted |
| | In total numbers Skagit county has a larger special needs population and total population | Noted |
| | Skagit county has nearly twice as many people in poverty as Island County | Noted |
| | Island county has a slightly higher percentage of seniors, although Skagit county has a larger total number | Noted |
| | Compared to other counties within Washington State, neither counties stand out with regards to special needs populations. | Noted |
| Needs Analysis | Multiple areas in Anacortes and parts of Oak harbor are within the top 25% of proportional and density need | Captured - High need areas |
| | Communities of South Whidbey Island and East-South Camano Island in addition to East Skagit County, the Swinomish Indian Reservation and Guemes Island | Captured - High need areas |
| | Parts of Anacortes and Oak Harbor, Mount Vernon and Burlington are also identified as areas with a high density of need | Captured - High need areas |
| Survey - Open Ended | | Noted |
| | Non-fossil fuel buses are the future easy to understand, nice job! | Noted |
| | I need service in Island, Skagit and Snohomish Counties. My family transports me, but I would like to be more independent. It's not fair to my family. | Noted |
| | I use Skagit Transit. I get to my doctor appointments and have the \$12.50 disability bus pass. I need the bus to run later on Saturdays and Sundays; if I work late, there's no bus and I'm stuck. | Captured - Span of Service |
| | I use the bus to get to work. We need more routes and more often--I work past 5pm on Sundays and can't get a bus home. | Captured - Span of service, service levels |
| | Many times classes I take are not covered with busses at night or early in the morning. (I will take the bus) if car breaks down or gas goes up to \$4.50 a gallon. I go to the soup kitchen in Langley on Tuesday. I was dishes. I used to take the bus from Freeland to Langley on Tuesdays. | Captured - Span of service |
| | Please keep the service as-is. We are willing to donate per ride. | Noted |
| | I can still drive, but due to limited income I use Paratransit for doctor appointments in Freeland and Coupeville. | Noted |

| Source | Comment/Finding | Unmet Need |
|--------|--|------------------------------------|
| | I deliver the mail to Coupeville on Monday and to Langley Tuesday through Saturday using a company truck. But for getting around while I am here for ten hours, I use the bus. | Noted |
| | Car and gas are too expensive. The process of Oak Harbor to Langley is taking two busses. | Captured - Connection/coordination |
| | I do like my bus service and my drivers, They all call me by name. | Noted |
| | It is so sad that 24 people lost their jobs because of poor management! I am a caregiver and am answering for many seniors. I also think that some would be willing to pay as I have asked around. Also we didn't need such extravagant bus garage and we need to check all books weekly as we do our own checkbooks. All are to blame--top officials. | Noted |
| | Wonderful service. I hope you can recoup your lost money. | Noted |
| | I depend on transit when my car is down. | Noted |
| | I use Paratransit and it works for me. | Noted |
| | I feel the #8 and the #5 could be made into one run. People could plan around that. With no #5, several people will not be able to get to town. Wishing you all the best. Get the routes back and the drivers back to work. | Noted |
| | We have four disabled adults who need Saturday transportation. | Captured - Span of service |
| | Thank you Mr. Hamilton and Staff. Thank you for considering this survey at this most critical time at Island Transit Bus Co. I do not have Paratransit because I am close to Town of Langley and #7 bus. | Noted |
| | Loss of Paratransit service will impact my ability to meet my medical and social needs. | Captured - Maintain service levels |
| | Island Paratransit is extremely important to my brother, who needs to get to the Senior Center 5 days a week. I would have used Paratransit for my daughter (39 years old) who has Multiple Sclerosis, but the service is being cut. Paratransit cuts will impact my brother, daughter, and husband who is starting cancer treatment & I will not be able to meet all the needs without Paratransit. | Captured - Maintain service levels |
| | Current transportation options are great. | Noted |
| | I understand that it is necessary for Island Transit to cut out runs in order to stay open. When there are better circumstances it would be very much appreciated to have Saturday service back. | Captured - span of service |
| | Paratransit is a wonderful service. Thank you. | Noted |
| | Very much appreciate the rides. The drivers are friendly and helpful when I need it. | Noted |
| | All of your drivers are wonderful. | Noted |
| | I go 4 times each week to Island Athletic Club for my health, especially since knee surgery, but I am trying to cut my car driving way down especially at night and when weather gets cold, wet, rainy, snowy, icy--then I won't go out at all. I am 78--want to live to be 100 and the busses and exercise can sure help! | Noted |
| | I don't know if I qualify for Paratransit but it would be nice. I'm 76 years old. | Captured - More information |
| | Go get some \$ to run better busses. | Noted |
| | Currently use Paratransit and Island County bus service. | Noted |
| | I have ridden the bus most of my life. I feel that if Sunday and Saturday were more available, it could help my ability to maintain employment opportunities and student success availability on a vast island. | Captured - Span of Service |
| | I really appreciate the services provided. I hope it continues. Thanks. | Noted |
| | All the new changes that have time lapses in between running times in the afternoon is a disappointment as making any rider wait so long to catch a bus/public transportation. | Captured - Maintain service levels |
| | The buses do not run early enough for me to get to school. | Captured - Span of service |
| | I hope transportation to Seattle can be brought about. | Noted |
| | I've only been in Oak Harbor since December, but I really appreciate the free service and courtesy of the drivers. | Noted |
| | I am very thankful for transit. | Noted |

| Source | Comment/Finding | Unmet Need |
|--------|---|------------------------------------|
| | Need busses in Oak Harbor. Route 10 and 2 later hours and on both Saturday and Sunday. | Captured - Span of service |
| | Would very much like to clear up this "blue" card that I was issued some time ago. "Blue Card" -- "ODOR on the bus was UNBEARABLE." Have since showered and done laundry. | Noted |
| | Drivers who aren't respectful don't seem to last long. Most drivers are very courteous; they're like family. If I'm going off the (Whidbey) Island, I have to hunt for a ride. I'm taking beginning computer classes for seniors at the Oak Harbor Senior Center, which is possible thanks to Paratransit. | Noted |
| | You guys messed the bus system up horribly. | Noted |
| | Please keep the bus going, not only me but no other ones could get out. Don't like to see the bus drivers without jobs. All the bus drivers are very nice and helpful for everyone. And I'm glad we got them, otherwise I can't get out or anyone else. Please keep in mind we all need to get around. Lots of people feel like me. When we all get together for a nice lunch, we all enjoy (it). | Captured - Maintain service levels |
| | The transit system is a valuable asset to seniors and the handicapped. It should never be cut even though the buses are very seldom full. I am disabled but I still drive most of the time, then I use the bus. Bus service is essential to any community. --Mike Rossner. | Noted |
| | Overall service is good. Drivers kind and polite. A little sketchy at Skagit Station. Lot's of homeless. | Captured - Security/Safety |
| | To date, I have only used the 410 and 49 routes. I'm a new resident. So far, so good. | Noted |
| | I do appreciate the service as it exists. My family has helped greatly with my needs; but I DO LIKE the bus as transportation. I grew up with it; I have lived in cities which have public transportation. | Noted |
| | thanks for your service and picking it up when Island transit had to cut back. | Noted |
| | I really appreciate Skagit Transit - it's a lifeline. I just wish we had better service from Sedro-Woolley to/from the county connectors and gave input in the Skagit Transit 6-year plan. | Captured - system coverage |
| | Dial-A-Ride has truly been a blessing for me! I cannot express enough how much I appreciate Dial-A-Ride. From the "top brass" down to the wonderful drivers, maintenance people, the office workers, who are always very courteous and helpful! Dial-A-Ride is beyond description. Outstanding. There is positively not the words to say how appreciative I am of this service. Many, many, many thanks for making this service possible for me and others! | Noted |
| | I use Dial-A-Ride. | Noted |
| | I live in the Day Creek area of Sedro-Woolley, and there is no service. I would use public transit if it were available. | Captured - system coverage |
| | Dial-A-Ride is friendly and very easy to set up appointments. | Noted |
| | It's great to have public service. | Noted |
| | Samish Island needs better service. Please bring a bus back to Samish Island! Thanks. (respondent added that there are additional seniors on Samish Island who have no transit options other than family or friends) | Captured - system coverage |

Appendix D - Survey Questionnaire and Responses

Island and Skagit County Special Needs Transportation Services Survey

Your opinion is important to determine the transportation needs in your community. Please complete one survey only. You may complete as much of the survey as you like.

I need transportation services because: (Select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> I am an elder or senior citizen, and I don't drive | <input type="checkbox"/> I don't have a car |
| <input type="checkbox"/> I am disabled | <input type="checkbox"/> I don't have a driver's license |
| <input type="checkbox"/> I am homeless | <input type="checkbox"/> I don't have auto insurance |
| <input type="checkbox"/> I am too ill to drive | <input type="checkbox"/> Other: |

I currently use the following means of transportation: (Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Public transit | <input type="checkbox"/> Regional transportation (Amtrak, Greyhound, Ferry) |
| <input type="checkbox"/> My vehicle | <input type="checkbox"/> Medical transportation |
| <input type="checkbox"/> Taxi service | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Family, friends or volunteers | |
| <input type="checkbox"/> Non-motorized (walk, bicycle, wheelchair) | |

How do you arrive at the pick-up locations for these options: (Select all that apply)

- | | | | |
|-------------------------------|--|--|--------------------------------|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Family, friend or volunteer | <input type="checkbox"/> Assistive device (walker, wheelchair, etc.) | <input type="checkbox"/> Other |
|-------------------------------|--|--|--------------------------------|

I need transportation to: (Select your top 3 choices)

- | | |
|--|--|
| <input type="checkbox"/> Errands (banking, grocery shopping) | <input type="checkbox"/> School/Training |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Family and Friends |
| <input type="checkbox"/> Social Events | <input type="checkbox"/> Elder/Senior Services |
| <input type="checkbox"/> Court Appointments | <input type="checkbox"/> Recreational Facilities |
| <input type="checkbox"/> Medical Appointments | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Work/Job Training | |

I need to go to: (Select your top 3 most frequent destinations)

- | <u>Skagit County</u> | <u>Island County</u> | <u>Regional</u> |
|--|---|---|
| <input type="checkbox"/> Anacortes | <input type="checkbox"/> Bayview | <input type="checkbox"/> Bellevue |
| <input type="checkbox"/> Bayview Ridge | <input type="checkbox"/> Coupeville | <input type="checkbox"/> Bellingham |
| <input type="checkbox"/> Burlington | <input type="checkbox"/> Freeland | <input type="checkbox"/> Eastern Washington |
| <input type="checkbox"/> Concrete | <input type="checkbox"/> Langley | <input type="checkbox"/> Everett |
| <input type="checkbox"/> Greenbank | <input type="checkbox"/> Oak Harbor | <input type="checkbox"/> King County |
| <input type="checkbox"/> Hamilton | <input type="checkbox"/> Camano Island | <input type="checkbox"/> Marysville |
| <input type="checkbox"/> La Conner | <input type="checkbox"/> Clinton | <input type="checkbox"/> Port Townsend |
| <input type="checkbox"/> Lyman | <input type="checkbox"/> Whidbey Island | <input type="checkbox"/> Seattle |
| <input type="checkbox"/> Mount Vernon | <input type="checkbox"/> Other: | <input type="checkbox"/> Stanwood |
| <input type="checkbox"/> Sedro-Woolley | | <input type="checkbox"/> Whatcom County |
| <input type="checkbox"/> Swinomish | | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Other: | | |

What is your 5-digit zip code? **Zip Code:** _____

Additional questions on reverse side

I need transportation on the following days of the week: (Select all that apply)

- | | | | |
|-----------------------------------|---------------------------------|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Sunday | <input type="checkbox"/> Monday | <input type="checkbox"/> Tuesday | <input type="checkbox"/> Wednesday |
| <input type="checkbox"/> Thursday | <input type="checkbox"/> Friday | <input type="checkbox"/> Saturday | |

I need transportation at the following times: (Select all that apply)

- | | | | |
|----------------------------------|------------------------------------|----------------------------------|--------------------------------|
| <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evening | <input type="checkbox"/> Night |
|----------------------------------|------------------------------------|----------------------------------|--------------------------------|

On a scale of 1 to 5 (low to high) rank your knowledge of the transportation options currently available to you?

- | | | | | |
|---|----------------------------|---|----------------------------|--|
| <input type="checkbox"/> 1 (No knowledge) | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 (Some knowledge) | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 (Very familiar) |
|---|----------------------------|---|----------------------------|--|

On a scale of 1 to 5 (low to high) rank how current transportation options are meeting your needs?

- | | | | | |
|-----------------------------------|----------------------------|-----------------------------------|----------------------------|----------------------------------|
| <input type="checkbox"/> 1 (None) | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 (Some) | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 (All) |
|-----------------------------------|----------------------------|-----------------------------------|----------------------------|----------------------------------|

Why don't the existing transportation options meet your needs? (Select all that apply)

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Takes too long | <input type="checkbox"/> Doesn't operate when I need it | <input type="checkbox"/> Doesn't go where I need to go | <input type="checkbox"/> Doesn't come to where I live |
| <input type="checkbox"/> I don't know how to sign up or get information | <input type="checkbox"/> I don't feel safe/comfortable | <input type="checkbox"/> I can't afford it | <input type="checkbox"/> It's too complicated |

Please explain other reasons: _____

Does lack of transportation impact your ability to: (Select all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Meet medical and health needs | <input type="checkbox"/> Access community and social services to improve your quality of life | <input type="checkbox"/> Participate in social and community events |
| <input type="checkbox"/> Employment/business opportunities | <input type="checkbox"/> Accomplish daily activities (errands, shopping, etc.) | <input type="checkbox"/> Participate in recreational activities (sporting events, outdoors) |

Would you like to learn how to ride?

- | | | |
|--|---|--|
| <input type="checkbox"/> Paratransit service | <input type="checkbox"/> Transition from paratransit to regular bus service | <input type="checkbox"/> Regular bus service |
|--|---|--|

If you would like to be contacted for training please provide your contact information below:

Name: _____ Phone Number: _____

Thank you for completing this survey. Please feel free to comment on the survey in the space below. If you have any questions please contact Mark Hamilton at (360) 416-7876 or markh@scog.net

Comments:

Island and Skagit County Special Needs Transportation Services Survey

| I need transportation because: (Choose all that apply) | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| I am an elder or senior citizen, and I don't drive | 42.5% | 54 |
| I am disabled | 40.9% | 52 |
| I am homeless | 9.4% | 12 |
| I am too ill to drive | 6.3% | 8 |
| I don't have a car | 52.0% | 66 |
| I don't have a driver's license | 33.1% | 42 |
| I don't have auto insurance | 22.8% | 29 |
| Other: (please specify) | 18.1% | 23 |
| <i>answered question</i> | | 127 |
| <i>skipped question</i> | | 16 |

| I currently use the following means of transportation: (Select all that apply) | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Public Transit | 73.5% | 100 |
| My Vehicle | 30.1% | 41 |
| Taxi Service | 8.1% | 11 |
| Family, Friends or Volunteers | 47.1% | 64 |
| Non-motorized (walk, bicycle, wheelchair) | 38.2% | 52 |
| Regional Transportation (Amtrak, Greyhound, Ferry) | 14.7% | 20 |
| Medical Transportation | 14.0% | 19 |
| Please describe how you arrive at the pick-up locations for these options: | | 64 |
| <i>answered question</i> | | 136 |
| <i>skipped question</i> | | 7 |

| I need transportation to: (Select your top 3 choices) | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Errands (banking, grocery shopping) | 75.0% | 99 |
| Childcare | 4.5% | 6 |
| Social Events | 40.9% | 54 |
| Court Appointments | 12.9% | 17 |
| Medical Appointments | 68.9% | 91 |
| Work/Job Training | 33.3% | 44 |
| School/Training | 16.7% | 22 |
| Family and Friends | 37.1% | 49 |
| Elder/Senior Services | 25.0% | 33 |
| Recreational Facilities | 25.8% | 34 |
| Other: (please specify) | 8.3% | 11 |
| <i>answered question</i> | | 132 |
| <i>skipped question</i> | | 11 |

| I need to go to: (Select your top 3 most frequent destinations) | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Anacortes | 22.7% | 30 |
| Bayview Ridge | 0.0% | 0 |
| Burlington | 27.3% | 36 |
| Concrete | 3.8% | 5 |
| Greenbank | 4.5% | 6 |
| Hamilton | 0.0% | 0 |
| La Conner | 11.4% | 15 |
| Lyman | 0.0% | 0 |
| Mount Vernon | 54.5% | 72 |
| Sedro-Woolley | 9.1% | 12 |
| Swinomish | 3.0% | 4 |
| Bayview | 16.7% | 22 |
| Coupeville | 24.2% | 32 |
| Freeland | 23.5% | 31 |
| Langley | 19.7% | 26 |
| Oak Harbor | 36.4% | 48 |
| Camano Island | 9.8% | 13 |
| Clinton | 17.4% | 23 |
| Whidbey Island | 9.8% | 13 |
| Bellevue | 2.3% | 3 |
| Bellingham | 17.4% | 23 |
| Eastern Washington | 2.3% | 3 |
| Everett | 16.7% | 22 |
| King County | 7.6% | 10 |
| Marysville | 6.1% | 8 |
| Port Townsend | 3.0% | 4 |
| Seattle | 16.7% | 22 |
| Stanwood | 11.4% | 15 |
| Whatcom County | 1.5% | 2 |
| Other | 2.3% | 3 |
| If other, please specify: | | 3 |
| answered question | | 132 |
| skipped question | | 11 |

I need transportation on the following days of the week: (Select all that apply)

| Answer Options | Response Percent | Response Count |
|----------------|---------------------------------|----------------|
| Sunday | 42.7% | 53 |
| Monday | 90.3% | 112 |
| Tuesday | 87.1% | 108 |
| Wednesday | 87.9% | 109 |
| Thursday | 84.7% | 105 |
| Friday | 88.7% | 110 |
| Saturday | 58.9% | 73 |
| | <i>answered question</i> | 124 |
| | <i>skipped question</i> | 19 |

I need transportation at the following times: (Select all that apply)

| Answer Options | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Morning | 90.8% | 109 |
| Afternoon | 86.7% | 104 |
| Evening | 67.5% | 81 |
| Night | 30.0% | 36 |
| answered question | | 120 |
| skipped question | | 23 |

On a scale of 1 to 5 (low to high), rank your knowledge of the transportation options currently available to you:

| Answer Options | 1 (No knowledge) | 2 | 3 (Some knowledge) | 4 | 5 (Very familiar) | Rating Average | Response Count |
|----------------|--------------------------|---|--------------------|----|-------------------|----------------|----------------|
| | 5 | 6 | 47 | 24 | 45 | 3.77 | 127 |
| | <i>answered question</i> | | | | | | 127 |
| | <i>skipped question</i> | | | | | | 16 |

Island and Skagit County Special Needs Transportation Services Survey

On a scale of 1 to 5 (low to high), rank how current transportation options are meeting your needs:

| Answer Options | 1 (None) | 2 | 3 (Some) | 4 | 5 (All) | Rating Average | Response Count |
|--------------------------|----------|---|----------|----|---------|----------------|----------------|
| | 9 | 9 | 56 | 29 | 20 | 3.34 | 123 |
| <i>answered question</i> | | | | | | | 123 |
| <i>skipped question</i> | | | | | | | 20 |

Why don't the existing transportation options meet your needs? (Select all that apply)

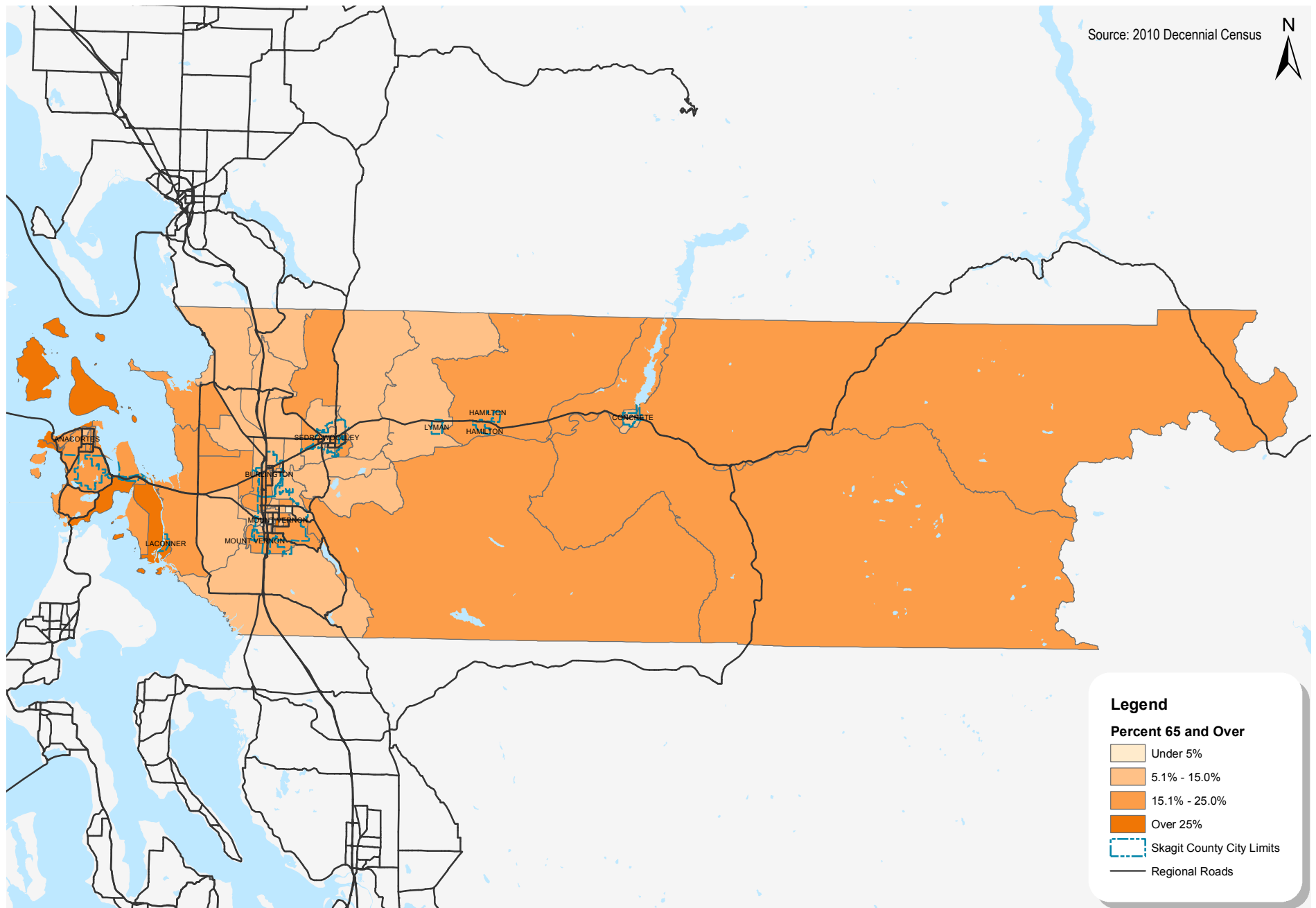
| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Takes too long | 26.8% | 26 |
| Doesn't operate when I need it | 52.6% | 51 |
| Doesn't go where I need to go | 34.0% | 33 |
| Doesn't come to where I live | 29.9% | 29 |
| I don't know how to sign up or get information | 13.4% | 13 |
| I don't feel safe/comfortable | 8.2% | 8 |
| I can't afford it | 10.3% | 10 |
| It's too complicated | 10.3% | 10 |
| Please explain other reasons: | 24.7% | 24 |
| <i>answered question</i> | | 97 |
| <i>skipped question</i> | | 46 |

Does lack of transportation impact your ability to: (Select all that apply)

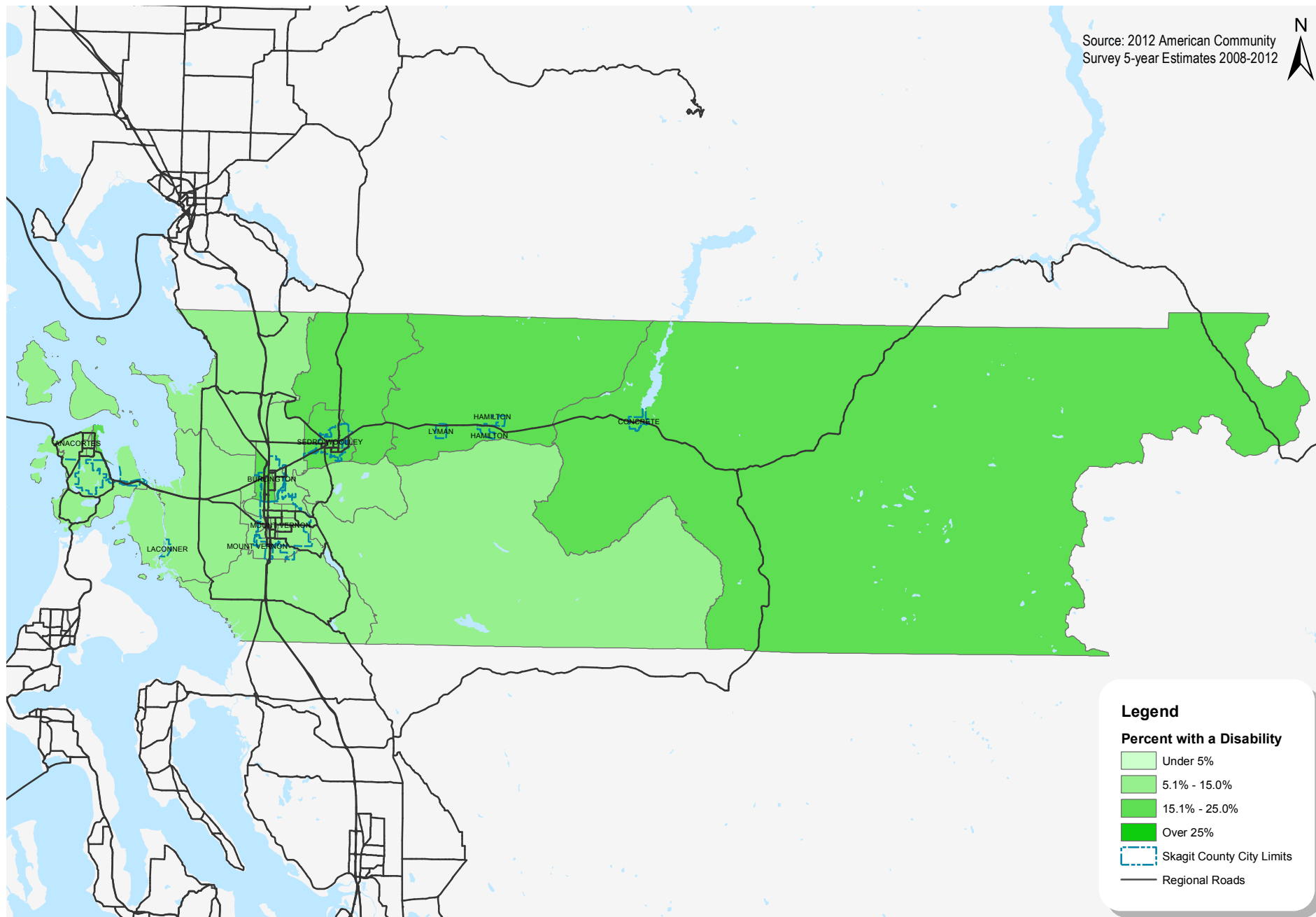
| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Meet medical and health needs | 62.3% | 66 |
| Get employment/business opportunities | 41.5% | 44 |
| Access community and social services to improve your | 67.0% | 71 |
| Accomplish daily activities (errands, shopping, etc.) | 60.4% | 64 |
| Participate in social and community events | 62.3% | 66 |
| Participate in recreational activities (sporting events, | 35.8% | 38 |
| <i>answered question</i> | | 106 |
| <i>skipped question</i> | | 37 |

| Would you like to learn how to ride? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Paratransit service | 37.2% | 16 |
| Transition from paratransit to regular bus service | 30.2% | 13 |
| Regular bus service | 72.1% | 31 |
| If you would like to be contacted for training, please provide your name | | 18 |
| <i>answered question</i> | | 43 |
| <i>skipped question</i> | | 100 |

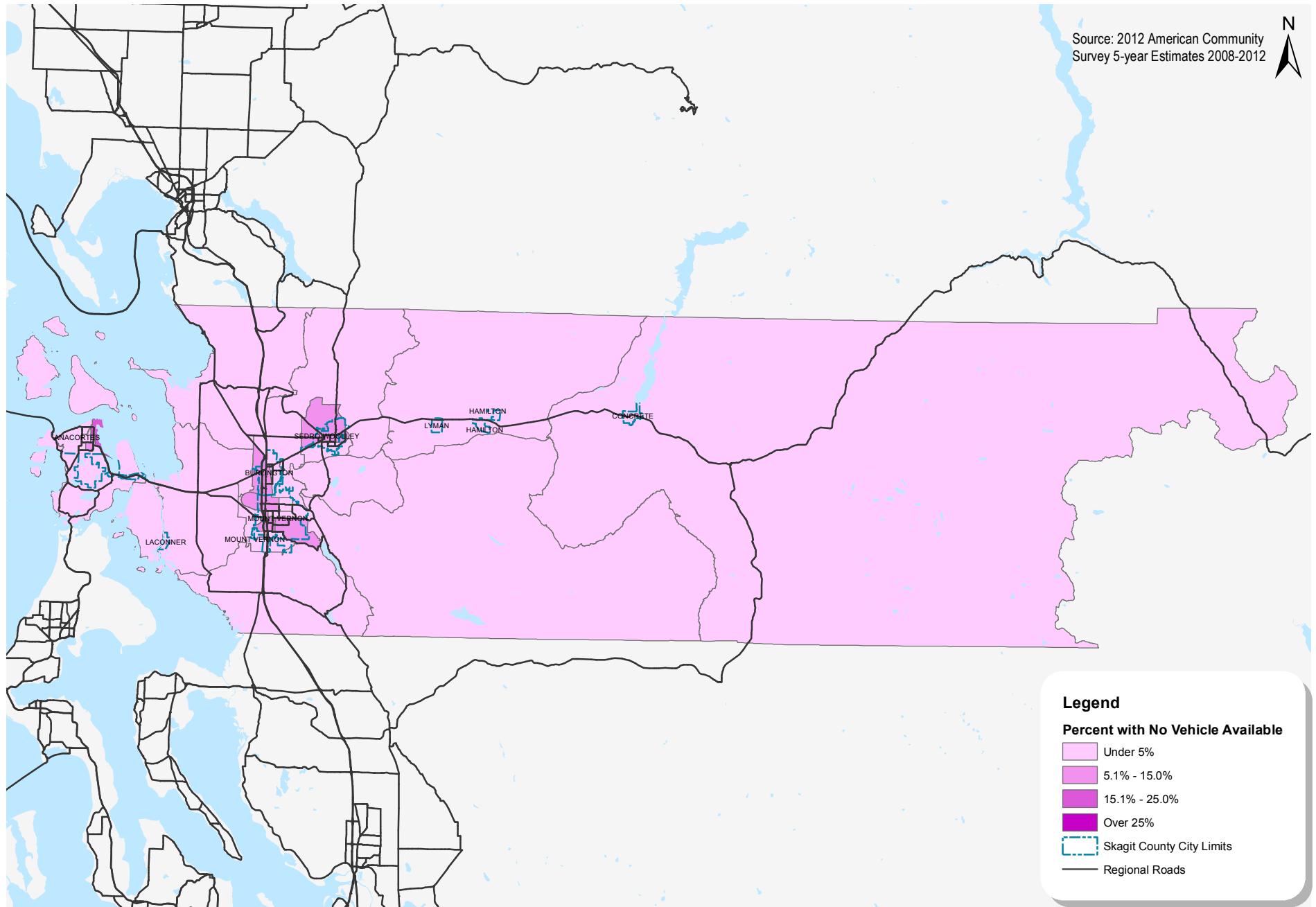
Appendix E - Demographic Maps



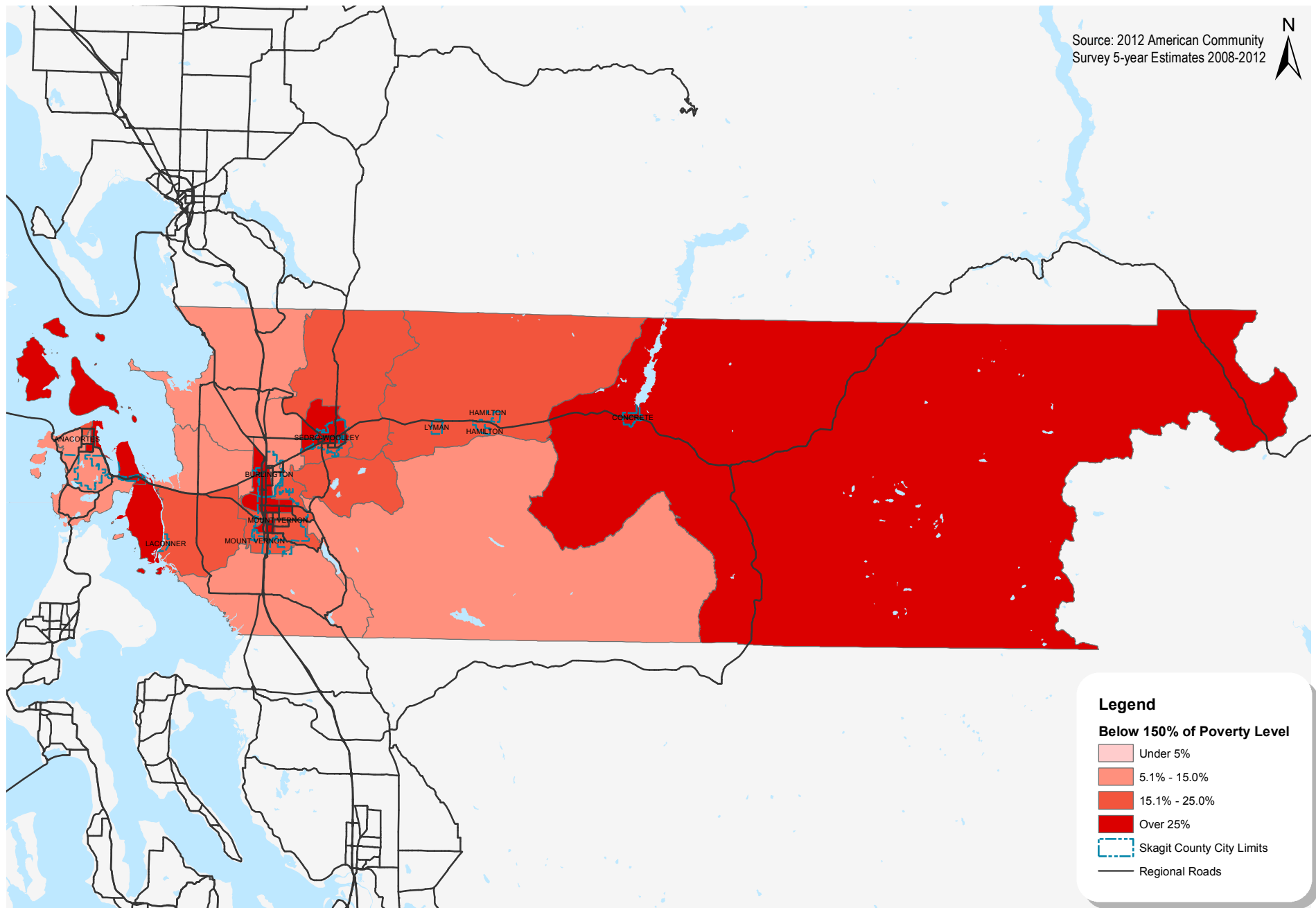
Skagit County - Census Block Group by Percent 65 and Over



Skagit County - Census Tracts by Percent with Disability

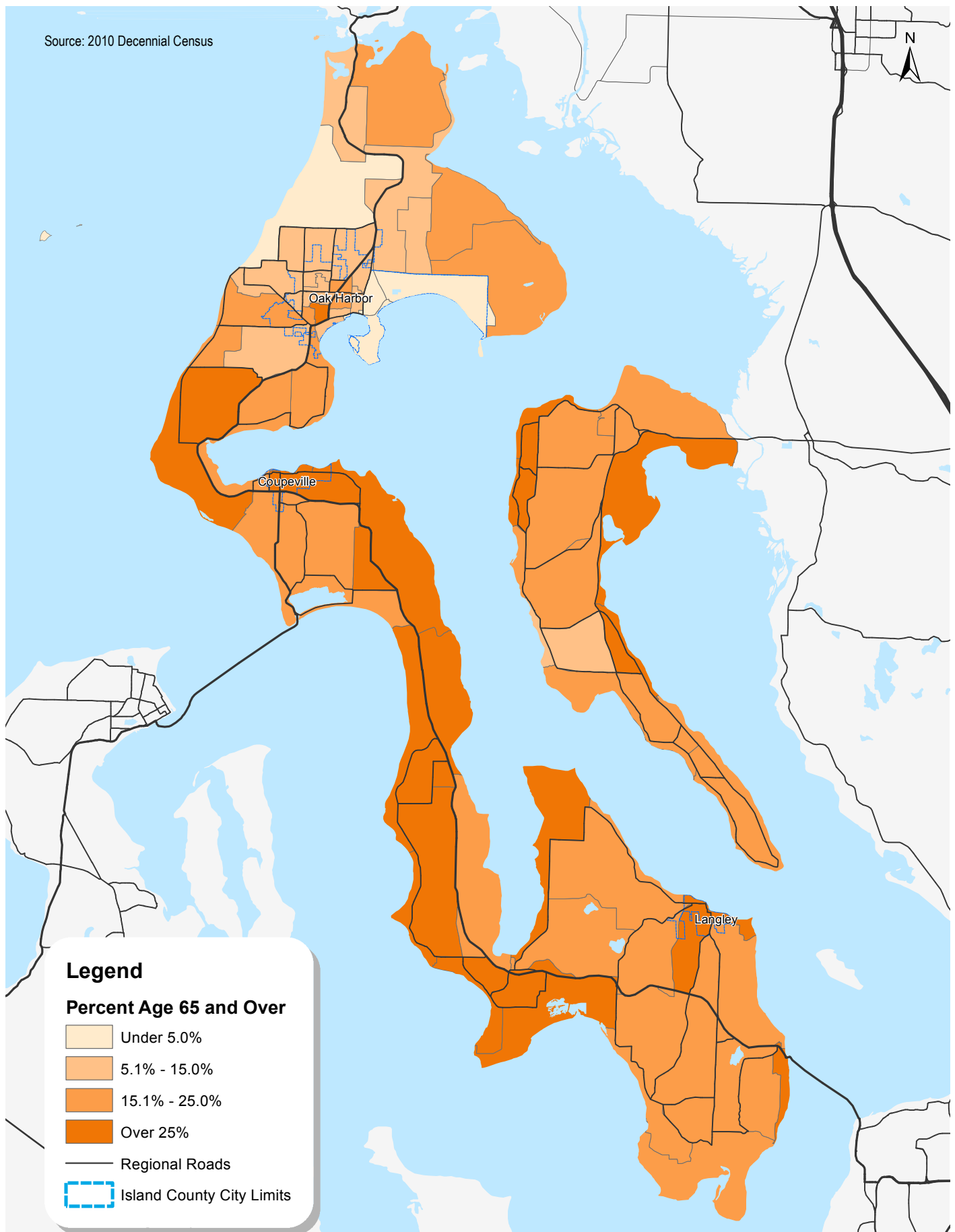


Skagit County - Census Tracts by Percent with No Vehicles



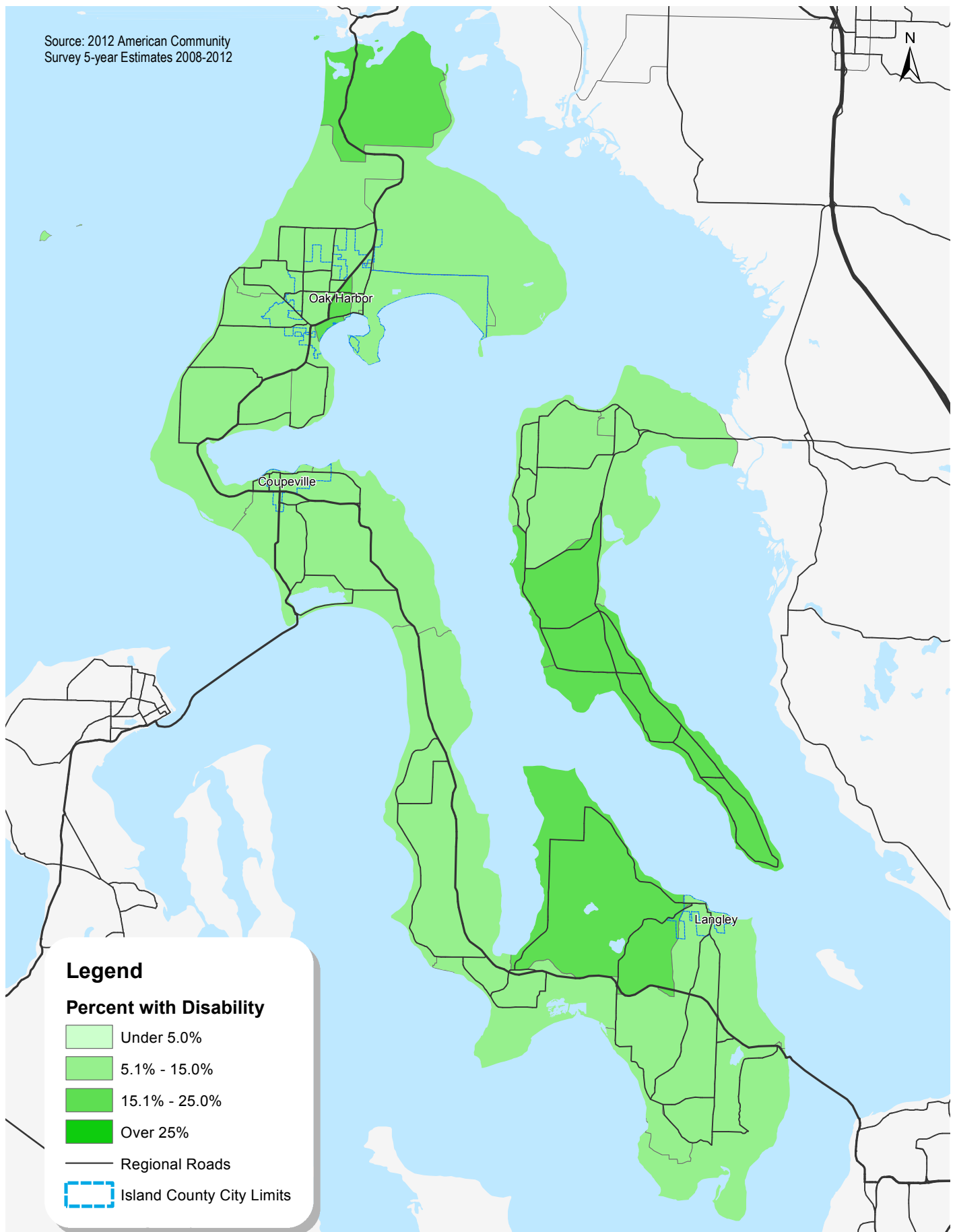
Skagit County - Census Tracts by Percent below 150% of Poverty Level

Source: 2010 Decennial Census



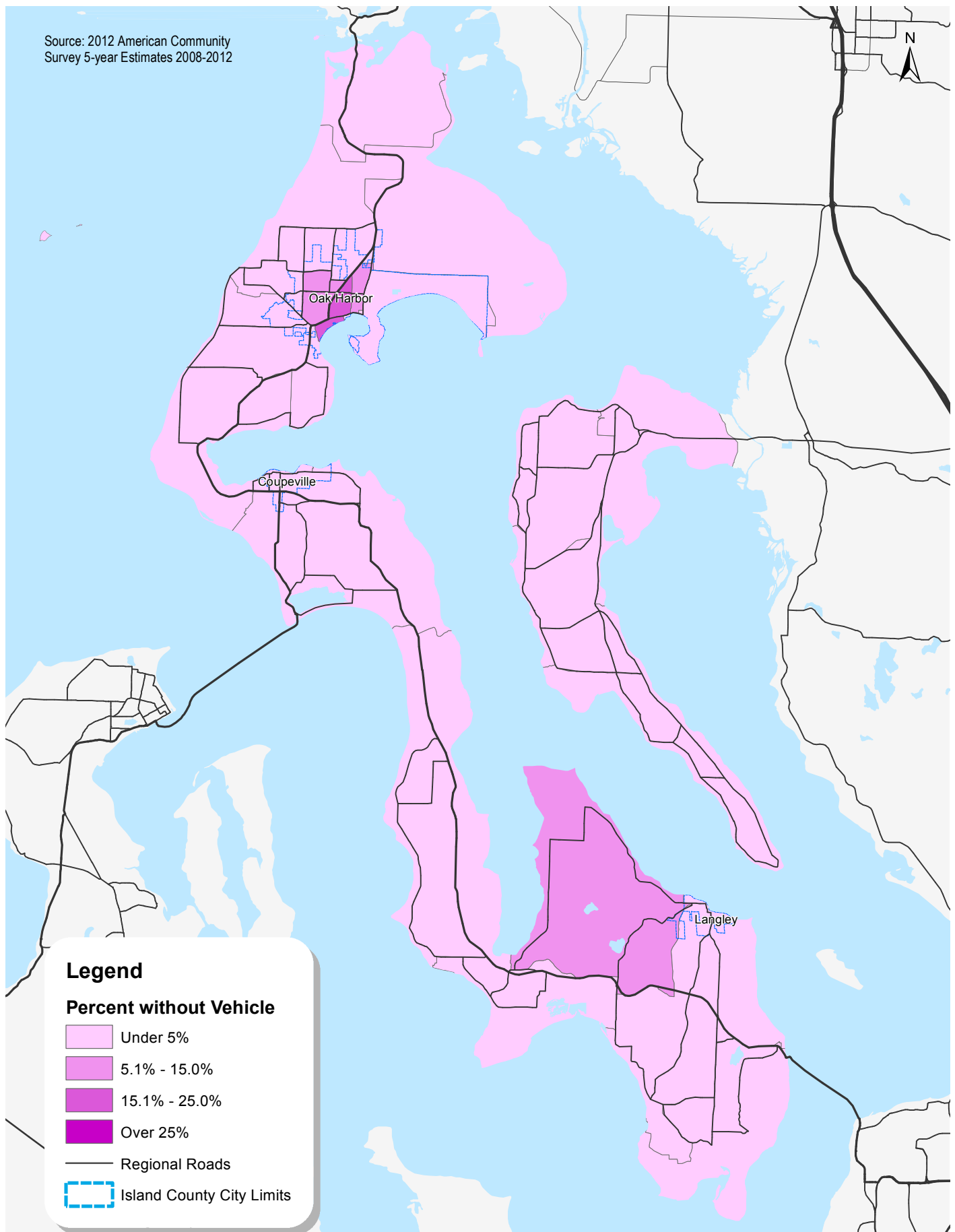
Island County - Census Block Group by Percent 65 and Over

Source: 2012 American Community Survey 5-year Estimates 2008-2012



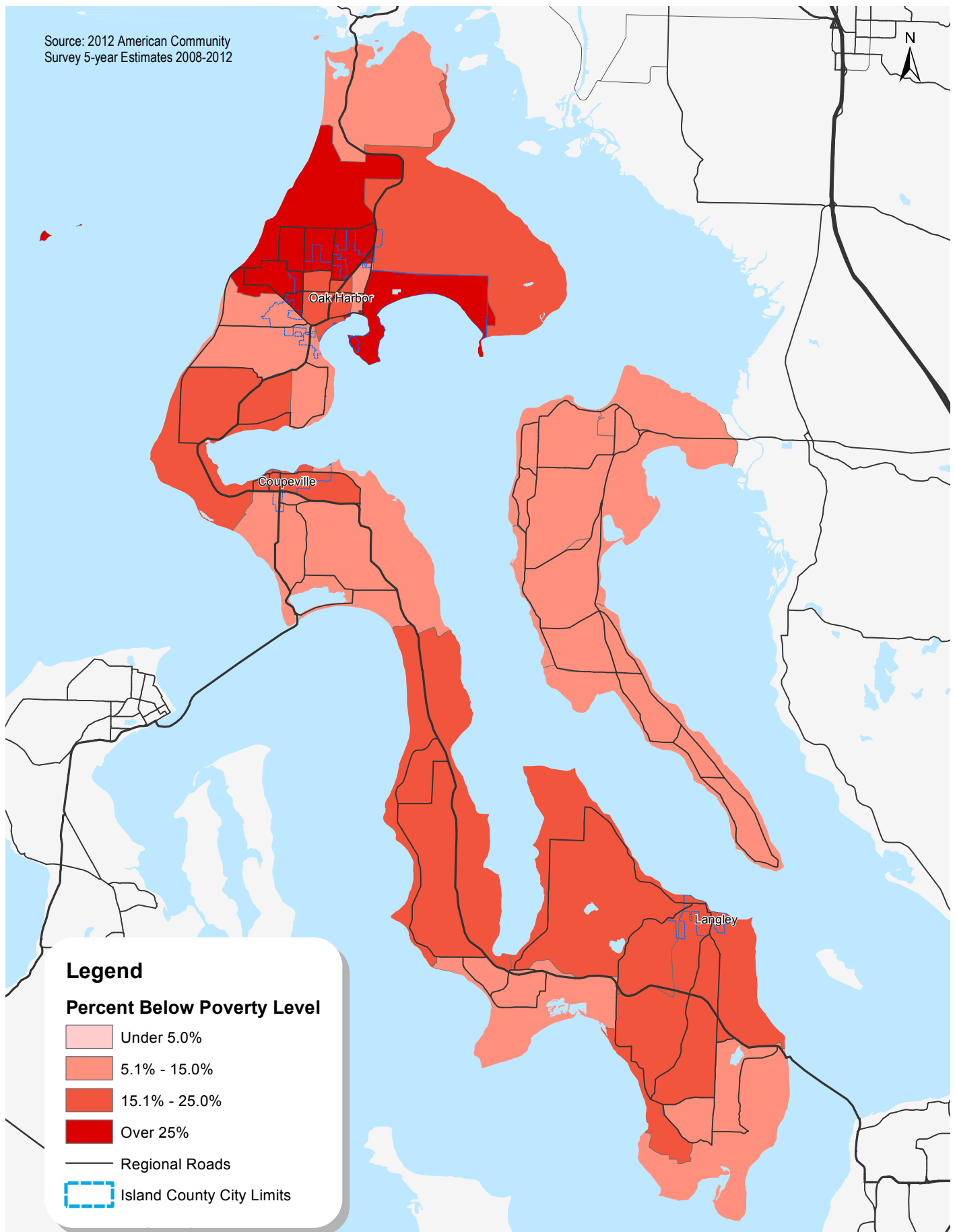
Island County - Census Tracts by Percent with Disability

Source: 2012 American Community Survey 5-year Estimates 2008-2012



Island County - Census Tracts by Percent with No Vehicle Available

Source: 2012 American Community Survey 5-year Estimates 2008-2012



Island County - Census Tracts by Percent below 150% of Poverty Level

Appendix F - Prioritized Human Services Transportation Projects



RESOLUTION 2014-01

IN THE MATTER OF PRIORITIZING SKAGIT-ISLAND HUMAN SERVICES TRANSPORTATION PROJECTS FOR THE 2015-2017 STATE BIENNIUM

WHEREAS, the Skagit-Island Regional Transportation Planning Organization is the designated regional transportation planning organization for Skagit and Island counties and includes member jurisdictions from the region; and

WHEREAS, it is a duty of the SIRTPO pursuant to RCW 47.80.023 (10) to prioritize regional human services transportation projects every two years; and

WHEREAS, the SIRTPO Policy Board has considered the attached Skagit-Island human services transportation projects as the 2014 update to the regional priority list of human services transportation projects for the 2015-2017 state biennium; and

WHEREAS, human services transportation projects that are designated an "A" letter grade receive 50 regional points through the statewide competitive process and projects that receive a "B" letter grade receive 25 regional points; and

NOW THEREFORE BE IT RESOLVED BY THE SKAGIT-ISLAND REGIONAL TRANSPORTATION PLANNING ORGANIZATION:

The regional human services transportation projects for Skagit and Island counties, attached herein as Attachment A, is approved for the 2015-2017 state biennium and incorporated into the Skagit-Island Human Services Transportation Plan as an appendix.

Adopted: December 3, 2014

A handwritten signature in blue ink, appearing to read "Jill Johnson", positioned above a horizontal line.

Commissioner Jill Johnson, Island County
Island sub-RTPO Policy Board Chair

A handwritten signature in blue ink, appearing to read "Sharon Dillon", positioned above a horizontal line.

Commissioner Sharon Dillon, Skagit County
Skagit sub-RTPO Policy Board Vice-Chair



ATTACHMENT A

PROJECT PRIORITIZATION LIST OF HUMAN SERVICES TRANSPORTATION PROJECTS FOR SKAGIT AND ISLAND COUNTIES FOR THE 2015-2017 WSDOT CONSOLIDATED GRANT PROGRAM FUNDING CYCLE

12/3/2014

| Organization | Project | Letter Grade |
|-----------------------------------|---|--------------|
| Community Action of Skagit County | Utilize Existing Services: Improve Utilization of Existing Transportation Services | A |
| Skagit Transit | Expansion of Fixed Route Services in Sedro-Woolley and Burlington | A |
| Skagit Transit | Mobility Management Specialist | A |
| Skagit Transit | ADA Next Stop Announcement System | A |
| Island Transit | Preserve and Replace Capital Equipment and Bus Communications: 2 Bus Shelters; Paint Oak Harbor Transit Station; 10 Bus Surveillance Systems; 65 Tablets; 11 Rebuilt Engines; Alignment Machine | A |
| Island Transit | Five Medium Duty Cutaways and Five 7-8 Passenger Vans | B |
| Sauk-Suiattle Tribe | Provide New Service Connecting Reservation to Darrington and Concrete ¹ | B |
| Sauk-Suiattle Tribe | Two Light-duty Buses ¹ | B |

¹ These projects were submitted after the regional project evaluation process was conducted but are given a "B" letter grade by the SIRTPO Policy Board. It is anticipated by the SIRTPO Policy Board that future late project submittals will not be considered in regional competitive project selection processes.