

## **Transportation Coordination**

*Realizing the Benefits of Working Together in  
Washington State*

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Chief of Staff, WSDOT

United We Ride Mobility Summit                      Sacramento California  
March 7, 2005



### Intro

The name of the Group that invited you was the California Association for Coordinated Transportation (CalACT)

## Why Coordinate?

### Washington makes a significant state investment in public and client transportation

- Coordination can Improve access to transportation.
- Coordination can improve customer experience.
- The state gets more service for the same cost when systems coordinate vehicles, customers, or services.
- Implementing a multi-agency coordination program creates a framework for crosscutting accountability.

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## Biennium investment by Washington State

\$ 90 million in Medicaid transportation 50% state 50% Federal

\$12.9 million in state grants for rural transit services

\$18 million in state grants for services targeted to seniors, persons with disabilities, kids, and low income/economically disadvantaged persons.

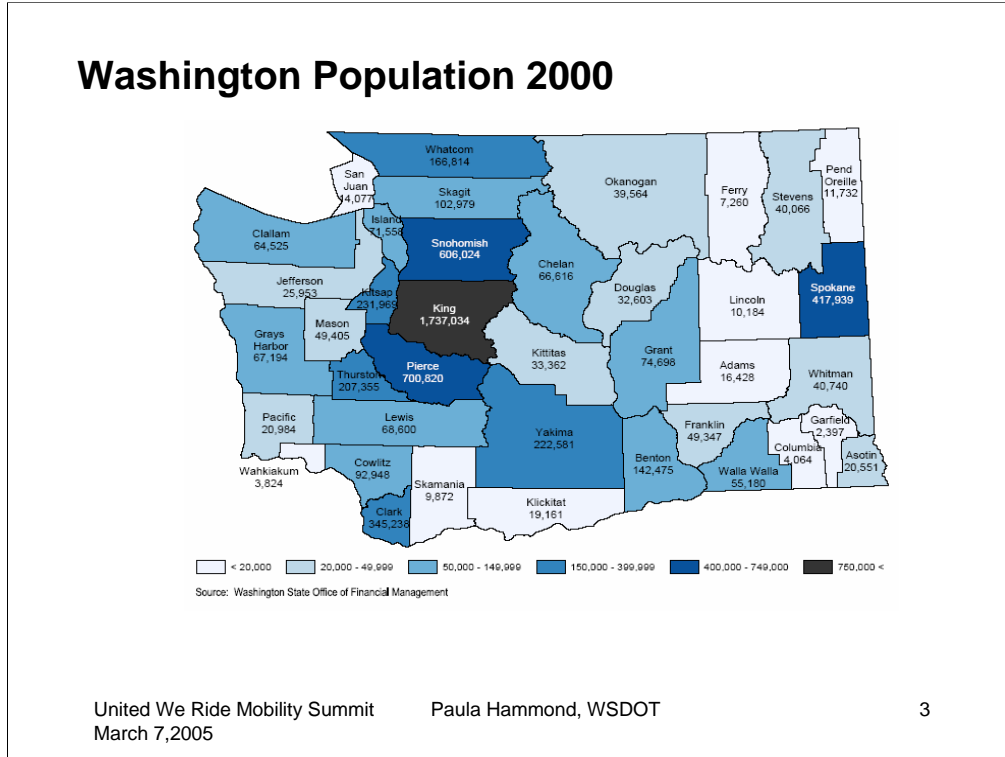
= \$75.9 million investment of state funds (45+12.9+18)

\$19 million in Federal Transit Administration funds serving similar purposes.

\$45 million in Federal Medicaid funds (the 50% of Medicaid transportation covered by the feds.)

\$139.9 million spent by the state every two years on public transportation. (75.9+19+45)

I say spent by the state because we manage the federal funds as well and affect the way they are spent



The colors on these slides get darker as the population increases

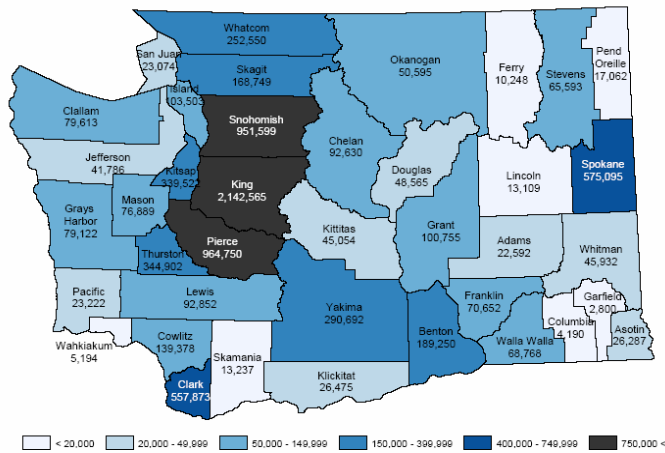
For example:

King County has 1.7 million people

Wahkiakum has 3600

The next slide shows where our population is growing

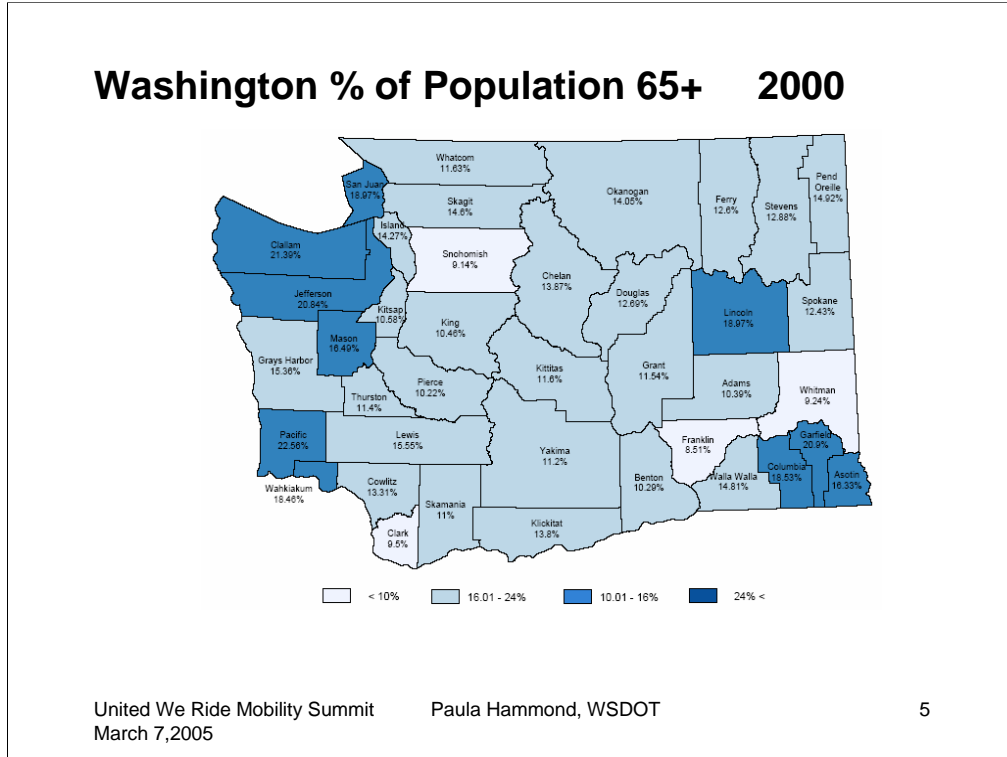
### Washington Population 2030



Washington's population is expected to grow by 2 million by 2030 and is expected to have more pronounced impact in rural areas

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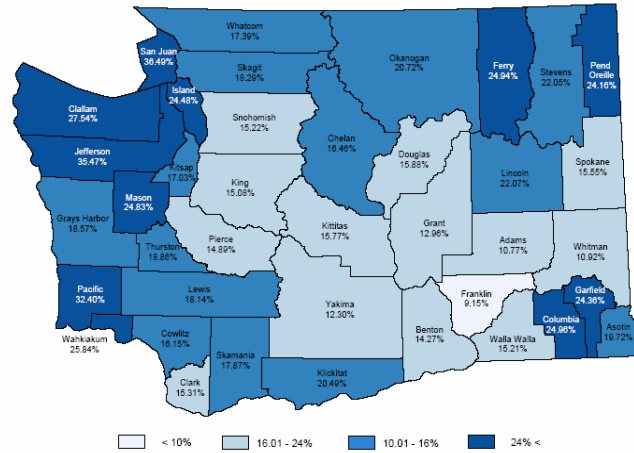
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Our population is aging

Again you can see these slides get darker

### Washington % of Population 65+ 2020



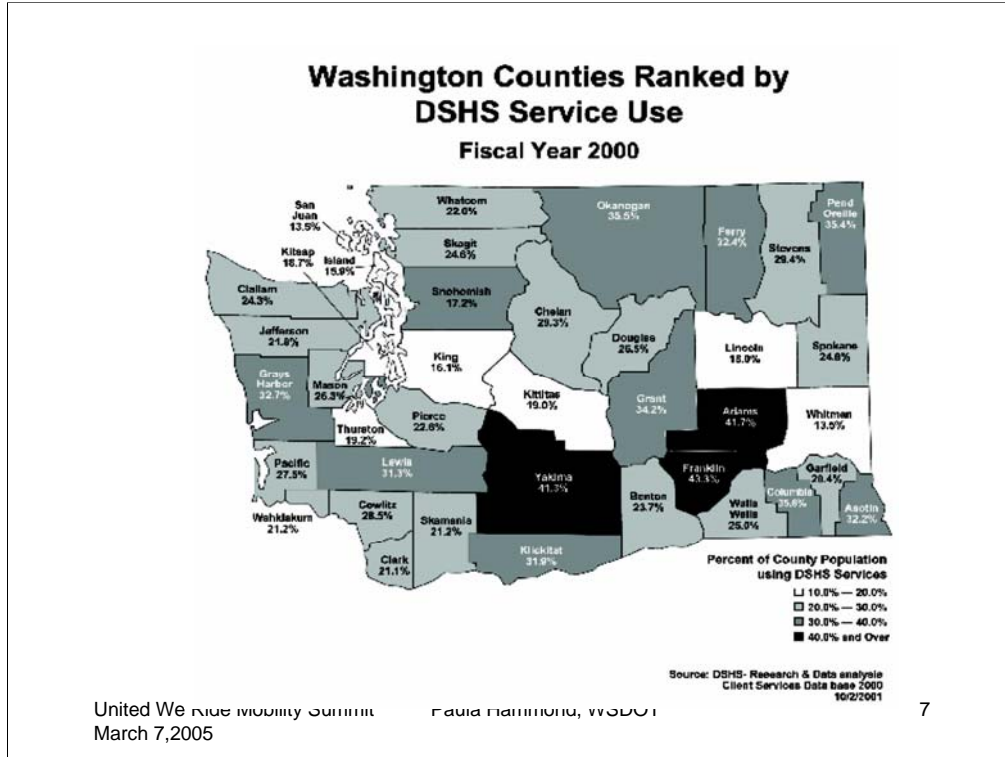
The percentage of the 65+ population in each county is expected to show the most growth in rural counties

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Our growing senior population will be making up a larger and larger percentage of the population in our rural and frontier counties.



Finally you can see from the shading that the areas of the state that have the highest use rate for DSHS services are in rural Washington.

These are rural areas with resource based economies and high populations of migrant labor.

## Washington's story

- 1996 WSDOT recognized Department of Social and Health Services (DSHS) was paying to provide transportation to seniors and persons with disabilities
- DSHS provided WSDOT information so we could focus our special needs capital dollars on single providers in each community.
- WSDOT secured Federal funding to pay for technical staff to coordinate with DSHS brokered Medicaid transportation services and .
- Legislative leaders agreed to call a meeting of all state agencies and declared that transportation coordination was a critical issue. WSDOT was the only agency that sent its chief executive.

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BP1 Both DSHS and WSDOT recognized shared interest in transportation

BP2 The Transit and Medicaid programs started sharing information about services and needs

BP3 WSDOT worked with the Federal Transit Administration to find funding to explore transportation coordination

BP4 The Legislature stepped up to the plate and when we sent our chief executive we became the leader of the discussion and the Chair of the Council.

### History Details

1) The first significant event was the willingness of DSHS to identify transportation providers in the communities and to work with DOT to ensure that the 16(b)(2) funds (now the 5310 funds) would be provided to an identified nonprofit in a community rather than spread out amongst a number of providers. These are capital funds for transportation for seniors and persons with a disability.

(2) The next step was the creation of the Medicaid brokerage. This was intended to be much broader in its mission that it has become.

(3) WSDOT secured federal funding to place a DOT staff person in DSHS for two years to work on coordinating programs. Following that project, DOT received federal funding to look at coordination issues at the regional and state agency level. Throughout this period of time, several individuals in our state were relentless in their efforts to highlight the value of coordination and the barriers that needed to be addressed.

(4) In 1996, the chairs of the House Transportation Committee and the House Appropriations Committee notified all state agencies that transportation coordination was a critical issue and called these agencies together. The only agency that sent its chief executive was WSDOT. All other agencies responded to this request with program staff. WSDOT was given the lead to put together a coordinating structure.

## Agency Council on Coordinated Transportation (ACCT)

- In 1999 the governor enacted legislation sponsored by WSDOT and DSHS defining
  - "special needs " transportation
  - Coordinated transportation
- ACCT became a forum for developing and implementing transportation coordination strategies.
  - A joint transportation /human service position was created to staff the council.
  - The Council staff are part of WSDOT

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(5) In 1997-99 biennial budget, the state provided \$1m to WSDOT for pilot projects in coordination. The DOT selected five: urban and rural, Puget Sound and Yakima -- we tried to mix them up. We used an advisory group, that became the first ACCT Council in 1998.

### Special Needs =

1. "Persons with special transportation needs" means those persons, including their personal attendants, who because of **physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.**

### Coordinated Transportation=

1. "Special needs coordinated transportation" is transportation for persons with special transportation needs that is developed through a **collaborative community process** involving transportation providers; human service programs and agencies; consumers; social, educational, and health service providers; employer and business representatives; employees and employee representatives; and other affected parties.

[1999 c 385 § 2.]

(6) In 1999-01 the state Legislature gave ACCT a maximum of \$1.5m, but placed a proviso that half of it needed to come from the General Fund. This was the "gentlemen's agreement" that had been made back in 1996. This never happened, so ACCT only was able to have \$750,000 from the Transportation Fund. Most of the funds were used to provide small grants to local communities to establish coordination committees.

In 2001-2003 ACCT received \$880,000 from the Transportation Budget and the DSHS provided the salary for Jeanne Ward (value was \$200,000).

(7) (8) In 2003-05, the Transportation Budget had a revenue reduction, and the ACCT budget was reduced to \$380,000. The DSHS program also withdrew their support of the Administrator's position. To continue to support the program, WSDOT identified additional sources of funding for projects and programs, and staff salaries. In total, the coordination budget for the biennium would be close to \$1.1m.

## ACCT Structure

Three levels of interaction

- ACCT Council  
Policy and Executive members  
Interagency coordination
- Program for Agency Coordinated Transportation  
Program managers and staff  
Identify issues and opportunities for coordination
- Local Coalitions  
Local transit , employers, education, human services, government and other representatives of local organizations.  
Identify local needs, resources, and priorities

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ACCT works to coordinate policy and project development to meet local needs

That means we have agencies and other members involved at all three levels. This has worked to keep special needs transportation on the radar of state agencies and increase the visibility of public transportation at the local level

This year we added two new transportation districts in rural eastern Washington with the help of ACCT staff and Community Transportation Association Northwest technical assistance.

Asotin was able to vote theirs in during the November general election and Columbia County Commissioners voted theirs in a month ago. CTANW wrote up a transportation plan and developed a brochure that was sent to mail in voters in Asotin County. The mail in vote was 60/40 in favor of the district

Paula: the first line is who is part of that group, the second line is what the group does.

## ACCT Members

### Voting members:

- WSDOT
- DSHS
- Governor's office
- Office of the Superintendent of Public Instruction
- Transit Association
- Community Transportation Association
- Pupil Transportation association
- 2 consumer representatives appointed by the Governor

### Non-Voting Members:

- Senate Transportation  
1 Republican  
1 Democrat
- House Transportation  
1 Republican  
1 Democrat
- Senate Ways and Means  
1 Republican  
1 Democrat
- House Appropriations  
1 Republican  
1 Democrat

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The Council has nine voting members:

DSHS, OSPI, WSDOT, Governor's Office, 2 Consumers, WSTA (Transit), WAPT (Pupil Transportation), and CTA-NW or CAC (Community Action Council). 2 public representatives are also on the council.

There are also eight non-voting members from the legislature representing both Democrat and Republican members from House Transportation, House Appropriations, Senate Highways and Transportation, and Senate Ways and Means.

The very fact that the council is legislatively defined and mandated encourages continuity as representatives change.

Legislator involvement has been key in maintaining support and increasing the visibility of special needs transportation.

## **ACCT Program**

***Remove transportation as a barrier to full participation in the Community.***

- Identify barriers to coordinating transportation services
- Focus on results of coordinating and the benefits to the state and the customer
- Increase advocacy for special needs transportation

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During a retreat last year the Council decided to focus on three main areas. They decided that ACCT could be most effective if they worked to:

## Identify Barriers

### Projects that remove barriers to coordination

- Share trip costs between Medicaid and transit to increase service available for transit dependent customers
- Coordinate diverse customers to support increased service in rural communities
- Multi-function school buses mean vehicles can be used in non-school hours and with non-school riders.
- Knowing a service exists is the first step to transportation access.
- Connecting services across districts responds to customer needs.

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BP1 ACCT has funded a cost allocation study in one of the larger Puget Sound Counties. This was to figure out a way to share customers and costs between the Medicaid brokerage and the Transit district.

BP2: WSDOT funded a grant to help move rural children to services in urban areas. The School district is now wanting to participate in this project and reduce the costs they have for moving children in the same communities. We also have two tribes participating in this project.

BP3: Buses for children transported by schools are different than ones used for transit. In Eastern Washington we have a small bus with joint specifications so that it can carry school kids and adults comfortably.

BP4: Statewide Trip Planner: Washington and Oregon are working together to implement a bi-state public Transportation information sharing project. So that travelers can see all their connections and schedules. This project is scheduled for implementation Summer of 2005. We are in the design phase now.

BP5: Sharing information across districts and service areas is the first step to meeting customer needs to travel through and between areas of the state

## Focus on Results

### Create a framework for accountability



- We need to measure performance
  - ACCT members agreed to track cost per ride
    - Total Rides for each agency
    - Total Costs for transportation services
  
- We need to know where we are to know where we are going. This effort included:
  - Transit Agencies
  - Community Transportation providers
  - Schools
  - Medicaid

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BP1: In March of 2004 we met with a sub committee of ACCT to develop a proposal for the whole council.

BP2: The proposal was to use **cost per ride** as the cross cutting measure for both human service and transit agencies. ACCT will be using performance measures to discuss the ACCT member achievements. Performance measurement begins with agreeing on a common language so that in the future we can see the benefits of our coordination efforts across agencies.

The Washington Legislature requested an annual report from WSDOT on the number of rides and costs for the transit agencies in the state. This year we are adding community transportation providers around the state to that report. ACCT will also report out t school transportation and Medicaid cost per trip.

Every other year ACCT reports on the progress the state is making on coordinating special needs transportation. Our report this year is available on the ACCT web site.

Accountability Visibility and Advocacy work together to bring agencies to the table and to provide a greater return on the state investment

## **Increase Advocacy**

### **The Council has a primary role to advocate for special needs transportation**

- ACCT works with agencies and legislators to identify rule and policy changes that remove barriers to sharing customers and services.
- ACCT combines federal and state funding to coordinate and support projects.
  - Requires evidence of coordination and requests information about partnerships in the grant programs.
  - ACCT has worked across state lines to develop travel information system to share passenger transportation information between Washington and Oregon.
- ACCT projects raise the visibility of special needs transportation
  - Biennial Report to the Legislature
  - Local coalitions that include business, transit, education, and social service

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BP1: We have been working with the ACCT and PACT human services representatives, transit agencies and brokerages to clarify “payer of last resort,” and “usual and customary” . We have also been working with FTA to raise the question at the federal level through the Coordinating Council on Access and Mobility (FTA, HHS, DOL, Department of Education.)

BP2: In our last grant solicitation we requested employment transportation related projects. These will be funded with a combination of Federal JARC-Job Access funds and State funds. Coordination partners sign off on projects. We are also looking at ways of using the experience of our Transit agency vanpool programs to mentor programs in rural area.

For example: The new transit district in Columbia County is being mentored by the vanpool program in the Tri Cities (the larger transit district 80 miles away.)

Legislative support is an on going education process. The biennial report is the primary tool we have for getting information to legislators and their staff.

## Results of Coordination

- We test innovative coordination strategies to meet changing demographics and development patterns.
- We lead the statewide improvement of passenger transportation information available to both customers and agencies.
- Transportation projects now include funding from school districts, Indian tribes, and private providers along with our state investment in transit and medical transportation
- Medicaid Transportation is all managed through brokerages providing the lowest cost appropriate ride.

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BP1 Examples: Cost Sharing between transit and Medicaid in Pierce County, Village Vans to provide job training and transportation to low income neighborhoods, community connectors to provide transportation from rural towns to urban centers, extracurricular transportation for students and other community members using transit money to hire school drivers and buses.

BP2: Trip Planner is raising the level of technical literacy across the state and for all agencies providing passenger transportation. It is the state interest to make sure that people can travel between communities and not just around inside them.

BP3: ACCT has created manuals to provide guidance on  
 setting up volunteer driver programs  
 coordinating with school transportation &  
 building local coalitions

The result is that there is more of it happening/ you can access these manuals on the ACCT web site

BP4 Medicaid brokerages have been in Washington for 15years. When they were introduced they reduced the cost of the Medicaid Transportation program by half.

## Innovative Coordination Strategies

- **Mason County School Project**
  - School buses and transit operations provide extra curricular school and community transit in a rural community
- **Pierce County Cost Allocation**
  - Shared costs for shared miles between ADA (paratransit) and Medicaid rides
- **ACCT Web Site for more info:**

**[www.wsdot.wa.gov/acct](http://www.wsdot.wa.gov/acct)**

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BP1: Mason county has become famous for actually using the yellow buses to provide community transportation and to enable rural students to participate in after school activities

BP2: We worked with a consultant and developed a couple of ways to allocate costs to save money for both Medicaid and transit. The proposal is to share the cost of shared miles. Medicaid clients and ADA transit clients will be able to use the same vehicles without transit covering 95% of the cost of the ride.

BP3: If you want more information about the results of these projects or how to implement them in your state you can find information on the ACCT web site.

## Enhance Information Sharing

### WA-OR Bi-State Trip Planner

- Inter-governmental agreement between Washington and Oregon to share transit and intercity rail and bus information
- Interdependent databases, each state will manage the information for the services in their own state.
- Shared project management and review
- Start up is scheduled for Fall 2005

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Washington and Oregon are working together to develop internet access to multimodal public transportation information.

BP1 Washington and Oregon signed an intergovernmental agreement to share the costs of development for the Bi-State Trip Planner.

BP2 The structure of the project is to create two interdependent databases where the information will be shared between states. Advances in speed and data sharing make this project structure more workable than a single database with all both state's information in both places.

BP3 The project manager for the project is Oregon. Oregon has contracted with the consultant to design and develop the first release of the Trip Planner. This will provide schedules and connection information for rail, intercity bus, local transit, demand responsive services including taxis and shuttles. Washington works closely with Oregon to provide specifications for design and implementation. Washington and the providers in Washington participate on the technical advisory committee.

BP4 Each state has a separate Steering committee and Management committee, however the project teams from within each agency meet weekly and with each other by phone and work to keep the project activities closely aligned between the states.

The screenshot shows the Washington State Department of Transportation website. At the top, there is a navigation bar with links for News, Search, Contact WSDOT, and WSDOT Home. Below this is a menu with categories: TRAFFIC & ROADS, PROJECTS, BUSINESS, ENVIRONMENTAL, and MAPS & DATA. On the left side, there is a 'TRAVEL OPTIONS' section with a list of links: Travel Options Home, Find Travel Options, Find a Transportation Provider, Find Routes & Schedules, and Find a Stop. A yellow box on the left contains the text 'WA/ OR Trip Planner Partnership'. The main content area displays a search result for transportation providers within a certain distance of an address. The results are organized into sections: CHERRIOTS SALEM KEIZER TRANSIT (with sub-sections for Route 15 Laurel Springs and Route 8 Liberty Road), AMTRAK (with sub-section for Coast Starlight), and GREYHOUND (with sub-sections for Route 1424 and Route 1644). Below these is a section for 'Additional transportation providers that serve <city or county name>', which is further divided into 'Fixed Route Providers' (listing HUT AIRPORT LIMOUSINE, SOUTH AREA METRO RAPID TRANSIT (SMART), and VALLEY RETRIEVER) and 'Demand Responsive Providers / Dial-a-Ride, Taxis' (listing CHERRY CITY TAXI). Each provider entry includes a phone number. At the bottom of the page, there is a copyright notice for ODOT © 2005, the text 'United We Ride Mobility Summit March 7, 2005' and 'Paula Hammond, WSDOT', and the page number '19'.

This a a picture of the results that the Trip Planner project will provide.

Provider contact information and schedules based on the actual location of the trip origin and destination. This will include maps so that if you are transferring between providers you will be able to see the relationships of the stops to each other.

WA and OR will each manage the information within their own state. When a customer requests information that goes between states the application will retrieve that information from the other state’s database.

## Coordination Works

### Making coordination part of your transportation system

- Washington Transportation Plan
  - Transportation Access is an issue area
- Agency Policies
  - Statements supporting coordination mean results
  - Increasing program participation means more transportation
- Regional and local transportation plans
  - Identify and evaluate opportunities consistently
  - Work with existing efforts to carry the issue

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BP1 Coordination is not free and it is not natural. If it was we wouldn't be here. I am meeting with the group in session for later today to talk about the costs of what we are doing in Washington.

We believe coordination is providing our agency benefits and have worked to see beyond infrastructure to the people using our transportation system. The WTP is in the process of being updated and WSDOT has identified coordination as an important area for agency support. We have taken an initial presentation to our transportation commission and it started a discussion about the state role and WSDOT responsibilities for access to employment as well as social, medical and educational services.

BP2 ACCT council and its member agencies are working to make policies supporting coordination activities mean something. This happens through council meetings where people actually talk about issues, implementing projects that require flexibility, and change in the status quo. And through the performance measure development process ACCT hopes to provide the information agencies and the public want to understand the value coordinated transportation brings to the community and increase opportunities for implementing successful strategies statewide.

BP3 ISTEA brought a sea change in our planning environment. The ripples are still being felt. We see an opportunity to work with the requirements for planning to encourage consistent evaluation of existing services and service needs in local/city and regional/county planning efforts.

Our future is in seeing and building a transportation system that is more than the sum of its parts

We see coordination as a way to build the flexibility and responsiveness into our system that we are going to need as we face the challenges of growing communities, diminishing funding and an aging population.