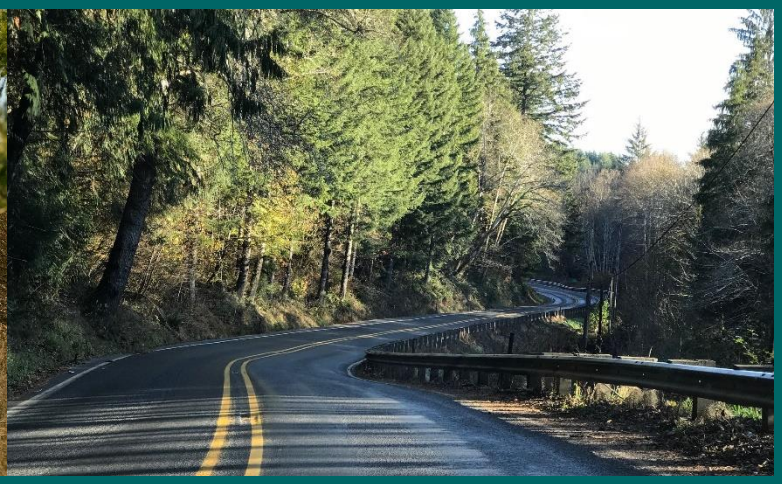




Peninsula RTPO
2022 Human Services Transportation Plan

A Coordinated Public Transit - Human Services Transportation Plan for the Peninsula Region

Adopted
October 21, 2022

PENINSULA RTPO

Peninsula Regional Transportation Planning Organization

Serving the Communities of the Clallam-Jefferson-Kitsap-Mason County Region

2022 PRTPO Members

Clallam County
Jefferson County
Kitsap County
Mason County

Clallam Transit
Jefferson Transit
Kitsap Transit
Mason Transit

WSDOT Olympic Region

City of Bainbridge Island
City of Bremerton
City of Forks
City of Port Angeles
City of Port Orchard
City of Port Townsend
City of Poulsbo
City of Sequim
City of Shelton

Jamestown S'Klallam Tribe
Lower Elwha Klallam Tribe
Makah Tribe
Skokomish Tribe
Squaxin Island Tribe

Port of Allyn
Port of Bremerton
Port of Port Angeles
Port of Shelton

Bek Ashby, Chair
City of Port Orchard

Randy Neatherlin, Vice Chair
Mason County

Lindsey Schromen-Wawrin, Secretary
City of Port Angeles

PRTPO is grateful for the transit, tribal transit, non-profit, and for-profit service providers who contributed the important perspectives that make this a plan for the Peninsula region and the populations they serve.

For more information on the PRTPO Human Services Transportation Plan and other regionally coordinated planning activities, visit PRTPO's website at www.PRTPO.org or contact Thera Black, PRTPO Coordinator, by email at TheraB@PeninsulaRTPO.org

Title VI Notice to Public

It is the Peninsula Regional Transportation Planning Organization's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with PRTPO's Office of Equal Opportunity. For Title VI complaints and additional information, please contact the PRTPO Title VI Coordinator at (360) 824-4919 or by email at edwardc@kitsaptransit.com.

Americans with Disabilities Act

Peninsula RTPO will ensure that no qualified disabled individual shall, solely due to his or her disability, be excluded from the participation in, be denied the benefits or, or be subjected to discrimination under any of its programs, services, or activities as provided by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA). If you need this plan in a different format, please contact the PRTPO Coordinator at (360) 824-4919 or via email at edwardc@kitsaptransit.com.

PENINSULA RTPO

PRTPO.org

Peninsula RTPO

2022 Human Services Transportation Plan

Prepared for:

Peninsula Regional Transportation Planning Organization
60 Washington Avenue, Suite 200
Bremerton, WA 98337

Prepared by:
LSC Transportation Consultants, Inc

October 21, 2022

PENINSULA REGIONAL TRANSPORTATION PLANNING ORGANIZATION

RESOLUTION 03-2022

Approving PRTPO's 2022 Human Services Transportation Plan

Recitals

WHEREAS, the Peninsula Regional Transportation Planning Organization (PRTPO) is the designated Regional Transportation Planning Organization (RTPO) for the Peninsula region and is in good standing with the Washington State Department of Transportation (WSDOT) in its agreements and certifications; and

WHEREAS, PRTPO is responsible for maintaining and periodically updating a Human Services Transportation Plan (HSTP) that identifies strategies to meet the mobility needs of people who do not drive due to age, disability, or income; and

WHEREAS, PRTPO was offered a federal grant from WSDOT to update the 2019 HSTP, and which PRTPO assigned to Kitsap Transit, the Lead Planning Agency, to execute and administer for this purpose; and

WHEREAS, PRPTO conducted an update of the HSTP with input from public transportation, tribal, non-profit, and for-profit service providers; and

WHEREAS, PRTPO obtained input from the community in updating the HSTP and in its final review; and

WHEREAS, PRTPO has determined that the strategies identified in the 2022 HSTP includes are appropriate for supporting the mobility needs of vulnerable residents in the region who are unable to drive and merit funding through grants or other opportunities.

NOW, THEREFORE, BE IT RESOLVED BY THE EXECUTIVE BOARD OF THE PENINSULA REGIONAL TRANSPORTATION PLANNING ORGANIZATION:

THAT the Peninsula RTPO 2022 Human Services Transportation Plan be approved with the understanding that it will be amended periodically to include the projects PRTPO prioritizes and recommends to WSDOT for Consolidated Grants funding.

APPROVED, this 21st day of October 2022.

ATTEST:

Bek Ashby, Chair

ATTEST:

Lindsey Schromen-Wawrin, Secretary

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Chapter 1
INTRODUCTION

PLAN PURPOSE

Peninsula Regional Transportation Planning Organization (PRTPO) is responsible for maintaining a Human Services Transportation Plan (HSTP). This document is an update to the existing 2019 HSTP. This update is an opportunity to identify existing unmet transportation needs for those who cannot drive and a range of strategies for meeting those needs over the next several years.

The HSTP must meet minimum requirements of the Federal Transit Administration (FTA) and the Washington State Department of Transportation (WSDOT). It must consider the special mobility needs of people aged 65 and older, of people with disabilities, and of people in poverty. It must include an inventory of existing transportation services, unmet transportation needs, and strategies that can address those unmet needs in a region such as this.

This update is also an important opportunity to foster collaboration and coordination among the region's transportation service providers, other regional stakeholders, and the general public. This HSTP will be used in the evaluation and prioritization of future proposals for Consolidated Grants funding from WSDOT to ensure those grants support regionally identified priorities.

PRTPO BACKGROUND

As the state-designated Regional Transportation Planning Organization (RTPO) for the Peninsula region, PRTPO serves as the collaborative intergovernmental entity of the four-county region. PRTPO is responsible for on-going coordinated transportation planning, identifying long-range challenges within the region and working to achieve agreed upon objectives that support mobility for people and goods.

PRTPO was formed in 1990 under the administration of WSDOT Olympic Region. In 2019, PRTPO evolved into an independent agency with its own leadership and organizational structure. PRTPO has 27 members representing four counties, nine cities, four transit agencies and four port districts, five Indian tribes, and WSDOT Olympic Region. This is PRTPO's first HSTP as an independent planning organization.

HSTP BACKGROUND

The Human Services Transportation Plan focuses on the transportation needs of individuals who are unable to transport themselves or to purchase or otherwise obtain transit or transportation services. It considers not only public transit agencies but also other providers that offer transportation services connecting people with human services and programs throughout the region.

Human services in this context encompass an interdisciplinary set of social assistance programs including everything from healthcare and counseling services to food and shelter offered through government and nonprofit agencies. These programs contribute to the welfare and quality of life of

communities, delivering a broad range of aid and support to individuals and their families. The Federal Department of Health and Human Services (HHS) administers more than 100 programs across its operating divisions. Services are targeted to individuals and families, and may be provided by public, tribal, nonprofit, or private providers.

Human services transportation refers to a broad range of mobility and access services designed to connect people who have special mobility needs with the human services available to them. Transportation services may be provided directly by public, tribal, nonprofit, and/or private providers, or may be supported through education, coordination, financial subsidies, or other means. The HSTP is about these transportation services that connect people with the programs available to them.

The HSTP takes stock of services that are available from existing providers, gaps in service and mobility barriers, and strategies that can meet the human services transportation needs of residents across the Peninsula region.

PLAN APPROACH

This is a periodic update of the regional HSTP, which last underwent a major update in 2019 with a minor amendment in 2021. It builds on that previous plan, providing an updated summary of existing conditions that include current demographic and community characteristics, an inventory of transportation providers, the services they offer and the geographies they serve, a reassessment of specialized transportation needs, and regional mobility strategies.

The PRTPO Executive Board developed the Public Participation Plan, provided input on human service and transportation providers, and confirmed baseline needs and mobility barriers. In June Board members reviewed draft strategies for inclusion in the HSTP. The Board recognized these as suitable measures to address special mobility needs across the region. Funding that supports these priority strategies will improve access and mobility for the region's most vulnerable residents.

The Executive Board approved the draft plan for public review and released it for comment from September 7 – September 28 with final approval in October 2022. At that time the 2022 HSTP will be used to evaluate grant proposals for the WSDOT Consolidated Grants process until it is updated in four years. Project funding recommendations will be amended into the appendix of this HSTP.

STAKEHOLDER AND PUBLIC PARTICIPATION

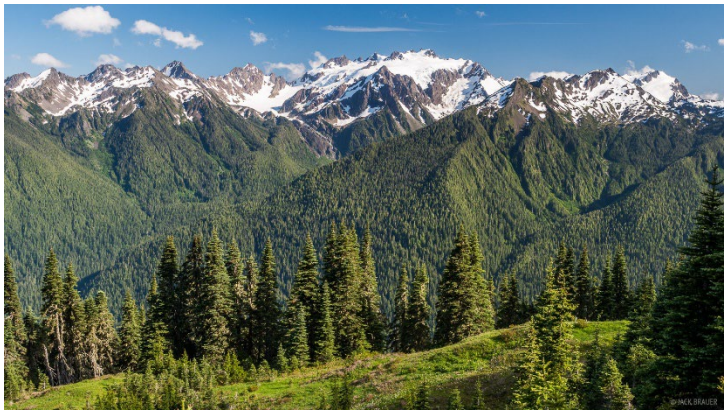
Involvement of the local community is important for the HSTP update. Transportation providers and representatives from human services agencies participated in a stakeholder meeting in April 2022. Participants identified mobility needs for the region which are included in the assessment of unmet transportation needs and gaps. These and other transportation providers contributed information to update the inventory of regional transportation resources.

A community questionnaire was distributed by human services agencies and transportation providers to get information from their clients about unmet transportation needs and improvements to transportation services. PRTPO recognizes service providers as trusted liaisons who work with the many different communities targeted by this HSTP and the best conduit for getting information to and from people who use these services.

Chapter 2

PENINSULA REGION CHARACTERISTICS

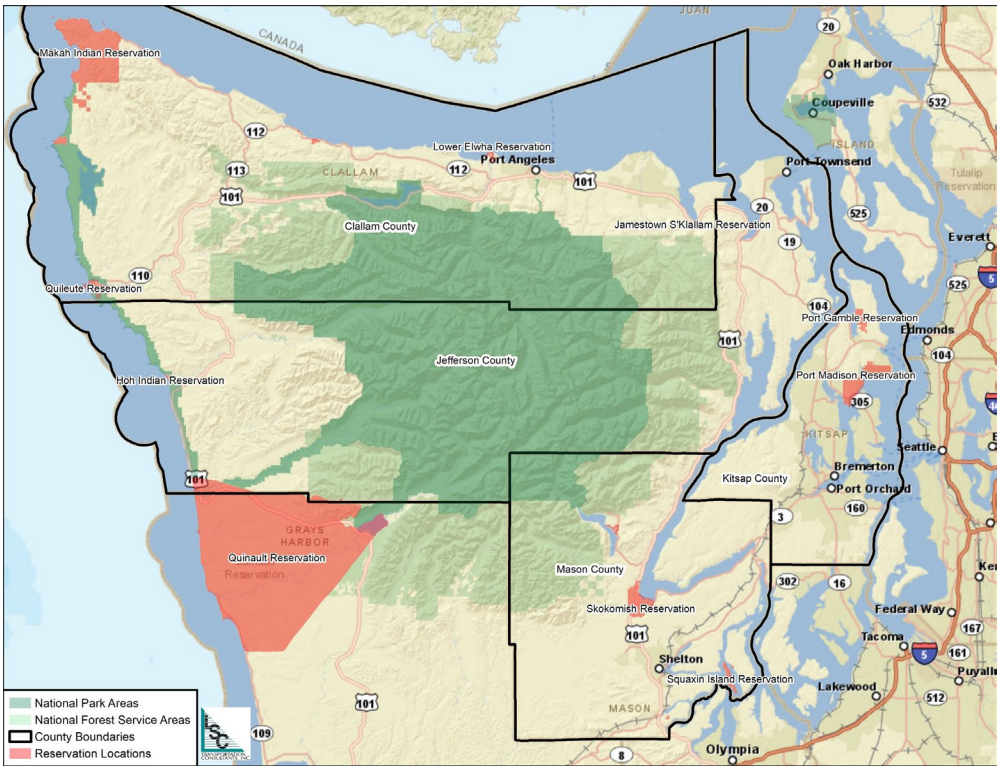
INTRODUCTION



Photograph by Jack Brauer

The PRTPO region encompasses four counties on the Olympic and Kitsap Peninsulas: Clallam, Jefferson, Kitsap, and Mason. Spanning nearly 6,500 square miles, the area includes a diverse landscape of temperate rainforests, the Olympic Mountain range, coastal communities, agricultural areas, and suburban centers. It includes tribal lands, military bases, small ports, an international marine terminal, and vast public land holdings. The region is home to the Olympic National Park and the Olympic National Forest. The Olympic Mountains are a dominant presence in the region as is the Salish Sea. The rain shadow afforded by the Olympics make the north end of the Olympic Peninsula an attractive destination for retirees from across the nation. The region's physical landscape, its aging population, tribal lands, and dispersed development are just some of the attributes contributing to the dynamics of travel in the Peninsula region.

Figure 1: Peninsula Region



DEMOGRAPHIC CHARACTERISTICS

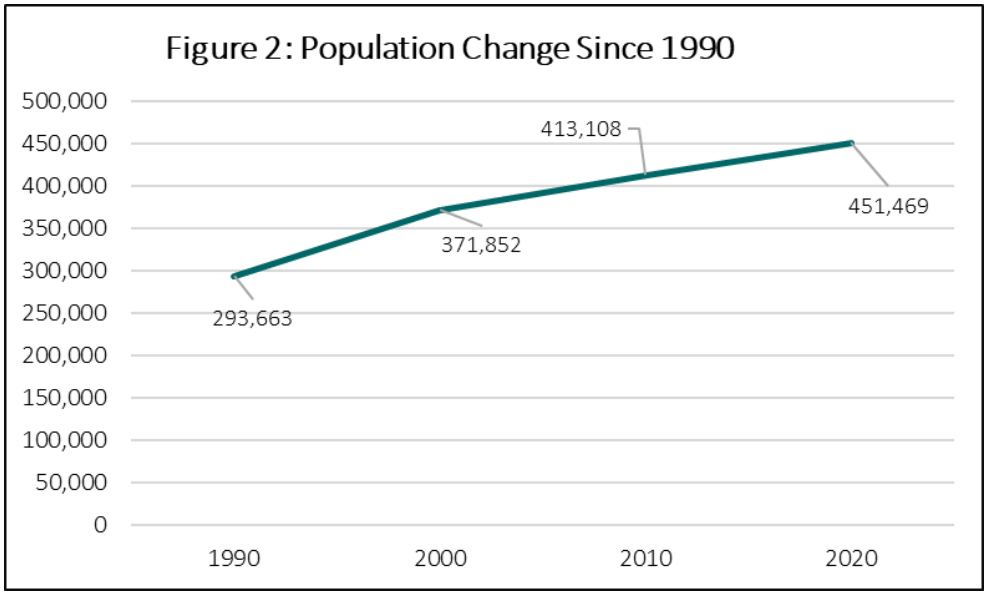
This HSTP is particularly focused on the needs of three population groups, often with overlapping members. This includes seniors over 65, many of whom quit driving as they age, people with disabilities, and people with low income. This section summarizes demographic highlights of these groups.

Like other rural regions throughout the United States, the number of older adults aging in place will continue to rise over the next 10-20 years. This is likely to be pronounced in the Peninsula region, especially on the north end of the Olympic Peninsula where a rain shadow created by the Olympics results in a temperate, dry and sunny environment that is particularly favored by retirees. This is expected to add to the growing need for specialized transportation services for older residents in this rural region.

The population demographic information presented below was analyzed by census tract and block group and so do not necessarily correspond to city or urban growth area boundaries. It is a snapshot that can contribute to a more complete picture of transportation need over time as the region's population changes.

Demographics

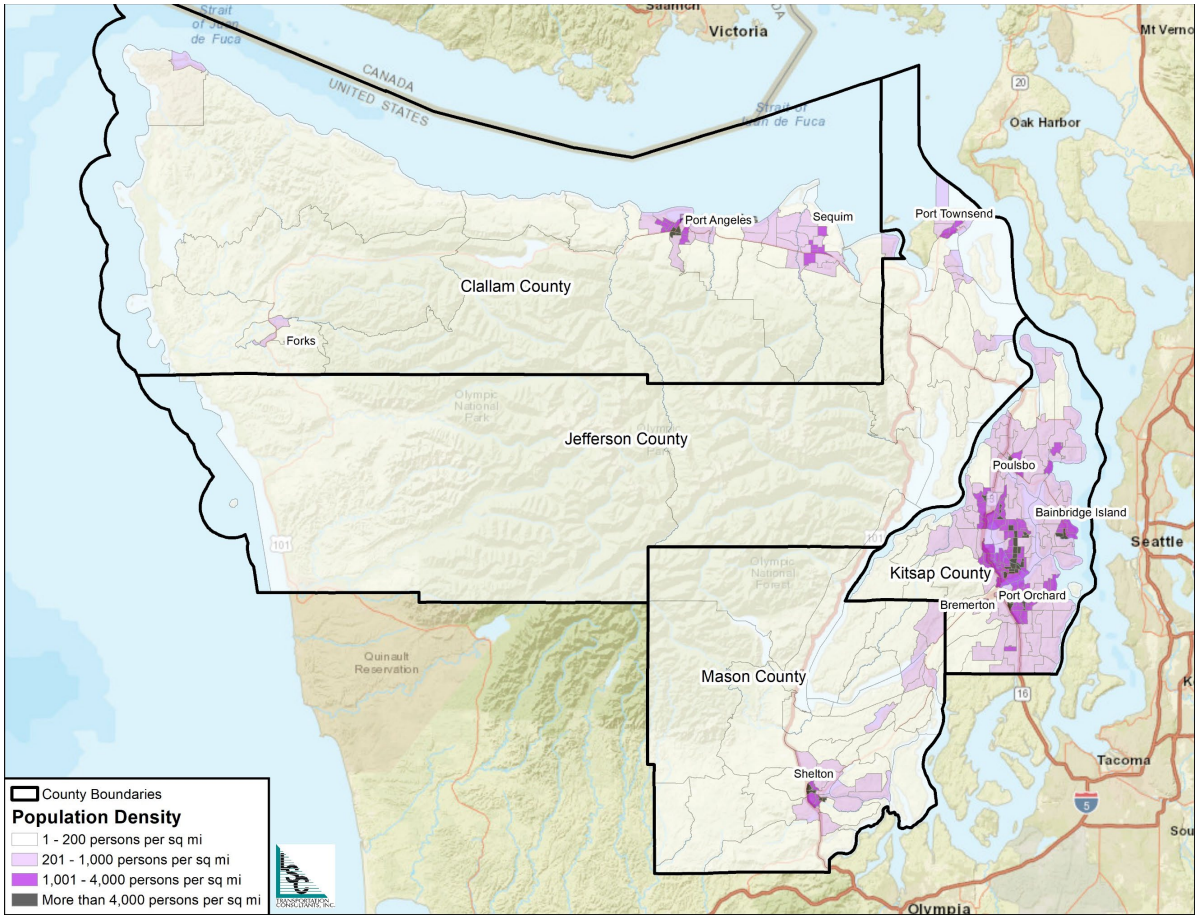
Unless noted otherwise, all data listed in this chapter are from the 2016-2020 U.S. Census American Community Survey (2020 ACS) five-year estimates. According to the 2020 ACS, the total population of the region was 442,578. Figure 2 shows the population change of the region since 1990 in ten-year increments. The growth rate for this last decade was 1.2 percent, which was the same as the population growth rate for the State of Washington within the same period.



Population Density

Population density illustrates the dispersal of residents across this highly rural region. As a rule, transit is generally more successful in areas where people live closer together – where the population density is higher – as well as places with concentrations of activity. That is why there is generally much better transit service within cities or on main routes connecting cities than in outlying areas. Low density, dispersed rural populations cannot be easily served with transit and so often must rely on other transportation services to support mobility needs when driving is not an option.

Figure 3: Population Density



As shown in Figure 3, population is centered around the cities of Forks, Port Angeles and Sequim in Clallam County, Port Townsend in Jefferson County, the towns of Bainbridge Island, Bremerton, Port Orchard, and Poulsbo in Kitsap County, and Shelton in Mason County. Most of the land in Clallam, Jefferson, and Mason counties is part of Olympic National Park or Olympic National Forest, further dispersing residents around the eastern and western periphery of the Olympic Peninsula.

Targeted Population Characteristics

The HSTP must consider the special mobility needs of three specific groups of people: seniors over 65, some of whom will give up driving as they age; people with disabilities that inhibit independent

mobility; and people with low income who cannot afford to own or operate a vehicle, which is typically the biggest household expense after rent or mortgage.

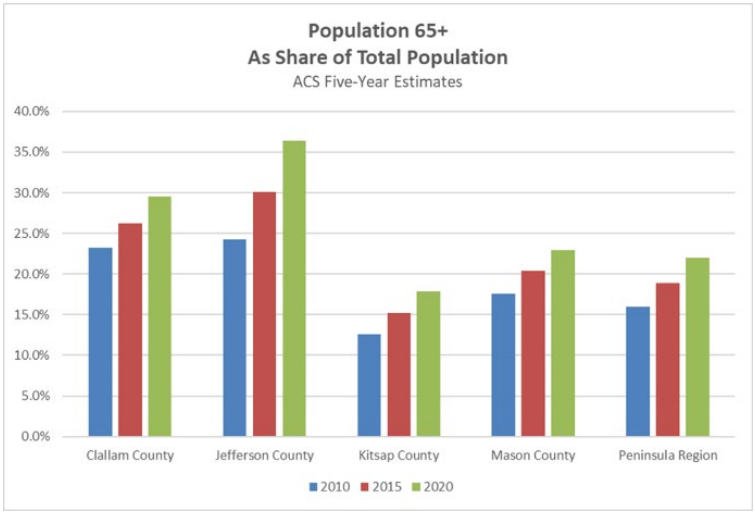
Table 1 summarizes key population characteristics in the Peninsula Region of concern to this HSTP. Though there are some variations, Figures 4 through 9 show that people with select characteristics that often warrant specialized transportation services tend to be concentrated in the region's cities.

Table 1: Estimated Population Characteristics in the Peninsula Region

		Clallam County	Jefferson County	Kitsap County	Mason County	Region Total
Area (sq mi)		2668.7	2187.9	565.7	1051.3	6,474
Population		76,482	31,825	268,945	65,326	442,578
Households		33,197	15,051	105,758	25,242	179,248
Seniors (65-74 years)	Total	12,693	6,995	29,075	9,059	57,822
	Percentage	17%	22%	11%	14%	13%
Seniors (75 years and older)	Total	9,022	4,043	17,069	5,324	35,458
	Percentage	12%	13%	6%	8%	8%
Persons with Disabilities	Total	14,748	5,623	34,645	11,910	66,926
	Percentage	19%	18%	13%	18%	15%
Low-Income Population	Total	10,115	4,226	21,312	8,339	43,992
	Percentage	13%	13%	8%	13%	10%
Zero-Vehicle Households	Total	2,286	647	4,979	944	8,856
	Percentage	7%	4%	5%	4%	5%
Veterans	Total	8,820	3,896	32,540	7,781	53,037
	Percentage	12%	12%	12%	12%	12%
American Indian and Alaska Native Population	Total	5,430	1,267	8,636	3,692	19,025
	Percentage	7%	4%	3%	6%	4%

Source: US Census Bureau, American Community Survey 2020, LSC 2022

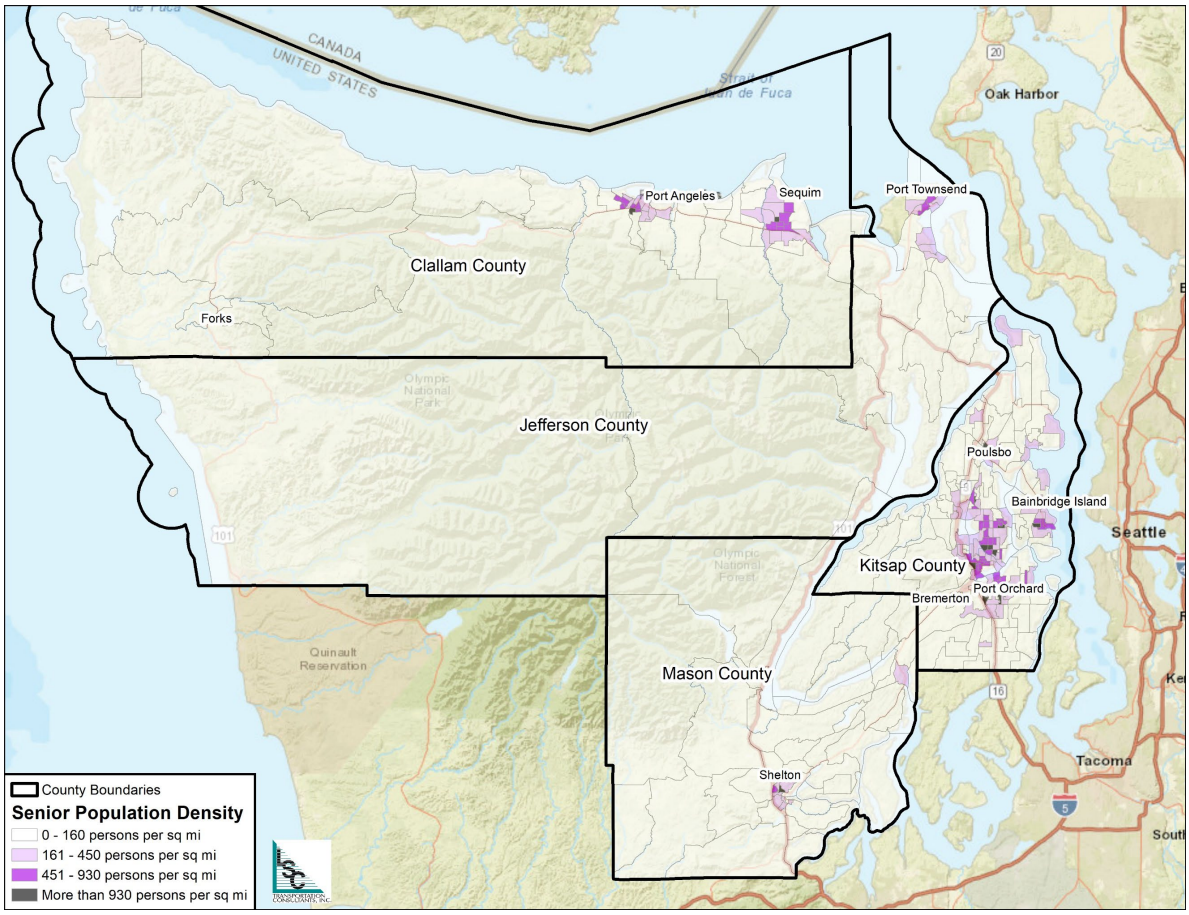
Senior Population



The senior population is defined by the U.S. Census Bureau as people 65 years of age or older. Approximately 13 percent of the total population in the region is between the ages of 65 to 74, and 8 percent are 75 years and older (Table 1). The highest percentage of 65 to 74-year-olds is in Jefferson County (22 percent) as is the highest percentage of people who are 75 years and older (13 percent). This chart shows the pronounced growth of seniors in all four counties over the last decade, but especially in Clallam and Jefferson Counties. Certainly not everyone 65 or older has special mobility needs but as a larger share of that population segment gets to be 75 or older, it should be expected that demand for more specialized

transportation services will increase. Figure 4 shows the population density of seniors throughout the region.

Figure 4: Population Density of Seniors



Population of Persons with Disabilities

Approximately 15 percent of the population in the region has some type of disability as shown in Table 1, with the highest percentage in Clallam County (19 percent) and the lowest in Kitsap County (13 percent). Table 2 shows a detailed breakdown of disabilities by type in the region. Of those with one or more disabilities, ambulatory disabilities are the most common type of disability. Of those people with one or more disabilities, 95 percent have an ambulatory disability that makes it hard to walk while 90 percent have a hearing disability.

Figure 5: Population Density of Persons with Disabilities

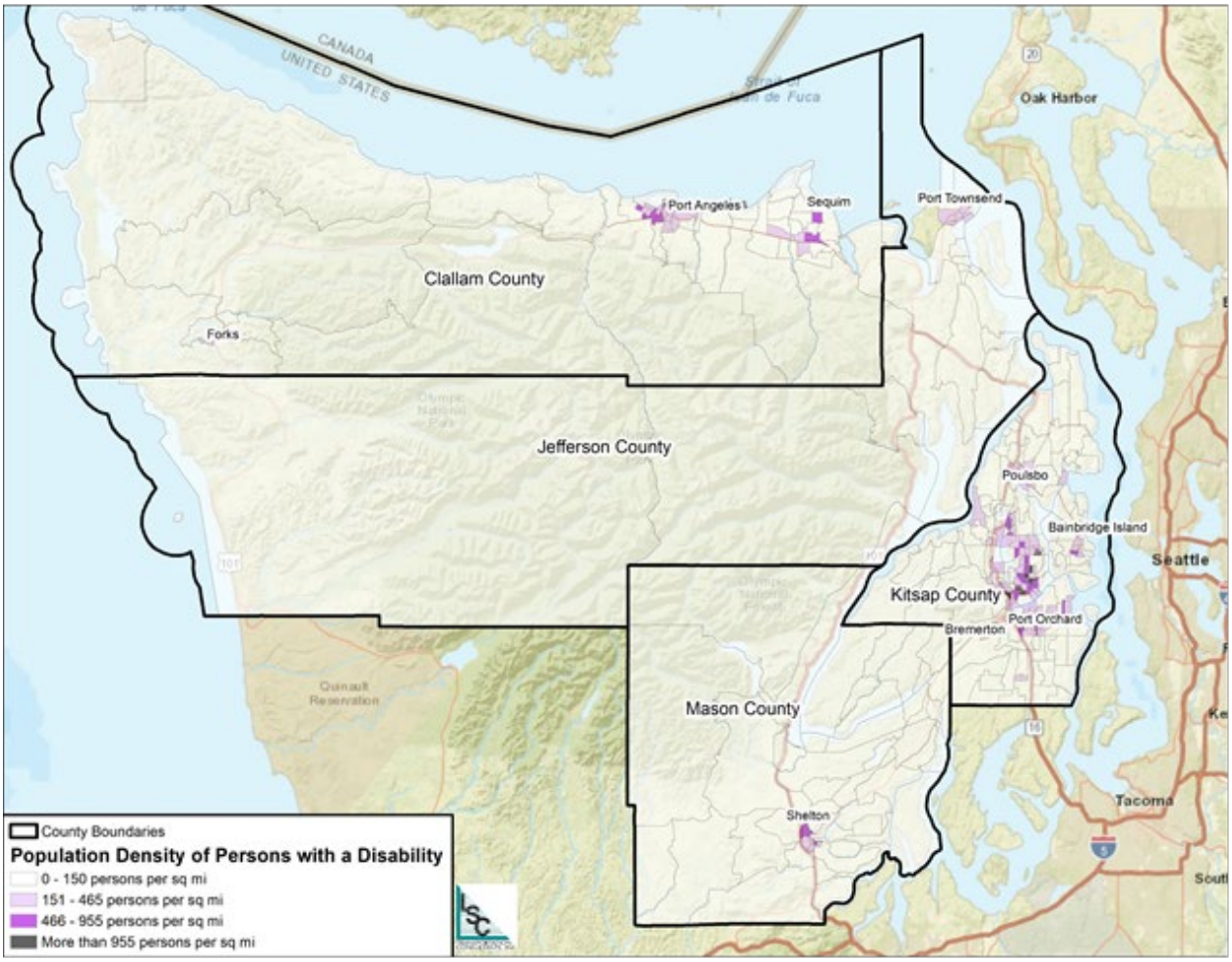


Table 2: Detailed Disability Characteristics in the Peninsula Region

	Clallam County	Jefferson County	Kitsap County	Mason County	Region Total	Region Percent
Independent Living	4,959	1,617	11,370	4,144	22,090	33%
Self-Care	7,056	2,301	24,643	6,668	40,668	61%
Ambulatory	11,807	4,279	36,985	10,803	63,874	95%
Cognitive	9,618	3,048	30,037	7,877	50,580	76%
Vision	7,703	2,558	30,181	7,645	48,087	72%
Hearing	11,304	3,977	35,567	9,224	60,072	90%

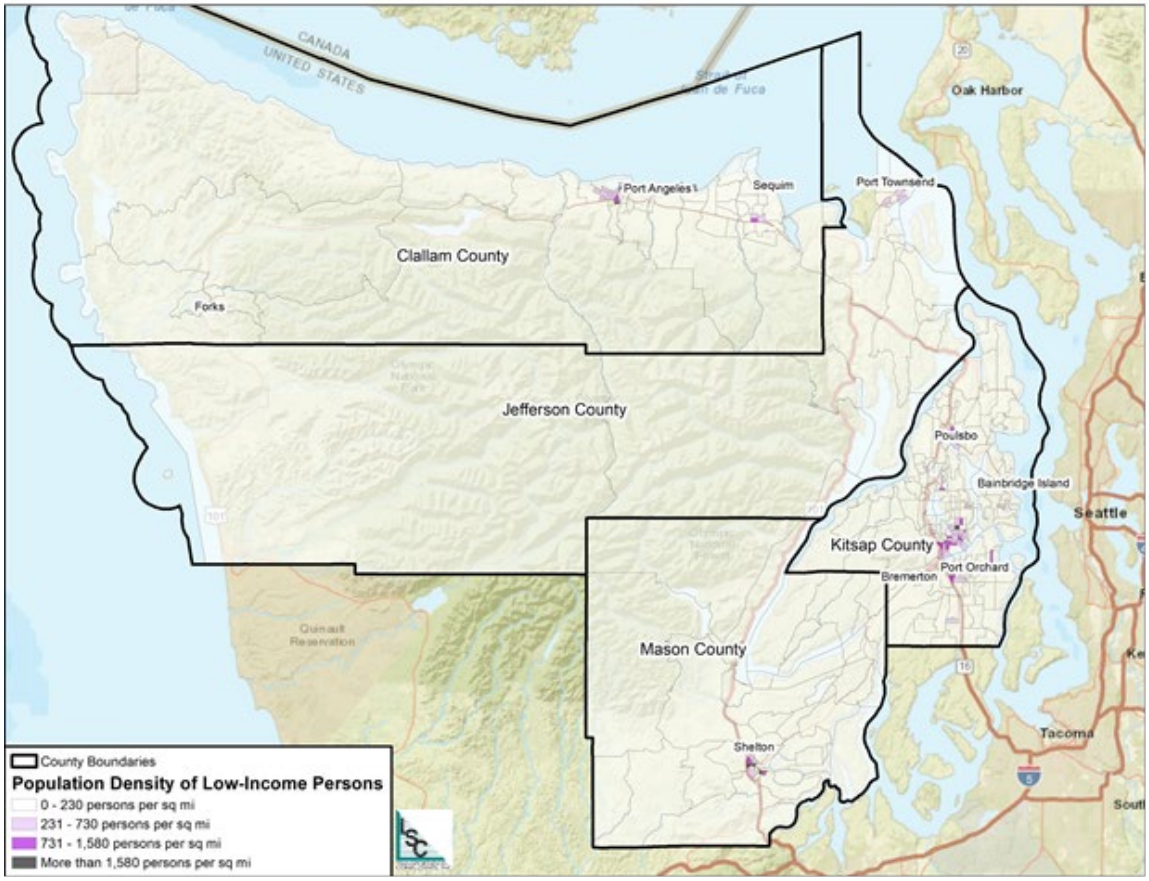
Source: US Census Bureau, American Community Survey 2020, LSC 2022

Note: Total Persons with One or More Disability - 66,926 persons

Low-Income Population

Those considered to be "low-income" includes people who have been living below the poverty line for the last 12 months based on the Census Bureau's poverty threshold. The Census compares total family income in the last 12 months with the poverty threshold appropriate for the family size and household composition. Approximately 10 percent of the population of the region is considered low-income and resides in households below the poverty threshold. It is highest in Clallam, Jefferson, and Mason counties, where approximately 13 percent of the total population lives under the low-income threshold.

Figure 6: Population Density of Low-Income Persons



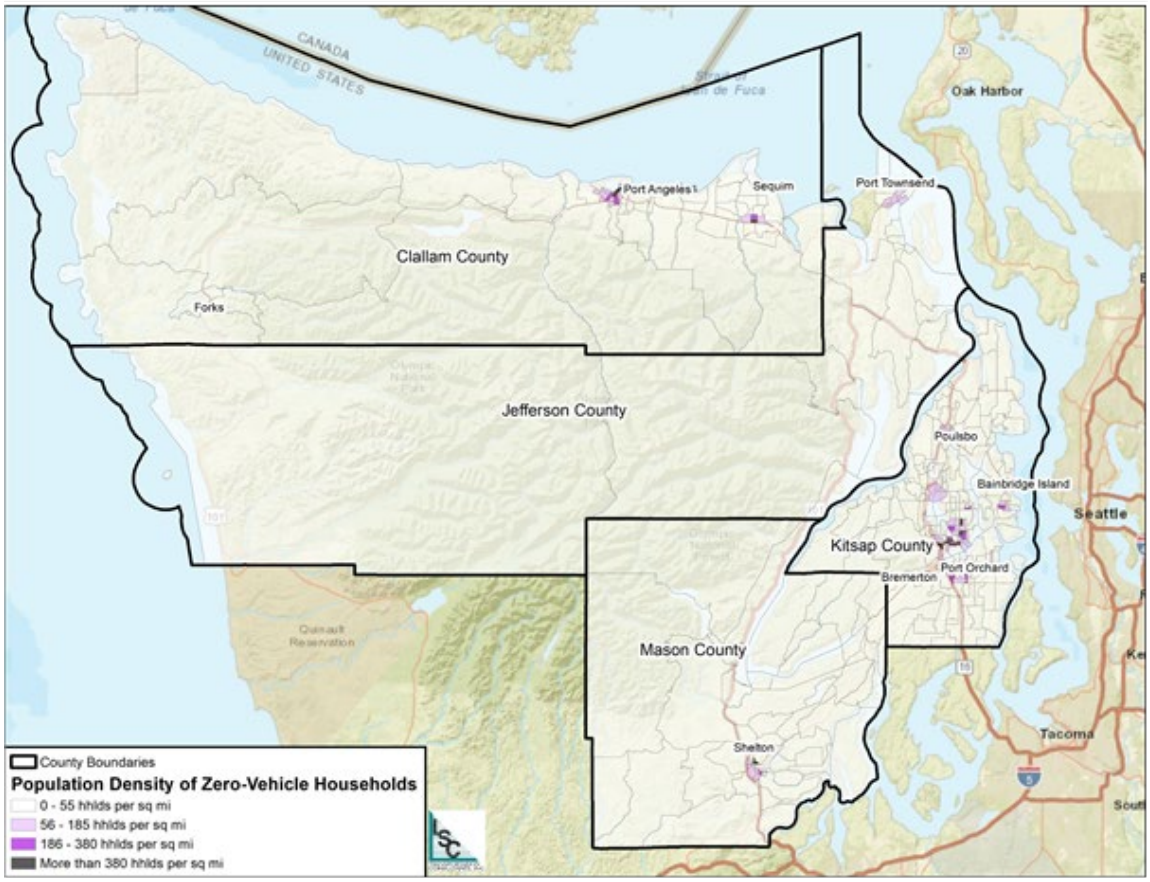
Zero-Vehicle Households

Individuals residing in zero-vehicle households generally need transportation services as they do not have access to a private vehicle. Though this is not a target population group for the HSTP and includes many people who do fall into one of the three targeted groups, research shows the best indicator of the need for transportation services is the lack of personal transportation.

The number of zero-vehicle households and the population living in zero-vehicle households give a good indication of the magnitude of need for transportation services for whatever reason. Approximately five percent of households in the region have no vehicle available for use with the highest percentage of households in Clallam County (seven percent). The density distribution of zero-

vehicle households for the region is shown in Figure 7. The ranges for the density of zero-vehicle households are quite low due to the relatively small number of zero-vehicle households dispersed across the region. As with other demographic characteristics highlighted in this HSTP, zero-vehicle households are concentrated in cities where alternatives to driving are most likely to be found.

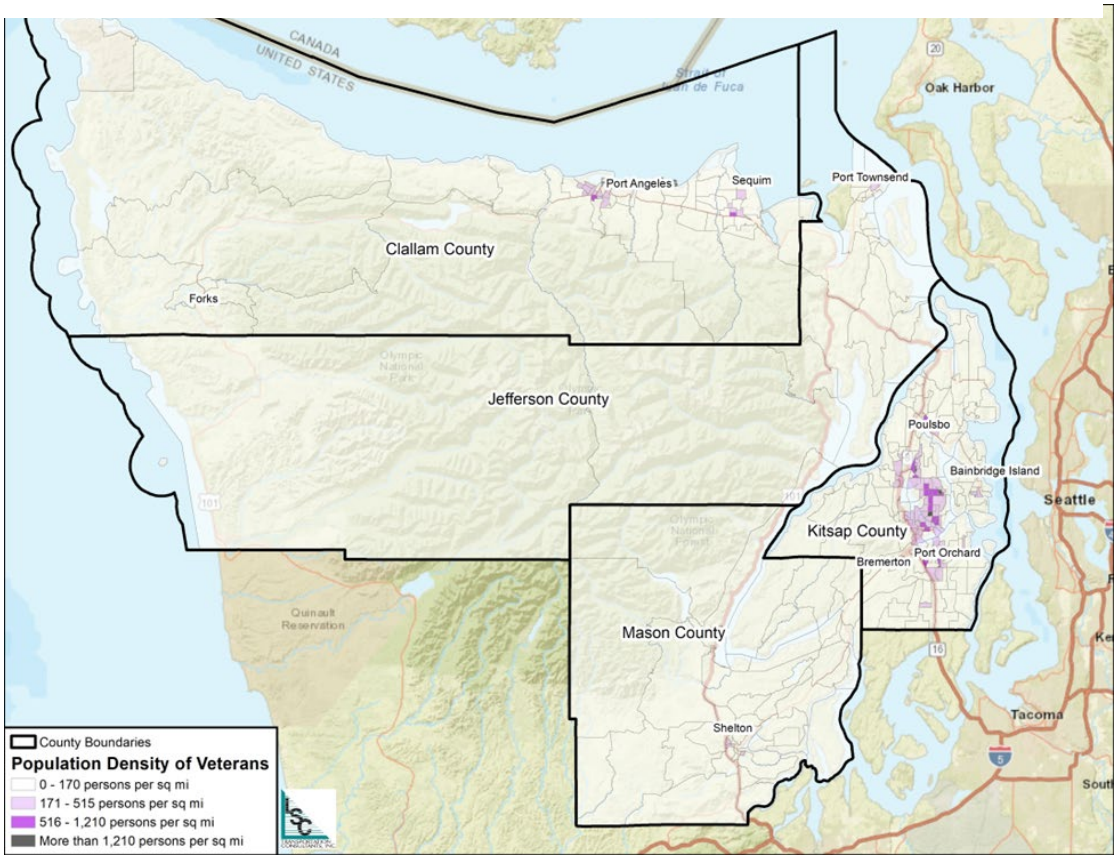
Figure 7: Population Density of Zero-Vehicle Households



Veterans

The population distribution of veterans in the region is shown in Figure 8. Veterans make up twelve percent of the population of each of the four counties. Detailed demographic characteristics for veterans are not available for small geographic areas like that available for Census data. Approximately 54 percent of veterans living in rural Washington State are seniors and about 23 percent have a service-connected disability. Note that a service-connected disability does not necessarily mean an individual has need for specialized transportation services.

Figure 8: Population Density of Veterans



American Indian and Alaska Native Population

The population density of persons identified as American Indian or Alaska Native (AIAN) for the region is shown in Figure 9. Approximately four percent (19,025 individuals) of the population is AIAN alone or combined with another race. Table 3 shows select population characteristics for the region's tribal communities using the 2015 ACS data (most recently available year for tribal populations). In addition to the information shown in Table 3 for reservation areas and trust lands, many Native Americans live outside tribal land boundaries and are not included in these numbers. For this reason, the Jamestown S'Klallam Tribe is not included in our table. Most programs for Native Americans are located on designated reservation or trust lands. Many people eligible for these programs live in other locations and need transportation services to reach the facilities.

Figure 9: Population Density of American Indian or Alaska Native Persons

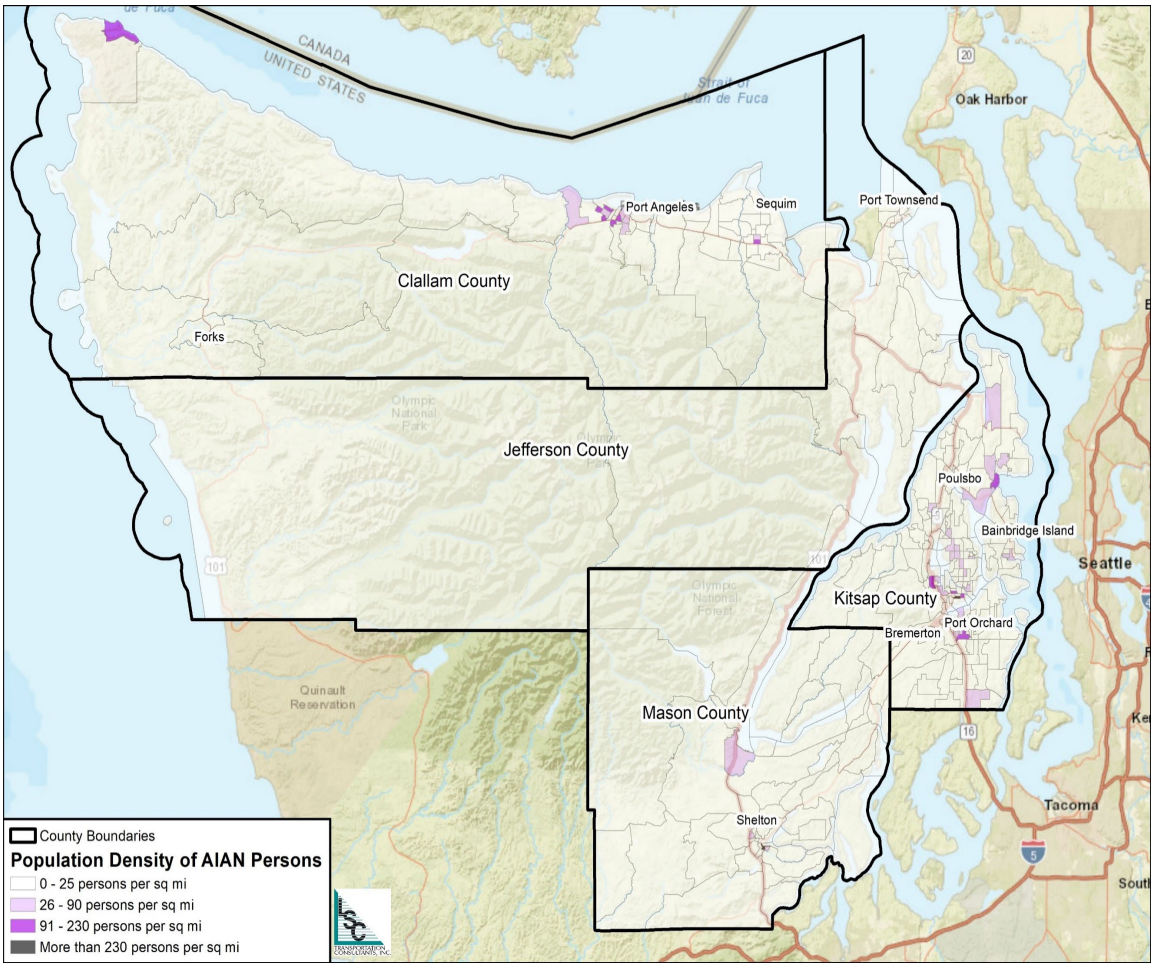


Table 3: Tribal Population Characteristics in the Region

	Seniors		With a	Low-
	65-74 years	75+ years	Disability	Income
Hoh Tribe	4	0	20	44
Lower Elwha Tribe	11	16	93	223
Makah Tribe	70	22	259	261
Port Gamble S'Klallam Tribe	15	20	65	121
Suquamish Tribe	46	13	107	135
Quileute Tribe	6	2	61	106
Quinault Tribe	72	43	166	389
Skokomish Tribe	16	13	89	172
Squaxin Island Tribe	14	3	47	73

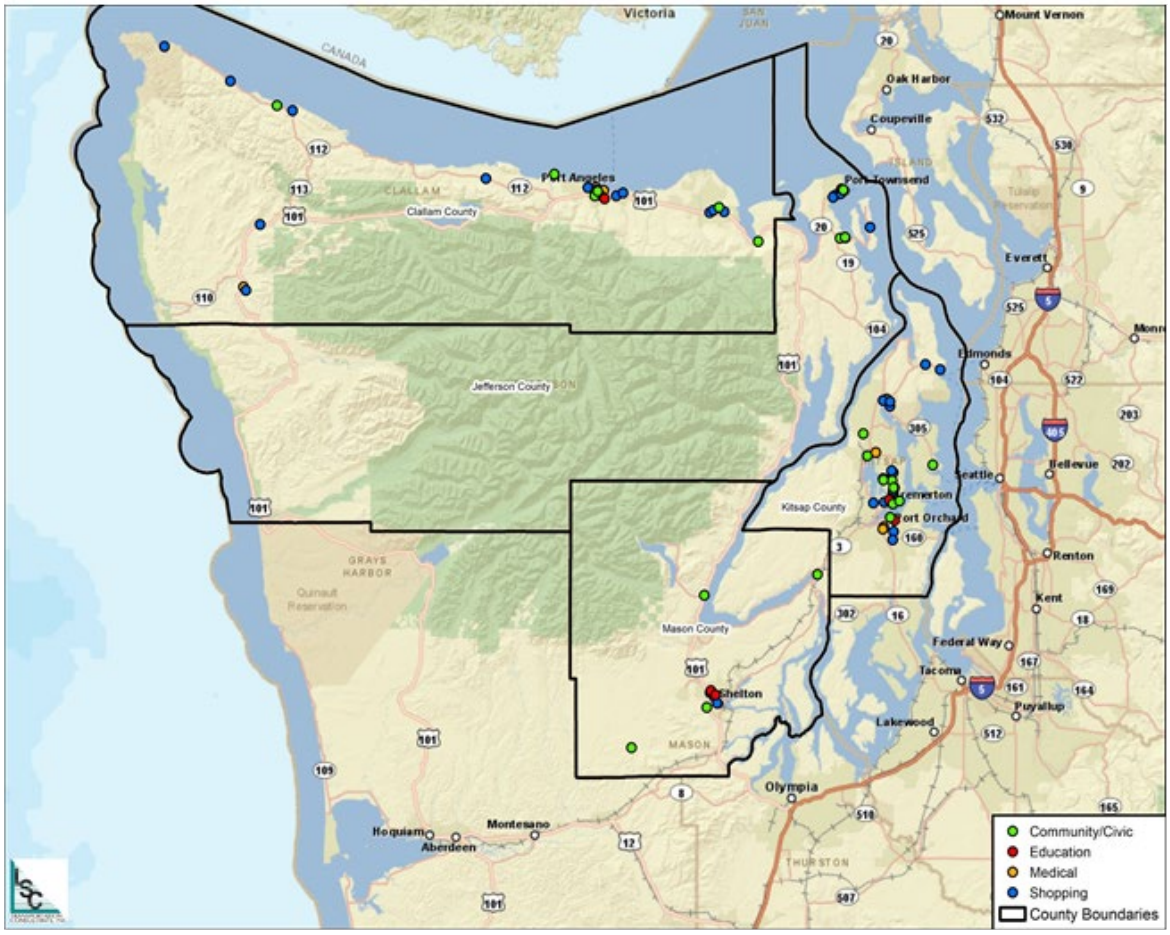
Note: Table represents census data reflective of tribal populations living on tribe-owned land. Jamestown S'Klallam Tribe is intentionally not included in this table due to lack of data

Source: US Census Bureau, American Community Survey 2015, LSC 2022

MAJOR ACTIVITY CENTERS

Major activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. Activity centers generally include a wide variety of land uses all in close proximity to one another. Figure 10 shows major activity centers throughout the region.

Figure 10: Peninsula Region Activity Centers



Places that have been identified as activity centers include but are not limited to public libraries, senior centers, community centers, high schools, regional medical facilities, and shopping centers. As shown above, these destinations tend to be clustered in cities or other areas with higher population densities.

Many special needs trips begin or end in activity centers since that is where many services and jobs are located. In addition to the regional activity centers shown in the four-county region, there is strong demand for travel to destinations outside the region such as universities, specialized VA health services, the airport, and major medical centers in Seattle, Tacoma, and Olympia. Specialized travel outside the region entails additional coordination between service providers. It may result in more complex trips for passengers navigating multiple transit systems, or more challenging and costly logistics for service providers.

Chapter 3

INVENTORY OF TRANSPORTATION SERVICES

INTRODUCTION

The HSTP identifies existing transportation providers in the four-county region, including public transit services, tribal governments and services, private for-profit transportation services, and private not-for-profit transportation services and an inventory of the services they provide and the geographies they serve. This supports informed discussions among providers regarding coordination and collaboration to address gaps and barriers to services.

TRANSPORTATION PROVIDERS

This section describes current transportation service providers, their services and populations served, and the geography in which they operate. Input was obtained from service providers for this purpose and is summarized below. A copy of the provider input form can be found in Appendix A. A list of the transportation service providers engaged for this HSTP update is shown in Table 4 and is followed by select service characteristics of the providers. Note that provision of services is a dynamic process and available services will change over time due to funding, demand, labor, and other factors.

Table 4: Transportation Service Providers

Provider	Type
Catholic Community Services	Nonprofit Transportation Provider
Clallam Transit	Public Transportation Provider
Coastal Community Action Program (Coastal CAP)	Nonprofit Transportation Provider
Community Development Office - Skokomish	Tribal Government
Easterseals	Human Services Provider
Ecumenical Christian Helping Hands Organization	Nonprofit Transportation Provider
Jamestown Healing Clinic	County Government
Jamestown S'Klallam Tribe Transit Service	Tribal Transportation Provider
Jefferson Transit	Public Transportation Provider
Kitsap Community Resources (KCR)	Human Services Provider
Kitsap Transit	Public Transportation Provider
Lower Elwha Klallam Transit	Tribal Transportation Provider
Mason Transit	Public Transportation Provider
Olympic Community Action Program (OlyCAP)	Human Services Provider
Skokomish Health Center	Tribal Health Clinic
Sophie Trettevick Indian Health Center	Tribal Transportation Provider
Squaxin Island Transit	Tribal Transportation Provider
Suquamish Tribal Shuttle	Tribal Transportation Provider
The Patty Wagon, Inc	Private Transportation Provider

Public Transit Agencies

The following section includes a brief description of public transit systems currently operating within Clallam, Jefferson, Kitsap, and Mason Counties.

Clallam Transit System

Clallam Transit System ("CTS") provides fixed-route, paratransit, dial-a-ride and vanpool services in Clallam County and to Bainbridge Island in Kitsap County. The fixed-route map is in Figure 11. CTS operates 15 fixed routes that include seasonal service to Hurricane Ridge within the Olympic National Park and regional service seven days per week to and from the Bainbridge Island Ferry Terminal via the Strait Shot, providing connections to Kitsap Transit and Washington State Ferry service to Seattle. CTS coordinates with and provides service to the four tribal communities within Clallam County. CTS's fare structure is in Table 5. Youth under the age of 19 and Peninsula College Students ride fare free on CTS.

In 2021, CTS completed a Comprehensive Transit Operational Analysis. This report determined CTS served the communities well but did identify gaps that the agency could improve upon. CTS has plans to increase frequencies, expand hours, streamline some routes, and replace two shuttle routes with microtransit service within the cities of Forks and Sequim to provide improved accessibility and coverage throughout the service area. Recruitment is currently the barrier CTS is facing that is continuing to delay the implementation of additional service.

Figure 11: Clallam Transit System Map



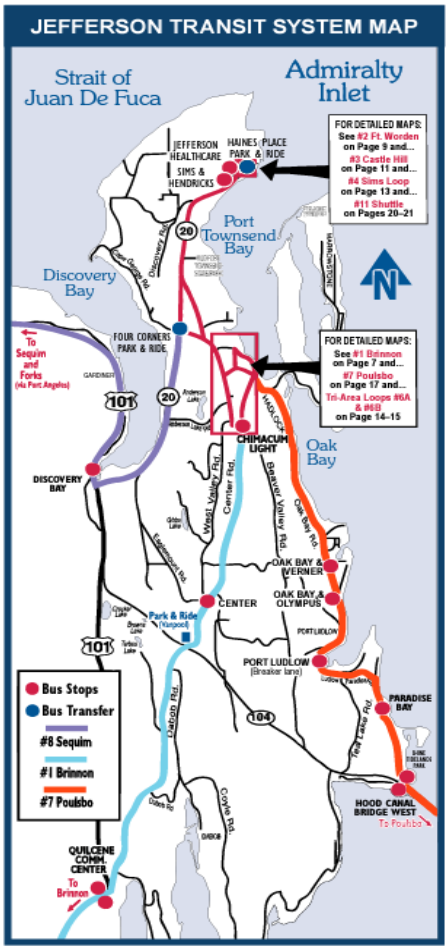
Table 5: Clallam Transit Fares

Passenger Type	Fare
Regular Routes (All routes except 14, 30, and 123)	
Regular Base Fare	$1.00
Reduced Base Fare	$0.50
Premium Routes (14 and 30)	
Premium Route Fare	$1.50
Reduced Premium Fare	$1.00
Route 123 (The Strait Shot)	
Adult	$10.00
Reduced Fare	$5.00
CTS Monthly Pass Holder	$5.00
Peninsula College Transit Pass Holder	$5.00
Dial-A-Ride	
Adult	$2.00
Reduced Fare	$1.50

Jefferson Transit Authority

Jefferson Transit Authority (JTA) provides fixed-route, route deviated, and rideshare services in Jefferson County with both regional and intercity bus connections. Routes operate Monday through Friday from about 6:00 am to 8:00 pm. All routes operate on Saturdays on a slightly reduced schedule. Jefferson Transit is a service hub with connections to four different transit agencies and service to ferries in Port Townsend and Kingston, or to Bainbridge Island via a Kitsap Transit connection. JTA's system map is shown in Figure 12. Service is primarily focused on the eastern portion of the county, where the population is greatest. However, JTA operates route-deviated service between Forks and Amanda Park on US 101 in west Jefferson County, with connections to both Clallam Transit and Grays Harbor Transit. Jefferson Transit provides complementary Dial-A-Ride service that fully complies with federal ADA paratransit regulations. Service extends beyond the ¾ mile service area by providing weekly service to Kala Point, Marrowstone Island, and Cape George. Jefferson County is bisected by the Olympic Mountains, with the western end of the county not directly accessible from the rest of the county. This is especially challenging when considering the provision of rural transit services in terms of operating cost for regular and ADA services, scheduling, and roadway disruptions. All JTA fixed-route and Dial-A-Ride services operate with zero fares except Route 14, the Kingston Express. The base fare for this route is $8.00 and the reduced fare is $6.00.

Figure 12: Jefferson Transit Authority System Map



Kitsap Transit

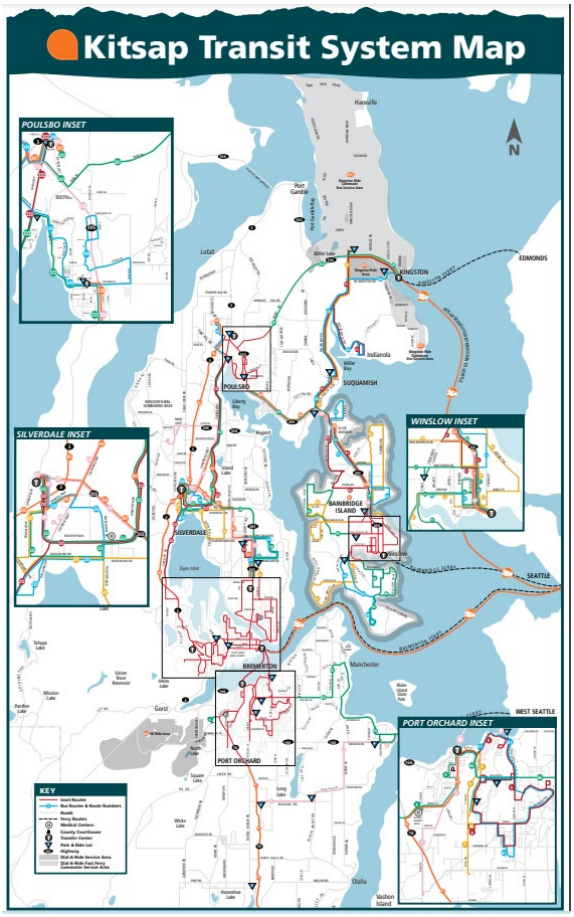
Kitsap Transit operates fixed route service, ADA-accessible demand response service (ACCESS), VanLink, Worker/Driver service, vanpool service, general public dial-a-ride service, on-demand and foot ferry service for parts of Kitsap County. Kitsap Transit offers 16 routes in north Kitsap, 14 in central Kitsap, and 7 in south Kitsap, for a total of 37 fixed routes. Weekday service hours are from 4 am to 10 pm. There are reduced hours on Saturdays. In addition, Kitsap Transit operates walk-on Fast Ferry service connecting Kitsap County to Seattle as well as a small walk-on ferry between Bremerton and Port Orchard. Since 2017, Kitsap Transit has operated the Bremerton to Seattle Fast Ferry service and in 2018 launched the Kingston Fast Ferry service to Seattle. Fixed-route service is coordinated with WSF schedules at the Bainbridge Island, Bremerton, and Southworth ferry terminals. Kitsap Transit's fare structure is shown in Table 6 and the system map is shown in Figure 13.

Table 6: Kitsap Transit Fares

Passenger Type	Fare
Route Buses & Local Foot Ferries	
Full Fare One-Way Cash	$2.00
Reduced Fare One-Way Cash	$1.00
Fast Ferries	
Full Fare Eastbound	$2.00
Full Fare Westbound	$10.00
Reduced Fare Eastbound	$1.00
Reduced Fare Westbound	$5.00
ACCESS	
Base Fare	$2.00
Surcharge in outlying areas	$1.00
Worker/Driver	
Regular Fare	$3.00

Note: 2022 marks the 79th year of the Worker/Driver program serving Puget Sound Naval Shipyard and Naval Base Kitsap. Kitsap Transit operates 35 Worker/Driver routes.

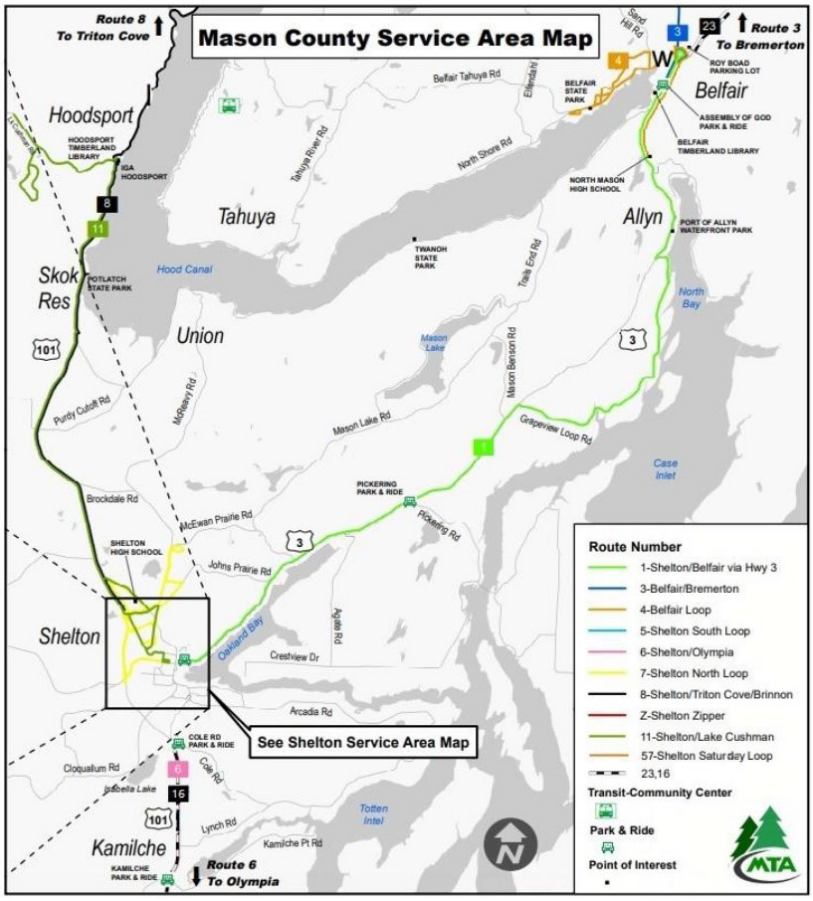
Figure 13: Kitsap Transit System Map



Mason Transit Authority

Mason Transit Authority provides services that include local and regional deviated fixed routes, Worker/Driver commuter service to the Puget Sound Naval Shipyard, and public commuter services on high demand regional routes, and Demand Response (general Dial-a-Ride). Vanpool services offered before the pandemic were terminated in 2021 due to lack of demand. MTA operates ten fixed routes in Mason County and provides regional connections with Intercity Transit and Grays Harbor Transit in Olympia, with Kitsap Transit and WSF in Bremerton, and with Jefferson Transit at Triton Cove State Park. MTA also provides coordinated connections with Squaxin Transit at the Tribe's park-and-ride facility near the US 101/SR 108 interchange. The service area is shown in Figure 14. Mason Transit Authority is currently operating its in-county services fare-free. Traveling out-of-county costs $1.50 for adults and youth and $0.50 for seniors and others who use reduced fares. Youth 18 and under ride free on all Mason Transit services.

Figure 14: Mason County Service Area Map



Private Providers

Dungeness Line

The Dungeness Line is a weekday service operated by Greyhound Lines. It provides two trips daily between Port Angeles, Sequim, Discovery Bay, Port Townsend, and Kingston, to and from Edmonds, downtown Seattle, and SeaTac Airport. Passengers are encouraged to make reservations though they are not required. The first trip leaves Port Angeles at 5:45 a.m. and the second trip departs at noon. The first trip from Seattle departs at 11:50 a.m. and the second trip departs 7:00 p.m. Schedules are subject to change or delay when Washington State Ferries schedules are disrupted. Fares depend on where service begins and ends. A standard one-way fare from Port Angeles to Seattle is $39.

Rocket Transportation

Rocket Transportation is a private shuttle company operating out of Sequim. Rocket Transportation provides door to door transport between the north Olympic Peninsula region and Seattle with either shared-vehicle service or private service. Online booking is required at least 24 hours ahead of time. Fares depend on distance and type of service chartered. One-way fares from the vicinity of Port Angeles to SeaTac airport are over $100 per person.

Ferries

Ferries are an essential part of the Peninsula region's transportation system. In addition to passenger-only Fast Ferries operated by Kitsap Transit, Washington State Ferries (WSF) provide vital connections between Port Townsend and Coupeville on Whidbey Island, between Kingston and Edmonds in Snohomish County, between Bainbridge Island and downtown Seattle, between Bremerton and downtown Seattle, and between Southworth, Fauntleroy and Vashon Island. Over half of all WA State Ferry trips begin or end in the Peninsula Region. Daily ferry service is provided between Port Angeles and Victoria, British Columbia by the privately operated Black Ball Ferry Line.

Ferries operate from early in the morning until late at night and provide essential connections for a wide range of travelers and trip purposes. Transit agencies and other transportation service providers coordinate their schedules around ferry arrivals and departures, including cross-sound trips to medical facilities and services in the Seattle metropolitan area.

Tribal Transportation Services

Jamestown S'Klallam Tribe Transit Service

The Jamestown S'Klallam Tribe's Transit Services provides fixed-route transportation to members of the general public including tribal employees and elders, casino patrons, hotel guests, and other travelers. The Tribe contracts with Clallam Transit to provide transportation services. Fares are the same as Clallam Transit's fares, although the Tribe subsidizes the cost of passes for employees. The Tribe provides about 2,700 rides each year with an annual budget of approximately $100,000.

Lower Elwha Klallam Tribe

The Lower Elwha Klallam Tribe provides free transportation to the LEKT community. The Tribe owns and operates one vehicle. Service is coordinated with fixed-route services provided by Clallam Transit. The Tribe provided 660 rides in FY 2019 and 440 in FY 2021. There was no service in FY 2020 or early FY2021 due to the pandemic and staffing shortages. In a typical week, the Tribe transports 1-5 passengers. The annual budget for transportation services is $30,000.

Makah Public Transit System

The Makah Public Transit System runs year-round and serves the general public Monday through Friday between 7:00 a.m. and 9:35 p.m. The service connects with Clallam Transit three times a day, linking Neah Bay residents with Port Angeles and Forks. Connections to western Jefferson County can be made via connections with Jefferson Transit. The daily schedule includes a dedicated 2-hour block for Special Pickups for seniors 62 and over, and disabled persons. This Special Pickup Service provides door-to-door service tailored to meet the needs of seniors and people with disabilities. Youth (ages 6 and under), senior (ages 62 years and older), and disabled passengers may ride for free and general passengers are required to pay a fare of $0.25/per ride. Monthly passes are $2.50 and annual passes are $30.00.

Makah - Sophie Trettevick Indian Health Center

The Sophie Trettevick Indian Health Center is a tribal medical service provider offering paratransit services to members of the Makah Nation for medical appointments in Neah Bay. Door-to-door service is provided Monday through Friday between 4:00 a.m. and midnight. Passengers are not charged a fee for transport services. Services are closely coordinated with the Makah Nation's Public Transit System.

Skokomish Nation – Transportation Services

The Skokomish Tribe provides transportation to tribal elders through its Community Development Office. Service is provided by paratransit between 8:00 a.m. and 5:00 p.m. Monday through Friday, typically with 24 hours' notice. Occasionally transportation will be provided to non-elder tribal members who need aid getting to medical and dental appointments and substance treatment programs.

Skokomish Health Center

The Skokomish Health Center is a tribal health clinic that provides transportation for members of the Skokomish Indian Tribe in Mason County who need to get to medical or dental appointments. The Health Center operates its own vehicles as well as contracts with other agencies for service. Drivers are certified nursing assistants (CNA). No fees are charged to users, although the Health Center bills Medicaid for eligible patients. The Skokomish Health Center owns three vehicles and provided 400 rides in FY 2019 and 720 in FY 2021. In a typical week, the Health Center serves 6-10 passengers.

Squaxin Island Tribe – Squaxin Transit

The Squaxin Island Tribe operates Squaxin Transit, serving tribal members residing in Mason, Thurston, and Grays Harbor Counties. Squaxin Transit operates a deviated fixed route service Monday through Friday, 6:30 a.m. to 4:00 p.m.. Service provides scheduled connections with Mason Transit at the Kamilche Transit Center near the US 101/SR 108 interchange. Squaxin Transit provides dial-a-ride services to the Squaxin tribal community in the Kamilche area. Squaxin Transit also serves the Steamboat Island area in Thurston County, and provides limited service to McCleary and Elma in Grays Harbor County, where passengers can connect with Grays Harbor Transit. Squaxin Transit serves youth to elders regardless of race, disability, or income.

Private Nonprofit Transportation Providers

Catholic Community Services

Catholic Community Services (CCS) is a private, non-profit transportation provider serving people who are low-income, elderly, veterans, or have disabilities. CCS provides services not just in Clallam, Jefferson, Kitsap, and Mason Counties but also Clark, Cowlitz, Grays Harbor, Lewis, Pacific, Pierce, Skamania, Thurston, and Wahkiakum counties. CCS relies on volunteer drivers to provide its services, operating Monday through Saturday between 8:00 a.m. and 4:30 p.m. Volunteer drivers provide rides with their personal vehicles and for which they are reimbursed; passengers are not charged a fee to ride. CCS provides transportation for approximately 20 clients each week within the Peninsula region. The organization has an annual total budget of $1.2 million for transportation services.

Ecumenical Christian Helping Hands Organization (ECHHO)

The Ecumenical Christian Helping Hands Organization (ECCHO) is a private, non-profit transportation provider. ECHHO provides service to residents of Jefferson County with transportation to healthcare facilities in Jefferson, Clallam, Kitsap, Pierce, and King counties. ECHHO provides door-to-door services using volunteer drivers. Rides are available for the general public and no fees are charged to users. Two business days' notice is typically required for local trips while out-of-county trips require a longer lead time.

Kitsap Community Resources

Kitsap Community Resources is a private, non-profit agency which provides referrals for transportation and discount bus passes to the general public living within Kitsap County. A majority of referrals and discounted bus passes are distributed to residents of Bremerton.

Olympic Community Action Program

The Olympic Community Action Program (OlyCAP) is a community action agency providing work vans that transport riders between home and work. OlyCAP provides transportation to the general public in Clallam and Jefferson counties. Current programs include three vans serving specific job sites between Port Angeles and Forks. Users are not charged for this service. In FY 2021, OlyCAP provided nearly 1,400 rides, averaging 11-15 passengers per week. OlyCAP's annual transportation budget is $128,000. The three work vans are operated by volunteer drivers using a worker-driver vanpool model.

Coastal Community Action Program

The Coastal Community Action Program (Coastal CAP) is a regional non-profit working towards a variety of community-based initiatives relating to affordable housing, employment opportunities, health and nutrition, and transportation. Paratransit services are provided to residents of the five counties in Western Washington (Grays Harbor, Pacific, Lewis, Mason, Thurston). It operates three different transportation programs serving seniors, low-income residents, and people with disabilities.

Driven to Opportunity provides rides for qualified low income recipients and individuals with special needs in Mason County and connects them with jobs and services in Thurston County. Clients are picked up and connected with appropriate transit routes or transported directly to the client's destination. Employment-related travel can include job sites, childcare, job training, and/or job interviews. *Driven to Opportunity* also operates outside Mason Transit's regular hours of operation, enabling people to get to or from these destinations when transit is not running.

OTHER TRANSPORTATION SERVICES

Jamestown Healing Clinic

Jamestown Healing Clinic is a county government organization serving Clallam and East Jefferson County. The clinic will focus on serving low-income populations, people with mental disabilities, and opioid treatment patients. While the clinic is not yet open, it plans to provide transportation for patients needing access, with no fees to use the service. The clinic owns two passenger vans for this purpose.

The Patty Wagon Inc

The Patty Wagon, Inc. is a Non-Emergency Medical Transportation (NEMT) provider. It offers transportation to the general public primarily in Mason County, with occasional out-of-county trips for medical and other necessary appointments. Private rides are $5.00 for the first mile and $3.00 for every additional mile. Wheelchair users incur an additional fee. The Patty Wagon also has contracts

with other agencies, for which there is no fare or money exchanged. The Patty Wagon, Inc provided 26,000 trips in FY 2019 and 13,000 trips in FY 2021. It serves more than 20 passengers every week. Its operating budget in FY 2019 was $800,000 and in FY 2021 was $600,000. The Patty Wagon owns 12 vehicles.

SERVICES FOR VETERANS

While there are services available to veterans within the four counties, the majority of services are in Pierce and King Counties. While the VA offers numerous programs to assist veterans, specialized transportation services are typically provided by other organizations. Referrals are forwarded to public transit agencies and human service agencies that serve eligible veterans. The VA Travel Call Center helps to arrange transportation for qualified veterans for healthcare. In addition to providers in this inventory, transportation to medical centers is also provided by the Disabled American Veterans (DAV).

SUMMARY OF PROVIDER INPUT

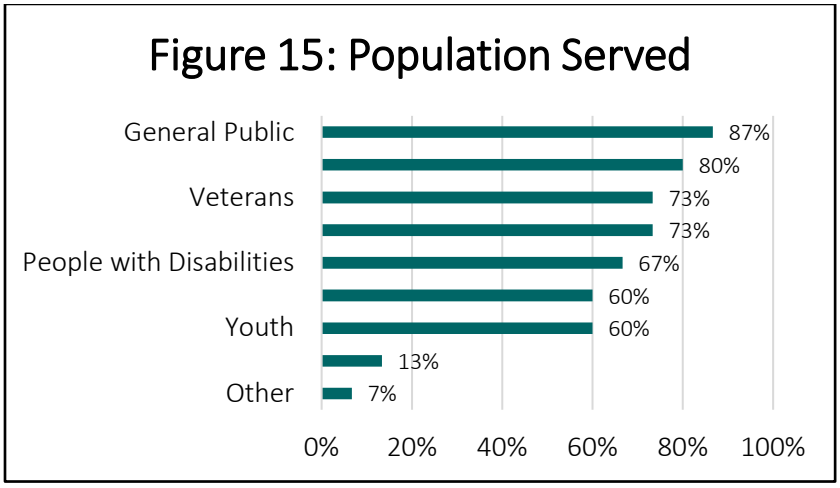
Transportation providers contributed information about their services and shared insights on unmet transportation needs. This section summarizes that input. Table 7 provides summary characteristics.

Table 7: Select Characteristics of Service Provider Inventory

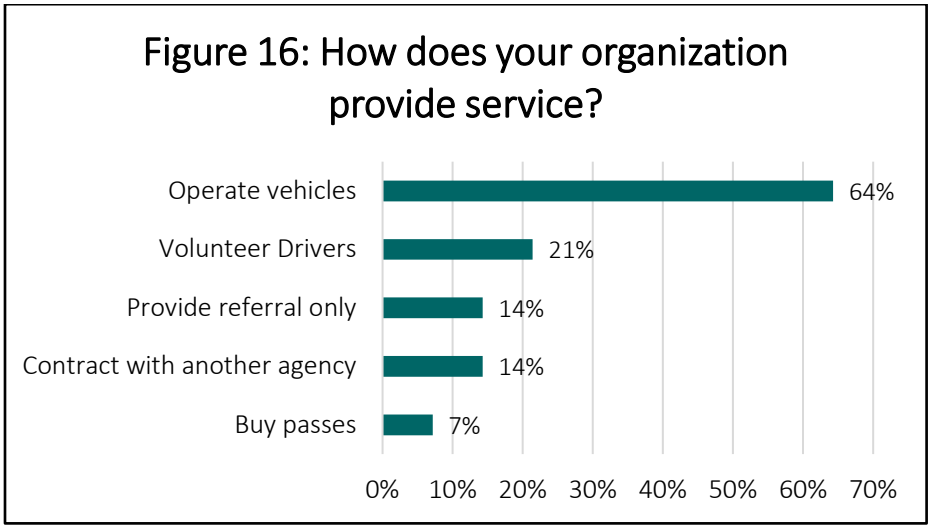
Provider	Populations Served	Annual Number of Passenger Trips FY 2019	Annual Number of Passenger Trips FY 2021	Number of Vehicles	Annual Operating Budget (FY 2021)
Catholic Community Services	Low-Income, Elderly, Veterans, People with Disabilities	-	-	Volunteer Drivers Only	$1.2 million
Clallam Transit	General Public	855,267	439,920	96	$11.2 million
Community Development Office - Skokomish Nation	Members of Skokomish Tribe	-	-	-	-
Ecumenical Christian Helping Hands Organization (ECHHO)	General Public	-	-	Volunteer Drivers Only	-
Jamestown Healing Clinic	Patients to medical appointments	-	-	2	-
Jamestown S'Klallam Tribe Transit	General Public	2,700	2,747	-	$100,000
Jefferson Transit	General Public	277,260	144,653	36	$4.9 million
Kitsap Community Resources (KCR)	General Public	-	-	-	-
Kitsap Transit	General Public	3,850,213	-	-	-
Lower Elwha Klallam Transit	General Public	666	441	1	$30,000
Mason Transit	General Public	460,339	178,877	49	$7,410,910
Olympic Community Action Program (OlyCAP)	General Public	-	1,396	3	$128,475
Skokomish Health Center	Patients to medical appointments	400	720	3	-
Squaxin Transit	Squaxin Tribal Members				
Sophie Trettevick Indian Health Center	Tribal community of Makah to medical appointments	-	-	-	-
The Patty Wagon, Inc	General Public	26,000	13,000	12	$600,000

Transportation Service Provider Characteristics

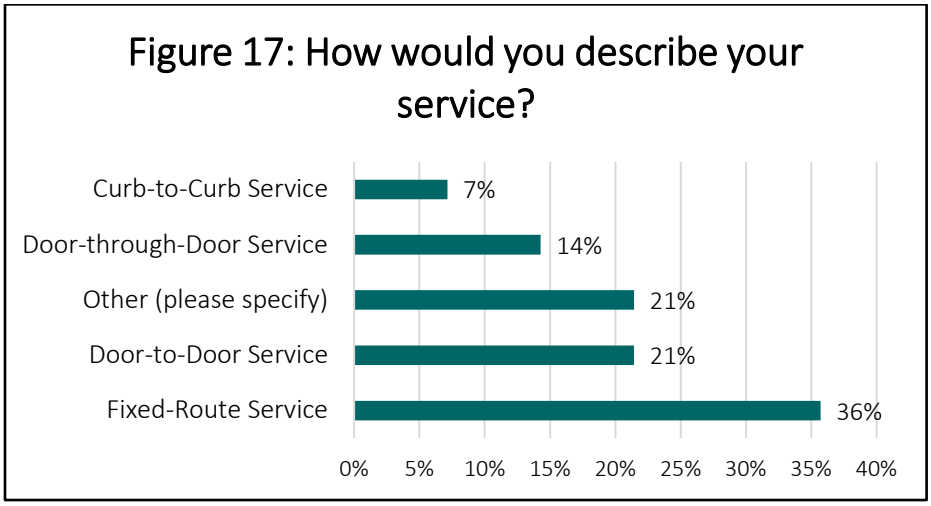
Most providers serve the general public, though several tailor their services to specific needs.



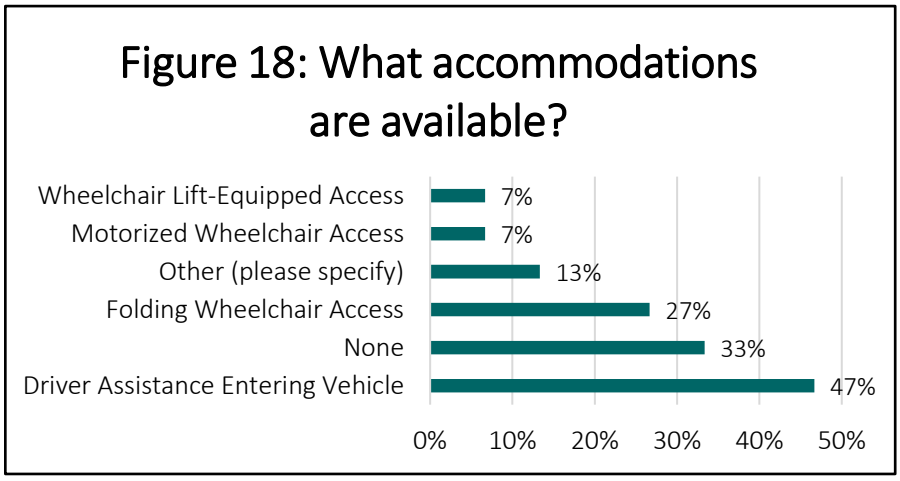
Most providers operate service using their own vehicles, with a few using volunteer drivers and their personal vehicles. A small amount of service is provided through the purchase bus passes for riders. Of the service providers that contract with another organizations for services, half contract directly for service, about one-third buy passes, and one-third contract with an operator.



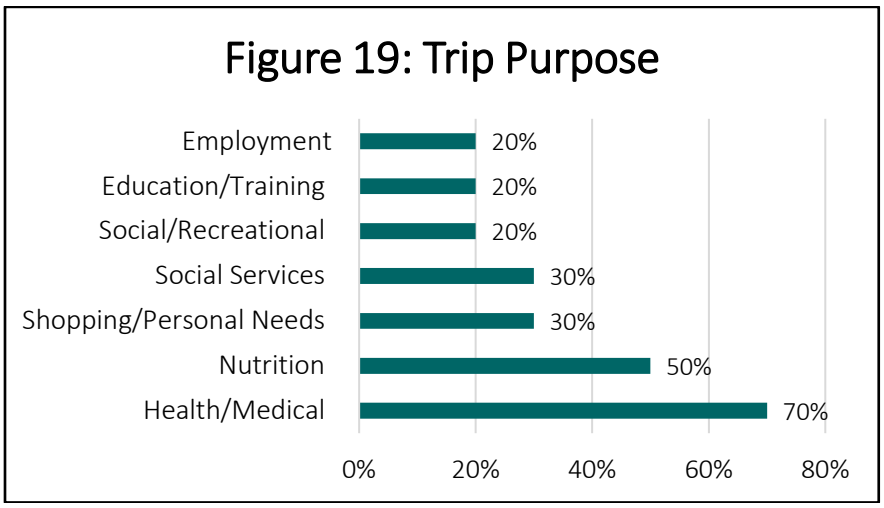
Most providers offer fixed-route or door-to-door service. Some specialized services include curb-to-curb and door-through-door service. “Other” service was attributed to the purchase of discounted bus passes for riders.



Almost half of service providers offer driver assistance for passengers entering the vehicle, while one third offer no special accommodations. About one quarter of providers can accommodate a folding wheelchair in their vehicles. Few providers have wheelchair equipped lifts or the ability to transport people in motorized wheelchairs. “Other” accommodations include medical language translation and folding walker storage.



The most common trips being provided are for healthcare and medical services, and for nutrition services. Every provider offers services from Monday through Friday, while about one third provide services on Saturdays and a few provide transportation on Sundays. Most providers do not charge users a fee.



Other than public transit agencies, most providers made no major capital purchases in the past two years, most do not use a route or scheduling software program, and most do not use automatic vehicle location. Most providers use cell phones for communication with drivers.

COVID-19 Impacts

All providers note that the pandemic impacted their service in some way. A decline in ridership was seen across the region and most providers reduced service in response. Providers report that demand has been steadily increasing but is still below pre-pandemic levels. One provider adapted to provide contactless services to their clientele via prescription pick up and grocery drop off. Labor shortages have been exacerbated by the pandemic for transit and non-profit providers alike. There is a pronounced shortage of operators and volunteer drivers that preclude the restoration of some services as demand returns. Non-profit providers that rely on volunteers were particularly hard hit since seniors tend to make up the base of their volunteer drivers. At the same time, people who once booked shared rides shifted to single-passenger travel, further compounding the situation. Public transportation providers report a demand for increased services that they cannot fulfill because of a shortage of operators. Service providers reported that throughout the pandemic they adapted services and hours to accommodate rapidly changing and uncertain conditions. This practice continues today.

Unmet Transportation Needs

Service providers shared insights on service requests they were unable to accommodate. Most reported receiving requests outside their portfolio of service. Unmet transportation needs are discussed in more detail in the following chapter.

Coordination

There is currently cooperation and coordination occurring amongst transportation providers within the region. The four regional public transit systems coordinate schedules to support transfers between their routes and, in some cases, for transfers between demand-response services. Mason Transit coordinates with human service agencies to provide the connections to human service programs and Kitsap Transit provides vans for use by human service agencies for client transportation. All transit agencies provide coordinated connections with transit operators outside the region including Grays Harbor Transit, Intercity Transit, and Washington State Ferries.

Transportation providers across the region indicated there would be value in periodic meetings in the future to enhance communication and coordination between organizations.

Chapter 4

UNMET TRANSPORTATION NEEDS AND GAPS IN SERVICE

INTRODUCTION

Gaps in service and other barriers contribute to unmet transportation needs that confound travel by people who do not drive due to age, ability, or income. Understanding these unmet transportation needs helps in identifying and evaluating potential strategies to enhance service and eliminate gaps and barriers.

NEEDS IDENTIFIED IN 2019 HSTP

The 2019 Human Service Transportation Plan identified a number of unmet transportation needs and barriers to accessing services. The following gaps and barriers provide a starting point for unmet needs in this update:

Accessibility Barriers

- Cannot get to/from the nearest transit service
- Existing transit facilities are uncomfortable or not well-suited for specific mobility needs (including lack of restroom facilities to support long trips that take multiple hours)
- Lack of knowledge about transit services, schedules, how to ride the bus, or get transit information
- Lack of knowledge about non-profit and private sector transportation services, how to schedule or coordinate rides, or get information on ride services or funding assistance
- Many businesses and education/training programs operate outside traditional weekday 9-5 hours so availability of transportation services is more limited
- US 101 and other busy facilities create pedestrian barriers that must be crossed to get to or from transit stops

Transportation Services Constraints

- Existing transit service does not run frequently enough
- Hours and/or days of transportation services are too limited
- Travel requiring transfers between different systems is harder to schedule and can make a long trip longer for the client
- Complementary ADA paratransit service boundaries are defined by fixed-route services which can't cover the whole region, leaving many areas unserved

Complex Trip-Making

- Long-distance travel entails cross-system and/or intermodal coordination that can add prohibitive complexity or barriers to service
- Scheduled transportation services require advance planning and limit spontaneity or change of plans
- Rural destinations outside of major activity centers and off the main highways are hard to get to
- Many specialized medical and veterans' services require travel to Seattle- or Tacoma-area facilities, often via ferry
- Eligibility requirements vary for different kinds of transportation services

Other Problems

- Owning, maintaining, and operating a personal vehicle is expensive household cost for many people
- Funding is not available for the type of service vehicles needed
- Funding to adequately support State of Good Repair vehicle replacement needs is unpredictable
- Funding to establish and sustain new on-going transportation service is limited
- Complex reimbursement framework for NEMT trips limits access for some clients
- There is a shortage of operators / drivers for transit and other transportation services
- Rural areas are expensive to serve with effective, efficient transit service
- People who rely on transit or other mobility services are especially vulnerable during and after a catastrophic event (e.g. flood, landslide, earthquake, fire)

COMMUNITY SURVEY

A community survey questionnaire was distributed to community members by transportation providers and human service agencies. PRTPO recognizes that reaching these population groups is best done by the service providers who work with them most directly. Participation by agencies serving the target population groups enhanced the ability to reach these individuals and obtain input. A total of 65 responses were received. Complete results are presented in Appendix B.

Since outreach was directed towards the three targeted population groups, their demographics as a group differ from that of the region as a whole:

- A majority (86 percent) of those participating in the survey had some sort of physical, cognitive, sensory, or mental/behavioral disability making it hard for them to travel, compared to 15 percent of the region's population with one or more disabilities.
- Seniors accounted for almost half the respondents (47 percent) compared to 22 percent of the region's population.

- Of those who responded, a large share (45 percent) live in a home with zero vehicles compared to five percent of the total population.

People shared insights about the challenges they face trying to use specialized mobility services and the unmet transportation needs they have:

- Over half (54 percent) indicated there are times when they need a ride, but one is not available.
- Over a third (38 percent) noted the hours and/or days of service are too limited.
- About one quarter (27 percent) feel that available transit service is not frequent enough.
- About one quarter (23 percent) indicated they cannot get to or from the nearest transit service.
- When asked an open-ended question about what other major transportation barriers respondents face when trying to get around, a range of concerns related to technology, safety, current service routes, and schedules were mentioned.

STAKEHOLDER MEETING

PRTPO hosted a meeting of eighteen representatives from public transit agencies, human transportation providers, and human service agencies on April 20, 2022. The purpose of this meeting was to provide an overview of the plan update, solicit support from the providers in distributing the community survey and in compiling the inventory of services, and identify unmet transportation needs their clients face to augment understanding of barriers and gaps. The following needs were discussed by providers:

- Remote areas in the region have limited transportation service which makes it hard to get to a job or services if a person does not drive. Maintaining a private automobile for transportation is too costly for many residents.
- Seniors often need to go out of the four counties for medical appointments. There are connections to the ferries but very limited service that transports people across the water to their final destination and back. This kind of service that was previously provided by volunteer drivers has been constrained these last two years due to the pandemic, leaving few options for people who cannot transport themselves.
- Where out-of-region services are available, such as provided by ECCHO, they are very time consuming services to provide, typically relegating one volunteer driver to one trip over a very long day.
- There is a real need for more specialized transportation service to the Seattle-Tacoma area.
- Many service vehicles in the region are aging and need to be replaced. Safety and reliability in a highly rural region require funding for regular vehicle replacements.
- There are challenges in obtaining appropriate vehicles, particularly smaller vehicles suitable for the types of service many of the smaller providers offer. Not every service needs a lift-equipped vehicle, which is also a more complex vehicle for small programs to operate and maintain.

- While there is increasingly funding to acquire battery-electric vehicles, usage will be limited because of the travel distances in a rural region, the lack of charging stations in rural areas, and the logistics of charging while also operating a service.
- There is a need for improved coordination among the transportation providers. Paratransit coordination between counties does not work well.
- Some systems operated with zero-fare service during the pandemic. Jefferson Transit has made zero-fare service permanent and others are looking at zero fares for some of their trips.
- Better transportation is needed for veterans to access Veterans Administration medical facilities in Pierce County.
- Transportation to dialysis is a growing need. Dialysis trips take a long time due to the nature of the treatment and are difficult to coordinate among service providers.
- Social services are often located some distance away from good transit service. There is a need for better coordination of land use and development decisions to ensure important social services are located on accessible transit routes whenever possible, within activity centers.
- It is often difficult to reach the most vulnerable population because of poor roads, snow, road closures, and other conditions. Landslides and washouts are common throughout the region and can add many miles to a detour route that might be in place for weeks or even months.
- A single point of information for users would be good, such as a single phone number, user app, and website.

TRANSPORTATION PROVIDER INPUT

As part of the transportation provider inventory, participants were asked to provide information about unmet transportation needs in the region. These included general unmet transportation needs their clients face and specific needs that the providers are unable to meet.

General Unmet Transportation Needs

A number of providers indicated service requests include long-distance, out-of-county travel. While some transit service connections are possible between counties, these connections often do not meet individual client needs due to location, time of day, or incompatible types of connecting service such as demand-response service. Improved coordination could make for a more seamless transportation system for more system users.

- Access to and from medical facilities was identified as a key need including specialized transportation home for patients being discharged from regional hospitals.
- Many areas in this highly rural region are impractical to serve with regular or even limited transit service, resulting in geographic gaps without any transit service for the general public or HSTP targeted population groups.
- Concerns about lack of vehicles and aging vehicle fleets were expressed, primarily for human service transportation providers other than transit agencies, which adhere to their FTA-required Transit Asset Management Plans.

Specific Unmet Transportation Needs

A majority of providers indicated that they receive requests for transportation which they are unable to meet. The greatest reasons they are unable to meet specific requests is a lack of drivers and/or not enough vehicles. Other requests are not met because it is for transportation outside the area the provider serves.

- Public transportation services provide connections to adjacent counties, but connections are not made for demand-response service.
- Requests for service from seniors who do not drive are met to a large extent by human service transportation programs, but not all needs are being met.
- Providers identified a need for communication and information sharing with clients. Many individuals are eligible for transportation services but are not aware of services available to them and do not take advantage of opportunities which they may have.

SERVICE GAPS

Service gaps are typically recognized in three categories:

- Geographic gaps are areas without any service provided.
- Market gaps or eligibility gaps are areas with service for specific agency clients based on eligibility but lack service for those not eligible under the program.
- Temporal gaps occur when there are times of the day without service.

The same issues and gaps in service recognized in the 2019 HSTP have been identified in this plan update. Stakeholders spoke of gaps and concerns they face.

- There are clear geographical gaps in service. Residents living in low-density or remote areas lack basic service and regional connections.
- Lack of drivers leads to gaps in service, whether geographic or temporal. This concern was magnified during the COVID-19 pandemic with a loss of volunteer drivers who fell into vulnerable population groups. This occurred at the same time demand for personal transportation services increased as clients who used to take coordinated group rides switched to single-passenger trips. A shortage of paid drivers also leads to gaps in transit service; this challenge is being experienced locally as well as nationally.
- Lack of vehicles and an aging vehicle fleet will lead to gaps in service as vehicles are no longer available to meet specific needs. Lack of accessible vehicles was mentioned as a specific barrier to meeting transportation needs.
- Lack of information about available resources continues to be a major gap for people to access transportation services. Clients often find it difficult to connect with the right agency to meet their specific transportation requirements.
- There are days or times of day when service is limited or unavailable.

Chapter 5

REGIONAL MOBILITY STRATEGIES

INTRODUCTION

This chapter identifies potential mobility strategies suitable for the Peninsula Region. Potential strategies to meet human services transportation needs are presented here under the following four general categories: Maintain Existing Transportation Services, Enhance or Expand Transportation Services, Increase Awareness of Available Mobility Resources, and Increase Cooperation and Coordination Among Transportation Providers. These four categories of strategies address mobility challenges that people with special needs face, either directly with specific services or indirectly through increased efficiencies, access to information, or improved coordination. Strategies accommodate the range of projects that service providers have sought funding for through WSDOT's Consolidated Grants program while leaving the door open for new and emerging opportunities.

REGIONAL COORDINATION STRATEGIES

I. Maintain Existing Transportation Services

This includes measures that keep existing transit, tribal transit, non-profit, and private for-profit services operating in a safe and reliable way. This category includes activities such as:

- Maintain and replace vehicles to ensure State of Good Repair and asset management standards.
- Maintain transportation infrastructure and facilities to support State of Good Repair, asset management, and ADA standards.
- Maintain existing operations including recruitment and retention of volunteer drivers and/or paid operators to maintain existing service levels.
- Promote location-efficiency and accessibility when siting new facilities that serve seniors, people with disabilities, or those with low income.
- Sustain shared-cost programs for human and social service providers that enhance flexible mobility options for clientele who are seniors, people with disabilities, veterans, or people with low income.

II. Enhance or Expand Transportation Services

This includes measures that increase the availability or duration of mobility services, reduce the need to travel altogether, or which introduce new programs to address identified unmet needs. This category includes activities such as:

- Increase hours of service operation to start earlier in the day and/or run later at night.
- Increase days of service operation to include weekends.
- Increase the operating frequency of existing service.
- Expand services into new or underserved areas.

- Recruit and retain volunteer drivers and/or paid operators to expand services.
- Enhance or introduce "first mile/last mile" service connections.
- Expand opportunities for efficient "single-seat" cross-county or long-distance travel for people who don't drive.
- Improve traveler amenities to accommodate special mobility needs (e.g. shelters, restrooms, seating, Wi-Fi, lighting).
- Deploy zero-emissions mobility options that address underserved needs of seniors, people with disabilities, people with low incomes, or tribal communities.
- Reduce the need to travel by increasing broadband access enabling telehealth, remote work, and distance-based learning opportunities.
- Reduce travel cost as a barrier to accessing services.
- Improve Non-Emergency Medical Transport (NEMT) services for patients discharged from hospitals or other care facilities.

III. Increase Public Awareness of Available Transportation Resources

This includes measures that reduce or eliminate uncertainty and confusion about mobility services or that increase traveler confidence in how to use the services available to them. This category includes activities such as:

- Develop and deploy travel training programs for seniors, people with disabilities, and people with low-income.
- Promote existing 2-1-1 call center resources and ensure service provider information is current.
- Develop and promote coordinated online resources and information brochures that inform and educate about all mobility resources available in the region.
- Target outreach to seniors, people with disabilities, and people with low-come about the array of long-distance, "one-seat" travel options currently available.
- Educate human services providers to increase their awareness of travel options available to their clients.
- Establish a consolidated call center for traveler information and trip reservations.

IV. Increase Cooperation and Coordination Among Transportation Providers

This category includes measures that enhance the ability of different organizations to coordinate with each other in the delivery of services to improve overall efficiency and quality of service. This category includes activities such as:

- Expand opportunities for communication between transportation service providers and referral agencies.

- Support on-going communication and coordination between public, tribal, non-profit, and for-profit transportation service providers.
- Enhance the capacity for coordinated scheduling, reservations, and dispatch services among providers.
- Support vehicle sharing and maintenance agreements between service providers where feasible.
- Enhance emergency transportation planning and coordination for people with special mobility needs.
- Expand coordination with tribal transit providers and tribal health systems.
- Coordinate public and specialized transportation services with veterans' transportation programs.
- Investigate and reduce potential duplication of services or consolidate services for improved efficiency.

RELATIONSHIP OF STRATEGIES TO CONSOLIDATED GRANTS

Service providers will pursue funding from various sources for projects that implement the strategies in this HSTP. One prominent funding opportunity is the WSDOT Consolidated Grants program, conducted every two years. A call for projects is underway in late 2022.

Strategies included in this HSTP will be used to evaluate proposals that WSDOT receives from service providers in the Peninsula region. Projects will be evaluated to ensure their consistency with the strategies in this plan and to determine priority ranking. PRTPO uses an independent advisory group to assist with its evaluation process. The PRTPO Executive Board makes the final determination on project ranking.

PRTPO will forward its priority rankings to WSDOT and amend this HSTP to include in the Appendix the selected projects and a summary of the prioritization process. It is anticipated that this HSTP will be used to evaluate two rounds of Consolidated Grants applications before it is updated again.

Appendix A

TRANSPORTATION
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TRANSPORTATION PROVIDER QUESTIONNAIRE

The Peninsula Regional Transportation Planning Organization (PRTPO) is preparing an update to the Human Services Transportation Plan. As part of this planning process, an inventory of existing public, tribal, non-profit, and for-profit or NEMT transportation programs is being undertaken. This survey is designed to gather information about transportation resources and services specific to meeting human services transportation needs in the study area.

Please complete this survey online here: https://www.surveymonkey.com/r/prtpo_inventory. Please send other requested documentation, such as service area shapefile and 2021 NTD submissions, by email (see below). If you have any issues accessing or completing the survey, please reach out to:

Rebecca Martin, Transportation Planner
LSC Transportation Consultants, Inc.
(719) 627-5760
Rebecca@LSCTrans.com

Please complete the questionnaire by Friday, May 13, 2022. If you have any questions, please feel free to contact Rebecca by phone or e-mail. We will review your survey responses and will contact you to clarify any responses and obtain more information, if necessary.

Thank you in advance for your help!

GENERAL INFORMATION

Organization Name: _____

Contact Person: _____

Contact Person's Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

1. **Which of the following best describes your organization?** *(Please indicate only one.)*
   - □ Municipal Government
   - □ County Government
   - □ State Government
   - □ Other (*please specify*): _____
   - □ Private For-Profit Transportation Co.
   - □ Private Nonprofit Transportation Co.
   - □ Tribal Government

2. **What population segments does your organization serve?** *(Please indicate all that apply.)*
   - □ General Public
   - □ Elderly
   - □ Youth
   - □ Veterans
   - □ Unemployed
   - □ Low Income
   - □ People with Mental Disabilities
   - □ People with Physical Disabilities
   - □ People with Sensory Disabilities (Vision, hearing)
   - □ Other (*please specify*): _____

3. **Where does your service operate?** *(e.g., communities/counties in which it operates)*

   _____

   If you have a shapefile or map of your service area, please email it to Rebecca Martin at rebecca@lsctrans.com.

UNMET TRANSPORTATION NEEDS & COORDINATION

4. **Please describe any transportation needs that you feel are currently not met or will become a need in the future that current service cannot accommodate.**

   _____

   _____

5. **Have you received transportation requests that your agency was unable to accommodate?**
   □ No □ Yes – Please identify the reason you were unable to provide the service:

   _____

   _____

6. **Please describe the existing coordinated transportation arrangements with other transportation providers that you have.**

   _____

   _____

7. **Please describe the existing coordinated transportation arrangements with other human services agencies that you have.**

_____

_____

8. **Do you think there would be value in periodic meetings of human services transportation providers to enhance communication and coordination between organizations in the future?**
   □ Yes □ No

9. How has COVID-19 changed demand for service and your ability to deliver service? How close to pre-COVID levels of service are your current operations? What lingering changes are you planning for?

_____

_____

The following questions should be answered by all agencies other than the public transit systems. Public Transit Agencies, please provide your NTD 2021 submissions, to include ridership, financials (expenses and revenue), and operational data (revenue hours and miles by mode).

TRANSPORTATION SERVICE PROVISION

How does your agency provide transportation service? *(Check all that apply)*

□ Operate vehicles □ Contract with another agency
□ Provide referral only □ Volunteer Drivers
□ Other (*Please specify*) _____

10. **If you contract for service, indicate whether you purchase passes or contract directly for service. Please list the operators you use.**
    □ Buy passes □ Contract with another agency
    □ Contract with operator: (*Please specify operator*) _____

11. **How would you describe your service?** *(Check one that best applies)*
    □ Door-through-Door Service □ Door-to-Door Service □ Curb-to-Curb Service
    □ Subscription Service □ Fixed-Route Service □ Shuttle Service
    □ Circulator Service □ Other (*Please specify*) _____

12. **What accommodations are available?** *(Check all that apply)*
    □ Driver Assistance Entering Vehicle □ Folding Wheelchair Access
    □ Motorized Wheelchair Access □ Wheelchair Lift-Equipped Access
    □ Other (*Please specify*) _____

13. **For which of the following trip purposes does your organization provide transportation services?** *(Please indicate all that apply.)*
    - □ Health/Medical (e.g., trips to doctor, clinic, drug store, treatment center)
    - □ Nutrition (e.g., trips to a congregate meal site, food bank)
    - □ Social/Recreational (e.g., trips to friends/relatives, trips to cultural or athletic events)
    - □ Education/Training (e.g., trips to training centers, schools, etc.)
    - □ Employment (e.g., trips to job interview sites and places of employment)
    - □ Shopping/Personal Needs (e.g., trips to the mall, barber, beauty salons, etc.)
    - □ Social Services (e.g., trips to social service agencies, adult daycare, etc.)
    - □ Other (*Please specify*) _____

14. **What days are your transportation services operated?** *(Please indicate all that apply.)*
    □ Monday □ Tuesday □ Wednesday □ Thursday □ Friday
    □ Saturday □ Sunday

15. **What are the hours of operation for the transportation service?**
    _____

16. **Do you charge fees to the users of your service?** □ No □ Yes
    If yes, please specify your rates/fare structure. Indicate if you provide waivers or trip passes for any trips or passengers: _____

LEVEL OF SERVICE

17. **How many passenger trips did you provide in:**
    Calendar or Fiscal year 2019? _____
    Calendar or Fiscal year 2021? _____

18. **How many individual passengers do you serve in a typical week? This includes trips provided by volunteer drivers.**
    □ 1-5 passengers □ 6-10 passengers □ 11-15 passengers
    □ 16-20 passengers □ More than 20 passengers

19. **How many service hours of transportation service did you operate in:**
    Calendar or Fiscal year 2019? _____
    Calendar or Fiscal year 2021? _____

20. **How many service miles of transportation service did you operate in:**
    Calendar or Fiscal year 2019? _____
    Calendar or Fiscal year 2021? _____

FUNDING & EXPENSES

21. **What was your annual budget for operating transportation service in:**
    Fiscal year 2019? _____
    Fiscal year 2021? _____

22. What are your sources of funding? For each source listed, please indicate the amount.

WSDOT Consolidated Grants funding: _____

Local Sources: _____

Fares: _____

Other (please specify each source):

_____

VEHICLES, EQUIPMENT, AND TECHNOLOGY

23. If you own or lease vehicles, how many vehicles do you use to operate the service? _____

24. Please include a list of your vehicle fleet: (i.e.: type of vehicle, make/model, age, number of seats, mileage, wheelchair accessible (Y/N), active/spare, etc.). Do not include volunteers' personal vehicles.

_____

_____

25. Did you make any transportation capital purchases in the last two years?

□ No □ Yes – What types of vehicles/equipment were purchased, what was the cost, and what were the funding sources?

_____

26. Do you use route/scheduling software? □ Yes □ No

If yes, what is the name of the software? _____

If no, what do you use to schedule drivers and trips? _____

27. Do your vehicles have Automatic Vehicle Location (AVL)? □ Yes □ No

28. What type of equipment do you use for communications? *(Please indicate all that apply.)*

□ Radios □ Cell phones □ Tablets □ Other (*Please specify*) _____

COMMENTS

29. Comments – Please use the space below to provide any additional comments.

_____

_____

Thank you!

Appendix B

TRANSPORTATION
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Appendix B
PRTPO Online Community Survey Results

In May 2022, a community survey was held to better understand specialized transportation needs within the study area and the potential gaps/needs for transportation within the community. The target populations are difficult to reach through typical approaches, so the effort was completed with the assistance of transportation providers and human service organizations. Typically, the number of responses is relatively low. A total of 65 people responded to the survey either online or using paper surveys. This number of responses should not be considered statistically representative but rather gives additional insight to the transportation needs based on the individuals who did respond. The number of responses is too low to evaluate different segments with any meaningful relationships. Results by question are presented below.

Q1. How Often Survey Respondents use Transportation Services (63 responses): Respondents were asked to record how often they use transportation services. Over 60 percent of respondents indicated they used transportation services at least once a week. 3-5 days per week had the highest response rate (21 responses, or 33 percent), with the lowest response rate being 6-7 days per week (just 3 responses, or 5 percent).

Q1: How Often Survey Respondents use Transportation Services

How Often?	Responses	
1-2 days/week	24%	15
3-5 days/week	33%	21
6-7 days/week	5%	3
1-3 days/month	13%	8
Less than once/month	17%	11
Never	8%	5
Total Responses		63

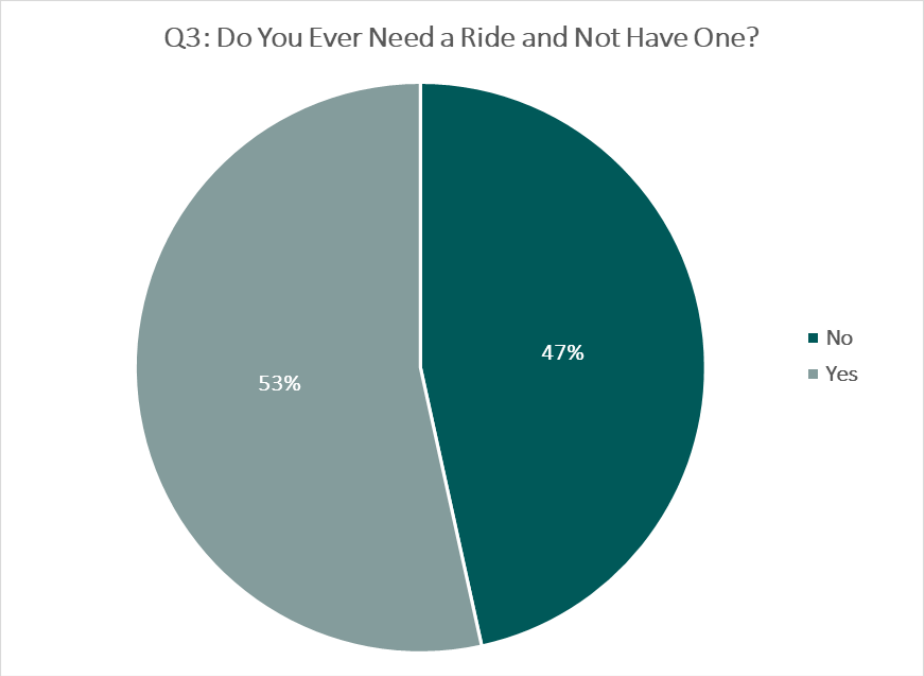
Q2. Which types of transportation does anyone in your household currently use? (139 responses): Respondents were asked to record what types of transportation anyone in their household used. A significant number of people listed multiple types of transportation. As such, the number of responses was much greater than how many total surveys were returned. A total of 65 Survey Respondents returned surveys with a total of 139 responses. Transit was the most common type of transportation being used with 27 percent of respondents indicating they or someone in their family used it. The least common mode of transportation was to borrow a vehicle. Almost 5 percent of respondents indicated they used non-auto modes of transportation.

Q2: Type of Transportation used in Survey Respondents Household

Type of Transportation	Responses	
Transit	27%	37
Your personal vehicle	19%	26
Ride with a friend/relative	14%	20
Walk	14%	19
Other (please specify)[1]	14%	19
Bike	6%	9
Carpool/Vanpool	4%	6
Taxi/Uber/Lyft	1%	2
Borrow a vehicle	1%	1
Total Responses		139
Total Passengers Responding to Survey Question		62
Total Non-Auto		65
Percent Non-Auto		47%

Note 1: The majority of the "Other" response indicates Kitsap Transit Vanlink

Q3. Do you ever need a ride and not have one? (59 responses): To identify potential reasons why transportation services are needed, Survey respondents were asked if they ever needed a ride and did not have one. Over half of the survey respondents (53 percent) indicated there were times they needed a ride and did not have one.



Three follow up questions were then presented to survey respondents:
3A – If yes, to where?
3B – For each trip purpose, which days of the week do you need a ride?
3C – For each trip purpose, which times of the day do you need a ride?

Q3A. Trip Destination (78 responses): Respondents were asked to identify where they would go if transportation services were available when they needed it to be. A significant number of people listed multiple purposes; for instance, someone may have used one provider to go shopping and then go to work later. Medical/Dental was the most common trip purpose, followed by shopping, multipurpose, and recreation/ social.

Q3A: Trip Destination

Trip Destination		Responses
Medical / Dental	22%	17
Shopping	21%	16
Multipurpose	21%	16
Recreation / Social	19%	15
Work	9%	7
Personal Business	4%	3
School / College	3%	2
Other	3%	2
Total Responses		78
Total Passengers Responding to Survey Question		33

Q3B. Trip Purpose by Day of Week (440 responses): Respondents were asked to mark all reasons they used transportation services by day of week. Monday had the most responses (81) followed by Friday (74) and Wednesday (73). Sunday had the least responses (33). Those with a trip purpose of "work" was the most common trip purpose with a total of 98 responses. The next most common trip purposes were recreation/social (64 responses), medical/dental (63 responses), and shopping (62 responses).

Q3B: For each trip purpose, which days of the week do you need a ride?

	Day of Week							
Trip Purpose	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Work	22	15	20	17	17	4	3	98
Medical/Dental	9	14	15	11	11	2	1	63
School/College	4	3	4	4	4	3	2	24
Shopping	8	10	7	9	8	13	7	62
Recreation/Social	11	5	8	5	15	11	9	64
Multipurpose	8	9	7	8	7	7	6	52
Personal Business	14	8	8	9	8	4	3	54
Other	5	3	4	2	4	3	2	23
Total	**81**	**67**	**73**	**65**	**74**	**47**	**33**	**440**
Percentage by Trip Purpose								
Work	27%	22%	27%	26%	23%	9%	9%	22%
Medical/Dental	11%	21%	21%	17%	15%	4%	3%	14%
School/College	5%	4%	5%	6%	5%	6%	6%	5%
Shopping	10%	15%	10%	14%	11%	28%	21%	14%
Recreation/Social	14%	7%	11%	8%	20%	23%	27%	15%
Multipurpose	10%	13%	10%	12%	9%	15%	18%	12%
Personal Business	17%	12%	11%	14%	11%	9%	9%	12%
Other	6%	4%	5%	3%	5%	6%	6%	5%
Percentage by Day	**18%**	**15%**	**17%**	**15%**	**17%**	**11%**	**8%**	**100%**

Q3C. Trip Purpose by Time of Day (278 responses): Respondents were asked to mark all reasons they used transportation services by time of day. The morning (6AM-noon) and afternoon (noon-6PM) were the most common times of day people indicated they needed a ride with 96 responses and 97 responses respectively. Early Morning (before 6AM) was the least common time people indicated they needed a ride with only 12 responses.

Q3C: For each trip purpose, what time of day do you need a ride?

	Time of Day					
Trip Purpose	Early (before 6 AM)	Morning (6 AM-noon)	Afternoon (noon-6 PM)	Evening (6 PM-9 PM)	Late Night (After 9 PM)	Total
Work	2	20	18	6	2	48
Medical/Dental	4	19	15	3	1	42
School/College	0	4	4	1	1	10
Shopping	0	16	19	7	1	43
Recreation/Social	2	12	18	18	9	59
Multipurpose	1	12	11	9	6	39
Personal Business	2	9	9	4	3	27
Other	1	4	3	2	0	10
Total	**12**	**96**	**97**	**50**	**23**	**278**
Percentage by Trip Purpose						
Work	17%	21%	19%	12%	9%	17%
Medical/Dental	33%	20%	15%	6%	4%	15%
School/College	0%	4%	4%	2%	4%	4%
Shopping	0%	17%	20%	14%	4%	15%
Recreation/Social	17%	13%	19%	36%	39%	21%
Multipurpose	8%	13%	11%	18%	26%	14%
Personal Business	17%	9%	9%	8%	13%	10%
Other	8%	4%	3%	4%	0%	4%
Percentage by Time	**4%**	**35%**	**35%**	**18%**	**8%**	**100%**

Q4. Home Zip Code (56 responses): Respondents were asked to record their home zip code. The areas of Bremerton, Port Angeles, and Sequim had the highest number of respondents.

Q5. Disabilities (108 responses): A majority (67 percent) of those participating in the survey had some sort of physical, cognitive, sensory, or mental/behavioral type of disability making it hard for them to travel. As there are 89 responses indicating a certain disability but only 38 respondents marking they had a disability, this shows that many of the respondents suffer from multiple disabilities.

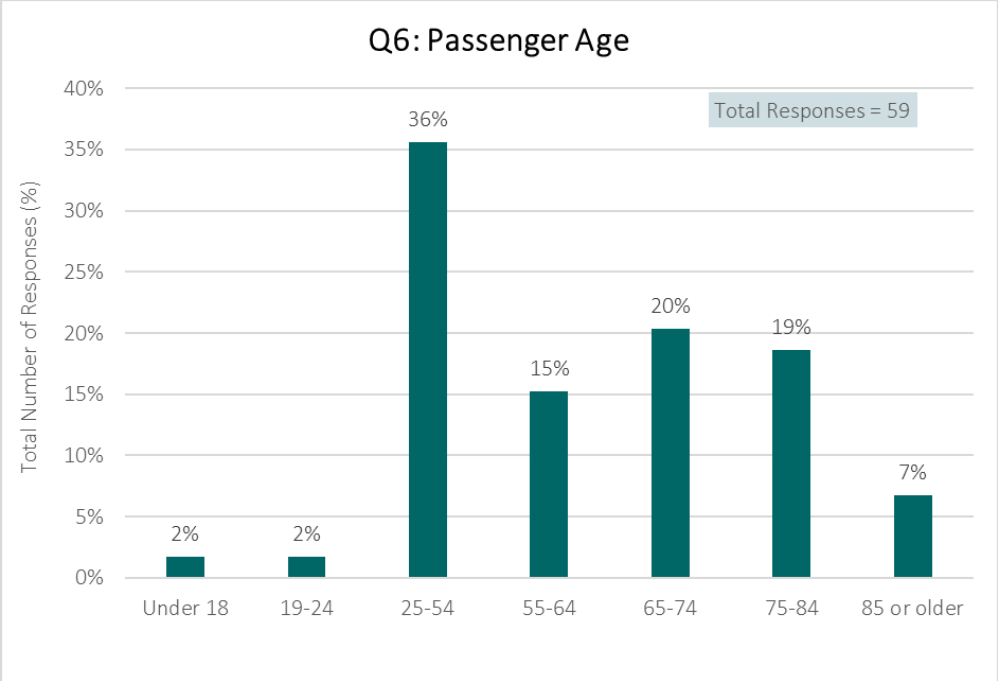
Q4: Home Zip Code

City		Responses
Bremerton	47%	18
Port Angeles	26%	10
Sequim	21%	8
Shelton	18%	7
Bainbridge Island	5%	2
Port Townsend	5%	2
Aberdeen	5%	2
Belfair	5%	2
Hansville	3%	1
Port Orchard	3%	1
Poulsbo	3%	1
Silverdale	3%	1
Olympia	3%	1
Total Responses		38

Q5: Do you have a disability that makes it hard for you to travel?

Disability?		Responses
No	18%	19
Yes - Physical	32%	35
Yes - Cognitive or Intellectual	18%	19
Yes - Sensory (Hearing/Vision/Etc.)	16%	17
Yes - Mental or Behavioral	11%	12
Yes - Other (please specify)	6%	6
Total Responses		108
Total Passengers Responding to Survey Question		57
Passengers with a Disability	67%	38

<u>Q6. Passenger Age (59 responses):</u> Survey respondents were asked to provide their age. 36 percent of respondents were between the ages of 25 and 54. Almost half (46 percent) of survey participants were ages 65 and older. Only 4 percent of respondents were under the age of 24.

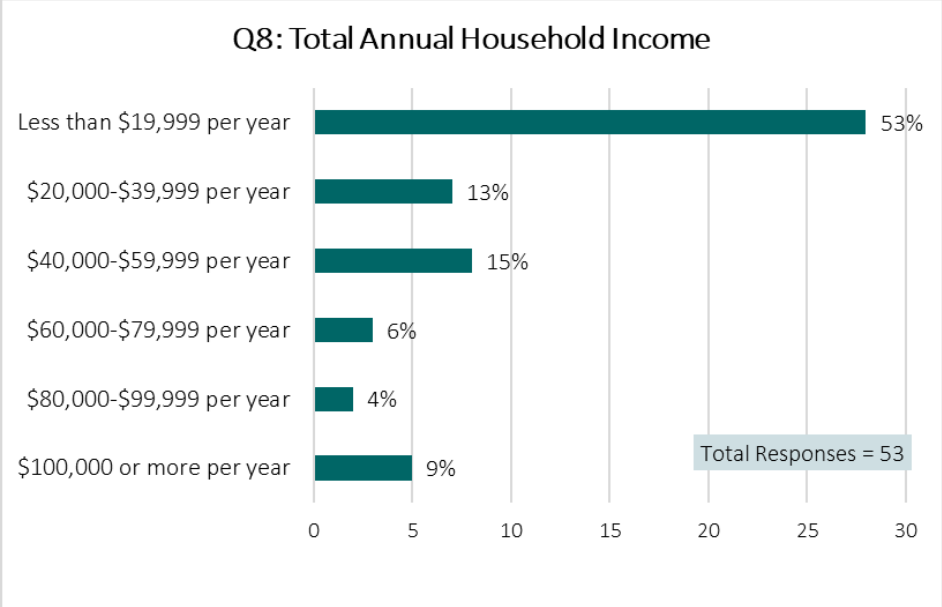


Q7. Employment Status (90 responses): Survey respondents were asked to provide their employment status. A total of 90 responses were provided by 58 Survey respondents. Disabled and employed part-time were the most common responses with 23 percent each. The next highest response was from those who were retired who made up 21 percent.

Q7: What is Your Employment Status?

Employment Status?	Responses	
Employed Full-Time	14%	13
Employed Part-Time	23%	21
Student - College	6%	5
Student - High School	7%	6
Retired	21%	19
Unemployed	6%	5
Disabled	23%	21
Total Responses		90
Total Passengers Responding to Survey Question		58

Q8. Annual Household Income (53 responses): Survey respondents were asked to provide their household's annual income. Over half (53 percent) indicated they made less than $20,000 a year. 28 percent of respondents made between $20,000 and $59,999 a year. Only 19 percent of respondents made more than $60,000 a year.



Q9. Persons per Household (56 responses): Survey respondents were asked to provide the number of people in their household. Almost half (48 percent) indicated they resided alone. 21 percent of individuals stated they lived with one other person. 30 percent of Survey respondents stated they resided with at least two other individuals.

Q9: What is the Size of Your Household?

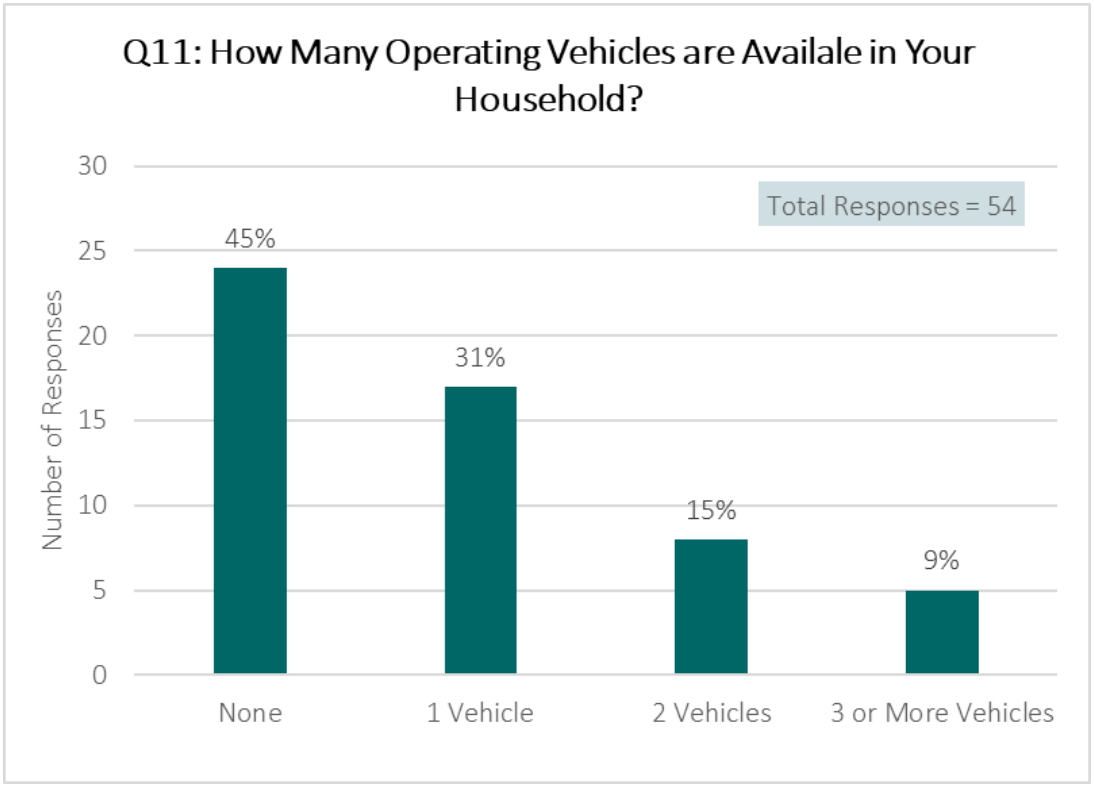
Household Size	Responses	
1	48%	27
2	21%	12
3 or More	30%	17
Total Responses		56

Q10. Valid Driver's License (58 responses):
Survey respondents were asked to provide the number of people in their household who possessed a valid driver's license. 43 percent responded that nobody in their household possessed a valid driver's license. 29 percent responded that 1 person in their household had a valid driver's license and 28 percent said that 2 or more people in their household had a valid driver's license.

Q10: How Many in Your Household have a Valid Driver's License?

Driver's License?	Responses	
None	43%	25
1	29%	17
2 or More	28%	16
Total Responses		58

Q11. Available Operating Vehicles (54 responses): Survey respondents were asked to provide the number of operating vehicles that were available in their household. 45 percent did not have an available vehicle. 31 percent of respondents had 1 vehicle for the household, 15 percent had 2 vehicles, and 9 percent had 3 or more vehicles available for use.



Q12: Which Transportation Services do You Use?

Transit Service		Responses
Kitsap Transit	29%	24
Paratransit Services	21%	17
Clallam Transit System	16%	13
Mason Transit Authority	11%	9
Jefferson Transit	9%	7
Squaxin Island Tribe	6%	5
Greyhound Lines	5%	4
Olympic Bus Lines	2%	2
Skokomish Indian Tribe	1%	1
Jamestown S'Klallam Tribe	0%	0
Lower Elwha Klallam Tribe	0%	0
Makah Tribe	0%	0
Suquamish Tribe	0%	0
Total Responses		82
Total Passengers Responding to Survey Question		52

Q12. Transportation Services (82 responses): Survey respondents were asked to record all the various transportation services they used. The most common response was Kitsap Transit with 29 percent. The next most used service was Paratransit Services with 21 percent, followed by the Clallam Transit System with 16 percent. The Jamestown S'Klallam Tribe, Lower Elwha Klallam Tribe, Makah Tribe, and Suquamish Tribe did not have any participants in this survey.

Q13: Why do you Use Transportation

Primary Reason		Responses
Unable to drive	46%	23
Cannot afford car and/or gas	18%	9
No driver's license	10%	5
More convenient	6%	3
Avoid traffic	4%	2
Other (please specify)	16%	8
Total Responses		50

Q13. Why do you Use Transportation Services (50 responses): Survey respondents were asked to record the primary reason they used transportation services. The most common response was they were unable to drive (46 percent of respondents). Not being able to afford a car and or gas was the second most common reason, with 18 percent. 16 percent of respondents indicated "other" as a reason. Other reasons included safety concerns with driving and transit being better for the environment.

Q14. Trip Purpose (57 responses): Respondents were asked to identify the purpose of their travel the day they completed the survey. The most common response was to go to work, with 33 percent. The second most common response was medical/dental (26 percent), followed by shopping (14 percent). The "other" response was by someone that transported clients.

Q14: Trip Purpose

Trip Purpose	Responses	
Work	33%	19
Medical / Dental	26%	15
Shopping	14%	8
Recreation / Social	9%	5
Multipurpose	9%	5
Personal Business	5%	3
School / College	2%	1
Other (please specify)	2%	1
Total Responses		57

Q15. Transit Issues (90 responses): Respondents were asked to identify issues that prevent them from using transportation services. 69 percent of respondents had some sort of issue with transportation services in the region. The most common reason was that the hours and or days were too limited.

Q15: What are the Issues with Transportation Services?

Transit Service	Responses	
Doesn't apply (no issues deter me from using transit or other transportation services available to me)	20%	18
Hours and/or days of service are too limited	20%	18
Service doesn't run frequently enough	14%	13
Can't get to/from the nearest transit service	12%	11
Lack of knowledge about services, schedules, how to ride, or how to get information on scheduling or options	11%	10
Trips requiring transfers are complicated or take too long	7%	6
Lack of access to transit stops for pedestrians	4%	4
Existing transit facilities are uncomfortable or unsuitable for specific mobility needs	2%	2
I live outside ADA service boundaries	1%	1
Other (please specify)	8%	7
Total Responses		90
Total Passengers Responding to Survey Question		59
Number of Passengers with Transit Issues	69%	41

The next common reasons were that the service does not run frequently enough and that they can't get to/from the nearest transit service. Another significant issue was there was limited information on the transit schedules and how to receive that information.

Q16. Additional Responses: Many individuals took the time to voice other comments. One of the most prevalent concerns was that transit takes too long and with multiple transfers it is very difficult to get home if one of the transfers has a delay. There is no guarantee they will be able to find another ride if one bus gets delayed. Other concerns brought up were that many stops are too far away from their intended destination and some people would like transit services available during hours it does not currently run. The following includes all comments received::

- A lack of suitable infrastructure (bus lanes, bike lanes, etc.) can make transit inconsistent in denser areas, such as downtown Port Angeles.
- As emphasized in #3, there exists many cultural evening events I would very much wish to attend, but have no means to seek transportation other than imposing on an acquaintance. Also the paratransit "5 minute rule". 5 min is nothing it should be at least 7 or 8 minutes to be practical.
- Computer program makes scheduling VERY difficult to get needed times I require.
- Dropping off & getting on are no different from other city transit services, i.e., not at corners, not at lights.

- I appreciate the bus stop at Park View Villa
- I appreciate the good service. They are all good drivers and are nice. We need paratransit in Sequim. Lets continue on
- I know it can feel concerning in the general public w drug use and mental health issues. I know many of these people are harmless but it begs to question why our government doesn't train up mental health psychologists and properly tend to this nationwide issue.
- I need dr trips to Silverdale bus doesn't go there allergy shots & soon need to see nerve dr. no other drs available for this service. My daughter works and isn't always available my son's car transports dogs & I'm very allergic to them.
- I take paratransit bus because I don't drive and do not have a license, I also have a disability.
- If I go to Sequim or PA walmart I have to take 2 buses going and two buses coming home and have to walk from 101 into Walmart it's just too hard on m to try to connect buses
- it's a mile from my house to the nearest bus
- More education on service animals, would like to be able to travel to more places, like silverdale
- No bus stop in my area.
- no transit service available on the weekends - means unable to attend community events on weekends, farmers' markets; evening activities. Age and sensory challenges that make safe driving an ever increasing risk make precautionary choices a diminishing enjoyment of life requirement.
- Please consider adding an optional "curbside pickup" stop to the Clallam Connect service. Curbside pickup is here to stay and I would be more than happy to pay for an additional "stay on the bus" stop to grab 4 ten pound bags of groceries on my way home.
- Please provide late night transit service. Especially on Friday nights & Saturday nights between Shelton & Olympia.
- Some drivers aren't kind, and get me to work late!
- Strait Shot leaves the ferry terminal regardless of connections. No Guaranteed Ride Home options. Kitsap Transit has connections with ferry terminals regardless of marine delays. Abandoning passengers is a barrier and will keep passengers from traveling on transit.
- there are no buses in evening or on the weekends
- Transit takes so long with multiple transfers that it's not really practical.

Appendix C

TRANSPORTATION
CONSULTANTS, INC.

Appendix C
PRTPO Draft HSTP Public Review

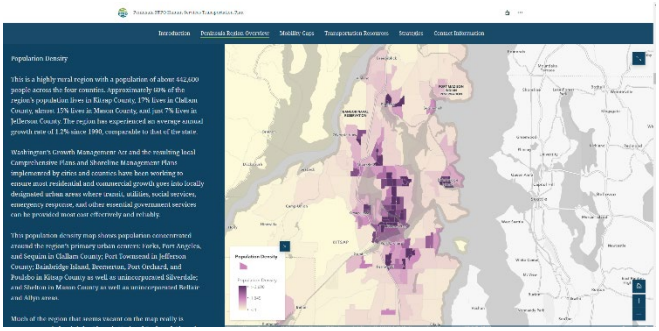
Peninsula RTPO conducted its public review of the draft HSTP from September 7 – September 28, 2022.

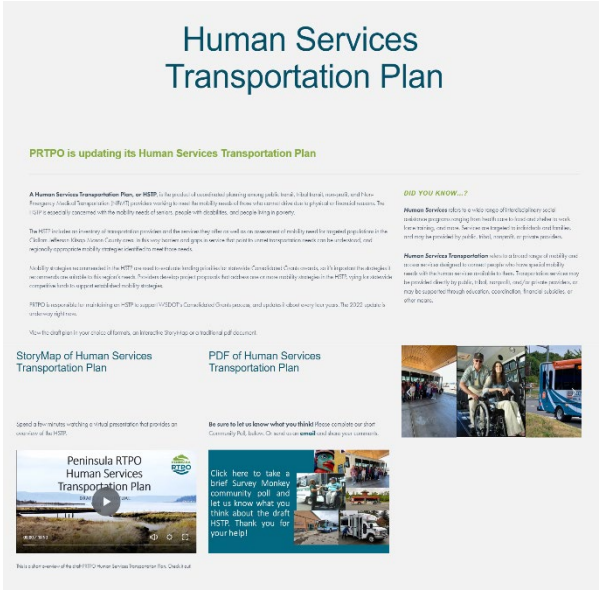
PRTPO pushed out a major notification through all of its distribution lists on September 7th announcing the release of the draft plan and promoting the online resources. PRTPO conducted a second mass distribution on September 26th.

PRTPO published notice of the review in its designated papers of record: the Kitsap Sun, the Peninsula Daily News, the Port Townsend and Jefferson County Leader, the Sequim Gazette, and the Shelton-Mason County Journal.

PRTPO conducted its public review virtually in light of the large geography and dispersed population associated with the four-county planning area as well as on-going health concerns associated with the pandemic. To support effective online learning and engagement, PRTPO developed an array of online tools to make the plan accessible to the general public. This includes an interactive StoryMap offering plan content in a reader-friendly format with easily customizable mapping tools, an online video presentation providing an overview of the plan, and a short poll with questions about specific elements of the draft plan. A summary of responses to the community poll follows.







(Top) Promotional flyer distributed to announce the draft HSTP.

(Above, right) PRTPO established a dedicated page on its website for the Human Services Transportation Plan, offering an array of resources to support the review process and facilitate future engagement opportunities. PRTPO will maintain this resource as a part of its on-going planning activities.

(Above, left) An interactive StoryMap provides viewers with reader-friendly content and the ability to zoom into block-group level data for population characteristics. PRTPO received several favorable comments on this document format and will leave the StoryMap online beyond the schedule of the update process to support the information needs of regional service providers and community members.

Responses to Draft HSTP Community Poll

From September 7-28, an online community poll was held in conjunction with the draft Human Services Transportation Plan public review process. During this time, the public and stakeholders were asked to review the plan, watch a recorded workshop presentation, and participate in a brief online poll. A total of five people participated in the poll itself, though not all comments on the draft came through the poll. This appendix includes a brief summary of their responses, followed by a copy of the polling tool itself.

Q1. What is your zip code?

The community poll was completed by people living in the following zip code areas: Union, Skokomish Nation, Port Angeles, Port Townsend, and Tacoma.

Q2. Do you rely on transit and/or specialized transportation services to meet some or all of your travel needs?

Only one person responded affirmatively, however, responses to Q7 – Q9 suggest that all but one respondent uses transit and other specialized services.

Q3. Do you have friends or family members who rely on transit and/or specialized transportation services to meet some or all of their travel needs?

Two of the participants indicated they have friends and/or family members who rely on transit to meet some or all of their travel needs.

Q4. On a scale from 1 (not important) to 5 (very important), how important is it to you that transit and other specialized transportation services are available for you and those you care about?

All respondents placed a high priority on transit and other specialized services, with more than half (60 percent) ranking the availability of transit and specialized transportation as a 5 (very important), followed by 40 percent ranking it at a 4.

Q5. On a scale from 1 (not important) to 5 (very important), how important is it to you that transit and other specialized transportation services are available for others in your community?

100 percent of respondents ranked community access to transit and specialized transportation as very important (5). This corresponds with findings elsewhere that people value the role of transit in their communities even if they themselves do not use it.

Q6. Do any of the following apply to you? *(Are you 65 years of age or older?, Do you have one or more disabilities?, Are you considered low income?)*

Two respondents identified with two or more of these categories.

Q7. Which of these public transit providers, if any, do you use?

Three respondents indicated that they use Mason Transit Authority, followed by one respondent that uses Clallam Transit System. Only one respondent indicated that they do not use transit.

Q8. Which of these tribal transit providers, if any, do you use?

One respondent indicated that they use Squaxin Island Tribe – Squaxin Transit.

Q9. Which of these social service providers, if any, do you use?

Two participants mentioned using The Patty Wagon.

Q10. In your opinion, what are the biggest challenges to overcome in making sure everyone can get where they need to go if they don't drive?

The respondents shared the following:

- Service Constraints. The bus doesn't always run where/when I need it to.
- To-from pick up point, including safe highway crossings to get to bus stops. No service days (Sundays)
- Vertical curbs, lack of sidewalks, and rapid rectangular flashers.
- Start with loops so people can move to places they actually use/ need- the routes are terrible and unusable

Q11: Is there anything else you would like to add on the topic of mobility challenges?

When asked whether they would like to add anything else, participants provided the following information:

- I'm worried to see some folks cross busy highways with no cross walks to get to bus stops on Hwy 101 in Clallam!
- Because of our demographics this Shelton City Engineer needs to focus improvements described above near transit hubs and stops.
- PT is not accessible for me and I assume for many others with more serious needs.

Q12. What do you think are the best ways to help people get where they need to go if they don't drive?

Respondents offered the following feedback:

- Knowing what is available and when.
- Using technology to enhance public awareness
- Expanding existing services by coordinating all transit services in the service area. Rural and City working together
- Safe sidewalks
- Maps online
- Trained neighborhood volunteers linked to the neighborhood preparedness- make it more localized and individual volunteer concierges- most disabled/ handicapped people have hand coordination, eyesight as well as mobility limitations- make it easier person by person.

Q13. How would you rank these four strategies in terms of their importance in supporting the mobility needs of people who don't drive? (1 - not very important to 5 - very important).

On the issue of ranking strategies, participants shared the following:

- *Maintain Existing Transportation Services:* This strategy received all 5's, making it the most important strategy amongst respondents.
- *Enhance or Expand Transportation Services:* This was the only strategy to receive a rank of 2 from one participant.

- *Increase Public Awareness of Available Transportation Resources:* Increasing public awareness was moderately important to participants.
- *Increase Cooperation and Coordination Among Transportation Providers:* Increasing cooperation was very important to four out of five participants.

Q14. Please explain briefly why you ranked them as you did.

Respondents offered the following explanations:

- You have to keep what is currently in place and not take it away from those that need it. We need more services so that is easier to travel, but there is often too much information scattered all over so it is hard to be aware of what is available. Coordination may help that issue.
- The reason: supporting the importance of Transit
- Maintenance of existing services is vital, although if enhancement is tailoring (e.g. microtransit) or emission reducing (hydrogen buses) then that is equally important. Public awareness opps have greatly improved, but I have been unaware of how these intertwine (e.g. Jefferson Transit from Clallam)
- MTA does a good job/great website of how to get from point A to B. They need drivers.
- 3 for enhancement because I'm not sure we need more $$ before we really analyze the whole system e.g. we're still using 1950s technology and much has changed- e.g. maybe smaller electric vehicles - maybe cheaper to provide taxi- ride share buses that are almost always 50% empty- maybe bringing library books to smaller service pick ups then having people have to ride a bus 3x to check out a book and return it -- I'd like to see a public audit of what works, what could be done cheaper rather than move to enhance/ expand/ increased funding.

Q15. Is there anything else you would like to add on the topic of coordination strategies?

- Linking to community resources
- Maps that show various agency routes that are available to all (e.g. where do I find info to leap from Clallam Transit to Jefferson to get between counties)
- Good job on the Storymap.
- I'd like to see priority sites/ runs get focus- every location is NOT equal in priority, use, or need. . . more loop runs. And think of how hard it is for limited access to get to the stop bus and get home from there- the streets are so dangerous I don't feel safe/ inclined to walk to a bus stop!! and the buses don't go where I want/ need to go

Q16. On a scale of 1 (not familiar at all) to 5 (very familiar) please tell us how familiar you are with these terms: Mobility Barrier, Accessibility, Unmet Transportation Needs.

Respondents were most familiar with Accessibility and Unmet Transportation Needs.

Q17. What do each of these terms mean to you?

Two respondents provided more detail as to their understanding of the terms introduced in Question 16 and used throughout the draft plan.

Mobility Barriers:

- Extra challenge to get from one place to the next ranging from lack of car to being wheelchair bound

- Barriers to walking, getting to a site, safety concerns and movement/ including connections like unreasonable times of departure and arrival.

Accessibility:

- Ability to access something as you are (e.g. does one need a sidewalk ramp to get to sidewalk, or need materials in a different language)
- Ability to physically get to sites, use services, and get back home. height, surfaces, protection from risks e.g. ongoing traffic or incomplete sidewalks, knowledge of how to use

Unmet Transportation Needs

- a need for transportation (to store, doctor, fun) that is not met by current situation.
- a trait that has been identified as needed but not effectively responded to.

Q18. Do you know where to get information about transit and other specialized transportation services available to you or those you care for?

Two out of the five participants do not know how to get information about transit but did not accept an offer for follow-up support.

Summary Conclusions

While only five participants responded to the online community poll, PRTPO obtained useful information that validated the needs, gaps, and strategies included in the plan. Responses also provided useful insights into the terminology often used by government agencies to describe issues and opportunities. When weighing strategies, respondents favored measures that support existing transportation services before pursuing expansion and enhancement of those services. This includes support for on-going programs as well as measures to increase public familiarity with existing services and to improve coordination between those services.

These summary conclusions are in alignment with other comments PRTPO received directly from people who reviewed the draft plan but did not complete the poll.

No new needs or barriers were identified during the public review of the draft HSTP. Two additional private providers were identified (Rocket Transportation and The Dungeness Line were both added) and several additional activity centers were added to the StoryMap. The only modification made to strategies as a result of comments received was to clarify that maintaining existing services in a state of good repair includes meeting established ADA standards associated with those facilities.

PRTPO received a total of 18 comments on the draft plan from six people commenting directly plus five responses to the community poll. Demographics were not obtained from the people who commented directly. Of those who completed the poll, two of the five were over 65 and were either disabled or low-income individuals.

PRTPO HSTP Community Poll for Draft HSTP

The following narrative and questions were used in the community poll for the draft plan review.

Welcome!

The Human Services Transportation Plan (HSTP) is concerned with mobility for people who don't drive, either due to age, disability, or income. People who cannot drive must rely on transit and an array of other specialized services to meet their daily needs. Sometimes the services available don't meet the needs. Gaps in service and other barriers can make it hard for people who don't drive to get where they need to be, when they need to be there.

The HSTP identifies key problems people face if they don't drive and recommends strategies that can address those gaps and barriers. We need your help in assessing if we've included the right strategies or if we missed anything important. *Let's get started!*

1. What is your zip code?

Often people don't think about how they would get around without a car unless something happens to them or someone they care about. These questions help us understand how people relate to the kinds of services the HSTP addresses.

2. Do you rely on transit and/or specialized transportation services to meet some or all of your travel needs? Y/N

3. Do you have friends or family members who rely on transit and/or specialized transportation services to meet some or all of their travel needs? Y/N

4. On a scale from 1 (not important) to 5 (very important), how important is it to you that transit and other specialized transportation services are available for you and those you care about?

5. On a scale from 1 (not important) to 5 (very important), how important is it to you that transit and other specialized transportation services are available for others in your community?

Chapter 2 of this plan talks about key factors that can make it difficult or impossible for people to drive.

6. Do any of the following apply to you? (check all that apply)

Are you 65 years of age or older?
Do you have one or more disabilities?
Are you considered low income?

Chapter 3 of this plan summarizes the service providers and inventory of services available to people who don't drive.

7. Which of these public transit providers, if any, do you use? *Check all that apply.*

☐ Clallam Transit System

- [ ] Jefferson Transit Authority
- [ ] Kitsap Transit
- [ ] Mason Transit Authority
- [ ] I never ride transit.

8. Which of these tribal transit providers, if any, do you use *Check all that apply.*

- [ ] Jamestown S'Klallam Tribe Transit Service
- [ ] Lower Elwha Klallam Tribe Shuttle
- [ ] Makah Public Transit System
- [ ] Makah - Sophie Trettevick Indian Health Center Transportation Services
- [ ] Skokomish Nation – Transportation Services
- [ ] Skokomish Health Center Transportation Services
- [ ] Squaxin Island Tribe – Squaxin Transit
- [ ] I don't use tribal transit services
- [ ] Other (please specify)

9. Which of these social service providers, if any, do you use? *Check all that apply.*

- [ ] Catholic Community Services
- [ ] Ecumenical Christian Helping Hands Organization (ECHHO)
- [ ] Kitsap Community Resources
- [ ] Olympic Community Action Program (OlyCAP)
- [ ] Coastal Community Action Program (Coastal Cap)
- [ ] Jamestown Healing Clinic
- [ ] The Patty Wagon Inc
- [ ] I don't use any of these services.
- [ ] Other (please specify)

Chapter 4 of this plan identifies barriers and challenges that people who don't drive face when trying to get around. The following barrier categories have been identified in the plan:

1. Service constraints - Sometimes people need to travel early in the day or late at night, or on weekends when there is little or no service. Or maybe they live outside of any service area.

2. Accessibility Barriers - Sometimes infrastructure isn't in place that enables people who don't drive to use the services available to them, such as benches or shelters or restrooms. Or they can't get to or from the pick-up point.

3. Complex Trip-making - Some people have difficulty finding information about the services available to them or they find the process of scheduling trips to be too confusing, especially if it is a long trip that involves transfers.

4. Other Problems - It is expensive to own and operate a car, and expensive to run transit and other specialized transportation programs. Staffing shortages make matters worse. And people who don't drive are especially vulnerable in an emergency.

10. In your opinion, what are the biggest challenges to overcome in making sure everyone can get where they need to go if they don't drive?

11. Is there anything else you would like to add on the topic of mobility challenges?

Chapter 5 of this plan identifies strategies that can help people who don't drive to get around better.

12. What do you think are the best ways to help people get where they need to go if they don't drive?

13. It takes a mix of activities across all four strategies to meet mobility needs of people who don't drive due to age, ability, or income.

How would you rank these four strategies in terms of their importance in supporting the mobility needs of people who don't drive? (1 - not very important to 5 - very important).

Maintain Existing Transportation Services
Enhance or Expand Transportation Services
Increase Public Awareness of Available Transportation Resources
Increase Cooperation and Coordination Among Transportation Providers

14. Please explain briefly why you ranked them as you did.

15. Is there anything else you would like to add on the topic of coordination strategies?

The HSTP talks about transit and transportation concepts that many people may not have heard before.

16. On a scale of 1 (not familiar at all) to 5 (very familiar) please tell us how familiar you are with these terms:

Mobility Barrier
Accessibility
Unmet Transportation Need

17. What do each of these terms mean to you?

Mobility Barrier
Accessibility
Unmet Transportation Need

18. Do you know where to get information about transit and other specialized transportation services available to you or those you care for?

19. Would you like to be contacted about transit and other specialized transportation services available to you or someone you care for?

20. How can we reach you?

Thank you!
Thank you for participating in our Community Poll. Be sure to take a look at the draft document and Storymap, if you haven't already, and watch our virtual HSTP presentation on the project webpage.

If you have questions about PRTPO or the Human Services Transportation Plan, or want to be added to PRTPO's distribution list, please contact Thera Black at TheraB@PeninsulaRTPO.org