Chapter 3: Inventory of Services

Human services transportation entails a network of services provided by public transportation agencies, tribes, non-profit organizations, non-emergency medical transportation providers, and private carriers. No one entity can meet the range of rural mobility needs in this region. It takes multiple partners providing complementary and coordinated services to break down the barriers that prevent people from getting where they need to be, when they need to be there.

Following are the providers that help to meet mobility needs of people across the region. Each includes a summary description of services and a link to each site for current details. Those interested in details regarding specific routes, stops, ferry terminals and routes, park and ride locations, and other operational information available in an interactive GIS tool are encouraged to explore the Ferries and Public Transportation app on PRTPO's online data portal.

GENERAL TRANSPORTATION SERVICES

Providers below include public transit agencies with their full complement of services as well as tribal, public, and private providers who serve the public.

CLALLAM TRANSIT is the public transportation agency serving Clallam County. It operates fixed-route and complementary ADA demand-response services as well as on-demand services in outlying areas. Most routes operate Monday-Saturday. Clallam Transit partners with the Lower Elwha Klallam Tribe and the Jamestown S'Klallam Tribe for services tailored to tribal mobility needs.

- **13 fixed routes** provide service throughout Clallam County. This includes Route 50 Jamestown, which is contracted by the Jamestown S'Klallam Tribe and operates between Sequim and the Jamestown Campus in Blyn. All Clallam Transit fixed-route buses are ADA-accessible for mobility devices.
- **Interlink** is an on-demand microtransit service in Forks and Sequim that provides shared-ride services. Interlink provides point-to-point and timed connections with transit centers, and also can operate with predetermined pickup locations throughout the Forks or Sequim service area. It operates six days a week in both communities. In Sequim service runs from 8:30 - 4:40. In Forks, it operates Mon-Fri from 5:30 am - 5:15 pm, and on Saturday from 7:45 am - 4:45 pm. Reservations can be made and vehicle arrival tracked using the Ride Pingo app and can be made on-demand or up to two hours in advance. On-demand rides can take up to 20 minutes for pickup. Reservations can also be made by calling Clallam Transit. Vehicles are wheelchair accessible.
- The **Strait Shot** offers three daily roundtrips between Port Angeles and the Bainbridge Island Ferry Terminal Mon-Sat, and two roundtrips on Sundays and holidays.

- **Clallam Connect** is a complementary paratransit service providing door-to-door service for those who cannot ride the bus. The reservation-based service is available within 3/4 mile of all fixed-route service during regular hours of operation.
- **Dial A Ride** is a reservation-based, demand response service offered to anyone in rural areas north of Sequim, Mon-Sat. Reservations must be made at least one day in advance. Scheduled service may connect passengers with fixed-route service to reach destinations in the Sequim area.

An **interactive route map** and **online trip planner** support convenient and efficient route planning. The interactive route map also provides core demographic stats for each route. Passengers can use **Locate My Bus**, an online tool for real-time tracking of vehicles. Clallam Transit provides timed service connections with Jefferson Transit, Makah Transit, and the Dungeness Line for seamless transfers between systems.

Clallam Transit maintains over 60 bus shelters, five park-and-ride lots, and three transfer centers.

Fares: Clallam Transit service is fare-free for all passengers except for the Strait Shot, the Hurricane Ridge Shuttle, and Clallam Connect service outside of regular service areas. On those routes, **reduced or free fares** are available for seniors, people with disabilities, youth, veterans, and Peninsula College students. Mobile ticketing is available through **Token Ticketing**, a phone-based app that enables cashless fare payment.

JEFFERSON TRANSIT is the public transportation agency serving Jefferson County with fixed-route and complementary ADA demand-response services. Starting in 2026, most service is available seven days a week.

- Eight **local transit fixed-routes** serve east Jefferson County and provide service connections from outlying areas into Port Townsend. All Jefferson Transit fixed-route buses are ADA-accessible for mobility devices.
- The Port Townsend **shuttle** provides regularly scheduled circulator access throughout the city. The corridor connecting uptown and downtown enjoys 20-minute service frequency.
- **Kingston Express** offers three roundtrips daily between the Haines Place park-and-ride and the Kingston Ferry Terminal on Bainbridge Island, where connections can be made to Edmonds via State ferries or to Seattle via State ferries or Kitsap Transit's Fast Ferry service.
- **Olympic Connection** provides service between Forks and Amanda Park on the west end, with four roundtrips daily, Mon-Fri, and two on Saturdays. Flag stop service is available in addition to scheduled stops, and some route deviation is also available. It offers connections with Grays Harbor Transit in Amanda Park and Clallam Transit in Forks.
- **Dial-a-Ride** is complementary paratransit service providing door-to-door service for those who cannot ride the bus. The reservation-based service is available within 3/4 mile of all

fixed-route service during regular hours of operation. Dial-a-Ride operates as a shared origin-to-destination ride service.

- Jefferson Transit owns and operates two **park-and-ride facilities** with a total of 425 free parking spaces between them.
- **SeaTac Airport** is accessible via Jefferson Transit service connections with other public transportation providers.

An **online trip planner** supports convenient and efficient route planning. Jefferson Transit **service connections** allow passengers to conveniently extend travel via other transit agencies, including Clallam Transit, Grays Harbor Transit, Island Transit, Kitsap Transit, Mason Transit, and Washington State Ferries.

Fares: Jefferson Transit service is fare-free for all passengers.

KITSAP TRANSIT is the public transportation agency serving Kitsap County with fixed-route transit, passenger-only ferries, shared-ride ADA-compliant paratransit service, on-demand service, mobility programs for people with special needs, and commuter programs..

- 45 scheduled **fixed routes** serve Kitsap County. They are organized around North Kitsap, including Bainbridge Island, Central Kitsap, and South Kitsap service areas. Routed buses connect with other services including Kitsap Transit Local Foot Ferries, Kitsap Fast Ferries, and Washington State Ferries, enabling passengers to move easily from one community to another.
- Kitsap Transit operates a fleet of **passenger-only ferries**. Foot ferries provide local access between Annapolis and Bremerton (Monday-Friday) and Port Orchard and Bremerton (Monday-Sunday). High-speed fast ferries provide walk-on service between Bremerton and Seattle, Kingston and Seattle, and Southworth and Seattle. All Fast Ferry routes operate Monday-Saturday and terminate in Seattle at Pier 50, where connections can be made to King County Metro, Sound Transit, and Link Light Rail.
- ***ACCESS* buses** serve seniors and people with disabilities who are unable to use Kitsap Transit regular routed buses some or all of the time. It is available within a 3/4 mile boundary around each fixed bus route. This shared-ride paratransit service is open to qualified riders and eligible visitors.
- **On-Demand Deviated Fixed-Route/Dial-a-Ride** services connect residents in outlying areas of Kitsap County to ferry terminals, fixed-route services, and other important destinations. These on-demand shared-ride services are tailored to the access needs of different part of the county, including Bainbridge Island, Kingston, South Kitsap, Southworth, Nollwood, and Purdy. Days and service hours vary by the area served.

- **Vanlink** is a program Kitsap Transit offers to social service providers to help them enhance mobility for their clients. It is designed to enhance mobility for people who qualify as low-income, disabled, veterans or seniors.
- The agency serves and operates a network of **commuter park and ride facilities** throughout Kitsap County, with connections to the four Washington State Ferry terminals, Kitsap Transit Foot Ferry, PSNS, Bangor, Keyport and other employment sites.

An **interactive system map** enables people to plan their trips, including connections between different modes of travel. Kitsap Transit's **Ride Pingo** app makes it easy for people to book rides on any of the on-demand services. The **Kitsap Transit Tracker** allows people to plan a trip, track their bus, and travel more confidently. Kitsap Transit is part of the central Puget Sound consortium of transit agencies that use the **ORCA card** for electronic fare payments. A free **Travel Training Program** provides one-on-one training tailored to the needs of individual travelers so they can learn how Kitsap Transit's system works and be able to plan their trips and travel with confidence.

Fares: Fares are $2 or less for all services except for westbound trips on the Fast Ferry from Seattle. Those fares are $13 per trip. Discounts are available for Medicare card holders and qualified seniors, disabled and low-income riders paying with a Regional Reduced Fare Permit/ORCA card. Children 18 and younger ride free with an ORCA Youth Transit Pass or student ID.

MASON TRANSIT is the public transportation agency serving Mason County. It operates deviated fixed-route and on-demand Dial-a-Ride service throughout Mason County with connections in neighboring counties.

- Thirteen **fixed routes** operate Monday-Friday and seven operate on Saturday. There is no Sunday service. These are deviated fixed-routes and may go up to ¾ of a mile off route for a pick-up or drop-off. Routes serve Shelton, Squaxin Reservation at the Kamilche Transit Center, Union, Skokomish Reservation, Hoodsport, Lilliwaup, Grapeview, Allyn, and Belfair. Timed connections between routes enable transfers for longer trips. All Mason Transit buses are **ADA-accessible**, with ramps and lifts to accommodate wheelchairs, walkers, and other mobility devices.
- The **McCleary Pilot Route** began operating in February 2025, offering service between the Transit-Community Center in downtown Shelton and the McCleary Transit Center. Two roundtrips, Monday-Friday, provide deviated fixed-route service connections with Grays Harbor Transit.
- The **Zipper Route** operates 13 roundtrips Monday-Friday, providing quick and frequent service between the Transit-Community Center in downtown Shelton and the businesses at Wallace Kneeland/Kneeland Plaza on the north side of the city.
- **Dial-a-Ride** offers reservation-based shared-ride service to outlying parts of Mason County that are not served by fixed-route service. Anyone can use Dial-a-Ride. Service is Monday-

Saturday, 8:00-5:00. Reservation requests can be made a minimum of two hours in advance and a maximum of two weeks in advance. A minimum 48-hour notice is recommended as reservations are first-come/first-served on a space-available basis. All service begins and ends in Mason County.

- **Regional fixed-route connections** at the Kamilche Transit Center, Olympia Transit Center, McCleary Transit Center, Triton Cove State Park in Brinnon, and the Bremerton Ferry Terminal enable people to connect with Squaxin Island Transit, Intercity Transit, Grays Harbor Transit, Jefferson Transit, Kitsap Transit, Washington State Ferries, Sound Transit, Greyhound, Amtrak, and SeaTac Airport.
- Mason Transit operates five **park-and-ride** facilities throughout the county.

An **online trip planner** helps people to plan their trips and any connections needed for convenient and efficient travel. Passengers can use the **"Where's My Bus"** tracker to see where their buses are in real time. A free **Travel Training Program** is available to help individuals or groups learn how to use Mason Transit services, plan trips, and travel with confidence.

Fares: Mason Transit service is fare-free for all passengers.

ELWHA TRANSIT, operated by the Lower Elwha Klallam Tribe, connects the tribal center, government services, food bank, housing districts, health center, and Laird's Corner with a circulator service three times a day, Monday-Friday. Service is fare-free and is coordinated with fixed-route service provided by Clallam Transit. Elwha Transit's Ford Transit van has no ramps, hydraulic "kneeling," or areas for mobility device securement. Tribal members requiring wheelchair accessible, origin-to-destination paratransit service rely on Clallam Transit's paratransit services.

MAKAH TRANSIT, operated by the Makah Tribe, serves the general public between 7:00 am and 7:45 pm, Monday-Friday. Transit service operates on a deviated fixed-route year-round except for weekends and holidays. Timed connections with Clallam Transit four times a day enables travel between Neah Bay and Port Angeles and Forks, as well as service to the West End via Jefferson Transit. There is also a block of time starting at 10:00 every morning for Special Pickups. This enables curb-to-curb pickups for seniors 62 and over as well as people with disabilities. All transit services are fare-free for all passengers.

SQUAXIN TRANSIT, operated by the Squaxin Island Tribe, offers fixed and deviated fixed route service Monday through Friday, 6:30 a.m. to 4:00 p.m., with timed connections with Mason Transit at the Kamilche Transit Center near the US 101/SR 108 interchange. Dedicated grocery shopping routes operate on Tuesday and Thursday mornings. Squaxin Transit provides Dial-A-Ride services within 100 miles of its operating area in Mason, Thurston, and Grays Harbor Counties. Squaxin Transit also serves the Steamboat Island area in Thurston County with demand-response service

for tribal members and offers limited service between Steamboat Island in Thurston County and 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. All services are fare-free.

Travel Washington DUNGENESS LINE offers long-distance intercity bus service between Port Angeles and SeaTac Airport via the Kingston ferry, Seattle medical centers and the VA hospital, and the Amtrak station. The Dungeness Line operates three roundtrips daily, including a midday express route between Port Angeles and SeaTac Airport that takes just three hours. The Dungeness Line is part of WSDOT's Travel Washington long-distance intercity bus program connecting rural communities to major metropolitan areas and multimodal transportation hubs. It is operated by MTR Western. Fares are based on pick-up and drop-off points. One way fare between Port Angeles and SeaTac Airport varies from $49 to $54, with the higher rate for the midday express route.

WASHINGTON STATE FERRIES (WSF) provide vital connections between Port Townsend and Coupeville on Whidbey Island, between Kingston and Edmonds, 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. Ferries operate from early in the morning until late at night. transit agencies and other transportation service providers work to coordinate their schedules around ferry schedules to facilitate service connections between systems but it is not always possible to accommodate delays in ferry arrivals without disrupting the rest of transit system operations throughout the system.

THE COHO FERRY, operated by the Black Ball Ferry Line, has provided international ferry service between Port Angeles and Victoria, British Columbia since 1959. It provides the only daily, year-round vehicle and passenger ferry service between Victoria, B.C. and Washington State, and serves as a vital tourism and transportation link between Vancouver Island and the United States. Since commencing operation in 1959, the M.V. Coho has transported more than 26 million passengers and over 7 million commercial and passenger vehicles between the two countries.

ADDITIONAL TRANSPORTATION PROVIDERS

The providers below offer critical transportation services for targeted populations or trip purposes.

Medical Transport

PARATRANSIT SERVICES is one of six state-designated service brokers for Medicaid-reimbursed Non-Emergency Medical Transportation (NEMT) in Washington State and serves a nine-county

region that includes Clallam, Jefferson, Kitsap, and Mason Counties. Paratransit Services arranges transportation to and from Medicaid-covered appointments for Medicaid and Apple Health clients, and is responsible for ensuring that program eligibility qualification rules are being followed. It also provides transportation assistance for qualified recipients in the form of bus passes and fuel vouchers. Their call center is open Monday-Friday, from 8:00 - 5:00.

THE PATTY WAGON is a Non-Emergency Medical Transportation (NEMT) provider that is ***not*** restricted to Medicaid clients. The Patty Wagon offers wheelchair accessible taxi travel to the general public primarily in Mason County, with out-of-county trips for medical and other appointments as necessary. Arrangements can also be made for shopping, airport, and social events. Service is available from 5:00 am - 5:00 pm, Monday through Saturday. Private rides are $5.00 for the first mile and $3.50 for every additional mile. Wheelchair users have a different rate schedule. The Patty Wagon is also a contractor for Medicaid-qualified NEMT services brokered through Paratransit Services.

Health Center Transport

The Hoh Tribe's **CHIEF KLIA WELLNESS CENTER** provides a variety of health and community services for the wellbeing of the Hoh community. This includes Indian Child Welfare, Community Health Resources, Substance Abuse, Social Services, Youth Programs, and Guardian Ad Litem services handled by the Health Clinic. The Tribe offers limited transportation support for enrolled Hoh Tribe members who have no other means of travel to access medical, vision, dental, mental health care, or eligible social service programs at the Wellness Center and within the local area. Reservations must be made one week in advance and are subject to staff availability.

The Jamestown S'Klallam Tribe's **JAMESTOWN HEALING CLINIC (JHC)** is a tribal integrated care clinic providing comprehensive patient care. It includes an opioid treatment program, primary care, dental, substance abuse disorder counseling, and behavioral health. Services are available for any tribal citizens as well as any non-native individuals who live in Clallam or Jefferson County. JHC will transport patients residing in Jefferson or Clallam Counties who have no other transportation options to and from the clinic through a reservation-based program.

The Lower Elwha Klallam Tribe's **LOWER ELWHA HEALTH DEPARTMENT** offers financial assistance to enrolled members to help offset costs associated with long-distance travel for healthcare services outside of Clallam County. It is managed through the Lower Elwha Health Department. Eligible expenses include gas, ferry or transit fares, per diem food expenses, and may include overnight lodging if necessary to attend early morning appointments. This is a reimbursement program. Tribal members requesting financial assistance for medical travel must

submit their requests with confirmation of the health appointment at least ten days prior to travel and submit receipts upon trip completion.

The Quinault Indian Nation's **QUINAULT WELLNESS CENTER** provides comprehensive care for members of the Quinault Indian Nation including behavioral health services, primary care and other medical services, dental health services, and support with an array of health access needs. Scheduled transportation services for tribal members between home and the Wellness Center are available. Patients must register for this service and book trips 24 hours in advance. Transportation is provided between the Wellness Center and Aberdeen/Hoquiam/Cosi, Montesano/Brady/Elma, Taholah, Ocean Shores, and Raymond/South Bend, Monday-Friday, with limited service on Saturday to accommodate dosing regimens.

The Makah Tribe's **SOPHIE TRETTEVICK INDIAN HEALTH CENTER** is a tribal medical service provider. The Center offers on-demand transportation for medical appointments that are off-reservation as well as transportation home from emergency room visits and for hospital discharges. Additionally, shuttle service is available for members who don't have other transportation to the Health Center or Wellness Clinic. Transportation services are fare-free. Services complement Makah Transit services. Financial assistance is available to help defray the costs of fuel and overnight lodging for out-of-area medical trips for income-qualified members with their own transportation.

The Skokomish Tribe's **WELLNESS CENTER** is a tribal health clinic offering a wide array of health services for the Tribe. Community Health Representatives offer limited transportation services to and from health care appointments for members that have no other means of travel, with priority for elders. Reservations are typically required 48 hours in advance, though exceptions may be made for emergencies. There is no charge for the service, though the Tribe will bill Medicaid for eligible patients.

PENINSULA COMMUNITY HEALTH SERVICES is a federally qualified health center (FQHC) providing primary medical, dental, behavioral health, substance use treatment, pharmacy services, and health education at more than two dozen sites in Kitsap County and in Belfair (Mason County). PCHS also partners with Olympic Connect providers in Clallam and Jefferson County. Services are provided regardless of a patient's ability to pay. PCHS works to eliminate transportation as a barrier to accessing their services. Through its Support Services it coordinates or provides essential mobility support to ensure patients can get to and from their appointments.

Elder and Senior Travel

The Skokomish Tribe's **TUWADUQ FAMILY SERVICES** program offers an array of services, including an Elder Luncheon Program that offers healthy meals three days a week for tribal elders. The program provides local door-to-door transportation service to tribal elders who don't have other travel options to access the luncheon program.

The Suquamish Tribe's **ELDERS PROGRAM** provides transportation assistance for Tribal elders to various individual activities and community events, for home visits, to exercise at the Tribal fitness center, to pick up medications, and attend foot care, medical, dental and vision appointments. The Elder's program also works with health care providers at the Suquamish Tribe's Health Clinic to coordinate transportation of elderly people to necessary appointments.

BAINBRIDGE ISLAND SENIOR COMMUNITY CENTER is a non-profit supporting seniors and the broader community on Bainbridge Island with a wide variety of programs and activities intended to forge strong community and healthy individuals. The BISCC provides limited transportation to seniors for weekly shopping trips as well as travel to doctors appointments and services at the center. The BISCC owns an electric passenger van which is operated by vetted and trained volunteer drivers.

The **Ecumenical Christian Helping Hands Organization (ECCHO)** is a private, non-profit organization providing transportation services and durable medical equipment to people 60 and over and those with disabilities in East Jefferson County. Volunteer drivers provide door-to-door travel between home and healthcare facilities in Jefferson, Clallam, Kitsap, Pierce, and King counties. Drivers use their personal vehicles, which are not wheelchair lift-equipped. No fees are charged though passengers are expected to pay their own ferry fares and parking costs. Two business days' notice is typically required for local trips while out-of-county trips require a longer lead time.

Community Based and Non-Profit Service Providers

CATHOLIC COMMUNITY SERVICES (CCS) is a private, non-profit service provider operating a variety of programs across the state. Programs and services vary by county. In the Peninsula region, CCS provides a number of programs for seniors and people with disabilities. This can include limited transportation services by volunteer drivers through its Home Care and Community Supports program. When available, volunteer drivers provide rides using their own personal vehicles. There is no charge to the passenger.

COASTAL COMMUNITY ACTION PROGRAM (COASTAL CAP) is a regional non-profit working with low-income individuals and families in SW Washington to remove barriers that prevent them from achieving economic stability. Its programs are primarily located in Grays Harbor and Pacific Counties. Its *Driven to Opportunity* program includes two vehicles operating in Thurston and Mason Counties. *Driven to Opportunity* serves residents with low-income or disabilities in Thurston County and Mason County, connecting them with jobs and services in Thurston County. Employment-related travel can include job sites, childcare, job training, and/or job interviews.

ISLAND VOLUNTEER CAREGIVERS (IVC) offers a variety of programs to Bainbridge Island residents to support independent living and community wellbeing by connecting volunteers with neighbors who are aging, living with disabilities, or facing challenges. This includes transportation for errands and shopping around Kitsap County as well as transportation to Seattle for health care appointments. Transportation services are provided by volunteers using either a personal vehicle or an IVC van. Services are provided free of charge.

LEWIS-MASON-THURSTON AREA AGENCY ON AGING (LMTAAA) offers an array of mobility management resources to help connect seniors and people with disabilities to transportation options that meet their needs. LMTAAA maintains a robust database of public, tribal, private, and non-profit and volunteer transportation services available in the Lewis-Mason-Thurston County area and surrounding environs. It offers resource materials to support “transportation for myself,” “transportation for my patient,” and “transportation for someone else",” and can connect people up with free travel training and trip planning services.

MOBILITY FOR ALL (M4A) is a non-profit working to expand access to clean, convenient transportation in Bremerton, through its SemBrem program and on Bainbridge Island through its Main Square program. Both programs include an affordable EV carsharing program for short-term rentals and a community shuttle. The Bainbridge Island shuttle is an electric van and is operated in coordination with the Bainbridge Island Senior Community Center.

Charter service

ROCKET TRANSPORTATION is a private shuttle company operating out of Sequim. Rocket Transportation provides door-to-door transport between the north Olympic Peninsula-north Kitsap Peninsula and Seattle with either shared-vehicle service or private service. Online booking is required at least 24 hours ahead of time though for the greatest schedule flexibility, reserving at least two weeks in advance is recommended. Fares depend on distance and type of service chartered. One-way fares for shared-ride service from the vicinity of Port Angeles to SeaTac airport are over $100 per person.