Opportunities For Better Special Needs Transportation Coordination

A Report from the Agency Council on Coordinated Transportation

Katy Taylor
Chair

Margaret Casey
Consumer Advocate

Don Chartock
ACCT Administrator

Joint Transportation Committee

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ACCT Mission

Remove transportation as a barrier to full participation in the community.

ACCT Goals

Identify and remove barriers to coordinated transportation

- Support innovative pilot projects
- Provide technical assistance and support

Focus on results

- Improve access to service information
- Increase accountability

Increase advocacy for special needs transportation

- Provide a forum for agencies to coordinate
- Increase access to transportation services

New Legislative Direction

RCW 47.06B

Human service transportation planning

Emergency planning

Complaint/comment process

ACCT Accomplishments

Provided technical assistance and support
- Human service transportation plans with all RTPOs
- Implemented complaint/comment process
- Community Transportation Association of America partnership
- Volunteer drivers guide

Measured and Reported on System Performance
- Summary of community and brokered transportation
- Bi-annual reports to the legislature
- Evaluated access to alcohol and drug treatment

Supported Innovative Pilot Projects
- Mobility coordinators
- Homeless student transportation
- Beyond the borders
- School bus/transit/nonprofit partnerships

Currently In Development

- Travel options
- Performance measures for complaint/comment process
- Expand summary of community and brokered transportation/ ACCT report
  - Include purchasers of transportation
- Emergency planning

Opportunities

- Build on brokerages
  - Enable and direct brokers and purchasers to share rides and costs

- Create efficiencies/synergies between state agencies that purchase transportation
  - WSDOT, DSHS, OSPI, DVA, CTED, ESD

- Continue to identify costs and data

- Seamless connections between jurisdictions

- Site social service facilities with access in mind

Questions?