ETPN Frequently Asked Questions

1. What is ETPN?
The Emergency Transportation Provider Network, commonly referred to by the acronym ETPN, is a project of the Regional Alliance for Resilient and Equitable Transportation (RARET). The goal of the ETPN is to increase the availability of transportation for special needs populations during adverse weather or emergencies by having a collective regional network of providers in Snohomish, King, and Pierce Counties. Through the ETPN’s efforts, stakeholders will have greater predictability in which providers will be operating during heightened conditions. ETPN partners aim to achieve this goal through operational flexibility, cross-sector collaboration, punctual communication, and accessibility.

2. Who is supposed to be a part of ETPN?
The backbone of ETPN are the transportation providers who can serve special needs populations and intend to maximize their flexibility during emergencies. These providers are enabled by cross-sector partnerships within the network who provide up-to-date information allowing providers to optimize their services to the particular landscape of a given disaster. These cross-sector partners within the network include representatives from emergency management, public health, non-profits, mobility management, human service agencies, and more.

3. What are the “emergencies” that ETPN would be applied to?
If an individual has an urgent, lifesaving need they should contact 911. However, for regional issues like snow events, extreme cold weather, wildfires, heat waves, earthquakes, pandemics, flooding, etc. there are often elevated needs for life-sustaining transportation. This can include things like aiding with access to shelters, facilitating evacuations, and collaborating to ensure vital medical appointments like dialysis are not disrupted. ETPN simply helps aid in these transportation needs but is not equipped to provide emergency services such as ambulances and Emergency Medical Technicians (EMTs).

The scope for type of transportation trips may include, but is not limited to:

- Essential medical appointments
- Food access (grocery store, meal delivery, food bank delivery)
- Shelter or transitional housing
- Return home from a destination
- Evacuation
- Serving non-eligible clients (E.g., Medicaid Brokerage transporting non-Medicaid patients)
4. What is the difference between ETPN and services like EMS/Search & Rescue?
ETPN aims to enhance the transportation response that can help ensure end users do not need to contact emergency services. The providers involved will primarily be those which provide non-emergency resources (i.e., not those which transport clients to Emergency Rooms or engage in life-saving activities). The ideal that ETPN strives for is a regional landscape where no client has to solicit the services of organizations like search and rescue for transportation needs which could have been solved earlier with non-emergency providers.

5. What is RARET and why are they involved in ETPN?
The Regional Alliance for Resilient and Equitable Transportation (RARET) is a coalition based within the Hopelink Mobility Management team. RARET’s mission is to increase the life-sustaining transportation services available to seniors, people with disabilities, low-income individuals, and other vulnerable populations in the event of a major emergency in the Central Puget Sound region (Snohomish, King, & Pierce Counties). ETPN has been a long-term goal for RARET as the coalition sees this formalized network as the logical next step in providing a coordinated response to transportation challenges during emergencies and better serving those with access and functional needs.

6. Where does ETPN operate?
ETPN operates in the same tri-county area as the Regional Alliance for Resilient and Equitable Transportation (RARET) which is all of Snohomish, King, and Pierce Counties. RARET’s contacts and situational awareness is best suited within this region, and, at the moment, there is not capacity for geographical expansion.

7. When does ETPN operate?
The ETPN has not yet been officially formalized so we are still working through determining hours of operation. If you have an ETPN trip request, please contact Dean Sydnor at DSydnor@hopelink.org or 425-429-5995 on Monday-Friday from 9:00am-5:30pm. Requests made outside of these hours will be followed up with as soon as possible.

8. How do I request an ETPN trip?
The ETPN has not yet been officially formalized so we are still working through developing plans and procedures in order to effectively coordinate ETPN trip requests. RARET will coordinate ETPN type trip requests as best possible but on an ad-hoc basis. There are no guarantees for coordinating or fulfilling ETPN trip requests at this time.

9. How do I join the ETPN?
RARET is working on finalizing plans and procedures to formalize the ETPN. To get connected and discuss next steps please contact Dean Sydnor at DSydnor@hopelink.org or 425-429-5995.