

2010 COORDINATED PUBLIC TRANSIT
HUMAN SERVICES TRANSPORTATION PLAN FOR
BENTON, FRANKLIN AND WALLA WALLA COUNTIES

2010 Coordinated Public Transit
Human Services Transportation Plan
For Benton, Franklin and Walla Walla Counties

Benton-Franklin Council of Governments

Adopted:

January, 2011

This document is incorporated by reference into the 2011-2030 Regional Transportation Plan for the Tri-Cities Metropolitan Area and Benton-Franklin-Walla Walla RTPO.

Grant applications prioritized based on processes described in *Chapter 6: Project Evaluation and Prioritization* are incorporated by reference into this Plan.

For information concerning, or copies of either of these plans, please contact the Benton-Franklin Council of Governments.

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CHAPTER 1: INTRODUCTION AND BACKGROUND

This Coordinated Public Transit-Human Services Transportation Plan has been developed by the Benton-Franklin Council of Governments (BFCOG) on behalf of Benton, Franklin and Walla Walla Counties. BFCOG serves as the Regional Transportation Planning Organization (RTPO) for the three county region. Located in southeastern Washington State, the three counties cover an area of over 4,200 square miles. Benton and Franklin Counties are located at the confluence of the Snake, Yakima and Columbia Rivers. Walla Walla County lies due east, bordered by the Snake and Columbia Rivers.

On August 10, 2005, President Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. SAFETEA-LU authorized the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal year 2009, including \$52.6 billion for federal transit programs.

Starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”

The three funding programs focus on the needs of transportation disadvantaged persons, or those with special transportation needs that cannot be met through traditional means (access to automobile or public transportation). For purpose of this plan, the statutory definition of people with special transportation needs detailed in RCW 47.06B is used: “those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation.”

While SAFETEA-LU does not require that Section 5311 funds be subject to the coordinated plan, the Washington State Department of Transportation (WSDOT) has established this requirement, as explained further in this document.

FEDERAL AND STATE ROLES IN THE COORDINATION OF HUMAN SERVICE TRANSPORTATION

Incentives to coordinate human services transportation programs are defined and elaborated upon in numerous initiatives and documents. Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available

resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies.

FEDERAL COORDINATION EFFORTS

The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

Presidential Executive Order

In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at

www.whitehouse.gov/news/releases/2004/02/20040224-9.html

A Framework for Action

The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website:

www.fta.dot.gov/CCAM/www/idnex.html

Medicaid Transportation Initiatives

- (1) Transit Passes: Federal regulations require that Medicaid eligible persons who need transportation for non-emergent medical care be provided transportation. For many people, the most cost-effective way to provide this transportation is with public transportation. Medicaid rules now allow the purchase of a monthly bus pass as an allowable Medicaid program expense.
- (2) Medicaid brokerages: Some states, including Washington, provide transportation services for Medicaid eligible persons through a brokerage arrangement. Typically, the broker will confirm the passenger's eligibility status, arrange for the trip through an appropriate vendor, and manage the fiscal oversight for the program.

Previous research

Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.

WASHINGTON STATE COORDINATION EFFORTS

In Washington, the Agency Council on Coordinated Transportation (ACCT) is a partnership of members from the legislature, state agencies, transportation providers and consumer advocates whose mission is to direct and promote activities that efficiently use all available state and community resources for special needs transportation across the state. ACCT was created by the legislature in 1998 to facilitate coordination and eliminate cross-jurisdictional and government program barriers to transportation. ACCT is taking a lead role to work with transportation providers and planning organizations throughout the state to implement the new federal planning requirements.

As a means of providing more efficient, cost-effective non-emergency medical transportation, Washington converted its transportation program into a brokerage service model. The Medicaid brokerage system has been able to keep transportation costs down by coordinating transportation services with other State agencies.

Nine regional brokerage agencies are contracted to provide transportation services to 13 separate regions. Washington has been successful in providing expanded and effective access to medical services and is recognized as a model for other brokerage programs across the country. Staff representatives from People-for-People, the Medicaid brokerage serving residents of Benton, Franklin and Walla Walla County, actively participated in this plan by attending Stakeholder Workshops and serving as a member of the Advisory Committee that prioritized the resulting service gaps and needs.

PLAN GOALS

The Washington State Department of Transportation serves as the designated recipient for these—and other—federal funds intended for non-urbanized portions of the state, and, in turn distributes them to local entities through a competitive grant process. Effective July 1, 2007 WSDOT required that projects funded through the each biennial funding cycle be derived from a coordinated plan. The overarching goal of this planning effort, then, is to respond both to SAFETEA-LU and the State of Washington requirements for receiving these federal funds.

Additionally, an important goal for this plan is to provide an opportunity for a diverse range of stakeholders with a common interest in human service transportation to convene and collaborate on how best to provide transportation services for these targeted populations. Specifically, the stakeholders are called upon to identify service gaps and/or barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these strategies for inclusion in the plan.

Indeed, stakeholder outreach and participation is a key element to the development of this plan. Federal guidance issued by FTA in the March 2006 Federal Register specifically requires this participation, and recommends that it come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to): area transportation planning agencies, transit riders and potential riders, public transportation providers, private transportation providers, non-profit transportation providers, human service agencies funding and/or supporting access for human services, and other government agencies that administer programs for targeted population, advocacy organizations, community-based organizations, elected officials, and tribal representatives.

This document is intended both to capture those local stakeholder discussions, and to establish the framework for potential future planning and coordination activities.

FUNDING SOURCES AND TYPES OF PROJECTS

Federal Funds

Projects funded with the four sources of grant funds are required to be selected through a competitive process, and derived from this coordinated planning effort. Many, if not all, of the suggested strategies and solutions could be structured to take advantage of available program funds. The sources of funds and examples of eligible projects are described below:

Elderly and Disabled Program (Section 5310)

A federal program administered by WSDOT that provides capital assistance to private, nonprofit corporations, tribal governments, and selected county governments who provide transportation services to elderly persons and/or persons with disabilities. Funds for this program are allocated by formula to states for capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support non-profit transportation providers.

General Public Transportation: Non-urbanized areas (Section 5311)

This program is a federally funded, competitive grant program administered by WSDOT that provides funding assistance for transportation providers serving the general public in rural areas of the state. The funding assistance is available for capital and operating assistance purposes. Federal Section 5311 funds are intended to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation. Services are available to the general public, but may also be used to support services for elderly and disabled.

Examples of eligible projects include:

- ❖ Wheelchair accessible passenger vehicles
- ❖ Communications equipment
- ❖ Purchase and installation of bus shelters or other amenities
- ❖ Operating Assistance

Job Access and Reverse Commute (JARC)(Section 5316)

The Job Access and Reverse Commute (JARC) program is a federally funded, competitive grant program administered by WSDOT to improve access to transportation services to employment and employment related activities for welfare recipients and low-income individuals. The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population.

Examples of eligible JARC projects include:

- ❖ Late-night and weekend service
- ❖ Guaranteed Ride Home Programs
- ❖ Vanpools or shuttle services to improve access to employment or training sites
- ❖ Car-share or other projects to improve access to autos

- ❖ Access to child care and training

New Freedom Program (Section 5317)

The New Freedom program is a federally funded, competitive, grant program administered by WSDOT to overcome existing barriers facing Americans with Disabilities seeking integration into the work force and full participation in society. Overall, the purpose of the program is to go “beyond” the minimal requirements of the Americans with Disabilities Act (ADA). Funds are distributed to states based on that state’s population of persons with disabilities. No project or transportation service that existed prior to August, 2005 is eligible for JARC funding.

Examples of eligible New Freedom Program projects include:

- ❖ Expansion of paratransit service hours or service area beyond minimal requirements
- ❖ Purchase of accessible taxi or other vehicles
- ❖ Promotion of accessible ride sharing or vanpool programs
- ❖ Administration of volunteer programs
- ❖ Building curb-cuts, providing accessible bus stops
- ❖ Travel Training programs

State Funds

Rural Mobility Program

State-funded, competitive grants administered by WSDOT to establish, preserve, and improve rural public transportation. Funding supports rural and small urban areas statewide. Projects are for capital, operating, construction, and planning purposes. There are two separate rural mobility allocations:

- ❖ Competitive - Priority for competitive funding is given to rural areas.
- ❖ Transit Formula - This is a formula program for small urban and rural public transit systems only.

Paratransit/Special Needs Program

Funding to sustain and expand services to special needs populations. In this context it means transportation services provided to individuals that have special transportation needs; by flexible forms of public transportation services that are not operated over a fixed route, and sometimes referred to as “demand response” or “dial a ride”; and for the purpose of increasing access to basic services such as education, medical, social, and employment.

There are two separate rural mobility allocations:

- ❖ Non-Profit Competitive - Funding to support special needs transportation services provided by private non-profit organizations.
- ❖ Transit Formula - These are formula based grants for public transit agencies to provide special needs transportation.

CONSOLIDATED GRANT PROGRAM

Historical Background

WSDOT uses a consolidated application for both state and federal public transportation grants. Applicants are asked to describe their project and provide pertinent information. Based on the information provided by the applicant WSDOT determines the appropriate type of funding when awarding projects. Competitive projects will be evaluated based on local and state criteria. Projects must be derived from needs and strategies identified in a regional Coordinated Public Transit-Human Services Transportation Plan before being submitted to WSDOT.

Priorities and Goals

WSDOT has overarching priorities that apply to all programs. This policy guidance promotes core values such as preservation of existing transportation facilities and services, safety, economic vitality, mobility, and environmental quality. These priorities and values are extended to public transportation grant programs in several ways:

- ❖ Service Preservation - Improved Core Service
- ❖ Operating Expansion - Regional Connectivity
- ❖ Capital Expansion - Effectiveness and Safety
- ❖ Technological Innovation - Efficiency

Specifically, the goals of the WSDOT Consolidated Grant Program are as follows:

- ❖ Address Deficiencies - Encourage communities to identify and address deficiencies in paratransit/special needs or rural public transportation.
- ❖ Provide a Community Benefit - Assist local areas in determining community benefits and support for paratransit/special needs or rural public transportation.
- ❖ Preservation or Enhancement - Provide funding to preserve or enhance paratransit/special needs or rural public transportation where there is a demonstrated need and measurable benefit.
- ❖ Community Connections - Support a sustainable network of transportation services within and between communities.
- ❖ Financial Partnerships - Establish opportunities for local jurisdictions, regional organizations, private sector agencies, state and federal governments, and tribal governments in Washington to work collaboratively. Ensure stakeholders have a voice in project development. Encourage appropriate cost sharing on projects.
- ❖ Support Coordination - Local organizations are required to coordinate services with other transportation providers in their area, as well as other organizations potentially able to use or purchase the services

PROJECTS AWARDED BASED ON 2006 HUMAN SERVICES TRANSPORTATION PLAN

Legislation mandating the development of the current Coordinated Public Transit Human Services Transportation Plan was adopted in 2005. The Plan was written in 2006. Since that time, the Washington State Department of Transportation has administered two funding

cycles of the Consolidated Grant Process distributing the transit funds addressed in the Plan. Projects awarded in the Benton-Franklin-Walla Walla RTPO are listed below.

2007-2009 Biennium

Appointment Keepers

Paratransit Outside of Valley Transit Boundary and Cost of Medical Transportation for Persons not Medicaid Eligible - \$53,000

Ben Franklin Transit

Need for Travel Training - \$75,000

Service to Food Processing Industries in the Tri-Cities Area - \$11,718

Paratransit Services Outside BFT Current Boundary - \$48,762

Valley Transit

Preserve Essential Fixed Route, Demand Response and Job Access Services Provided by Valley Transit within the Public Transportation Benefit Area - \$900,000

2009-2011 Biennium

Ben Franklin Transit

Need for Travel Training - \$75,000

Sustain Paratransit Services Outside BFT Current Boundary - \$35,000

Valley Transit

Sustain Fixed Route, Demand Response and Job Access Services - \$1,250,000

Additionally, as part of this grant process administered within the Palouse RTPO east of this area, Columbia County Public Transportation received funding to provide service between Dayton through Waitsburg to Walla Walla.

PROJECT METHODOLOGY

The following steps were undertaken to support the key findings and recommendations emerging from this plan.

An Advisory Committee comprised of BFCOG, Valley Transit, Ben Franklin Transit and WSDOT staff, as well as the regional Medicaid broker and several human service agencies provided oversight and guidance throughout the project. In addition to their assistance in plan development, their responsibilities also included the following.

- ❖ Confirm the list of prioritized unmet transportation strategies
- ❖ Review and accept project prioritization criteria
- ❖ Apply the prioritization criteria and rank grant applications submitted to WSDOT

Demographic Profile

A demographic profile of the three-county service area was prepared using census data and other available documents. This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the four population groups subject to this plan: persons with disabilities, older adults, youths and those of low-income status.

The demographic profile is in Chapter 3 of this report.

Stakeholder Involvement

Stakeholder involvement was solicited and encouraged in a number of ways, and is described in detail in Chapter 5 of this report. Appendix A also provides documentation on public outreach convened for the project, and other correspondence relevant to the plan.

Identification of Origins and Destinations

In both the Tri-Cities and Walla Walla stakeholder meetings, a set of maps (pages 33 to 36) were used to facilitate identification. After a discussion using the maps as reference to identify origins and destinations, participants were asked to prioritize those locations. Though not the intention, in Kennewick an outcome of this exercise was to also identify an unmet need in addition to current origins and destinations. Prioritized origins and destinations for each workshop are discussed in Chapter 5.

Identification of Gaps and Strategies

An important step in completing this plan includes the identification of service needs or gaps. The identification of service gaps provides a basis for recognizing where—and how—service for the four population groups addressed in this Plan needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

Coupled with the need to identify service gaps is the need to identify services - strategies intended to address those deficiencies. These “strategies” differ from specific projects in that they may not yet be fully defined, e.g. a project sponsor isn’t identified, or project expenditures are not fully defined. Identification of gaps and strategies is discussed in detail in Chapter 5: Key Findings.

The lists of gaps and strategies for this plan were initially derived through direct participation with stakeholders at the Stakeholder Workshops. Later, both lists were supplemented through consultation with the Plan Advisory Committee and additional review by those in attendance at public meetings in August.

Prioritization of Strategies

Public meetings were held in Kennewick and Walla Walla in mid-August. Attendees reviewed both the gaps and strategies identified at the stakeholder meetings and later supplemented by the Advisory Committee. Attendees’ comments added to both the list of identified gaps and strategies. Following, participants were asked to prioritize the identified strategies.

Existing Transportation Services

This involves documenting the range of public transportation services that already exist in the three-county area. These services include public fixed route and dial-a-ride (paratransit) services, vanpool services, and transportation services provided or sponsored by other social service agencies.

Social service transportation providers were consulted directly through a survey process intended to identify those agencies providing or arranging for social service transportation within the service area. Information from the inventory is highlighted in Chapter 3.

TECHNOLOGY

Ben Franklin Transit

Much of BFT's funding has been committed to providing on the road service for decades. Technological advances have not been a priority. With shrinking funds and increased population an emphasis is now being placed on upgrading the technological capabilities of the agency as a whole.

BFT has begun investing in a comprehensive computer aided dispatch and automatic vehicle location system for our Dial A Ride Paratransit services. We have the computer system and have Mobile Data Terminals on some of our vehicles. The completion of installing mobile units in all of our vehicles is scheduled to take place over the next 5 years. These units include GPS tracking and an interactive information system. Grant funding is being sought to speed up this process.

Dial A Ride dispatching is currently state of the art with the latest Trapeze supported automated dispatching system. Reservations scheduling and dispatching are all linked to improve efficiency and reduce costs.

BFT will be installing GPS units on vanpool equipment in coming years with a trial being conducted by Avego beginning 2011. A limited number of GPS units are currently in use and transferred to vehicles with mileage or accounting issues.

The fixed route bus system has cameras on a portion of our buses. There will be additional cameras added as funding permits. These cameras have been helpful in investigating accidents, customer complaints and other incidents.

Google Transit was listed as a priority during the recent input sessions for the Human Services Transportation Plan. BFT is working to complete a Google Transit project that will link us with Valley Transit, People For People from Yakima, the Umatilla Tribe to Pendleton and the Grapeline to Walla Walla. We realize what an important link we are to this system and have made this a priority for the next few months. Staff time is committed and consultant services are being contracted to complete this system.

Valley Transit

Valley Transit employs several ITS technologies to help deliver high quality and consistent customer service. The first technology advancement was to convert our diesel fueled fleet of paratransit (Dial-A-Ride) mini-buses to compressed natural gas (CNG). This was done to resolve passenger complaints about the smell of the vehicles' diesel exhaust. Paratransit vehicles typically have long dwell times while the bus operator assists elderly or while disabled passengers get on or off the mini-bus. This creates an opportunity for exhaust fumes to drift inside the vehicle. The switch to CNG has eliminated passenger complaints about exhaust fumes and has cut the paratransit fuel budget by fifty-percent.

Valley Transit was one of the first transit agencies in the Northwest to install video security recording equipment in all revenue vehicles. This investment has greatly reduced vandalism and other forms of inappropriate behavior on buses and has improved customer survey ratings of passengers' onboard experience. The video equipment is now all digital, with many cameras in each vehicle and at major transit centers. The cost of transit operations has gone down because of fewer acts of vandalism and fewer major behavior problems. Insurance claims may also be reduced from video evidence, but this is more difficult to quantify.

StrataGen Systems partnered with Valley Transit to install their Adept software program for paratransit scheduling and routing. This software has four major functions: assists employees taking paratransit trip reservations from Dial-A-Ride clients; schedules individual trip reservations onto vehicle assignments for optimal efficiency; provides dispatchers with real-time information on individual vehicle and system performance; and generates management information system reports for effective management. Paratransit vehicles and fixed route buses are equipped with Mobile Data Computers (MDC) with global positioning system (GPS) technology so the system is fully real-time and dynamic. The system enabled Valley Transit to reduce vehicle and operator in-service hours by twenty-five percent in the first week of use of the new system because of increased routing efficiency.

When Google Transit placed Valley Transit and Grape Line transit system information online it was the smallest transit system in the USA and the second transit system in Washington State to offer this customer automated routing service. This small success encouraged regional transportation providers in SE Washington and NE Oregon to also invest in the Google Transit technology and now covers the public transportation options for a large area in a geographically remote part of Washington State and Oregon.

Valley Transit is a member of RideshareOnline.com, which is an online service for Washington State and Idaho, with Oregon coming onboard soon. This is an automated online service to help people find carpools or vanpools for regular commutes and it also supports one-time event trips.

EMERGENCY MANAGEMENT

Ben Franklin Transit

Ben Franklin Transit (BFT) has arrangements with two area agencies for purposes of addressing emergency management issues. Agreements in place include one between BFT and Benton County Emergency Services, and a second between BFT and the Tri-County Hazardous Materials Response Group.

Benton County Emergency Services (BCES) conducts an all-hazards emergency preparedness program for the purpose of assuring an appropriate emergency response in the event of natural, technological or human caused disasters. In addition to hazards such as wildfires and floods, BCES plans and prepares for emergencies at the Hanford site, the Columbia Generating Station and the Umatilla Chemical Depot.

The agreement between BFT and BCES states that BFT will provide BCES with emergency transportation services and limited short term sheltering for the public and/or emergency workers during an emergency response within the BCES area.

The Tri-County Hazardous Materials Response Group is comprised of 45 firefighters from nine fire departments throughout the region: Richland, Kennewick, Pasco, and Yakima Fire Departments, as well as Benton County Fire Districts #1, #2, #4, Franklin County Fire District #3 and Walla Walla Fire District # 5.

Their responsibility is as first responders to hazardous material emergencies in the four (Yakima Fire Department joined in 2004) counties. The agreement states that in the event of an emergency response BFT shall, upon request, provide bus transportation for team members to incidents within the Tri-County Hazardous Materials Response Group area.

Valley Transit

Valley Transit provides two main roles on the Walla Walla County Emergency Management Services team. First, Valley Transit is the primary first responder of mass transportation vehicles for emergency evacuations and provision of temporary mobile shelter for people displaced by a disaster. The second role is provision of a staff member to act as the Emergency Management Transportation Coordinator during times declared an emergency by the Walla Walla County Commissioners. The Transportation Coordinator is responsible to arrange for the movement of people, supplies, equipment and miscellaneous freight during emergencies and disasters. This also involves ongoing staff participation and support of County Emergency Management Services.

CHAPTER 2: DEMOGRAPHIC PROFILE

Benton, Franklin and Walla Walla Counties are located in southeastern Washington covering over 4,200 square miles. According to estimates by the State Office of Financial Management (OFM), Benton County had a population of about 172,900 in 2010. OFM projected a Franklin County 2010 population of 75,500. Walla Walla was the smallest of the three counties with an estimated 2010 population of 59,600 residents.

This chapter documents important characteristics about four target population groups in the three-county region as they relate to this planning effort. In particular, the profile contains information on current and projected numbers of older adults and youth, tracks change in the population of persons with disabilities, and presents data on the number of low-income persons within the region. The profile also identifies the region's key employment sites, which are important to keep in mind when considering transportation gaps, as some gaps emerged with respect to accessing certain sites.

Data is drawn from a variety of sources. Current population and poverty data come from the 2008 American Community Survey. Population projections are based on data from the Washington State Office of Financial Management. Data on persons with disability is from Washington State Department of Social and Health Briefing Books.

POPULATION CHARACTERISTICS

Current Population Data

This section presents data from the Census Bureau. The population estimates for Washington State and the counties are products of Census Bureau's Population Estimates Program. Age group data are from the American Community Survey 2006-2008 three-year sample. These data are samples, and as such are subject to uncertainty due to sampling variability. They do not represent a 100 percent census count.

Table 2-1 shows total population for Washington State and the three counties in the RTPO.

Table 2-1: TOTAL POPULATION

<i>Area</i>	<i>Total Population</i>	<i>Percent of State Population</i>
Washington State	6,453,083	-
Benton County	159,629	2.5%
Franklin County	69,241	1.1%
Walla Walla County	57,280	0.9%

Table 2-2 and Figure 2-1 below show the number and percent of population from ages 5-14 for the same four jurisdictions as above. Franklin County has the highest percentage of this population segment in the RTPO.

Table 2-2: Population and Percent of Population Aged 5-14

<i>Area</i>	<i>Persons</i>	<i>Percent of Persons Aged 5-14</i>
Washington State	836,666	13.0%
Benton County	23,279	14.6%
Franklin County	12,068	17.4%
Walla Walla County	6,906	12.0%

Figure 2-1 Percent of Population Aged 5-14

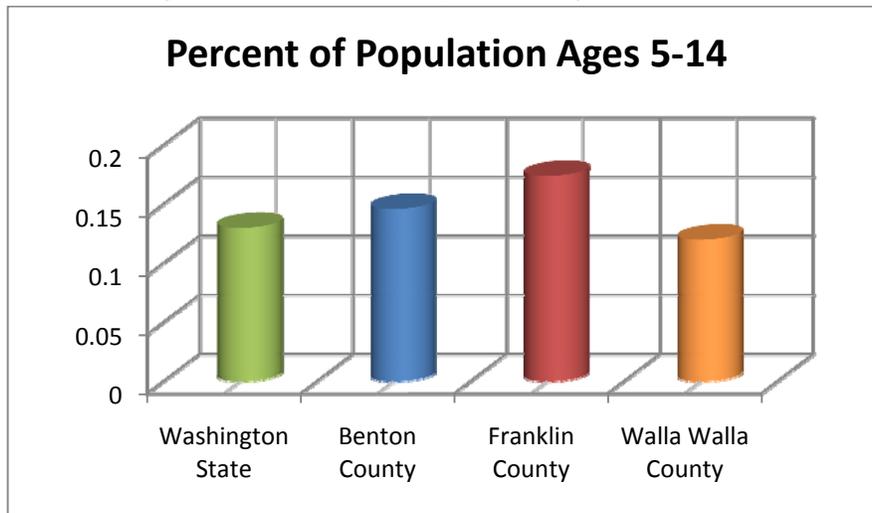
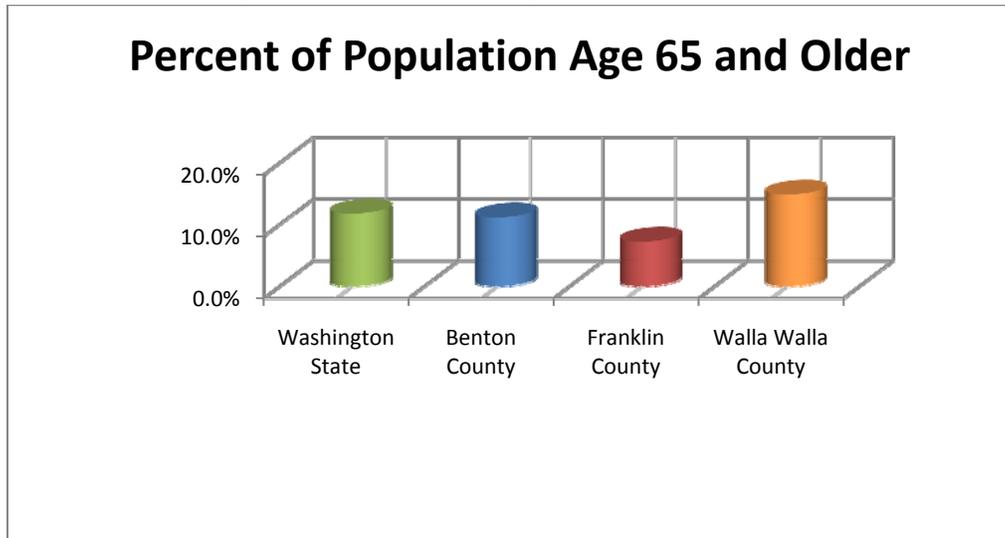


Table 2-3 and Figure 2-2 show the number and percent of the population that is 65 and older for the State and three counties. Walla Walla County has the highest population of seniors by percent of population.

Table 2-3: Population and Percent of Population 65 and Older

<i>Area</i>	<i>Persons</i>	<i>Percent of Persons Aged 65+</i>
Washington State	758,450	11.8%
Benton County	17,782	11.1%
Franklin County	4,993	7.2%
Walla Walla County	8,501	14.8%

Figure 2-2: Percent of Population 65 and Older



Projected Population Data

This section contains population data developed by the Washington State Office of Financial Management (OFM). OFM generates county-level population estimates to be used for planning purposes under the Growth Management Act. Projections are developed for “High”, “Medium”, and “Low” ranges of population growth. The data contained in the tables and figures below are based on the set of medium estimates developed by OFM in 2007.

Table 2-4 shows estimated population increase between 2000 -2030 for Benton, Franklin and Walla Walla Counties and the RTPO as a whole. Figure 2-3 graphs the same data. Benton County is projected to grow by about 40 percent, Franklin County by 125 percent and Walla Walla County by 27 percent. RTPO population as a whole is projected to grow by 53 percent.

Table 2-4: Estimated 2000-2030 RTPO Population Growth

2000-2030 Total Population Growth							
	2000	2005	2010	2015	2020	2025	2030
Benton	142,475	158,100	168,839	176,854	184,704	192,131	198,528
Franklin	49,347	60,500	70,038	80,348	90,654	100,666	109,861
Walla Walla	55,180	57,500	60,840	63,139	65,593	67,895	69,828
RTPO	247,002	276,100	299,717	320,341	340,951	360,692	378,217

Figure 2-3: Estimated 2010-2030 RTPO Population Growth

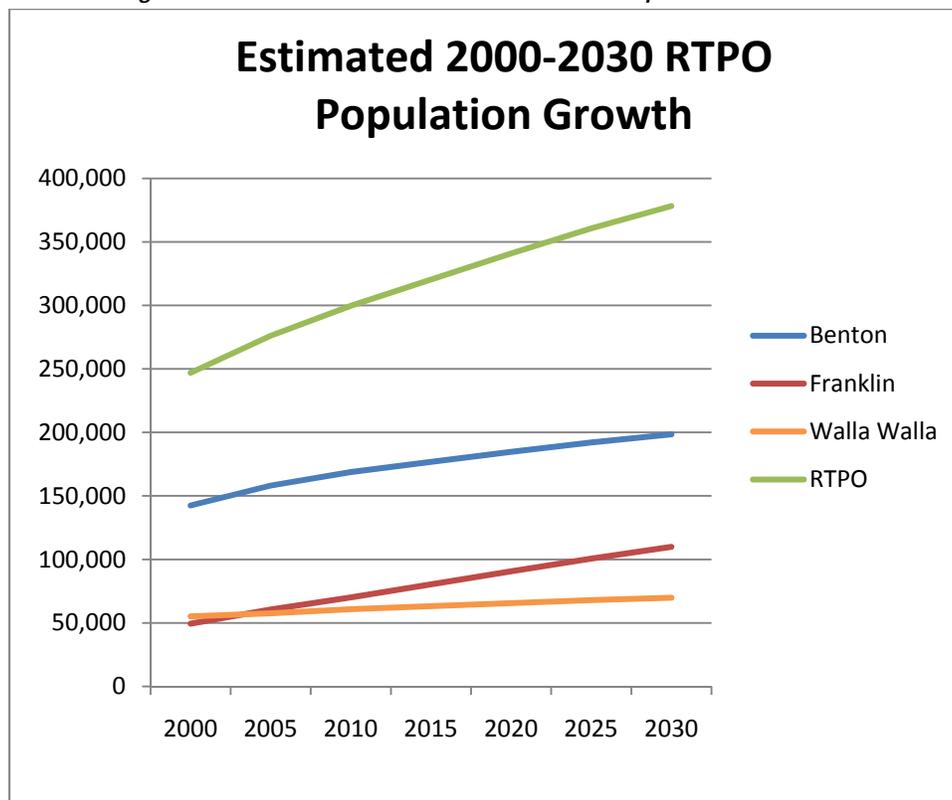


Table 2-5 tracks projected 2000-2030 population growth for ages 5-14 for the three counties and the RTPO. Figure 2-4 graphs the same data. Growth of this segment of the population is projected to be 21 percent in Benton County, 53 percent in Franklin County and 38 percent in Walla Walla County. In the RTPO as a whole, it is estimated the population ages 5-14 will increase 42 percent over the 30-year period.

Table 2-5: Estimated 2000-2030 RTPO Population Growth Ages 5-14

2000-2030 Population Growth Ages 5-14							
	2000	2005	2010	2015	2020	2025	2030
Benton	23,995	24,916	24,557	25,064	27,219	28,895	29,216
Franklin	9,327	11,590	13,120	15,379	17,365	18,359	19,273
Walla Walla	7,665	7,557	7,750	8,190	8,915	9,427	9,563
RTPO	40,987	44,063	45,427	48,633	53,499	56,681	58,052

Figure 2-4: Estimated 2000-2030 RTPO Population Growth Ages 5-14

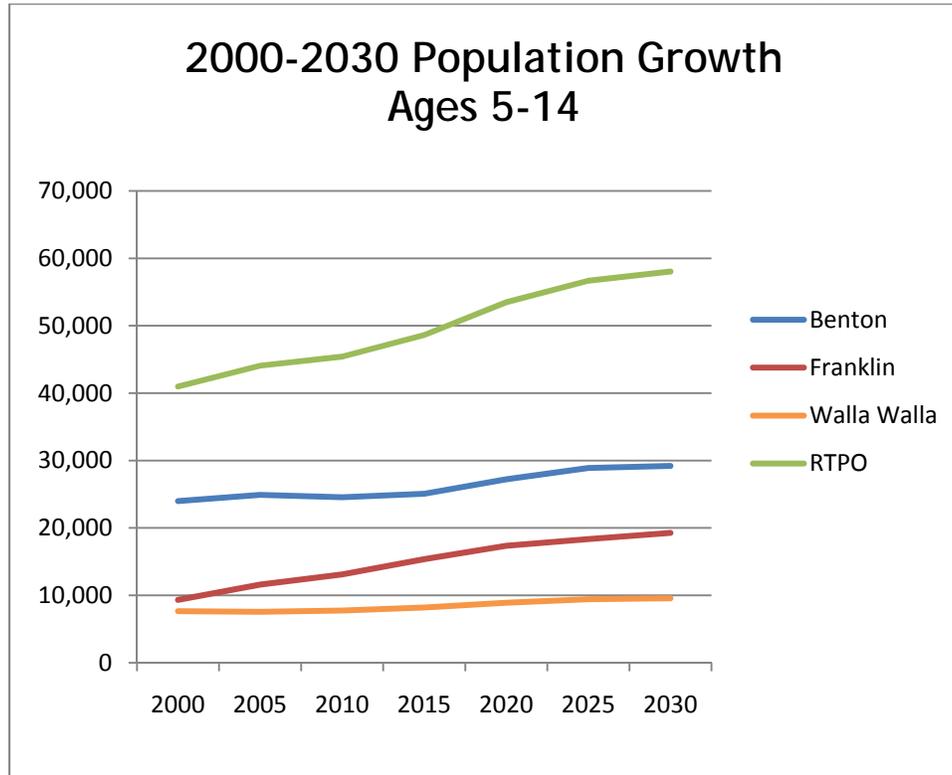
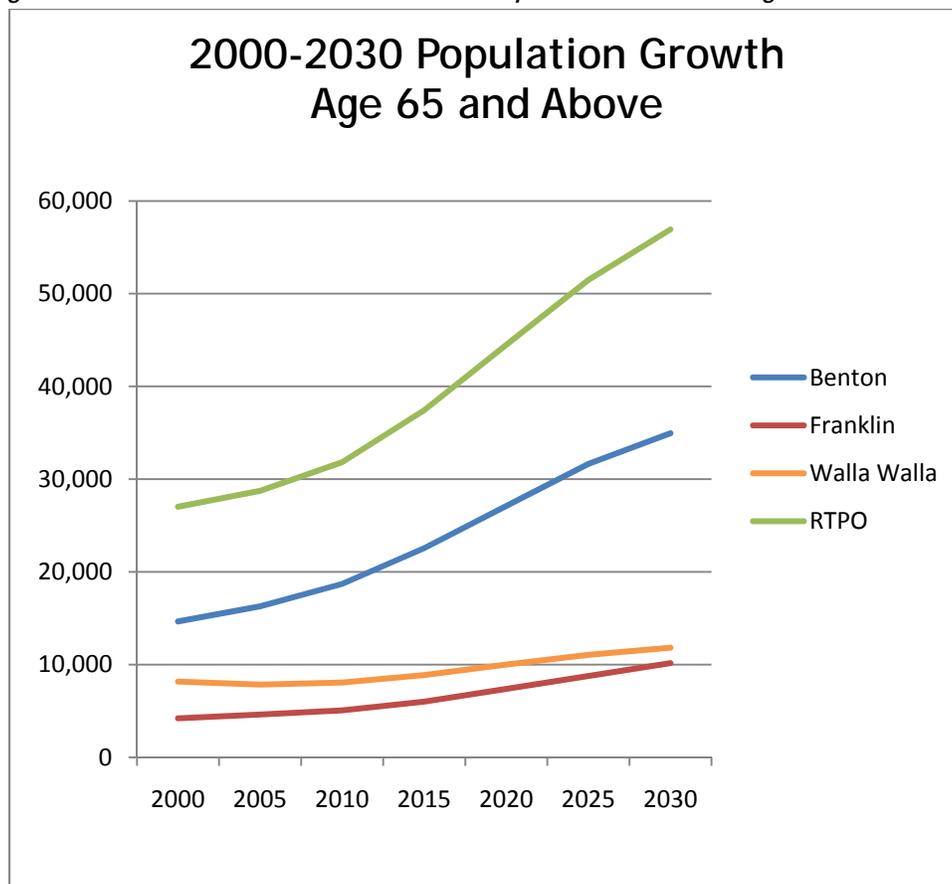


Table 2-6 tracks projected 2000-2030 population growth for ages 65 and older for the three counties and the RTPO. Figure 2-5 graphs the same data. The senior population in Benton County is projected to increase by 138 percent, 142 percent in Franklin County and 46 percent in Walla Walla County. Within the RTPO as a whole, the senior population is projected to increase by 110 percent between 2000 and 2030.

Table 2-6: 2000-2030 Population Growth Ages 65 and Above

2000-2030 Population Growth Age 65 and Above							
	2000	2005	2010	2015	2020	2025	2030
Benton	14,655	16,282	18,697	22,561	27,119	31,646	34,952
Franklin	4,200	4,623	5,058	6,007	7,381	8,778	10,166
Walla Walla	8,174	7,843	8,070	8,868	10,000	11,058	11,819
RTPO	27,029	28,748	31,825	37,436	44,500	51,482	56,937

Figure 2-5: Estimated 2000-2030 RTPO Population Growth - Ages 65 and Above



Persons with Low Incomes

This section presents data from the American Community Survey 2008 three-year sample.

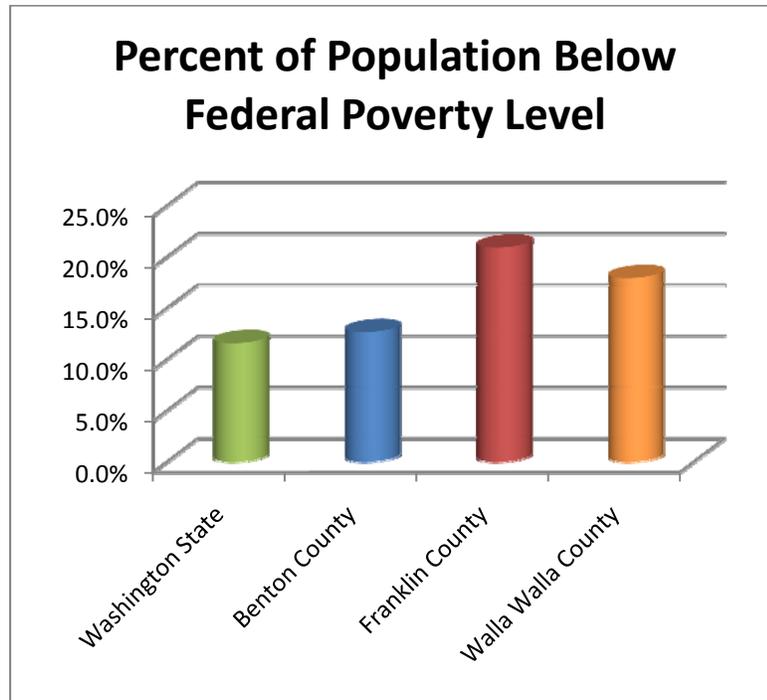
Table 2-7 shows the percent of persons in Washington State and the RTPO counties with an income below poverty level. Figure 2-6 graphs the same data. A larger percentage of the population in Franklin County is below the poverty level. Table 2-7 shows Benton County is estimated to contain 40 percent more persons living in poverty than Franklin County.

Table 2-7: Percent of Persons with Income Below Poverty Level

Area	Persons living below federal poverty level*	Percent living below federal poverty level
Washington State	731,318	11.6%
Benton County	19,926	12.7%
Franklin County	14,172	20.9%
Walla Walla County	9,386	17.9%

* The figure for percent living below poverty level is the mid-point of an estimated range. Persons living below poverty level is an estimate based on population and that percentage. It is shown here to give the reader an idea of a number associated with the percentage.

Figure 2-6: Percent of Persons with Income Below Poverty Level



Persons with Disabilities

Table 2-8 below chart provides disability trending data in the three counties by the number of Washington State DSHS General Assistance disability caseloads, and as a percentage of Washington State totals. Information cited is from Washington State DSHS Briefing Books for the corresponding years.

Table 2-8: Persons with Disabilities

A DSHS Disability Average Monthly Caseload						
Year	2000		2005		2009	
Area	Total Caseload	% of State Caseload	Total Caseload	% of State Caseload	Total Caseload	% of State Caseload
Benton County	264	1.60%	621	2.30%	1024	2.80%
Franklin County	106	0.60%	344	1.30%	385	1.00%
Walla Walla County	90	0.50%	165	0.60%	258	0.70%

All three counties show significant increases in the number of disability caseloads over the last nine years. In addition, caseloads are increasing at a faster rate than the state as a whole over the last nine years. Increases in the overall percentage of statewide disability caseloads are: Benton County 75%, Franklin County 67%, and Walla Walla County 40%.

The definition used for General Assistance Disability Caseload counts are persons who are incapacitated due to four categories. Those categories are:

- ❖ Emotional -Mental Health Impairment

- ❖ Mental - Mental Retardation (Clinical Term)
- ❖ Physical - Physical Impairment and
- ❖ Other - Aged, Blind, Disabled

It should be noted that Census data was not used for this population demographic due to inconsistent collection methodologies. This definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA).

Employment

The two tables below list major employers in Benton and Franklin Counties, and Walla Walla County. Many of the largest employers in Benton and Franklin Counties are school districts and government contractors associated with the Hanford Nuclear reservation. Their employees are dispersed on campuses, in small to moderate-size offices or Hanford-area work locations.

Since the general purpose of listing major employers in this document is to identify locations where there are high concentrations of employees, the following lists include the largest employers in the three-county area with a majority of their employees concentrated at one or two locations.

Table 2-9: Major Employers in Benton and Franklin Counties

MAJOR EMPLOYERS - BENTON AND FRANKLIN COUNTIES		
EMPLOYER	CITY	EMPLOYEES
Battelle Pacific NW National Laboratory	Richland	4723
Broetje Orchards	Prescott	2852
Kadlec Medical Center	Richland	2118
Kennewick General Hospital	Kennewick	1017
Lourdes Health Network	Pasco	952
Columbia Basin College	Pasco	802
Tri-Cities Airport	Pasco	714
AREVA	Richland	662
ConAgra/Lamb-Weston	Pasco	652
Apollo Sheet Metal, Inc.	Kennewick	625
Benton County - Kennewick	Kennewick	602
Coyote Ridge Correctional Facility	Connell	550
City of Richland	Richland	520
Port of Pasco Industrial Park	Pasco	505

Table 2-10: Major Employers in Walla Walla County

<i>MAJOR EMPLOYERS - WALLA WALLA COUNTY</i>		
EMPLOYER	CITY	EMPLOYEES
Tyson Foods	Walla Walla	1300
Washington State Penitentiary	Walla Walla	1245
St. Mary Medical Center	Walla Walla	999
Walla Walla Community College	College Place	739
Boise Cascade Corporation, Paper Division	Walla Walla	571
Whitman College	Walla Walla	529

These tables are based on information gathered by the Benton-Franklin Council of Governments. Maps on pages 35 and 36 in Chapter 4 show the location of these employers as well as many more in the three-county area.

CHAPTER 3: EXISTING TRANSPORTATION SERVICES

PUBLIC TRANSPORTATION BENEFIT AREAS

The Benton Franklin and Walla Walla Public Transportation Benefit Areas (PTBAs) are municipal corporations. Ben Franklin Transit and Valley Transit, respectively, operate in the two areas. In general, dedicated public transportation is limited to urban areas served by Ben Franklin Transit and Valley Transit.

Defined in statute (RCW 36.57A), a PTBA is established through a planning and electoral process wherein citizens in a defined area vote to impose up to .06 of 1 percent of a sales tax upon themselves for purposes of developing and funding a public transit agency. The PTBA boundary sets the limit of the area to be taxed and generally sets a limit on the area to receive service. Maps of the two PTBA service areas are on page 24 and 25.

BEN FRANKLIN TRANSIT

Weekday and Saturday Fixed Route Bus Service

All Ben Franklin Transit routes are numbered and each has a printed schedule. Ben Franklin Transit has 24 routes serving Benton City, Kennewick, Pasco, Prosser, Richland, and West Richland. There are five (5) Inter-City routes (which travel between cities) and 19 routes called Locals which do not leave their designated city. During travel, many riders have to transfer between routed buses to get to their destination. Buses are scheduled to arrive at the transit centers at approximately the same time and leave at the same time so transferring from bus to bus is simple to do and easy to understand.

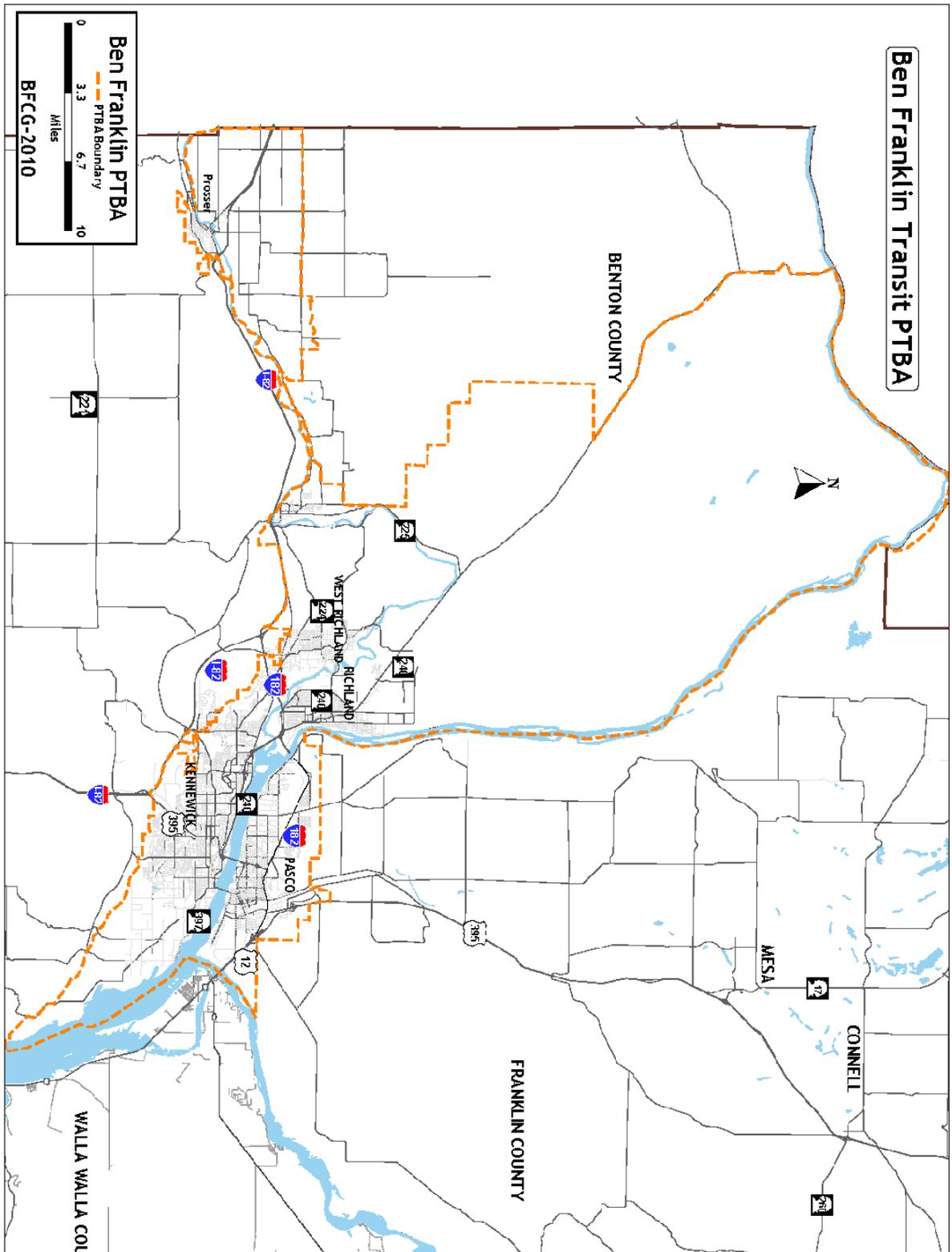
Taxi Feeder Routes

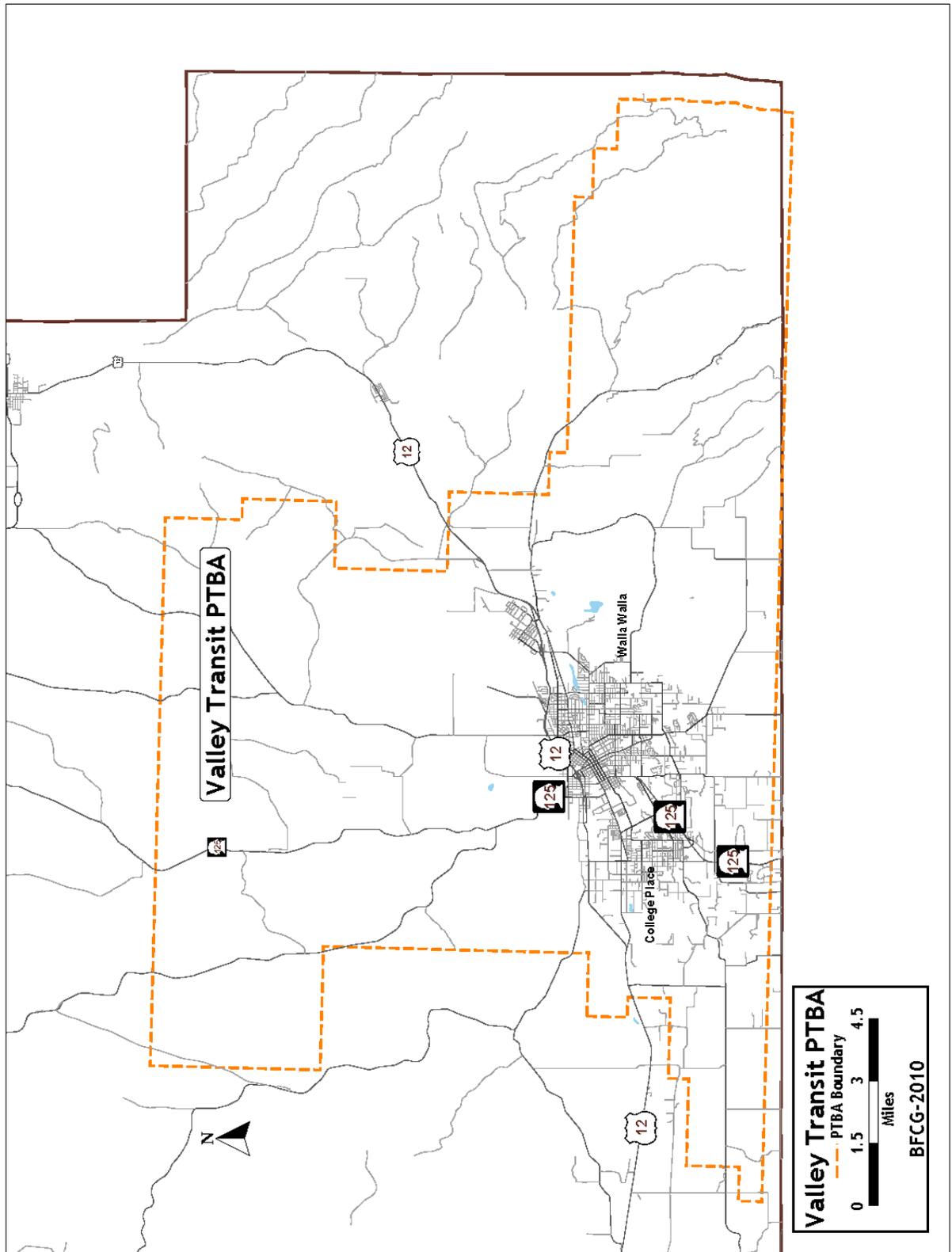
A premium service which provides transit links for less travelled areas. Customers call BFT's contractor for service and have a shared taxi ride to their final destination or are picked up near home and dropped off to catch a bus. This provides access to locations that are costly to serve with fixed route service. Several Taxi Feeder routes were cancelled in the past year and replaced with route 110 in West Richland.

Dial-A-Ride Paratransit Service

Dial-A-Ride Paratransit Service has the same hours as fixed route local service through a reservation system with one day's notice of travel plans and exceeds requirements set forth in the Americans with Disabilities Act. (ADA). Ben Franklin Transit prohibits discrimination and ensures equal opportunity for persons with disabilities. This includes access to employment opportunities and our facilities. We provide reasonable modification to all transit services that are necessary for the rider to use the service, because of the rider's disability.

- ❖ BFT provides paratransit service throughout our PTBA. This is provided far beyond the legal $\frac{3}{4}$ mile requirement established by the ADA, with a premium fare charged beyond $\frac{3}{4}$ mile of our fixed routes.





- ❖ Eligibility for Dial A Ride Services: BFT's application includes
 - Trip specific information in order to better assess opportunities for travel training and trip-by-trip eligibility.
 - A face to face interview when appropriate.
 - Conditional eligibility such as seasonal or trip-by-trip will be established when appropriate.
 - Dial-A-Ride applicants may be referred to travel training.
- ❖ Door through door service has been largely eliminated with door to door being provided only when needed. Curb to curb service is provided on a regular basis.
- ❖ A No-show policy is in effect and has led to a substantial decrease in costly no-shows.
- ❖ Dial-A-Ride services are contracted with private providers such as ARC and Tri-City Taxi's, as well as provided by BFT staff.
- ❖ Travel Training:
 - Dial A Ride staff refer clients to the Travel Training program.
 - Clients receive one on one or small group training as needed.
 - BFT has a systematic program meeting with community groups familiarizing potential groups with use of the fixed route transit service.
 - BFT staff collaborates with school special-education departments, teaching special needs students and their teachers about our system.

Trans+Plus Night Service

Trans+Plus night service operates from 7:00 p.m. to 12:30 a.m. Monday thru Saturday. Reservation lines open at 2 pm daily and riders schedule trips as needed. Some subscription trips are booked for clients taking the same trips daily for weeks or months at a time, such as work trips. Night Service is currently financially capped to assure that expenditures remain within BFT's approved annual budget. This cap will be maintained through the balance of this plan. Tri-City Taxi currently provides this service with their contract ending in 2010 with an option to renew for an additional year.

Demand Response Services

Demand response services provide trips as needed in low density communities such as Prosser and Finley. Finley service is provided through a contract with reservations being taken by the contractor (A+Transportation) the day prior to travel, or by subscription. Designated stops have been established for pick-up. BFT staff provides Dial A Ride service in this area. Prosser services are provided by BFT staff and include curb to curb service open to all, with reservations required along with door to door Dial A Ride Service. July of 2010, service will be changed to pick-ups at designated stops for general public. This will match the Finley service and help to reduce travel times and begin the establishment of future possible fixed route service.

Vanpools

This service is employer or community based with volunteer drivers for a shared ride.

Community Vanpool: Ben Franklin Transit makes 12 passenger and mini vans available for use on specific pre-approved trips with volunteer drivers and coordinators for community non-profit or governmental groups usually of single or low frequency trips such as special events.

Vanpool Fares: Ben Franklin Transit's Vanpool system is an excellent transportation alternative for those with long commutes. Riders in BFT's vans share the cost of fuel, maintenance, and insurance through a monthly fare. Vanpool drivers are fellow commuters, responsible for collecting the monthly fee and fueling the vehicle. In return the driver rides free. The monthly Vanpool fare varies. A daily 70-mile round trip averages \$65. Community Vanpools pay the full cost of mileage as do the employer based vanpools. Fare changes are not included in the work for 2010.

Contact Ben Franklin Transit at 509-735-5100 or visit their website at www.bft.org for more information.

VALLEY TRANSIT

Valley Transit offers multiple transportation services. Some services, for example Job Access, have specific requirements and must be activated with a simple form, while others, such as the evenings and Saturday West and East Loop, are simply an addition to our fixed routes.

Dial-A-Ride

Dial-A-Ride is a special service which uses lift-equipped vehicles to transport people with mobility limitations that prevent them from using Valley Transit's regular fixed route bus service. Dial-A-Ride is available during the same hours as the fixed route bus service: Monday through Friday, from 6:15 am to 5:45 pm. It is necessary to fill out an application and register for Dial-A-Ride before making a trip reservation.

Evenings and Saturday Service

Valley Transit is providing a new type of transportation service for the general public in Walla Walla and College Place on weekday evenings and Saturday afternoon. Two flex-routes, the West Loop and the East Loop, depart each 45-minutes and provide convenient service to most of the cities' popular destinations. Flex-routes are a route deviation type of service, which means the schedule for each Flex-route provides enough time for the mini-bus to vary from the regular route to pick up people who live within one-quarter mile (about 3 blocks), but cannot get to the route because of a mobility limitation. A reservation is recommended if you want the mini-bus to deviate from its route, as reservations will be accommodated ahead of requests from walk-on passengers.

Connector

Part of the Evening and Saturday services, the Connector is an extension of transit service to areas of Walla Walla and College Place which do not have a nearby bus route. It is available during evening and Saturday service hours to transport those who live more than one-quarter mile from the West Loop or the East Loop routes. Trips are provided from stops in the

Connector zones to the West or East loop, or within the Connector zones. This provides a service area similar to the seven fixed routes during weekday service hours, but with a reduced number of vehicles that is more appropriate for times with less demand.

Job Access

Job Access is a reservation based transportation service providing rides to and from work and activities that are necessary in order to work. Job Access is a federal grant program requiring that participants not exceed certain income guidelines. Job Access trips to work or training, including a stop at a childcare provider, are available daily from 5:00 am to 11:30 pm. Job Access customers need to register for the service by filling out an application.

Vanpool

Vanpool is a program for people who need to drive a long distance to work. Valley Transit will lease a 12 passenger van to a group of people to share the ride. The commute to work can either begin or end in the Walla Walla area.

Contact Valley Transit at 509-525-9140 or on the web at www.valleytransit.com for more information.

ADDITIONAL PUBLIC TRANSPORTATION SERVICES

Grape Line

This service connects with the Tri-Cities with Walla Walla. Contact them on the web at www.grapeline.us or call them at 509-529-7442 or 1-877-433-4775 for more information.

Confederated Tribes of the Umatilla Indian Reservation Public Bus Service

The CTUIR Walla Walla Whistler bus route serves Pendleton, Mission, Athena, Weston, Milton-Freewater and the Walla Walla Transit Center. All of the Walla Walla Whistler trips are timed to meet the Grape Line bus to/from the Tri-Cities. Call 541-276-6476 for more information, or online at www.umatilla.nsn.us

Columbia County Transportation

This service connects Dayton, Waitsburg and Prescott to Walla Walla. It connects with the Grape Line at the Valley Transit Transfer Center. Contact them at 509-382-1647 for more information and to make reservations.

Milton-Freewater Bus

The Milton-Freewater City Bus connects Milton-Freewater and Walla Walla. Connections with the Grape Line may be made at the Valley Transit Transfer Center. For more information contact Milton-Freewater City Hall at 541-938-5531. Contact them on the web at www.mfcity.com/news for more information.

Greyhound

Greyhound in Pasco connects to destinations throughout the United States. Contact

Greyhound at 1-800-231-2222, or the Greyhound ticket office in Walla Walla at 509-529-7442, or the Pasco ticket office at 509-547-3151, or on the web at www.greyhound.com for more information.

Amtrak

Amtrak passenger rail service in Pasco connects to Spokane and Portland, and from there to farther destinations. Contact Amtrak at 800-872-7245 or on the web at www.amtrak.com for more information.

Google Transit

Google Transit is a valuable resource for trip planning. It provides suggestions for schedules, fares, and location of bus stops. Google Transit currently has local data for Valley Transit, Grape Line, The Confederated Tribes of the Umatilla, and the City of Milton-Freewater.

OTHER HUMAN SERVICE TRANSPORTATION PROVIDERS

A variety of programs in the three-county area offer transportation service in addition to those provided by the two public transit providers. Very few are solely transportation providers, with most offering transportation in conjunction with other social service or volunteer programs. These other providers range from for-profit companies to non-profit organization and state government agencies. Some programs directly provide transportation while others sponsor transportation by contracting with, or buying passes/tickets for, other providers. Those that provide transportation utilize paid drivers, agency staff and/or program volunteers to transport passengers.

The following provides a summary of human service transportation providers in Benton, Franklin and Walla Walla Counties, organized by general clientele they serve.

Seniors

Southeast Aging and Long Term Care in Walla Walla contracts with local taxi companies to provide medical trips for unpaid caregivers. This service is used infrequently.

Volunteer Chore Services provides various medical and personal trips for low-income seniors and disabled individuals using program vehicles and volunteer drivers.

Senior Companion Program provides various medical and personal trips for seniors using program vehicles and volunteer drivers.

Walla Walla Retired Senior Volunteer Program reimburses volunteer drivers to assist seniors traveling to senior center and for personal trips.

Helpline provides emergency social services in Walla Walla County including transportation for relocation and medical appointments. Helpline provides tickets/pass on other providers.

Developmentally Disabled

ARC of Tri-Cities operates a van fleet of Ben Franklin Transit vehicles for work and human service agency trips for ARC, Columbia Industries, Adult Day Services and Goodwill program participants.

Client-Based

Walla Walla Veterans Administration provides medical trips using program vehicles and primarily volunteer drivers to facilities throughout the Northwest.

State of Washington Department of Children and Family Services (DCFS) directly provides medical as well as work/school trips for program clients (primarily long distance trips). State of Washington Department of Social and Human Services (DSHS) sponsors work and school trips for disabled clients in their program. Within DSHS, the Children's Administration provides rides to clients, primarily with agency staff driving the clients.

State of Washington Employment Security Department sponsors transportation individuals (primarily without disabilities) to aid in obtaining employment.

Retirement Homes often have private vehicles to provide transportation for their elderly residents. Most of the transportation is for medical appointments, but they also provide shopping and recreation trips. Trips are arranged and scheduled by staff and most homes also use public transportation when needed.

MEDICAID TRANSPORTATION

DSHS Medicaid Transportation Brokering Program

People for People, based in Yakima, Washington administers a six-county Medicaid transportation brokering program. The brokering program processes individual Medicaid trip requests and identifies the most cost-appropriate available provider to complete the trip. PFP contracts with a variety of transportation providers and also provides gas vouchers and mileage reimbursement for clients that are licensed, registered and insured or have a family member or friend that meets the same requirements. The types of providers include:

- ❖ Volunteer Drivers
- ❖ Transit Providers (Fixed route and paratransit services)
- ❖ Taxi Companies
- ❖ Commercial Bus (Greyhound)
- ❖ For-Profit Companies

The program provided over 143,595 Medicaid trips in during FY 2009-2010. The table below highlights that a majority of Medicaid trips were provided using the public/paratransit system in Benton and Franklin Counties.

DSHS Medicaid Trips By Mode

<i>Trip Type</i>	<i>Benton</i>	<i>Franklin</i>	<i>Walla Walla</i>
Public Bus (Fixed Route)	12,332	2,273	12
Public Bus (Paratransit)	4,526	5,054	90
Gas Vouchers- Client Associated Vehicle	2,800	1,796	1,138
Mileage Reimbursement - Client Associated Vehicle	336	159	401
Ambulatory Ride	7,409	3,997	5,792
Non-Ambulatory Ride	1,493	1,017	3,105
Volunteer Driver	336	195	335
Commercial Bus (Greyhound)	5	2	1
Total Trips by County	29,237	14,493	10,874

Appointment Keepers Transportation System

Appointment Keepers is a transportation service that is provided by the College Place Fire Department to assist citizens in our community with special transportation needs.

Appointment Keepers provides a convenient way for our clients to get to their appointments on time. Currently, Appointment Keepers operates two transport vans, both of which are wheelchair capable.

Appointment Keepers has been in operation for 11 years, providing over 6,000 trips annually. As a transportation provider we are available 24 hours a day, 7 days a week to be able to meet the flexibility needs of our ridership. The program was started with the idea of finding a better way than using an ambulance to take people to their scheduled appointments.

TRANSPORTATION PROVIDER INVENTORY

An inventory of transportation providers was created as part of this study. Staff from public transit and human service programs completed an online survey to help identify key characteristics of any transportation service they provide or sponsor. Respondents were solicited via email and telephone contact and were asked to fill out the web-based survey.

Approximately 60 agencies were identified as potential human service transportation providers, meaning that they provide or subsidize transportation for the elderly or youths, for persons with disabilities, or for low-income persons. Input was requested from organizations that directly provide transportation, arrange service through a contractual arrangement, or subsidize the cost of transportation for their clients.

Potential providers were identified during stakeholder workshops, by Advisory Committee members or by other interested parties. Applicable organizations were invited to participate in an on-line survey intended to gather basic service characteristics, such as the population served, description of transportation services supported or provided, number of trips provided on an annual basis, sources and amounts of funding to support transportation, etc. Appendix

C contains a copy of the survey instrument, a list of participating agencies and a summary of survey results.

Identified respondents were contacted via an email that contained a link to the survey. The email explained the planning process, plan goals, and requested their assistance in gathering data about client transportation assistance in the three-county area.

Human service transportation providers depend on a variety of funding sources including those dedicated for senior, individuals with disabilities or family support programs. Some funding programs are narrow in scope and limit the population to which they can offer rides and/or the number of trip purposes they can fulfill. This inventory attempted to identify applicable funding sources and any constraints associated with them.

Table 3-1 identifies a number of key program characteristics ascertained from the inventory along with the set of respondents applicable to each. In general, dedicated public transportation is limited to larger urban areas served by the Benton-Franklin and Walla Walla Public Transportation Benefit Areas. Overlaid on top of these districts are various programs serving special needs populations across the counties. The human service providers responding to the survey primarily provide work- and medical-based trips.

Table 3-1: Provider Inventory Key Characteristics

Characteristic	Applicable Programs
Identified capacity constraints	Volunteer Chore Service Valley Residential Services City of Milton-Freewater Goodwill Industries of the Columbia The Arc of Tri-Cities Home & Community Services Tri-City Taxi Southeastern Washington Aging and Long Term Care Valley Transit Children's Home Society of Washington Tri-Cities Residential Services Ben Franklin Transit Columbia County Public Transportation Edith Bishel Center Tri Cities Retirement Inn

Table 3-1: Provider Inventory Key Characteristics

Characteristic	Applicable Programs
Service to all of Benton and Franklin Counties	Tri-City Taxi Volunteer Chore Services A Plus Transportation
Service to Tri-Cities area only	Ben Franklin Transit ARC of Tri Cities Tri Cities Retirement Inn Tri-Cities Residential Services
Service to Prosser	Ben Franklin Transit
Service to all of Walla Walla County	Transportation Solutions Columbia County Public Transportation Valley Residential Services
Service to City of Walla Walla/College Place only	Grapeline Valley Transit Children's Home Society of Washington City of Milton-Freewater College Place School District
Service to entire region	Division of Vocational Rehabilitation, People For People Brokering Dream Ride Charters LLC
Service for disabled only	ARC of Tri Cities Tri Cities Retirement Inn Tri-Cities Residential Services
Service for seniors only	Tri Cities Retirement Inn
Service for other programs - clients only	Tri Cities Retirement Inn Dream Ride Charters LLC

Many of the programs servicing client-based programs do not specify hour of operations as they attempt to meet any special needs of clients as they come up, including those on weekends and in the evenings. Similarly, volunteer-driver based programs often do not specify a span of service as they attempt to match driver availability to rider needs.

Only programs that depend on volunteer drivers, and one public agency that depends of staff to drive clients, cite capacity concerns. When asked about other issues, many of the human service providers mention limited public transportation availability as limiting their programs and/or requiring them to provide more transportation service than they would like to. Many of the respondents list limited funding as a problem.

Chapter 4 - PUBLIC OUTREACH

Public outreach for the 2010 Coordinated Public Transit Human Services Transportation Plan (HSTP) was accomplished the two sets of meetings: A set of Stakeholder meetings in June and a set of public meetings in August. This chapter outlines the basics of the meetings, while Chapter 5, Key Findings, will discuss the meeting outcomes in greater detail.

STAKEHOLDER MEETINGS

Stakeholder participation is a critical component of a successful Human Services Transportation Planning process. Stakeholders are those agencies that provide or are involved in transportation and advocacy groups representing customers. A few examples of stakeholders are: transit agencies, paratransit providers, taxi companies, social service agencies, managed care facilities and agencies that serve the needs of low-income, disabled and elderly people.

Stakeholder involvement is the key to successful Human Services Transportation planning. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community/region, the transportation services available, and the identification of new solutions.

Two Stakeholder Workshops were held in the development of this plan. The first was in Kennewick on June 23rd, and the second in Walla Walla on June 24th. The purposes of these meetings were: to educate transportation stakeholders about the regional Human Services Transportation Plan process and the federal and state requirements; identify common origins and destinations; identify service gaps or barriers; and identify a list of potential strategies or solutions.

A total of 88 persons and agencies were sent letters inviting their participation. Attendance in Kennewick was 22 persons, while 15 people attended in Walla Walla. Those present included a broad range of stakeholders representing transportation providers, social service agencies and public transportation advocates.

The flow of the meetings was identical at both events. After introductions, a PowerPoint presentation gave background on state and federal transit funding, the WSDOT Consolidated Grant process and an outline on the development of the HSTP. The meeting then discussed origins and destinations.

Identification of Origins and Destinations

In both Kennewick and Walla Walla, a set of maps were used to facilitate this portion of the meeting. Examples of the maps at the Kennewick meeting are shown on pages 37 and 38. The maps showed Ben Franklin Transit fixed routes, the ¾ mile buffer that delineates the required limit for dial-a-ride services, and major employers in the metropolitan area.

The maps used in Walla Walla were much the same, showing Valley Transit fixed routes, the ¾ mile buffer that delineates the required limit for dial-a-ride services, and major employers in the urban area. Examples may be found on pages 39 and 40.

After a discussion using the maps as reference to identify origins and destinations, participants were asked to prioritize those locations. Though not the intention, an outcome of this exercise in Kennewick was to also identify an unmet need for services to Connell in north Franklin County as both an origin and destination. In addition, current origins and destinations were identified.

The top prioritized origins and destinations for each workshop are listed below. This will be discussed in Chapter 5.

Tri-Cities Stakeholder Workshop
Prioritized Origins and Destinations

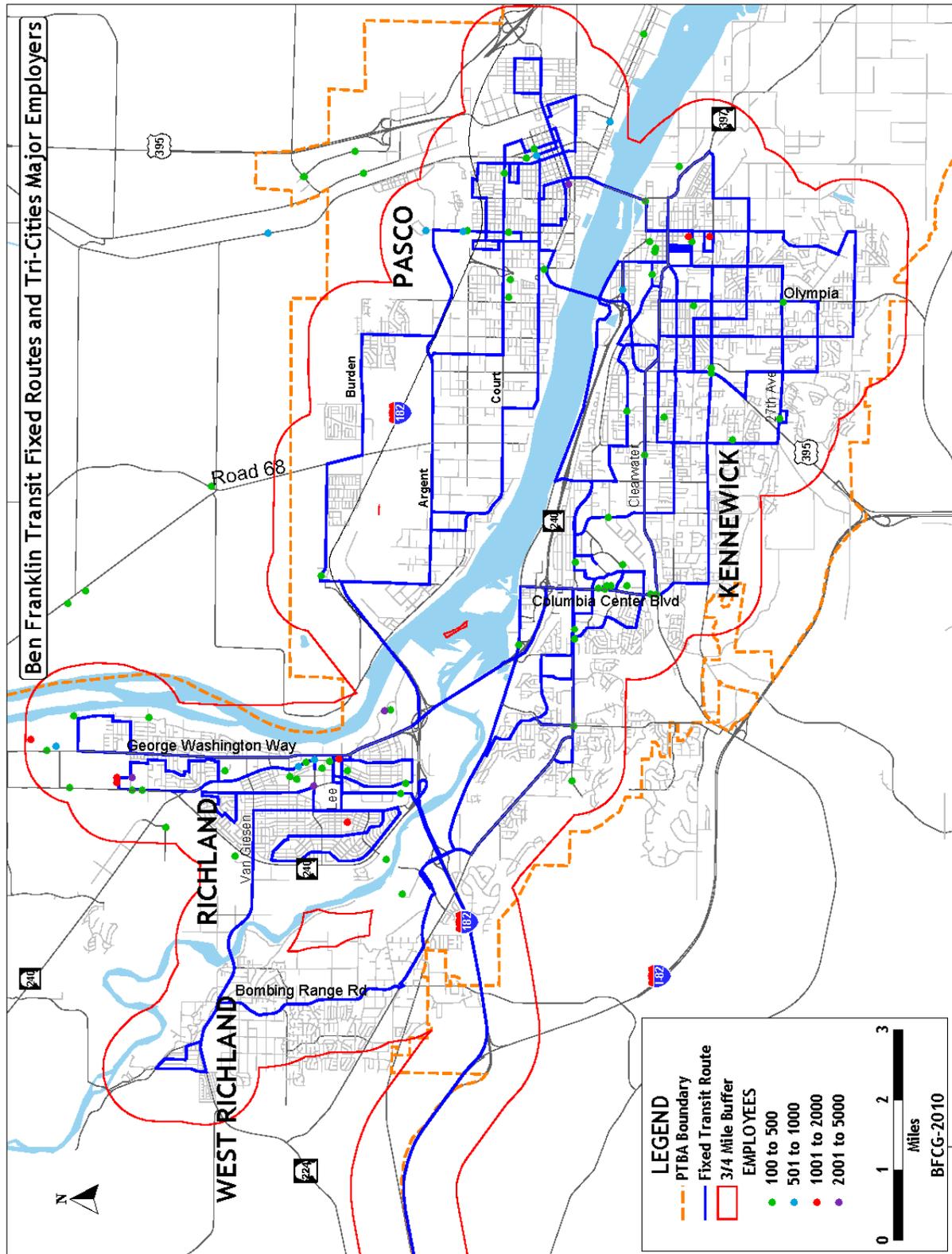
Connell/Mesa	17
Benton City Community Service Office (CSO)	5
Tri-Cities Cancer Center	5
Burbank CSO	4

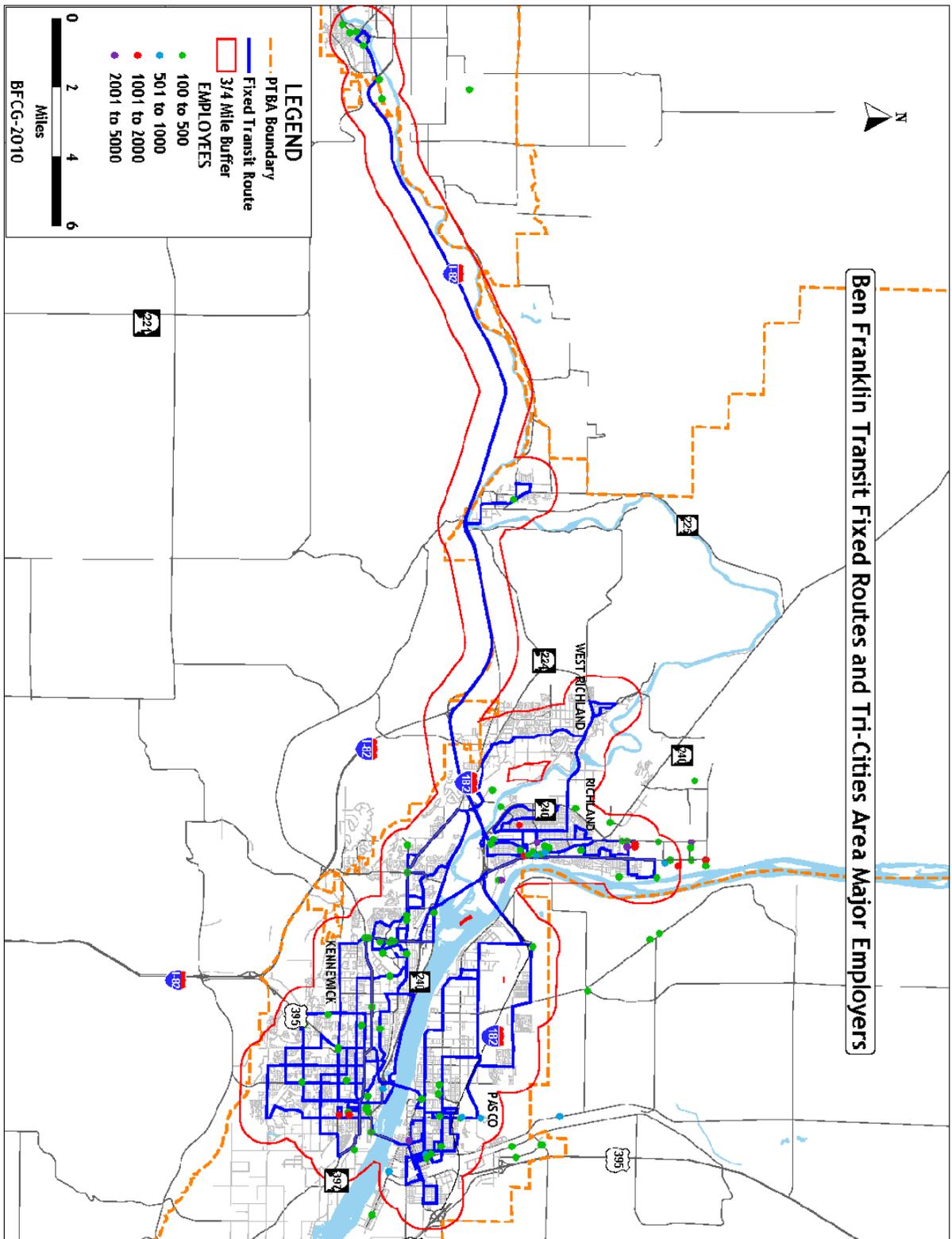
Additionally there were eleven origins or destinations which received three votes, four which received 2 votes and one with one vote.

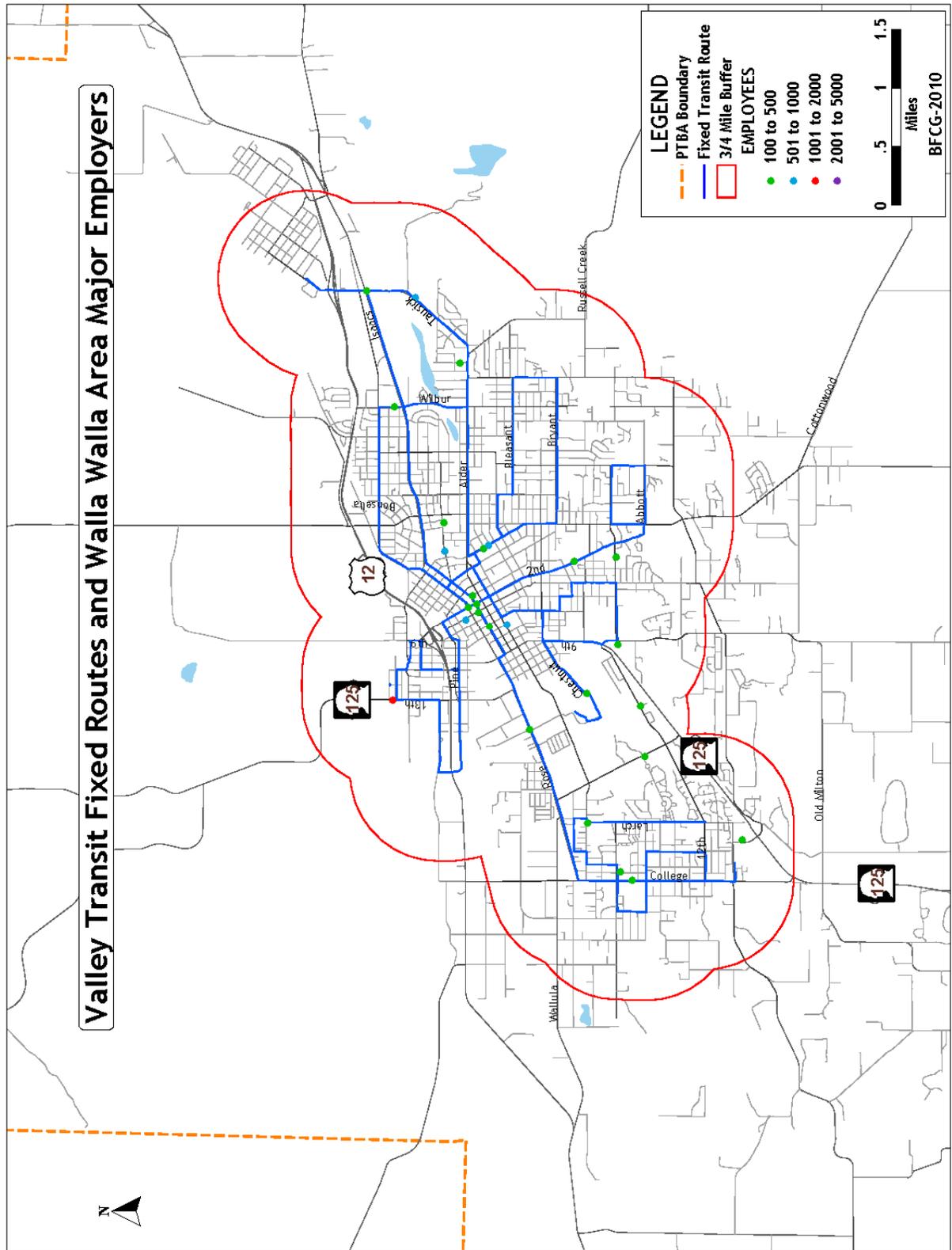
Walla Walla Stakeholder Workshop
Prioritized Origins and Destinations

County Department of Health Services	18
Walla Walla Farm Labor Homes	10
College Place City Hall	10
St. Mary's Medical Center	8
Walla Walla Community College	7

Additionally, there were two origins or destinations with six votes, one with four votes, four with three votes, seven with two votes, and one with one vote.







Identification of Gaps and Strategies

Following the discussions of origins and destinations, the workshops provided an interactive opportunity for a variety of key stakeholders to offer their insight as to service gaps and barriers preventing full mobility for populations subject to this planning effort. Potential service gaps could involve a decrease in, or absence of, service delivery, service quality, eligibility criteria, or cost.

After identifying the unmet needs of the region, those present were asked to determine the strategies that are most appropriate and useful in addressing those gaps. Efforts of the stakeholders are described in greater detail in Chapter Five.

PUBLIC MEETINGS

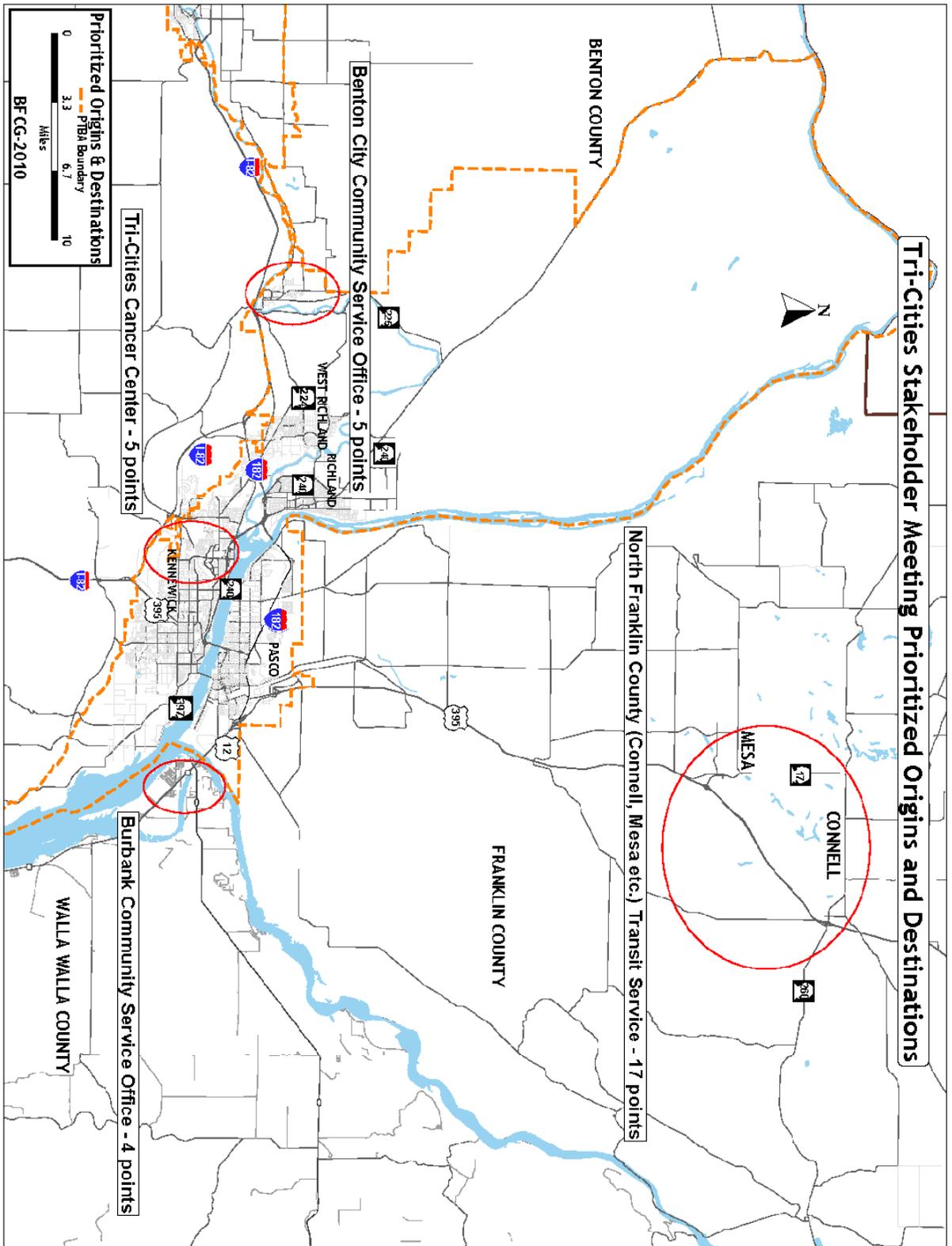
Two public meetings were also held, the first in Kennewick on August 18th, and the second in Walla Walla on August 19th. Notices announcing the meetings were placed in the Tri-City Herald and the Walla Walla Union Bulletin. Letters were sent to persons and agencies contacted for stakeholder meetings inviting both the stakeholders and their clients. Additionally, notices of the meetings were placed in all Ben Franklin Transit and Valley Transit buses.

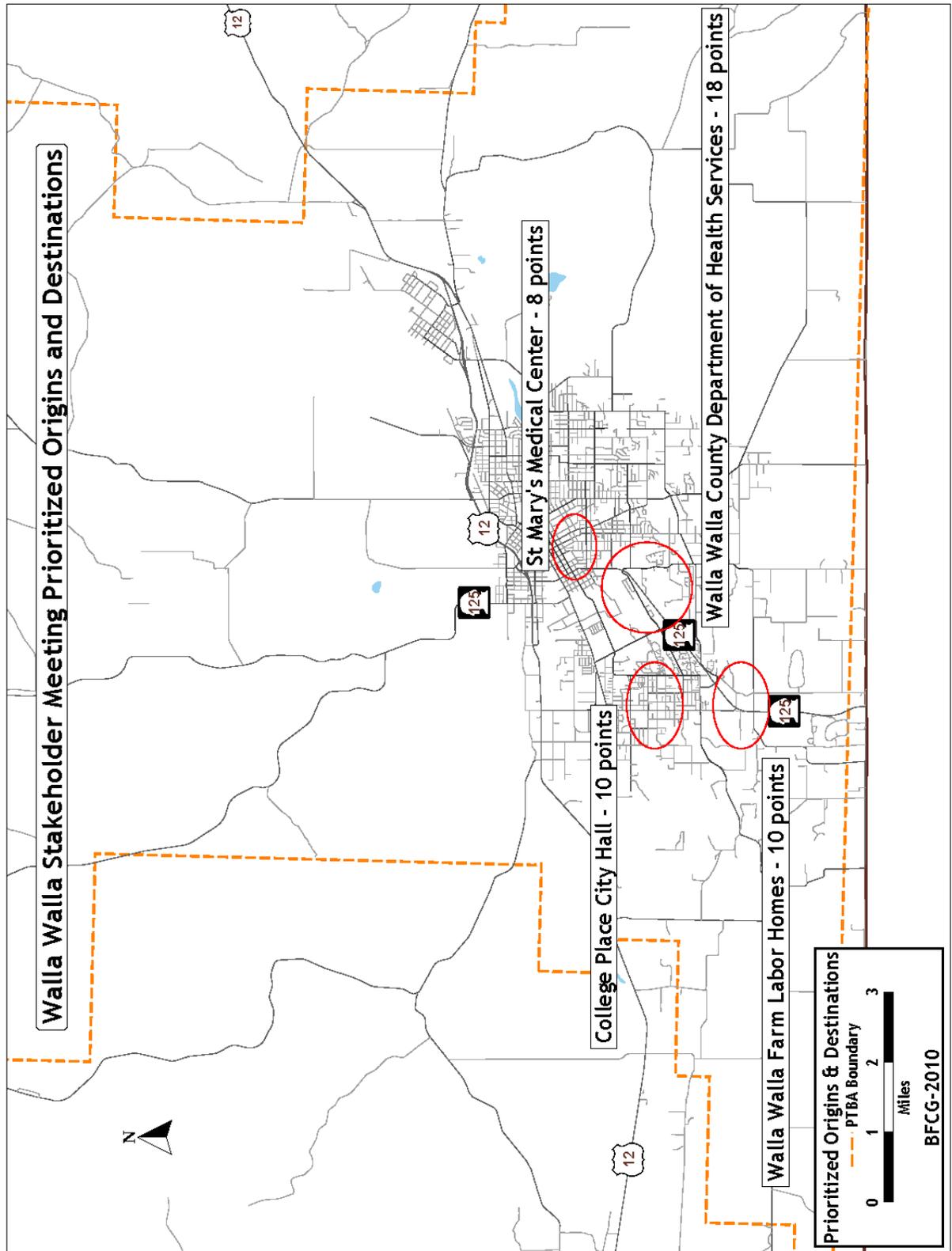
With all that, attendance was low. Attendance in Kennewick was 15 persons, while two people attended in Walla Walla. Those present included representatives of transportation providers, social service agencies, public transportation advocates, the general public and persons with disabilities.

The purpose of the meetings was to broaden the participation in the planning effort to include members of the public, offer them the opportunity to confirm preliminary findings with respect to service gaps and proposed strategies, and prioritize the strategies. At the meetings, a PowerPoint presentation provided attendees with a project overview, and was followed by a review of the origins and destinations identified in the stakeholder workshops.

The discussion at each venue was supplemented with a map (See pages 42 and 43) representing the priority origins and destinations. Following that, the lists of service gaps and strategies developed by the stakeholders were reviewed, discussed and augmented. Meeting attendees then prioritized the strategies.

The outcomes of the public meetings are detailed in Chapter Five - Key Findings.





Chapter 5: KEY FINDINGS

As mentioned in Chapter 4, two stakeholder workshops and two public meetings were convened to gather input for this plan. This chapter looks in greater detail at the results of those meetings.

Stakeholder workshops convened in June 2010 generated three interrelated sets of information as outcomes: Common origins and destinations; service gaps and unmet transportation needs; and strategies or solutions to address those needs.

The workshops provided an interactive opportunity for a variety of key stakeholders and the public to offer their insight as to origins and destinations, service gaps and barriers preventing full mobility for populations targeted by this planning effort, and strategies that might address those gaps. Additionally, the stakeholders prioritized the origins and destinations.

Subsequently, that preliminary identification of gaps and strategies was reviewed by the Coordinated Human Services Transportation Plan Advisory Committee. Further discussion by the Committee led to combining some gaps or strategies, and adding new ones.

Finally, a set of public meetings held in August 2010 further augmented the lists of gaps and strategies. Identified strategies were then prioritized at those meetings.

COMMON ORIGINS AND DESTINATIONS

Common origins might include locations of low-income populations, people with disabilities, the elderly or youths. Common destinations could include entry-level employment opportunities, childcare facilities, schools, medical centers, and shopping districts.

Using the maps shown in Chapter 4 as reference, those attending each stakeholder workshop were asked to identify common origins and destinations for their area. Origins and destinations were recorded on both the maps and a large tablet. Workshop participants were then asked to prioritize the origins and destinations.

At the Kennewick workshop, the need for some type of regular transportation service from north Franklin County to the Tri-Cities was repeatedly emphasized by service providers. This is reflected in the list below.

TRI-CITIES PRIORITIZED ORIGINS AND DESTINATIONS

Connell/Mesa	17
Benton City Community Service Office (CSO)	5
Tri-Cities Cancer Center	5
Burbank CSO	4
Badger + Candy Mountain	3
Columbia Industries	3
Adult Day Services	3

Goodwill Industries (Pasco)	3
Goodwill Industries (Richland)	3
ARC of Tri-Cities (Richland)	3
Tri-Cities Cancer Center	3
Kamiakin High School	3
Kennewick Library	3
Tri-Cities Retirement Inn	3
Lourdes Medical Clinic (Road 68)	3
Othello	3
Columbia Park	2
Highlands Square (Clearwater/395)	2
Fred Meyer (Richland)	2
Horse Heaven Hills Middle School	2
Aaron Drive Apartments (Richland)	1

The Walla Walla County Department of Health Services was identified as the most critical origin or destination by Walla Walla stakeholders.

WALLA WALLA PRIORITIZED ORIGINS AND DESTINATIONS

County Department of Health Services	18
Walla Walla Farm Labor Homes	10
College Place City Hall	10
St. Mary's Medical Center	8
Walla Walla Community College	7
Blue Mountain Action Council	6
Dayton	6
Prescott	4
Walla Walla Airport	3
Walla Walla General Hospital	3
Waitsburg	3
Rising Sun Clubhouse	3
VA Hospital	2
SOS Clinic	2
Washington State Penitentiary	2
Future WWPDP (2011)	2
Walmart - College Place	2
Walla Walla Housing Authority	2
Walla Walla High School	2
Burbank	1

GAPS AND STRATEGIES

As indicated below, a number of gaps and potential strategies to address those gaps were identified through discussion among stakeholders. Although many perceived gaps relate to improving the fixed route transit services, the solutions needed to address those gaps could be provided through multiple means, such as vanpools, taxi voucher programs, etc.

Gaps

Attendees were asked to identify various types of transportation challenges and "gaps" in existing transportation services. By identifying the unmet needs of the area, stakeholders can determine the services that are most appropriate and useful to help gain access to the community.

Gaps were identified at the stakeholder workshop in June. The list was then supplemented by the HSTP Advisory Committee at their July meeting and the attendees at the August public meetings.

The final lists of service gaps are below.

TRI-CITIES SERVICE GAPS

- ❖ Service from north Franklin County, Burbank and rural areas to get clients to BFT sites.
- ❖ Service to Tri-Cities from north Franklin County Connell, Mesa etc.
- ❖ Transit from north Franklin County.
- ❖ Sunday service thru BFT
- ❖ Need Sunday service for mentally ill patients
- ❖ BFT - Gap in Day/night service.
- ❖ Put BFT system on Google Trip system online

WALLA WALLA SERVICE GAPS

- ❖ Sundays and late night (trip home from a concert or movie/party)
- ❖ Saturday morning and evening service
- ❖ Handicap Access Gaps/sidewalk pedestrian issues, access ramps at curbs and traffic signals at busy intersections.
- ❖ Fixed route service to the VA, retirement facilities and health care facilities on Dalles Military Road
- ❖ Bus stops should be designated every 2+ blocks
- ❖ Transportation lacking for people in housing diversion
- ❖ Connection for Dial-a-Ride in Tri-Cities - service across County lines
- ❖ Lack of centralized source of information for all types of transportation information and services
- ❖ Later service to Dayton (weekends & weekdays)
- ❖ Bus stop signage for Milton-Freewater (how to deal with state line)

- ❖ Comprehensive public transportation coordination (interstate)
- ❖ Walla Walla Farm Home service needed
- ❖ Use of downtown parking by business employees (downtown circulator)
- ❖ Recent fare increase from 25 cents to 75 cents
- ❖ Audio announcement of bus stops

Strategies

Strategies are solutions to address the unmet needs. In light of a region's unmet needs, planners should consider an array of service alternatives to accommodate varying transportation needs of urban and rural areas.

Transportation solutions will vary in each area depending on the resources available, the size of the market for each alternative and the extent of existing services. Options include buying vehicles, increasing fixed route service (extending hours or territory), employer vanpool services, dial-a-ride services, volunteer ride services, bus passes, gas vouchers, travel training, mobility management, and others.

As stated above for gaps, Stakeholders initially identified the list of strategies. Subsequently, both the Human Services Transportation Plan Advisory Committee and those attending the public meetings supplemented the original list.

The final lists of strategies for Benton and Franklin Counties, and for Walla Walla County are shown below.

TRI-CITIES STRATEGIES

- ❖ Increase the number of bus shelters at stops.
- ❖ Continuation of Existing Out of Bounds DAR Service
- ❖ Expand Out of Bounds service to include North Franklin County and Burbank
- ❖ Maintain Transit Training for disabled riders
- ❖ Transit Mobility Train the trainer classes to Human Service Providers and schools
- ❖ Regional Service Issues (connection to Connell, Othello)
- ❖ Reinstate Sunday demand response service
- ❖ Reinstate transit and DAR service to 7:00 p.m.
- ❖ BFT develop Google Transit System
- ❖ Coordinate all transportation providers with 211 phone services
- ❖ All transit providers should link websites with each other
- ❖ Stakeholders meet annually to assess needs and coordinate services provided

WALLA WALLA STRATEGIES

- ❖ Continuation of existing services - transportation service providers can seek operating assistance and/or capital assistance.
- ❖ Transportation vehicles should be replaced on a regular basis to maintain reliable service.

- ❖ Creation of a health care services route to link key veterans and community health care services.
- ❖ Identify and publicize parking along bus routes
- ❖ Increase hours and days of service & high use human service destinations
- ❖ Expand area of service for DAR
- ❖ Improved communications on services & planning process
- ❖ Continuation of coordinated transportation (including Oregon)
- ❖ Fleet of vehicles need to be available for services
- ❖ Google Transit
- ❖ Rideshareonline.com
- ❖ 211
- ❖ Inventory of service providers
- ❖ Training for agency staff on finding appropriate transportation service for clients
- ❖ Provide transportation service within reasonable distance to assisted living facilities
- ❖ Transit to offer more fare options and more methods of payment

ANALYSIS OF STRATEGIES

A number of potential strategies or solutions to address the unmet needs were identified. Although many perceived gaps relate to improving the fixed route transit services, the solutions needed to address those gaps could be provided through other means, such as vanpools, taxi voucher programs, etc.

A potential transportation strategy might be defined as follows:

- ❖ Continuation of current services that would not otherwise operate without grant funds
- ❖ New service established to meet an identified need
- ❖ Extension or expansion of current services to meet an identified need

Transportation strategies were identified in all three definition areas, and generally fall into the following categories:

Need to maintain current levels of service

In times when there are requests for strategies to increase transportation services, retaining funding for current levels of service should not be overlooked in anticipation of increasing levels of service. The following are a list of strategies identified that maintain current services:

- ❖ Continuation of existing out of bounds Dial-a-Ride service
- ❖ Continuation of existing services - transportation service providers can seek operating assistance and/or capital assistance
- ❖ Continuation of coordinated transportation (including Oregon)

Unserved or underserved areas

In all three counties, persons who live or work outside the transit agency's core service area can't easily access public transit. A priority strategy was to expand out of bounds service to

include North Franklin County and the Burbank area. It was also suggested that a route be created that would directly link veteran's and community health care services in Walla Walla, as well as several other strategies that would increase services including:

- ❖ Expand Out of Bounds service to include North Franklin County and Burbank
- ❖ Creation of a healthcare services route to link key veterans and community health care services
- ❖ Regional Service Issues (connection to Connell, Othello)
- ❖ Expand out of bounds service by Dial-a-Ride (Benton and Franklin Counties)
- ❖ Expand area of service for Dial-a-Ride
- ❖ Provide transportation service within reasonable distance to assisted living facilities

Lack of availability

Transit services within the Ben Franklin Transit service area are available from 6 A.M. until 6 P.M. Monday through Friday and on Saturday from 8 A.M. to 6 P.M., and not at all on Sundays. The need for public transit service to increase the hours of service was a concern voiced by stakeholders in both counties.

Specifically, the need was expressed for more extensive service in the evening, because many entry level positions (for example, those in the hospitality industry) require employees to work during non-traditional hours. Students working or taking evening classes, or clients of social service programs needing to attend substance abuse or other required programs could also use service later in the evening. The need for weekend service was widely expressed in both meetings, especially for recreational or shopping trips.

Currently, public transit services are available in Walla Walla County from 6:15 a.m. to 9:10 p.m. Monday through Friday, from 12:15 p.m. to 6:10 p.m. on Saturdays, and not at all on Sundays. Job Access service for low-income people is available 365 days a year from 5:00 a.m. to 11:30 p.m. At times, advance reservations are required.

- ❖ Reinstate transit and Dial-a-Ride service to 7:00 p.m.
- ❖ Increase hours and days of service and high use human service destinations
- ❖ Increase the number of bus shelters at stops
- ❖ Reinstate Sunday demand response service
- ❖ Reinstate previous service

Lack of awareness of available services

Some stakeholders indicated the need for better information about the transit services and programs. Some people also expressed confusion in understanding how to access transit or paratransit programs, since multiple operators have different telephone numbers and operating procedures. The need was also expressed for more simplified or streamlined fare instruments. There is a service in place called 211 that can help people in trip planning and directing them toward the right service for them. However there is a need for greater collaboration in regional information providing on services provided. Some of the strategies suggested that relate are:

- ❖ Training for agency staff on finding appropriate transportation service to clients

- ❖ Opportunities for more coordination between agencies
- ❖ Stakeholders meet annually to assess needs and coordinate services provided
- ❖ All transit providers should link websites with each other
- ❖ Coordinate all transportation providers with 211 phone services
- ❖ Improved communications on services and planning process
- ❖ Opportunities for more public input
- ❖ Google Transit
- ❖ Rideshareonline.com

Affordability

The cost of transportation, whether using a private automobile, public transportation, or a social agency operated vehicle, emerged as a key issue. The escalating cost of fuel has been a contributing factor because the increased cost limits the mobility—and therefore opportunities to access better employment, educational or medical facilities—even for those who do have cars. This is especially true for those individuals or families who have moved to outlying areas for more affordable housing, but which has had a negative impact on their access to transportation. There was a strategy that was identified to obtain funding to lower the cost of transit fares to low income and no income patrons.

Currently, persons needing medical transportation who are not Medicaid eligible use a private-for-profit service, and the cost to access this service is expensive.

PRIORITIZED STRATEGIES

An outcome of the public meetings was a prioritized list of strategies for the entire region, which is shown below.

***BENTON-FRANKLIN-WALLA WALLA RTPO
COORDINATED HUMAN SERVICES TRANSPORTATION PLAN
PRIORITIZED STRATEGIES***

Prioritized Strategies

- ❖ Expand Out of Bounds service to include North Franklin County and Burbank
- ❖ Reinstate transit and DAR service to 7:00 p.m.
- ❖ Maintain Transit Training for disabled riders
- ❖ Obtain funding to lower the cost of fares to low/no income patrons
- ❖ BFT get routes/schedule on Google Transit
- ❖ Opportunities for more public input
- ❖ Creation of a healthcare services route to link key veterans and community health care services
- ❖ Increase hours and days of service and high use human service destinations
- ❖ Improved communications on services and planning process

Other Strategies

- ❖ Increase the number of bus shelters at stops
- ❖ Continuation of existing out of bounds DAR service
- ❖ Transit Mobility Train the trainer classes to Human Services Providers and schools
- ❖ Regional Service Issues (connection to Connell, Othello)
- ❖ Reinstate Sunday demand response service
- ❖ Coordinate all transportation providers with 211 phone services
- ❖ All transit providers should link websites with each other
- ❖ Rideshareonline.com
- ❖ Modify existing service to provide service to areas previously served
- ❖ Reinstate previous service
- ❖ Proactive route planning
- ❖ Opportunities for more coordination between agencies
- ❖ Expand out of bounds service by DAR (Benton and Franklin Counties)
- ❖ Continuation of existing services - transportation service providers can seek operating assistance and/or capital assistance
- ❖ Transportation vehicles should be replaced on a regular basis to maintain reliable service
- ❖ Identify and publicize parking along bus routes
- ❖ Expand area of service for DAR
- ❖ Continuation of coordinated transportation (including Oregon)
- ❖ Fleet of vehicles need to be available for services
- ❖ Google Transit
- ❖ Rideshareonline.com
- ❖ 211
- ❖ Inventory of service providers
- ❖ Training for agency staff on finding appropriate transportation service to clients
- ❖ Provide transportation service within reasonable distance to assisted living facilities
- ❖ Transit to offer more fare options and more methods of payment

Agencies applying for Consolidated Grant Program funds will use this list of strategies to identify projects for their applications.

CHAPTER 6: PROJECT EVALUATION AND PRIORITIZATION

A function of the plan development process is project evaluation and prioritization. This chapter details this effort as the plan was developed.

PROJECT EVALUATION CRITERIA

Project applications based on the strategies identified earlier must be prioritized on a regional basis prior to submittal to the Washington State Department of Transportation (WSDOT) for their statewide competition. Criteria need to be established to prioritize projects.

The first option considered for project evaluation criteria were those adopted as part of the 2006 Human Services Transportation Plan development process. The HSTP Advisory Committee reviewed those criteria, and compared them to the criteria listed in the 2011-2013 WSDOT Consolidated Grant Application Packet.

The two sets of criteria were similar; however there were sufficient differences between the two sets for the Advisory Committee to formally adopt the WSDOT criteria as those to be used to evaluate projects from within the RTPO.

WSDOT developed criteria for evaluating all applications in collaboration with representatives from the Washington State Transit Association, Community Transportation Association of the Northwest, the Agency Council on Coordinated Transportation, and the Grants Policy Advisory Committee. These standards have been formally reviewed and updated for this grant cycle.

All applications will be scored based on three components below:

1. Project Component

- ❖ Does the project establish, preserve, or improve public transportation services within a community?
- ❖ Does the project address a recognized need within the community?
- ❖ Does the project reflect a community process of coordination and input?
- ❖ Does the applicant report the leveraging of funds from other sources to support the implementation of the project?
- ❖ Does the project appear to be feasible as described?

2. Applicant Component

- ❖ Does the applicant report sufficient experience with managing transportation projects to assure success?
- ❖ Does the applicant report sufficient experience with managing previous grant awards?
- ❖ Does the applicant report sufficient financial capability and the resources to implement and successfully carry out the project?

- ❖ Does the applicant report a long-term commitment to continue the project beyond the availability of the requested grant funds?

3. Performance Component

- ❖ Does the project describe community benefits resulting from the grant?
- ❖ Does the project define specific performance measures to be used to determine the success of the project?
- ❖ Does the project describe an active effort aimed at improving efficiency and effectiveness?
- ❖ If an existing project, does the application provide information about the project's performance in the current biennium?

PROJECT PRIORITIZATION

In past finding cycles, guidance from WSDOT staff has indicated that regional rankings may consist of "categories" A, B, C and D to represent high, medium, low and not recommended. WSDOT has determined the number of A, B, C or D's allocated to each RTPO. In the past, the Benton-Franklin-Walla Walla RTPO allocation has varied between four and six of each. For the 2011-2013 Consolidated Grant Process, the Benton-Franklin-Walla Walla RTPO was allocated six each for the categories A, B and C.

Each region is expected to submit a ranked order of projects deemed most important to address the identified needs. Responsibility for this task has been delegated to the current HSTP Advisory Committee, which will apply the agreed upon criteria and reach consensus on the overall ranking to be submitted to the State.

The proposed ranking will be submitted to the Benton-Franklin Conference of Governments Board for approval and adoption. Following adoption by the Board, the final ranking will be forwarded to the Washington State Department of Transportation.

CHAPTER 7: CONCLUSION

This report was completed to fulfill federal planning requirements established through the passage of SAFETEA-LU in August 2005. Initial guidance regarding the development of such plans was published by the Federal Transit Administration in the Federal Register on March 15, 2006. Subsequently, additional guidance was published on September 6, 2006 which clarifies FTA's expectations for the coordinated plan as follows:

"FTA proposes that a coordinated plan includes the following elements:

- (a) An assessment of available services that identifies current providers (public, private, and nonprofit);
- (b) An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- (c) Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and
- (d) Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified."

This plan fulfills those expectations, and also serves as documentation of local efforts to suggest transportation service gaps, and to identify and prioritize potential solutions and strategies.

Potential funding to implement these strategies will be available on a biennial basis in the Consolidated Grant Process administered by WSDOT, whereby numerous grants throughout the state will be awarded as authorized through SAFETEA-LU, as well as other local state funds dedicated to the program.

The Plan Advisory Committee will build upon the stakeholder collaboration developed through the planning process to cyclically review and revise the list of project gaps and potential strategies, and to discuss other opportunities to enhance service coordination throughout the region. At a minimum, because the State's funding cycle is repeated on a biennial basis, those findings will need to be revisited in two years.

This document is incorporated by reference into the "2011-2030 Regional Transportation Plan for the Tri-Cities Metropolitan Area and Benton-Franklin-Walla Walla RTPO."

Grant applications prioritized based on processes described in Chapter 6: Project Evaluation and Prioritization, are incorporated by reference into this Plan.

APPENDICES

***APPENDIX A
PROJECT LIST***

***BENTON-FRANKLIN-WALLA WALLA RTP
COORDINATED TRANSIT HUMAN SERVICES TRANSPORTATION PLAN***

PROJECT LIST

Priority A

Appointment Keepers: Paratransit Outside Valley Transit Current Boundary and Cost of Medical Transportation for Persons not Medicaid Eligible. \$63,323

Ben Franklin Transit: Maintain Existing Night Trans+Plus Services. \$1,200,000

Ben Franklin Transit: Dial A Ride and Demand Response Communication Equipment (Mobile Data Terminals (MDT's)). \$55,233

Ben Franklin Transit: Travel Training Program Continued. \$100,000

Valley Transit: Veteran, Senior, and Special Needs Population Healthcare Service Route: Part 1 - Operating Expense. \$250,000

Valley Transit: Veteran, Senior, and Special Needs Population Healthcare Service Route: Part 2 - Capital Expense. \$152,000

***APPENDIX B
PLAN TIMELINE***

PLAN TIMELINE

A CHRONOLOGY OF THE DEVELOPMENT OF THE BENTON, FRANKLIN AND WALLA WALLA COUNTIES COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

May 13, 2010 Advisory Committee Meeting:

Purpose of Plan; Role of Advisory Committee; Review Schedule; Stakeholder Meetings; Next Steps; Next Meeting

June, 10 2010 Advisory Committee Meeting:

Stakeholder Meeting Agenda; Stakeholder Meeting PowerPoint; Transportation Service Provider Survey; Transportation Service Provider Mailing List; Next Steps; Next Meeting

June 23, 24 2010 Stakeholder Meetings in Kennewick, Walla Walla:

Welcome and Introductory Remarks; Introductions of Stakeholders; Project Overview; Review service area maps and demographics: Highlight key points of origins and destinations; Discussion of service gaps: Spatial, temporal, service quality, eligibility, etc.; Discussion of potential strategies and solutions: brainstorming activity; Social Service Transportation Provider Inventory—who should be included?

July, 8 2010 Advisory Committee Meeting:

Summary of Stakeholder Meetings; Review of Needs and Strategies; Transportation Service Provider Survey; Transportation Service Provider Mailing List; Source for data on Disabled; Public Meetings; Next Steps; Any questions?; Next Meeting

August 12, 2010 Advisory Committee Meeting:

Transportation Service Provider Survey; Preview of Public Meeting; Status of the Plan; Project Evaluation Committee; Prioritization Criteria; Any Questions?; Next Meeting

August 18, 19 2010 Public Meetings in Kennewick, Walla Walla:

Welcome and Introductory Remarks; Introductions; Project Overview; Review service area maps, Highlight key points of origin and destination; Discussion of gaps and strategies; Prioritization of strategies

September 9, 2010 Advisory Committee Meeting:

Approve Project Evaluation Committee; Review of Public Meetings; Prioritization Criteria; Application Prioritization Process; Status of the Plan; Transportation Service Provider Survey; Any Questions? ; Next Meeting

October 14, 2010 Project Evaluation Committee Meeting:

Introductions; Summary of Plan Development; Presentation of Projects; Review/Evaluation of Projects; Ranking Projects; Next Steps

November 23, 2010 Special Advisory Committee Meeting:

Proposed Project List Amendment; Presentation of Projects; Prioritize Projects

SPECIAL ADVISORY COMMITTEE MEETING

In mid-November 2010, T.C. Transportation, a service provider in Pasco, contacted the Benton-Franklin Council of Governments (BFCG) and stated interest in submitting a grant application under the WSDOT Consolidated Grant and BFCG HSTP process. The list of prioritized projects adopted by the Evaluation Committee in October was in the BFCG Committee/Board process for approval/adoption at this time. Addressing this request necessitated the HSTP Advisory Committee convene to consider the request and a potential amendment of the project list adopted by BFCG Board.

Ultimately, the outcome of the special meeting of the Advisory Committee was a vote to not amend the initial project list because all applicants had sufficient time and notice within the process.

The motion as passed addressing the issue reads: "The six-month process of HSTP development was sufficiently long and adequate for TCT, and other potential applicants, to learn of their eligibility, and participate in the RTPO regional grant application process as did BFT, VT, and Appointment Keepers."

In early December the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) in Pendleton, Oregon contacted the BFCG with a similar request. The CTUIR wanted to submit a grant request to WSDOT within the context of the BFCG Human Services Plan. After discussion and an email polling, the Advisory Board finding was that the motion passed in addressing the T.C. Transportation request was operative for the CTUIR request.

***APPENDIX C
PUBLIC OUTREACH***

INVITATION LETTER TO STAKEHOLDERS - STAKEHOLDER MEETINGS:



Benton-Franklin-Walla Walla
Regional Transportation Planning Organization
P.O. Box 217
1622 Terminal Drive
Richland, WA 99352

June 2, 2010

Parkview Estates
7820 W. 6th Ave.
Kennewick, WA, 99336

RE: Update to the 2006 Coordinated Public Transit - Human Services Transportation Plan

Dear Ms.:

This letter is an invitation for you, or a representative of your business/agency, to participate in a process to update a plan to establish a framework for improved transportation services for our most vulnerable populations: the elderly, persons with disabilities, and persons of low-income status.

In 2005, the federal transportation funding and authorization bill known as SAFETEA-LU stated it was desirable for federal transit assistance to be coordinated and consolidated in "a process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders."

In 2006, those directions led to development of the initial *Coordinated Public Transit - Human Services Transportation Plan for Benton, Franklin and Walla Walla Counties*. The plan defines how Benton, Franklin and Walla Walla Counties may best fulfill the federal expectations of a coordinated, cost-effective and efficient multi-provider transportation system for the transportation disadvantaged.

The Benton-Franklin Council of Governments is in the process of updating that plan. An important element of the project is to solicit the views and experiences of key stakeholders involved in this topic in order to ensure that a diverse range of perspectives is represented in the final report. You have been identified as a key stakeholder, and you are invited to attend a project workshop to be held at the following times and locations:

Wednesday, June 23
10:00 a.m.-12:00 a.m.
Tri-Cities Business Center
7130 West Grandridge Boulevard
Kennewick, Washington

Thursday, June 24
10:00 a.m.-12:00 a.m.
Commissioners Chambers, 2nd Floor
Walla Walla County Legislative Offices
315 West Main Street
Walla Walla, Washington

A draft plan is scheduled to be completed by mid-September. The plan will result in the development of a comprehensive public transportation needs assessment, an inventory of

Phone: (509) 943-9185

Fax: (509) 943-6756

Website: www.bfcog.us

A component of

The Benton-Franklin Council of Governments

existing specialized transportation services, and the identification and prioritization of potential strategies and solutions to address unmet public transportation needs.

Thank you in advance for your cooperation and willingness to share your experiences and knowledge on this important topic.

If you have any questions about the plan process, or the Kennewick meeting, please contact Len Pavelka at (509) 941-9185 or lpavelka@bfcog.us.

If you have any questions about the Walla Walla meeting, please contact Dick Fondahn at (509) 525-9140 or dick@valleytransit.com.

Sincerely yours,



Mark Kushner, Transportation Director
Benton-Franklin Council of Governments

People who require a reasonable accommodation to participate in the meeting should communicate their request to staff at least 24-hours before the meeting in order to help us meet your needs. Special requests can be shared by calling or emailing the people listed above.

INVITATION LETTER TO STAKEHOLDERS - PUBLIC MEETINGS:



Benton-Franklin Council of Governments

1622 TERMINAL DRIVE
P.O. BOX 317
RICHLAND, WA 99352

Phone: (509) 943-9185

FAX: (509) 943-8754

WWW.BENTON-FRANKLIN.COG.WA.US

August 10, 2010

Dear:

Last Spring, the Benton-Franklin Council of Governments, in partnership with Ben Franklin Transit, Valley Transit and the Washington State Department of Transportation, initiated the development of a *Coordinated Public Transportation-Human Services Transportation Plan*.

The Plan is intended to define how Benton, Franklin and Walla Walla Counties may best fulfill federal expectations of a coordinated, cost-effective and efficient multi-provider transportation system for the transportation disadvantaged.

In June, you were invited to participate in a stakeholder workshop as a kickoff to the development of the Plan. We are asking for your assistance once again.

We are holding a public meeting to provide an opportunity for comment on gaps in service and proposed strategies to address those gaps which have been identified in the course of Plan development. Not only would we like you to attend, we would like you to invite your clientele as well.

The meeting will occur on Wednesday, August 18th from 10:00 am-12:00 pm at the Tri-Cities Business Center, 7130 West Grandridge Boulevard in Kennewick.

Thank you in advance for your cooperation and willingness to share your experiences and knowledge on this important topic. *If you know of anyone who should attend please invite them to this meeting.* If you have any questions about the project, please feel free to contact Len Pavelka at (509) 943-9185 or lpavelka@bfcog.us.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Mark Kushner'.

Mark Kushner, Transportation Director
Benton-Franklin Council of Governments

PUBLIC MEETING NOTICE IN THE TRI-CITY HERALD:

PUBLIC MEETING

ARE YOU A PERSON WITH DISABILITIES, A LOWER INCOME,
AN OLDER ADULT OR YOUTH?

HOW EFFICIENT AND EFFECTIVE ARE THE TRANSPORTATION SERVICES
YOU USE?

YOU HAVE THE OPPORTUNITY TO COMMENT ON YOUR
TRANSPORTATION SERVICES!!!!

*There will be a public meeting on Wednesday, August 18th from
10:00 am-12:00 pm at the Tri-Cities Business Center,
7130 West Grandridge Boulevard in Kennewick.*

A planning process is now underway, managed by the Benton-Franklin Council of Governments in partnership with Ben Franklin Transit, Valley Transit and the Washington State Department of Transportation. The outcome of the process will be a Coordinated Public Transit – Human Services Transportation Plan for Benton, Franklin and Walla Walla Counties.

The purpose of the meeting is to give the public an opportunity to comment on gaps in service which have been identified in the course of Plan development, and proposed strategies to meet those gaps.

If you use transportation services or provide transportation services for persons with disabilities, persons with lower incomes, older adults or youths, please attend this meeting.

If you have any questions concerning this meeting or the development of the Plan, please contact Len Pavelka at (509) 943-9185 or mail to: lpavelka@bfcog.us.

PUBLIC MEETING NOTICE IN THE WALLA WALLA UNION-BULLETIN:

PUBLIC MEETING
ARE YOU A PERSON WITH DISABILITIES, A LOWER INCOME,
AN OLDER ADULT OR YOUTH?
HOW EFFICIENT AND EFFECTIVE ARE THE
TRANSPORTATION SERVICES YOU USE?
YOU HAVE THE OPPORTUNITY TO COMMENT ON YOUR
TRANSPORTATION SERVICES!!!!

There will be a public meeting on Thursday, August 19th from 10:00 a.m.-12:00 a.m. in the Commissioners Chambers, located on the Second Floor of the Walla Walla County Legislative Offices, 315 West Main Street in Walla Walla.

A planning process is now underway, managed by the Benton-Franklin Council of Governments in partnership with Ben Franklin Transit, Valley Transit and the Washington State Department of Transportation. The outcome of the process will be a Coordinated Public Transit – Human Services Transportation Plan for Benton, Franklin and Walla Walla Counties.

The purpose of the meeting is to give the public an opportunity to comment on gaps in service which have been identified in the course of Plan development and proposed strategies to meet those gaps.

If you use transportation services or provide transportation services for persons with disabilities, persons with lower incomes, older adults or youths, please attend this meeting.

If you have any questions concerning this meeting or the development of the Plan, please contact Len Pavelka at (509) 943-9185 or lpavelka@bfcog.us.

98143

FLYER POSTED IN ALL BEN FRANKLIN TRANSIT BUSES:

Please come and give us your ideas.

Where are Bus and Dial A Ride services needed?

What service should be added or replaced?

We will be discussing future Grant possibilities.

Coordinated Human Services Transportation Plan

TRI-CITIES PUBLIC MEETING AGENDA

Wednesday, August 18, 23 10:00 am-12:00 pm
Tri-Cities Business Center, 7130 West Grandridge
Boulevard
Kennewick, Washington

FLYER POSTED IN ALL VALLEY TRANSIT BUSES:

The Benton, Franklin and Walla Walla Counties Regional Transportation Planning Organization is holding a public meeting to hear comments from citizens on the public transportation needs of human service agencies and their clients. This includes people who cannot provide their own transportation due to age, disabilities, or income.

**Thursday, August 19, 2010
10:00 am to noon
Walla Walla County Commissioners Meeting Room
Walla Walla County Courthouse - Second Floor
314 West Main Street, Walla Walla, WA 99362**

The list of unmet needs for public transportation may result in the submission of grant applications for state and federal funds to provide new or additional services. Attend this meeting to inspect the list of unmet public transportation needs and add your suggestions to the list.

***APPENDIX D
PROVIDER SURVEY***

EMAIL SENT TO IDENTIFIED PROVIDERS:



**Benton-Franklin-Walla Walla
Regional Transportation Planning Organization**

P.O. Box 217
1622 Terminal Drive
Richland, WA 99352

TRANSPORTATION PROVIDER SURVEY

The Benton-Franklin Council of Governments, Ben Franklin Transit and Valley Transit are working together to develop a *Coordinated Public Transit - Human Services Transportation Plan* for Benton, Franklin and Walla Walla Counties. The plan responds to federal requirements, and establishes the framework for improved transportation services for several vulnerable populations: the elderly and young, persons with disabilities, and persons of low-income status.

As a part of this study we are conducting a survey of transportation providers in the three county area to better understand transportation services that are currently provided. This step involves documenting the range of public transportation services that already exist in the three-county area. These services include public fixed route and dial-a-ride (paratransit) services, vanpool services, and transportation services provided or sponsored by other social service agencies.

A provider is defined as:

Any entity that directly provides transportation services for the populations included in this plan (elderly, disabled, low-income) OR any social service or other agency that sponsors, through contract or direct reimbursement, the provision of transportation for their clients.

A Transportation Provider Survey will be made available on-line through survey monkey over a four week period. Prospective providers will be notified via email with a link included in the email.

Len Pavelka
lpavelka@bfog.us
(509) 943-9185

Phone: (509) 943-9185

Fax: (509) 943-6756
A component of

Website: www.bfcog.us

The Benton-Franklin Council of Governments

2010 COORDINATED HUMAN SERVICES PLAN SERVICE PROVIDER

SURVEY QUESTIONNAIRE

I. Tell us about your agency or organization

1. Name of Agency or Organization:

2. Contact Information:

Staff Contact Name:

Phone Number:

Email Address:

Street Address:

Apt/Suite#:

City:

State:

Zip:

3. Does your agency/organization fund transportation services?

Yes/ No

4. Does your agency/organization directly provide transportation services?

Yes/ No

II. Transportation Sponsor Questions (Questions 5 & 6 for Sponsors Only- then skip to #18-end. Those that are direct providers skip to #7)

5. What type of transportation services does your agency/organization sponsor/fund?

Contract transportation services with another agency/organization

Provide transit tickets or passes to clientele

Provide taxi script/vouchers to clientele

Broker transportation services by volunteers with privately owned vehicles

Other (please specify)

6. If contracting with another agency/organization, which one(s) provide your services?

III. Overview of Services Provided (Questions for Direct Transportation Providers Q 7-17)

7. Please describe your service area. Use city boundaries and/or street names as borders where possible.

8. When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))

Start Time End Time

Sunday:

Monday:

Tuesday:

Wednesday:
Thursday:
Friday:

9. What services to you provide? (please list monthly operating hours of service type provided)

Fixed Route
Deviated Fixed Route
Community-Based shuttles
Curb to Curb Paratransit
Door to Door Paratransit
Door through Door Paratransit
Medicaid Medical Transportation
Excursion Trips

IV. Capacity to Serve Customers

10. How many vehicles do you have?

Number of Vehicles Number of Seats

Organization Vehicles (and seats)
Volunteer Vehicles (and seats)
Accessible Vehicles (amount of accessible seating)
Spare Vehicles

11. How many drivers do you have?

Paid
Volunteer

12. How many trip requests per month do you renegotiate, due to an inability to make the trip at the customer's originally requested time?

13. Referrals due to capacity constraints:

How many trip requests per month do you refer to other agencies/organization due to capacity constraints?

What other agencies/organizations do you refer riders to?

Do you assist with their travel planning when referring?

What other agencies/organizations refer riders to your agency/organization?

14. How many trip requests per month do you deny because of capacity constraints?

V. Trip Reservations

15. If you provide paratransit service, what percentage of your trips are shared rides?

16. Is your reservation system automated where you use computer generated manifests?

Yes/No

17. If yes, what application(s) do you use?

VI. Ridership Information

18. How many rides do you sponsor or provide? (Annual ridership by service)

- Fixed Route
- Deviated Fixed Route
- Community-Based shuttles
- Curb to Curb Paratransit
- Door to Door Paratransit
- Door through Door Paratransit
- Medicaid Medical Transportation
- Excursion Trips

19. How Many Riders (if any) are registered with your agency/organization?

20. Please classify your riders with respect to their ability to ride a fixed-route bus. (Approximate % of each classification):

- No Difficulty Riding Fixed-Route
- Non-ADA Eligible with Some Difficulty
- ADA Eligible with Some Fixed Route Ability
- ADA Eligible
- Needs Assistance/Accompaniment

21. Please classify your riders with respect to the following. (Approximate %):

- Seniors Not Disabled
- Senior and Disabled
- Developmentally Disabled
- Other Disabled
- Recovering Substance Abusers
- Life Sustaining Patients (e.g. kidney dialysis)
- Other

VII. Trips Made with Service

22. Trip Purpose (Approximate %):

- Medical
- Life Sustaining Medical (e.g. kidney dialysis)
- Work
- School
- Shopping Groceries Only
- Shopping Other
- Recreation
- Nutrition Programs
- Senior Center
- Religious
- Volunteer Activities
- Connect to Fixed Route Transit

Field Trips

23. What are your top 5 destinations served?

- Destination #1
- Destination #2
- Destination #3
- Destination #4
- Destination #5

VIII. New Riders

24. Do you have eligibility requirements for riders using any of your services?

Yes /No

25. If yes, what is the eligibility certification process?

26. How do riders find out about your services?

27. How do you market your services?

IX. Budget

Please tell us about your annual budget by providing the following:

28. Expenses:

- Total Fixed-Route Operating Expenses
- Total Paratransit Operating Expenses
- Total Fixed-Route Capital Expenses
- Total Paratransit Capital Expenses

29. Revenues:

- Fixed-Route Funding Source #1
 - Funding Level
- Fixed-Route Funding Source #2
 - Funding Level
- Fixed-Route Funding Source #3
 - Funding Level
- Fixed-Route Funding Source #4
 - Funding Level
- Paratransit Funding Source #1
 - Funding Level
- Paratransit Funding Source #2
 - Funding Level
- Paratransit Funding Source #3
 - Funding Level
- Paratransit Funding Source #4
 - Funding Level

X. Other Questions

30. Do you coordinate with other service providers? If yes, how?

31. What, if anything, is constraining the provision of transportation services to those who require them?

32. What would you improve to provide more/better transportation services?

33. Do you have any other comments?

	Walla Walla County Human Services	Goodwill Industries of the Columbia, Inc.	Adult Day Services	Division of Vocational Rehabilitation	The Arc of Tri-Cities	Meals on Wheels	Tri Cities Retirement Inn	Grapeline	Transportation Solutions	Department of Human Services	People For People	Home & Community Services	Tri-City Taxi
Staff Contact Name:	Daryl Daugs	Jessica Schultz	Gina Romo	Pablo Villarreal	Tony Kalmbach	Marcee Woffinden	Laurie Ahmann	Larry Wickkiser	Steve Dalke	Carrie Bayha	Gracie Sexton	Julie Selbo	Ron Davis
Street Address:	PO Box 1595	815 N. Kellogg St., Suite A	10 North Washington Street	500 N. Morain Ste. 2103	761 Williams Blvd	8656 W Gage Blvd suite 301	2000 N. 22nd Ave	1416 Whitehorn St.	400 Mojonner Rd	7207 W. Deschutes Ave.	302 W. Lincoln Avenue	206 W. Poplar	P.O. Box 2123
City:	Walla Walla	Kennewick	Kennewick	Kennewick	Richland	Kennewick	Pasco	Ferndale	Walla Walla	Kennewick	Yakima	Walla Walla	Pasco
State:	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA
Zip Code:	99362	99336	99336	99336	99354	99336	99301	98248	99362	99336	98902	99362	99302
Email Address:	ddaugs@co.walla-walla.wa.us	jschultz@goodwillotc.org	regina.romo@kphd.org	villapa@dshs.wa.gov	Tonyk@arcotricities.com	mwoffinden@seniorliferesources.org	tricitieadm@jeaseniorliving.net	larry@grapeline.us	transportationsolutions@charter.net	carrieb@gov.wa.co.benton-franklin.us	gs Sexton@pfp.org	Selboj2@dshs.wa.gov	rdavis@tctransportservices.com
Phone Number:	5095242920	509-735-0400	509-586-5731	509-374-2160	(509)946-5157 ext 131	509-735-1911	509-547-2466	360-543-9368	1-509-386-4983	509-737-3902	(509) 248-6726	509-524-4960	(509) 539-3877
Does your agency/organization fund transportation services?	No	No	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	No
Does your agency/organization directly provide transportation services?	No	No	No	No	Yes	No	Yes	Yes	Yes	No	Yes	No	Yes
What type of transportation services does your agency/organization sponsor/fund?				Provide transit tickets or passes to clientele	Contract transportation services with another agency/organization	Provide transit tickets or passes to clientele	Provide transit tickets or passes to clientele	Contract transportation services with another agency/organization. We are contracted by WSDOT to provide transportation service.			Yakima county	Contract transportation services with another agency/organization	
If contracting with another agency/organization, which one(s) provide your services?					Ben Franklin Transit	B/F Dial a ride						People for People	
Please describe your service area. Use city boundaries and/or street names as borders where possible.			I am not too sure what the boundariea are we have some clinetes that use regular bus passes and some use freedom passes.	Walla Walla, Benton, Franklin and Lower Yakima Valley (Sunnyside)	Kennewick, Pasco, Finley, Richland, and West Richland	Benton and Franklin Counties		Walla Walla, Touchet, Wallula, and Burbank in Walla Walla County to Pasco in Franklin County.	Walla Walla County				All of Benton, Franklin, Yakima Counties
When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))													
Sunday - Start Time									6:00				24:00:00
Sunday - End Time									22:30				24:00:00
Monday - Start Time			7:00		6:00	10:30			6:00	5:30		5:00	24:00:00
Monday - End Time			14:30		6:00	2:00			22:30	17:30		6:00	24:00:00
Tuesday - Start Time			7:00		6:00	10:30			6:00	5:30		5:00	24:00:00
Tuesday - End Time			14:30		6:00	2:00			22:30	17:30		6:00	24:00:00
Wednesday - Start Time			7:00		6:00	10:30			6:00	5:30		5:00	24:00:00
Wednesday - End Time			14:30		6:00	2:00			22:30	17:30		6:00	24:00:00
Thursday - Start Time			7:00		6:00	10:30			6:00	5:30		5:00	24:00:00
Thursday - End Time			14:30		6:00	2:00			22:30	17:30		6:00	24:00:00
Friday - Start Time			7:00		6:00	10:30			6:00	5:30		5:00	24:00:00
Friday - End Time			14:30		6:00	2:00			22:30	17:30		6:00	24:00:00
Saturday - Start Time									6:00	5:30			24:00:00
Saturday - End Time									22:30	17:30			24:00:00
What services to you provide? (please list monthly operating hours of service type provided)					Fixed Route - 240 Door to Door Paratransit - 240	Door to Door Paratransit - Provide rides to noon time meals			Curb to Curb Paratransit Door to Door Paratransit Door through Door Paratransit Medicaid Medial Transportation		Fixed Route - 6am-8pm Curb to Curb Paratransit - 5am-6pm Door to Door Paratransit - 5am-6pm		Community-Based shuttles - 324 Door to Door Paratransit - 720 Door through Door Paratransit - 720 Medicaid Medial Transportation - 720 Excursion Trips - 720
How many vehicles do you have?				n/a	13 Para transit 1 - 12 Passenger	0	we have one bus for our residents, but use Dial A Ride for medical appointments		13 vehicles - 6 wheel chair vans 2 extended 8 passenger vans, and 5 sedans				Benton and Franklin Counties = 35
Number of vehicles and number of seats per vehicle.					Organization Vehicles 12 Spare Vehicles 2		1 vehicle - 14 seats		Organization Vehicles 13 - Seats 5 Accessible Vehicles 6 - 3				Organization Vehicles - 35 Accessible Vehicles - 6 Spare - 16 172 seats total including W/C stations
How many drivers do you have?				n/a	Paid - 10		Paid - one		Paid - 13				Paid - 86

	Walla Walla County Human Services	Goodwill Industries of the Columbia, Inc.	Adult Day Services	Division of Vocational Rehabilitation	The Arc of Tri-Cities	Meals on Wheels	Tri Cities Retirement Inn	Grapeline	Transportation Solutions	Department of Human Services	People For People	Home & Community Services	Tri-City Taxi
How many trip requests per month do you renegotiate, due to an inability to make the trip at the customer's originally requested time?				n/a	0		We do need to re-schedule if the resident is not on time for the bus. Hardly ever though.		None				None
How many trip requests per month do you refer to other agencies/organization due to capacity constraints?					0				None				None
What other agencies/organizations do you refer riders to?					Ben Franklin Transit		Dial A Ride		None				AA Motor Coach
Do you assist with their travel planning when referring?					Yes		Yes we do.		NA				No
What other agencies/organizations refer riders to your agency/organization?					Adult Day Services, Columbia Industries, Goodwill, Residential Providers, Families				People for People, Coast, Mid-Columbia				BFT, People for People, LGI, School Districts
How many trip requests per month do you deny because of capacity constraints?					1		NA		Zero				None
If you provide paratransit service, what percentage of your trips are shared rides?					100%				10%				Approx. 20%
Is your reservation system automated where you use computer generated manifests?					No		No		Yes. People for People send us manifests per computer for their rides, Coast Faxes us their rides, and Mid Columbia faxes their rides They are all brokerages and we are their providers.				Access Data Base
How many rides do you sponsor or provide? (Annual ridership by service)				Fixed Route - 350 Curb to Curb Paratransit - 100	Door to Door Paratransit - 70000	Door to Door Paratransit - 7700	Excursion Trips - 10						Community-Based shuttles - 15900 Door to Door Paratransit - 15600 Door through Door Paratransit - 1500 Medicaid Medial Transportation - 12775 Excursion Trips - 60
How Many Riders (if any) are registered with your agency/organization?					183	60	Our bus can hold up to 14 residents.						500
Please classify your riders with respect to their ability to ride a fixed-route bus. (Approximate % of each classification):				No Difficulty Riding Fixed-Route - 80 ADA Eligible - 18 Needs Assistance/Accompaniment - 2	ADA Eligible with Some Fixed Route Ability - 10% ADA Eligible - 50% Needs Assistance/Accompaniment - 40%	ADA Eligible - 100%	ADA Eligible with Some Fixed Route Ability - 80 Needs Assistance/Accompaniment - 20						No Difficulty Riding Fixed-Route - 75 Non-ADA Eligible with Some Difficulty - 5 ADA Eligible with Some Fixed Route Ability - 1 ADA Eligible - 18 Needs Assistance/Accompaniment - 1

	Walla Walla County Human Services	Goodwill Industries of the Columbia, Inc.	Adult Day Services	Division of Vocational Rehabilitation	The Arc of Tri-Cities	Meals on Wheels	Tri Cities Retirement Inn	Grapeline	Transportation Solutions	Department of Human Services	People For People	Home & Community Services	Tri-City Taxi
Please classify your riders with respect to the following. (Approximate %):				Developmentally Disabled - 50 Other Disabled - 50	Seniors Not Disabled - 10% Senior and Disabled - 40% Developmentally Disabled - 50%	Seniors Not Disabled - 25 Senior and Disabled - 75	Senior and Disabled - 98 Life Sustaining Patients (e.g. kidney dialysis) - 2						Seniors Not Disabled - 5 Senior and Disabled - 70 Developmentally Disabled - 5 Other Disabled - 5 Recovering Substance Abusers - 1 Life Sustaining Patients (e.g. kidney dialysis) - 10 Other - 4
Purpose of trips made? (Approximate %):				Medical - 5 Work - 75 School - 15 Volunteer Activities - 5	Work - 65% Senior Center - 30% Recreation - 5%	Nutrition Programs - 100%	Recreation - 50 Field Trips - 50		Medical - 100%				Medical - 35% Life Sustaining Medical (e.g. kidney dialysis) - 3% Work - 10% School - 10% Shopping Groceries Only - 6% Shopping Other - 4% Recreation - 7% Nutrition Programs - 3% Senior Center - 2% Religious - 1% Volunteer Activities - 1% Connect to Fixed Route Transit - 18%
What are your top 5 destinations served?				Destination #1 - Jobs Destination #2 - Doctors Destination #3 - grocery	#1 - The Arc of Tri-Cities #2 - Adult Day Services #3 - Columbia Industries #4 - Goodwill Richland #5 - Goodwill Pasco	#1 - Kennewick senior center #2 - pasco senior center #3 - Richland community Center #4 - Pasco Housing complex #5 - Benton city desert rose senior complex	#1 - Wal Mart #2 - Albertsons #3 - restaurants #4 - Field Trips to different destinations		#1 - Doctor Offices #2 - Clinics #3 - Hospitals #4 - Dialysis Center #5 - other medical facilities				#1 - Doctors Offices #2 - Grocers #3 - Hospitals #4 - Work Place #5 - Kidney Dialysis
Do you have eligibility requirements for riders using any of your services?				Yes. Determined eligible in our program with current medical records	Yes. Same as Ben Franklin Transit Dial-A-Ride. Rider must go through application process before accessing The Arc transportation services.	No	No		No			Yes. Medicaid eligible	Yes. Paratransit Riders must complete BFT's application process
How do riders find out about your services?				referrals from other agencies	Through Ben Franklin Transit or the Agencies they work for.	newsletter, word of mouth, staff tell seniors,	by living at Tri Cities Assisted Living and Memory Care		Totally through Brokerages			Apply at either our office or the Community Services Office	Web Page, Phone Book, Airport advertisement, Referrals by other agencies.
How do you market your services?				flyers, word of mouth	N/A	we don't, just tell new seniors that is available	Getting out, educating others, letting others know about our services here.		We don't			We don't	
Expenses:					Total Paratransit Operating Expenses - 400000	Total Paratransit Operating Expenses - \$7-8000							

	Walla Walla County Human Services	Goodwill Industries of the Columbia, Inc.	Adult Day Services	Division of Vocational Rehabilitation	The Arc of Tri-Cities	Meals on Wheels	Tri Cities Retirement Inn	Grapeline	Transportation Solutions	Department of Human Services	People For People	Home & Community Services	Tri-City Taxi
Revenues:					Paratransit Funding Source #1 -Funding Level - Ben Franklin Transit								
Do you coordinate with other service providers?		Yes. We support DD clients to make transportation arrangements for work. Goodwill regularly coordinates with ARC of the Tri-Cities, Ben Franklin Transit, and Trans+Plus Night Service. Sometimes we make the actual reservations for clients, other times we coordinate routes with transportation providers to reduce the number of trips they must make to our work sites.		No	Yes. Ben Franklin Transit. BFT helps with overflow if any and coordination of efficiency when picking up clients depending on if our vehicles are in the area or if their vehicles are in the area.	No	We coordiante our residents with Dial A Ride.		No			Yes. Dial a Ride; Appointment Keepers; Grapeline; workers contact providers for clients; check on schedules and work to make transportation available	BFT and PFP both send us daily manefests with our trip assignments. As day goes by we communicate with their dispatchers and managers as needed.
What, if anything, is constraining the provision of transportation services to those who require them?		Limited service areas outside of Tri-Cities proper, services ending too early in the day, lack of Sunday service.			The layout of the Tri-Cities is such a big area to cover vans need multiple riders to cover overhead.		Just the cost of Dial A Ride for our residents who are all on a fixed income. I know 2.00 doesn't seem like a lot but if you lived on a fixed income, every penny counts.		None that I am aware of.			Many of our clients are elderly or disabled and neede assistance into the home or place where their appointment is. If it were possible for drivers to assist, I think public transportation would be used more by our clientele. I understand they cannot leave the bus.	Budget problems and quite frankly the cost of the Bureaucracies running the programs. Private sector companies can provide the same levels of services much more cost effectively.
What would you improve to provide more/better transportation services?		Offer improved/increased services as described above (service hours and service areas)			Location of pick ups, people need to understand if they move outside service boundaries they could jeopardize their transportation services.		I am not for sure yet. i need to get more information to be able to give you a good answer. i live in Warden and drive to Tri Cities to work. I do know for our elderly that the cost and also connecting with Othello and Connell would be a good thing especially for the elderly. I do see the ambulance from othello comes this way many times, so I don't think this would be out of line to look into. Thank you.		I think that it works great the way it is.				I think coordination between providers is key to using resources more effectively. Also, I'd privatize Transit Systems to get more out of the money available.
Do you have any other comments?					Our community needs education on services available and how they work.				Our financials are not available for survey requests.				

	SE Washington Aging and Long Term Care	Valley Transit	Children's Administration	Children's Home Society of Washington	City of Richland Parks and Recreation	Division of Developmental Disabilities	Volunteer Chore Services	Tri-Cities Residential Services	WorkSource Walla Walla	Ben Franklin Transit	The Place	Columbia County Public Transportation	A Plus Transportation
Staff Contact Name:	Mary Cleveland	Dick Fondahn	Carlos Carrillo	Candi Walmsley	Marilyn Hodgson	Mary Jo A. Byers	Dorothy Morales	Cindy Fransen	Alisa Ridenour	Kathy McMullen	Margaret Ogilvie	Stephanie Guettinger	Rick Marple
Street Address:	125 East Cherry	1401 West Rose Street	206 West Poplar	1612 Penny Lane	500 Amon Park Drive	500 North Morain Suite 2102	5301 Tieton Drive, Ste C	741 S. Dayton Suite A	1530 Stevens	1000 Columbia Park Trail	1032 N. Spitzenburg Rd	507 Cameron	PO Box 1619
City:	Walla Walla	Walla Walla	Walla Walla	Walla Walla	Richland	Kennewick	Yakima	Kennewick	Walla Walla	Richland	College Place	Dayton	Pasco
State:	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA	WA
Zip Code:	99362	99362	99362	99362	99353	99336	98908	99336	99362	99352	99362	99328	99301
Email Address:	clevemf@dshs.wa.gov	dick@valleytransit.com		candi@chs-wa.org	mhdgson@ci.richland.wa.us	maryjo.byers@dshs.wa.gov	dmorales@cfcy yakima.org	cfransen@tcrs1978.com	aridenour@esd.wa.gov	kcmullen@bft.org	manddogilvie@charter.net	transportation@co.columbia.wa.us	ricovegas3@msn.com
Phone Number:	509/529-6470	509-525-9140	(509) 524-4907	509.529.2130	509-942-7627	509-374-2118	509-965-7100	1-509-783-3331	509 527 1807	509 734 5107	(509)522-1303	509-382-1647	509-542-8155
Does your agency/organization fund transportation services?	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	yes	No	Yes
Does your agency/organization directly provide transportation services?	No	Yes	No	Yes	No	No	Yes	Yes	No	Yes	yes	Yes	Yes
What type of transportation services does your agency/organization sponsor/fund?			Provide transit tickets or passes to clientele Fund contracted providers to provide transportation	we offer transportation for program families to events, as requested and as we are able to provide.	Provide transit tickets or passes to clientele	Contract transportation services with another agency/organization We have the ability to reimburse in some cases, families or relatives for mileage	Broker transportation services by volunteers with privately owned vehicles		Provide transit tickets or passes to clientele	Provide bus, paratransit, vanpools, community vans, contract out taxi feeder, night services.	Provide transit tickets or passes to clientele		Contract transportation services with another agency/organization People for People out of Yakima, Washington
If contracting with another agency/organization, which one(s) provide your services?			Valley Transit Valley Residential Services Grapevine			ARC					Regency at the Park pay for monthly passes		
Please describe your service area. Use city boundaries and/or street names as borders where possible.		Valley Transit PTBA is the combined area of public school districts #140 and #250, Walla Walla and College Place, respectively.		cities of Walla Walla and College Place	City of Richland	Clients from Benton Franklin counties, miles may be reimbursed within Washington State or specified border towns, all based on prior approval.	Walla Walla and College Place residents are driven only in Walla Walla and College Place but often ask for rides to the Tri-cities for medical care; we are so far unable to provide this.	Richland, West Richland, Kennewick, Pasco city limits	Walla Walla & Columbia Counties	Ben Franklin PTBA	All areas that our Dial A Ride here in Walla Walla provide	All of Columbia County. In addition we provide service to Waitsburg and Dixie residents and very limited service to Prescott residents all of which are in Walla Walla County.	Mostly local within the Tri Cities however, we do go to Seattle Hospitals about four (4) times per week. We also go to Spokane up to three (3) times per week.
When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))													
Sunday - Start Time		5:00							6:00				9:00
Sunday - End Time		23:30							20:00				2:00
Monday - Start Time		5:00	8:30				8:00		6:00	6:00	10:00	7:30	4:00
Monday - End Time		23:30	6:00	6:00	6:00	18:00	18:00	20:00	20:00	23:30	12:00	17:30	18:00
Tuesday - Start Time		5:00	8:30				8:00		6:00	6:00	1:00	7:30	4:00
Tuesday - End Time		23:30	6:00	6:00	6:00	18:00	18:00	20:00	20:00	23:30	3:30	17:30	18:00
Wednesday - Start Time		5:00	8:30				8:00		6:00	6:00		7:30	4:00
Wednesday - End Time		23:30	6:00	6:00	6:00	18:00	18:00	20:00	20:00	23:30		17:30	18:00
Thursday - Start Time		5:00	8:30				8:00		6:00	6:00	10:00	7:30	4:00
Thursday - End Time		23:30	6:00	6:00	6:00	18:00	18:00	20:00	20:00	23:30	12:30	17:30	18:00
Friday - Start Time		5:00	8:30				8:00		6:00	6:00	10:00	7:30	6:00
Friday - End Time		23:30	6:00	6:00	6:00	18:00	18:00	20:00	20:00	23:30	12:30	17:30	18:00
Saturday - Start Time		5:00							6:00				
Saturday - End Time		23:30							20:00				
What services to you provide? (please list monthly operating hours of service type provided)		Fixed Route - 0615 to 1745 weekdays Deviated Fixed Route - 1745 to 2110 weekdays & 1215 to 1815 Saturday Community-Based shuttles - 1745 to 2110 weekdays & 1215 to 1815 Saturday Door to Door Paratransit - 0615 to 1745 weekdays		Curb to Curb Paratransit - as needed Medicaid Medial Transportation - as needed			Door to Door Paratransit - no set hours, depends on volunteer availability	Medicaid Medial Transportation - based on individual client needs Excursion Trips - based on individual client needs		Fixed Route - 13,133 Deviated Fixed Route - 5875 Door to Door Paratransit - 12749	Door through Door Paratransit - Four days per week	Community-Based shuttles - on a need be basis Curb to Curb Paratransit - 7:30-17:30 Door to Door Paratransit - 7:30-17:30 Medicaid Medial Transportation - 24/7	Fixed Route - Fixed only if customer is a repeat three days per week Curb to Curb Paratransit Door to Door Paratransit Door through Door Paratransit Medicaid Medial Transportation
How many vehicles do you have?		26 revenue vehicles		Two	None - Don't provide service, just sell tickets for Dial-a-Ride	N/A	we have about 4 or 5 volunteers that drive. We have no set schedule and can only offer a ride if we can get a volunteer.	none		515		6 para-transit cut away buses 1 conversion van 1 Ford Edge 11 vanpool vans	14 in Pasco, 10 in Yakima, and 5 in Sunnyside.
Number of vehicles and number of seats per vehicle.		Organization Vehicles - 20 Accessible Vehicles - 26 Spare - 6		2 - 6 seats				staff use personal cars to transport clients. They receive mileage from state funds		350 Vans 64 Buses 90 DAR Paratransit 20% spares		Organization Vehicles - 19 (14 seats) Accessible Vehicles - 7 (14 seats)	Organization Vehicles - 30 (6 seats) Accessible Vehicles - 5 (12 seats)
How many drivers do you have?				Paid - approximately 10		N/A	4-5 volunteers are willing to drive at the most. only two are regular on-going drivers.	Paid - 60		Paid - 300 + Volunteer - 310		Paid - 12	Paid - 17 in the Pasco office

	SE Washington Aging and Long Term Care	Valley Transit	Children's Administration	Children's Home Society of Washington	City of Richland Parks and Recreation	Division of Developmental Disabilities	Volunteer Chore Services	Tri-Cities Residential Services	WorkSource Walla Walla	Ben Franklin Transit	The Place	Columbia County Public Transportation	A Plus Transportation
How many trip requests per month do you renegotiate, due to an inability to make the trip at the customer's originally requested time?		0 - per ADA definitions		as needed	None, we don't supply trips	N/A	we hardly ever renegotiate trips. Either a driver says yes or says no.	5		We meet ADA guidelines and never deny a trip.		10-20 because we are a demand response service and we try and coordinate all of our non-routine riders into our routine trips as much as we possibly can.	very few.
How many trip requests per month do you refer to other agencies/organization due to capacity constraints?		0		0		N/A	1 or 2	10		We contract with Tri City Taxis, BFT pays bills.		0	0
What other agencies/organizations do you refer riders to?		for profit charter companies, taxi, Appointment Keepers, GrapeLine, City Milton Freewater, Columbia County Public Transportation, CTUIR, Greyhound, Ben Franklin Transit		0		N/A	city bus, people to people	Benton Franklin transit service		None		Valley Transit and Grapeline and periodically Ben Franklin Transit	n/a
Do you assist with their travel planning when referring?		sometimes		0		N/A	no	yes		NA		As much as possible	n/a
What other agencies/organizations refer riders to your agency/organization?		People for People, DSHS, WW County Dept Human Svcs, HelpLine, BMAC, schools, colleges, senior & community centers, etc.		0		N/A	DSHS, Aging and long term care, Hospital Discharge, housing units			NA		DSHS, CPS, ALTC, Blue Mountain Counseling, Columbia County Hospital District, Dayton School District, Chamber of Commerce, Port of Columbia, City of Dayton, WorkSource, Patait Creek Adult Residential Treatment Center, Senior Center, numerous medical facilities, Walla Walla Community College	
How many trip requests per month do you deny because of capacity constraints?		0 - per ADA definitions		varies. We have more than 60 families that we serve and only provide services as we are able.		N/A	1	1 or 2		None			0-1 if any
If you provide paratransit service, what percentage of your trips are shared rides?		unknown		0		N/A	none			100%		90%	45%
Is your reservation system automated where you use computer generated manifests?		Yes. StrataGen		No		N/A	No	No		Yes. Trapeze		Yes. Shah Transportation Manager	Yes. Computer generated manifests come from People for People out of Yakima.
How many rides do you sponsor or provide? (Annual ridership by service)		Fixed Route - 665870 Deviated Fixed Route - 33707 Community-Based shuttles - 10943 Door to Door Paratransit - 25393		Door to Door Paratransit - 20 Medicaid Medial Transportation - 20			Door to Door Paratransit - 40	Medicaid Medial Transportation - 40 Excursion Trips - 20		Fixed Route - 3761885 Deviated Fixed Route - 123032 Door to Door Paratransit - 406536		Community-Based shuttles - 150 Curb to Curb Paratransit - 25000 Door to Door Paratransit - 17000 Medicaid Medial Transportation - 6300	Curb to Curb Paratransit - 50 Door to Door Paratransit - 50
How Many Riders (if any) are registered with your agency/organization?				0	None. Meals-on-Wheels sets up the rides, or the individual sets it up themselves.		4 regular riders but any chore client could ask for a ride at any time.	52		6436 Paratransit		1100	n/a
Please classify your riders with respect to their ability to ride a fixed-route bus. (Approximate % of each classification):				Non-ADA Eligible with Some Difficulty - 50 ADA Eligible with Some Fixed Route Ability - 50			ADA Eligible with Some Fixed Route Ability - 5 ADA Eligible - 15 Needs Assistance/Accompaniment - 80	ADA Eligible with Some Fixed Route Ability - 70 Needs Assistance/Accompaniment - 30		NA			No Difficulty Riding Fixed-Route - 100% unless in a wheel chair

	SE Washington Aging and Long Term Care	Valley Transit	Children's Administration	Children's Home Society of Washington	City of Richland Parks and Recreation	Division of Developmental Disabilities	Volunteer Chore Services	Tri-Cities Residential Services	WorkSource Walla Walla	Ben Franklin Transit	The Place	Columbia County Public Transportation	A Plus Transportation
Please classify your riders with respect to the following. (Approximate %):				Other - 100			Seniors Not Disabled - 10 Senior and Disabled - 80 Other Disabled - 10 Life Sustaining Patients (e.g. kidney dialysis) - not currently, but we have had these in the past year	Developmentally Disabled - 100		Seniors Not Disabled - 24%		Seniors Not Disabled - 5% Senior and Disabled - 30% Developmentally Disabled - 10% Other Disabled - 20% Recovering Substance Abusers - 10% Life Sustaining Patients (e.g. kidney dialysis) - 5%	Seniors Not Disabled - 25% Senior and Disabled - 25% Developmentally Disabled - 10% Recovering Substance Abusers - 10% Life Sustaining Patients (e.g. kidney dialysis) - 30%
Purpose of trips made? (Approximate %):				Medical - 50			Medical - 50 Shopping Groceries Only - 40 Shopping Other - 10	Medical - 30 Work - 30 Shopping Groceries Only - 10 Recreation - 10 Religious - 5 Field Trips - 5		Medical - 14 % Work - 18% School - 17% Shopping Other - 17% Recreation - 9% Connect to Fixed Route Transit - 2% Field Trips - 3%		Medical - 10% Life Sustaining Medical (e.g. kidney dialysis) - 2% Work - 10% School - 35% Shopping Groceries Only - 8% Senior Center - 8%	Medical - 70% Life Sustaining Medical (e.g. kidney dialysis) - 30%
What are your top 5 destinations served?		#1 - Downtown Walla Walla #2 - Walla Walla High School #3 - Wal-Mart		#1 - SMMC #2 - Women's Center #3 - WIC #4 - WWGH #5 - Schools			#1 - WWGH physicians #2 - Walla Walla Clinic #3 - Super One groceries #4 - St. Mary's Physicians #5 - Safeway or Walmart	#1 - DSHS #2 - Kadlec #3 - Winco #4 - Columbia Center Mall #5 - Goodwill		#1 - 19% work trips #2 - 18% school and college #3 - 17% shopping #4 - 16% visiting family and friends #5 - 12% medical and dental		#1 - Walla Walla Community College and other schools #2 - Dialysis Center and Cancer Center #3 - Other medical facilities #4 - Work facilities #5 - CPS and WorkSource	#1 - Dialysis #2 - Seattle- hospitals #3 - Spokane #4 - Local - Kennewick, Richland, Pasco
Do you have eligibility requirements for riders using any of your services?		Yes. Dial a Ride requires a form with verification by health care professional; Job Access requires a form that is filled out and verified on the spot		Low income requirements		Yes. Client eligible under DDD and has funding available	Yes. intake for Volunteer Chore service. Client is over 60 or over 18 if disabled and low income.	Yes. TCRS has been contracted with Division of Developmental Disabilities to provide residential and transportation services	Yes. They have to meet eligibility for the programs that offer the services: WorkFirst Dislocated Workers Program	Yes. Dial A Ride Paratransit requires: 1. Application and Doctor's report 2. Interview with staff with evaluation. Card issued and included on Dial A Ride list if eligible.		No	You would have to ask People for People that question. Low income for sure, medical coupons accepted.
How do riders find out about your services?		advertising, signage in the community, internet, phone book, referrals by agencies, google transit, links from other websites		Staff		N/A	VCS is listed in phone book, senior guide, referrals from area agencies, I go to places and speak about it.	DDD referrals	Public assistance casemanager universal public	Phone book, BFT Website, Referrals by service providers, word of mouth, public hearing notices, in the past advertising.		Phone number on the busses, other people, brochures, word of mouth	They can locate us in the phone book.
How do you market your services?		advertising, signage, parades, community events, phone books, website, google transit		We don't		N/A	see above.	No		See above		Newspaper Ads, Ads with various events held in Dayton, The sides of the vehicles	Word of mouth is pretty good. We do not advertise except for the phone book, We are the number 1 requested provider in the Tri Cities. We are on time and very professional.
Expenses:		Total Fixed-Route Operating Expenses - 2,037,000 Total Paratransit Operating Expenses - 1,265,000 Total Fixed-Route Capital Expenses - 18,000 Total Paratransit Capital Expenses - 11,000								Total Fixed-Route Operating Expenses - \$10,380,821 Total Paratransit Operating Expenses - \$8,104,656 Total Fixed-Route Capital Expenses - \$1,000,000 Total Paratransit Capital Expenses - \$1,000,000			

	SE Washington Aging and Long Term Care	Valley Transit	Children's Administration	Children's Home Society of Washington	City of Richland Parks and Recreation	Division of Developmental Disabilities	Volunteer Chore Services	Tri-Cities Residential Services	WorkSource Walla Walla	Ben Franklin Transit	The Place	Columbia County Public Transportation	A Plus Transportation
Revenues:		Fixed-Route Funding Source #1 -Funding Level - 1,222,000 Fixed-Route Funding Source #2 -Funding Level - 322,000 Fixed-Route Funding Source #3 -Funding Level - 197,000 Fixed-Route Funding Source #4 -Funding Level - 61,000 Paratransit Funding Source #1 -Funding Level - 759,000 Paratransit Funding Source #2 -Funding Level - 200,000					Paratransit Funding Source #1 -Funding Level - Funds come from legislative grant			Fixed-Route Funding Source #1 -Funding Level - Sales Tax all operating Fixed-Route Funding Source #2 -Funding Level - Federal Grants for capital Paratransit Funding Source #1 -Funding Level - Sales Tax all operating Paratransit Funding Source #2 -Funding Level - Federal Grants for capital			
Do you coordinate with other service providers?	Yes. We are an ADRC (Aging and Disability Resource Center), so we are prepared to coordinate with any agency that can serve our clientele.	Yes. RTPO membership, Blue Mountain Coordinated Transportation Coalition, intercity transit providers with assistance from WSDOT, WW Public Schools, College Place Public Schools		No			No	Yes. Refer clients to other transportation providers to use generic services within their budgets	Yes. Referral to appropriate provider when unable to provide the services.	Yes. Telephone, online meetings.		Yes. By transporting people to the Valley Transit Transfer Center as well as to the pick up points for Grapeline.	If people are just looking for a taxi, we suggest certain carriers.
What, if anything, is constraining the provision of transportation services to those who require them?	Our older and disabled clients dislike waiting for return pick ups when using the paratransit service. There are also times when we could use same day service, which is difficult to arrange.	cost of fares, hours of service, days of service, distance to nearest bus route, English as a second language, mental illness and other social skill problems, accessible paths (sidewalks, curbscuts, hard surfaces, street crossing signals), weather related barriers (heat, cold, rain, snow) lack of access to information about available services		time and money			availability of volunteers. Volunteers not able to transfer a client from a power chair or to transport it. Clients with stability problems but that don't use a chair and our volunteers cannot support them. Clients who have trouble getting into and out of a volunteer vehicle.	lack of sunday services		Within our PTBA we have limited hours and no Sunday service due to budget restraints. Outside the PTBA we do not provide service.		financial concerns could end up coming in to play in the near future.	
What would you improve to provide more/better transportation services?		1.Provide fixed route transit to all critical healthcare destinations, 2.increase hours served per day and serve all 7 days so transit dependant people always have a safety-net level of service during off-peak hours, 3.increase the Dial-A-Ride service area to more than required by ADA and service to the UGA line at minimum		more time, staff and money		Later transportation	Ability to take people to Tri-Cities for medical care which is not available here. These clients normally would need assistance. Vehicles able to transport a power chair from clients home.	look at providers for sunday service		Provide Sunday, additional night service. Continue Travel Training for people wishing to take regular fixed route service. Put our service on the Google transit system. Continue out of bound DAR services and perhaps expand into Northern and Eastern Pasco.		I do feel that Prescott kind of gets neglected at times but it did not pan out for us to drive the additional miles for no passengers.	look into providing transportation for those in nursing homes that would like to get out if they are able to. take to tours, shopping, anything they would desire.
Do you have any other comments?					My answers are not very valuable, as people get there own rides and come here for exercise classes, etc.	We are not a transit company, in some very specific situations can pay for transit and can also contract with individuals to provide transit. Your survey also erases what you have completed if you hit the back button!							

	Edith Bishel Center	City of Milton-Freewater	Walla Walla Community College	Valley Residential Services	Dream Ride Charters LLC	Blue Mountain Action Council	College Place School District
Staff Contact Name:	Sheila Turner	Teresa Dutcher	Clint Gabbard	Nancy Riggle	Lisa Petrello	Luis Rosales	Bob Young
Street Address:	628 North Arthur Street	722 S. Main Street		240 Bush St.	PO Box 14	342 Catherine St.	1755 S. College Ave.
City:	Kennewick	Milton-Freewater		Walla Walla	Walla Walla	Walla Walla	College Place
State:	WA	OR		WA	WA	WA	WA
Zip Code:	99336	97862		99362	99362	99362	99324
Email Address:	sheila@edithbishelcenter.org	teresa.dutcher@milton-freewater-or.gov	clinton.gabbard@wwcc.edu	nancy@valleyresidential.org	info@dreamridecharters.com	luisr@bmacww.org	ryoung@cpps.org
Phone Number:	509-735-0699	541-938-8243	509-527-4300	509-522-0400	509-337-0100	(509) 529-4980	509-525-0246
Does your agency/organization fund transportation services?	No	Yes	Yes	No	No	Yes	No
Does your agency/organization directly provide transportation services?	No	Yes	No	Yes	Yes	No	Yes
What type of transportation services does your agency/organization sponsor/fund?	We provide literature and applications for the Dial A Ride services offered in Tri Cities, Walla Walla, Columbia County and Yakimc.	Contract transportation services with another agency/organization	Provide transit tickets or passes to clientele			Provide transit tickets or passes to clientele	School busing
If contracting with another agency/organization, which one(s) provide your services?		GG Taxi & Limousine Service				N/A	
Please describe your service area. Use city boundaries and/or street names as borders where possible.	Benton, Franklin, Walla Walla, Yakima, Columbia and Klickitat Counties as well as north easter Oregon.	Fixed-route bus system from Milton-Freewater, OR through College Place & Walla Walla, Washington, 3 complete routes daily, 8am to 3pm.		Walla Walla County	Walla Walla Valley and surrounding areas. Seattle, Portland, Couer d'Alene, Leavenworth etc.	Myra Rd to Airport Rd.	
When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))							
Sunday - Start Time				6:00			
Sunday - End Time				21:00			
Monday - Start Time		8:00		6:00			
Monday - End Time		3:00		21:00			
Tuesday - Start Time		8:00		6:00			
Tuesday - End Time		3:00		21:00			
Wednesday - Start Time		8:00		6:00			
Wednesday - End Time		3:00		21:00			
Thursday - Start Time		8:00		6:00			
Thursday - End Time		3:00		21:00			
Friday - Start Time		8:00		6:00			
Friday - End Time		3:00		21:00			
Saturday - Start Time							
Saturday - End Time							
What services to you provide? (please list monthly operating hours of service type provided)		Fixed Route - 152 avg monthly hours Door to Door Paratransit - 152 avg monthly hours coordinated with bus system			Excursion Trips - Private charters		
How many vehicles do you have?		2 vehicles 14 seat cutaway bus & 11 passenger van		12	2		
Number of vehicles and number of seats per vehicle.		Organization Vehicles - (25 seats)		Organization Vehicles - 12 (6 seats) Many of our staff members transport our clients in their own vehicles. This transportation is only for our clients in Supported Living or the Transitional Housing program.	One bus seats 32. One bus seats 52		
How many drivers do you have?		Paid - 2		Paid - 50	Paid - 4		

	Edith Bishel Center	City of Milton-Freewater	Walla Walla Community College	Valley Residential Services	Dream Ride Charters LLC	Blue Mountain Action Council	College Place School District
How many trip requests per month do you renegotiate, due to an inability to make the trip at the customer's originally requested time?		none at this time					
How many trip requests per month do you refer to other agencies/organization due to capacity constraints?		coordinate with Tribes bus for job commutes-20		What other agencies/organizations do you refer riders to? - Valley Transit			
What other agencies/organizations do you refer riders to?		CTUIR -Confederated Tribes of the Umatilla Indian Resr			Genie Tours, Black Tie, Caveman Coach		
Do you assist with their travel planning when referring?		Yes			Occasionally		
What other agencies/organizations refer riders to your agency/organization?		Unknown			Genie Tours, Black Tie		
How many trip requests per month do you deny because of capacity constraints?		none at this time			very few		
If you provide paratransit service, what percentage of your trips are shared rides?		20%					
Is your reservation system automated where you use computer generated manifests?		No			No		
How many rides do you sponsor or provide? (Annual ridership by service)		Fixed Route - 8500 Door to Door Paratransit - 1500					
How Many Riders (if any) are registered with your agency/organization?	Several of our customers take Dial A Ride to our various support groups and social gatherings, or just to visit the center every day.	N/A		We provide services to 65 clients with developmental disabilities and 44 homeless veterans. We help them with all of their needs, including providing transportation.			
Please classify your riders with respect to their ability to ride a fixed-route bus. (Approximate % of each classification):	Non-ADA Eligible with Some Difficulty - 25% Non-ADA Eligible with Some Difficulty - 25% Needs Assistance/Accompaniment - 50%	No Difficulty Riding Fixed-Route - 80% Non-ADA Eligible with Some Difficulty - 1% ADA Eligible with Some Fixed Route Ability - 5% ADA Eligible - 5% Needs Assistance/Accompaniment - 2%					

	Edith Bishel Center	City of Milton-Freewater	Walla Walla Community College	Valley Residential Services	Dream Ride Charters LLC	Blue Mountain Action Council	College Place School District
Please classify your riders with respect to the following. (Approximate %):	Senior and Disabled - 75% Other - 25%	Seniors Not Disabled - 8% Senior and Disabled - 15% Developmentally Disabled - 2% Recovering Substance Abusers - 2% Life Sustaining Patients (e.g. kidney dialysis) - 2%		Seniors Not Disabled - 5% Developmentally Disabled - 70% Recovering Substance Abusers - 30%			
Purpose of trips made? (Approximate %):	Work - 10% School - 10% Recreation - 65% Volunteer Activities - 15%	Medical - 80% Life Sustaining Medical (e.g. kidney dialysis) - 2% Work - 1% Shopping Other - 15% Connect to Fixed Route Transit - 2%		Medical - 20% Work - 10% Shopping Groceries Only - 10% Shopping Other - 15% Recreation - 20% Senior Center - 5% Field Trips - 20%			
What are your top 5 destinations served?		#1 - Medical Clinics (3) #2 - Pharmacy (2) #3 - Medical Clinics #4 - Hospitals (3) #5 - Other Fixed-route connections		#1 - medical clinics #2 - WalMart #3 - Grocery stores #4 - Community events (i.e. fairgrounds) #5 - downtown			
Do you have eligibility requirements for riders using any of your services?		No		Yes. All of the people we transport are direct clients in our residential programs. We either provide transportation directly or make sure they use public transportation			
How do riders find out about your services?		Public Meetings, City mailers, speaking at civic groups, flyers, word of mouth.		They are clients in our programs.			
How do you market your services?		Flyers sent out in City mailers.		We receive referrals from DDD or the VA			
Expenses:		Total Fixed-Route Operating Expenses - \$50,000 Total Paratransit Operating Expenses - \$10,000 Total Fixed-Route Capital Expenses - \$100,000					

	Edith Bishel Center	City of Milton-Freewater	Walla Walla Community College	Valley Residential Services	Dream Ride Charters LLC	Blue Mountain Action Council	College Place School District
Revenues:		Fixed-Route Funding Source #1 -Funding Level - Federal FTA 5311 through State Fixed-Route Funding Source #2 -Funding Level - Small % of State Special Transportation Funds thru County Fixed-Route Funding Source #3 -Funding Level - % of Local Option Tax Fixed-Route Funding Source #4 -Funding Level - Bus Fares					
Do you coordinate with other service providers?	Yes. We make several referrals to other agencies for which potential clients would use Dial A Ride as transportation to and from. Aging and Ling Term Care, Senior Centers, Adult Day Services, Columbia Basin College, the Volunteer Center, Kidney Center, Cancer center.	Yes. Coordinate routing for individuals and their personal needs.		Our agency coordinates with every service provider in Walla Walla to meet our clients' needs.			
What, if anything, is constraining the provision of transportation services to those who require them?	They live in towns that are close to the Tri Cities, but not close enough to be on regular route. These towns include Finley and Burbank and areas of North Franklin County.	CONSISTANT funding sources		Hours of service. Accessibility is an issue for spur-of-the-moment appointments (Dial-a-Ride requires 24 hour notice).			
What would you improve to provide more/better transportation services?	Burbank Dial A Ride Service. Dial A Ride service to North Franklin County.	Provide a general ridership taxi program		More hours of service. Sunday service.			
Do you have any other comments?	Not at this time.						