

Benton-Franklin Council of Governments Benton, Franklin, Walla Walla Counties Coordinated Public Transit Human Services Transportation Plan



BENTON-FRANKLIN COUNCIL OF GOVERNMENTS

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

November 2006

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This document is incorporated by reference into the “2006-2025 Regional Transportation Plan for the Tri-Cities Metropolitan Area and Benton-Franklin-Walla Walla RTPO.”

Grant applications prioritized based on processes described in Conclusion and Next Steps, 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/Background

This Coordinated Public Transit-Human Services Transportation Plan has been developed through the sponsorship of 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. The Walla Walla county border lies just a few miles to the southeast.

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.”¹

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 (State of Washington) statutory definition of people with special transportation needs 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.”²

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.

Funding sources/description of types of projects that can be funded

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

¹ Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

² RCW 47.06B

program funds. The sources of funds and examples of eligible projects are described below:

Job Access and Reverse Commute (JARC)

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. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating funds to support the project budget, and 80% for a capital project. The remaining funds are required to be provided through local match sources.

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

The New Freedom Program provides funding to serve persons with disabilities. 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. The same match requirements for JARC apply to the New Freedom Program.

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

Elderly and Disabled Program (Section 5310)

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. A 20% local match is required.

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

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. The match requirement is consistent with the JARC and New Freedom programs.

Examples of eligible projects include:

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

Project 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. WSDOT is requiring that projects funded through the next funding cycle, effective July 1, 2007, 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 needs for inclusion in the plan.

Indeed, stakeholder outreach and participation is a key element to the development of this plan, and federal guidance issued by FTA 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.³

³ Federal Register: March 15, 2006 (Volume 71, Number 50, pages 13459-60)

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

Federal and State Roles to Promote Human Service Transportation Coordination

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. 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.⁴

⁴ Examples include United States General Accounting Office (GAO) reports to Congress entitled Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist, (June 2003) and Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information, (August 2004).

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.

Throughout the State of Washington, several local coordination groups have been established to promote coordination efforts specific to their service areas. In Walla Walla County, the Blue Mountain Coordinated Transportation Coalition is comprised of representatives of transportation brokers and providers, local government agencies, service providers and users/consumers of special needs transportation. The group meets on a regular basis, and several members participated in this planning effort.

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.

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Chapter 2. Project Methodology

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

A Steering Committee comprised of BFCOG, Valley Transit and Ben Franklin Transit executive staff provided oversight and guidance throughout the project. A project Advisory Committee comprised of members of the original Steering Committee as well as staff from WSDOT, and human service staff representatives from both service areas was also established to carry out the following tasks:

- Review and accept project prioritization criteria
- Confirm the list of prioritized unmet transportation needs
- 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 relevant planning documents.⁵ This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and those of low-income status.

The demographic profile is incorporated on pages 2-7 through 2-10 of this report.

Stakeholder Involvement

Stakeholder involvement was solicited and encouraged in a number of ways, and is described in detail on page 3-1 of this report. Appendix A also provides documentation on public outreach convened for the project, and other correspondence relevant to the plan.

Document Existing Transportation Services

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. The description and corresponding maps are included on pages 4-1 through 4-14.

Social service transportation providers were consulted directly through an inventory process intended to identify those agencies providing or arranging for social service transportation within the service area. In some cases, follow-up telephone calls were made to these providers to seek additional information or clarification. The key findings resulting from the inventory are highlighted on pages 4-12 through 4-14.

⁵ Most notably Richland-Pasco-Kennewick Metropolitan Area Social and Economic Data Book prepared by BFCOG

Needs Assessment

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

The needs assessment for this plan was derived through direct consultation with stakeholders through the Stakeholder Workshops, and through a review of existing documents and plans that also provide information on existing services and the need to improve them. Specific documents or reports consulted include:

- Special Transportation Needs Study: Final Report to the 2001 Washington State Legislature, conducted on behalf of the Agency Council on Coordinated Transportation and the Developmental Disabilities Council, December 2000
- 2004 Ben Franklin Transit Attitude and Awareness Survey
- Customer Satisfaction Survey Results, Ben Franklin Transit, August 2006

Key findings resulting from the Needs Assessment are included on pages 5-1 through 5-6 of this plan.

Identification of Strategies

Coupled with the need to identify service gaps is the need to identify corresponding potential service strategies intended to address service 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. The list of strategies identified through the stakeholder workshops is included on page 6-1 of this report.

Prioritization of Service Needs

At the direction of the Steering Committee, an ad hoc Advisory Committee comprised of transportation and human service representatives, the Medicaid broker, and staff from WSDOT was invited to (1) review proposed prioritization criteria to rank potential projects, and (2) review the list of prioritized service needs resulting from earlier steps in the process. As described later in this report, the Committee will also be called upon to apply the criteria to applications for grants solicited by WSDOT, and to recommend a prioritized list of grants for the region.

Figure 2-1 Study Area Map: Benton and Franklin Counties

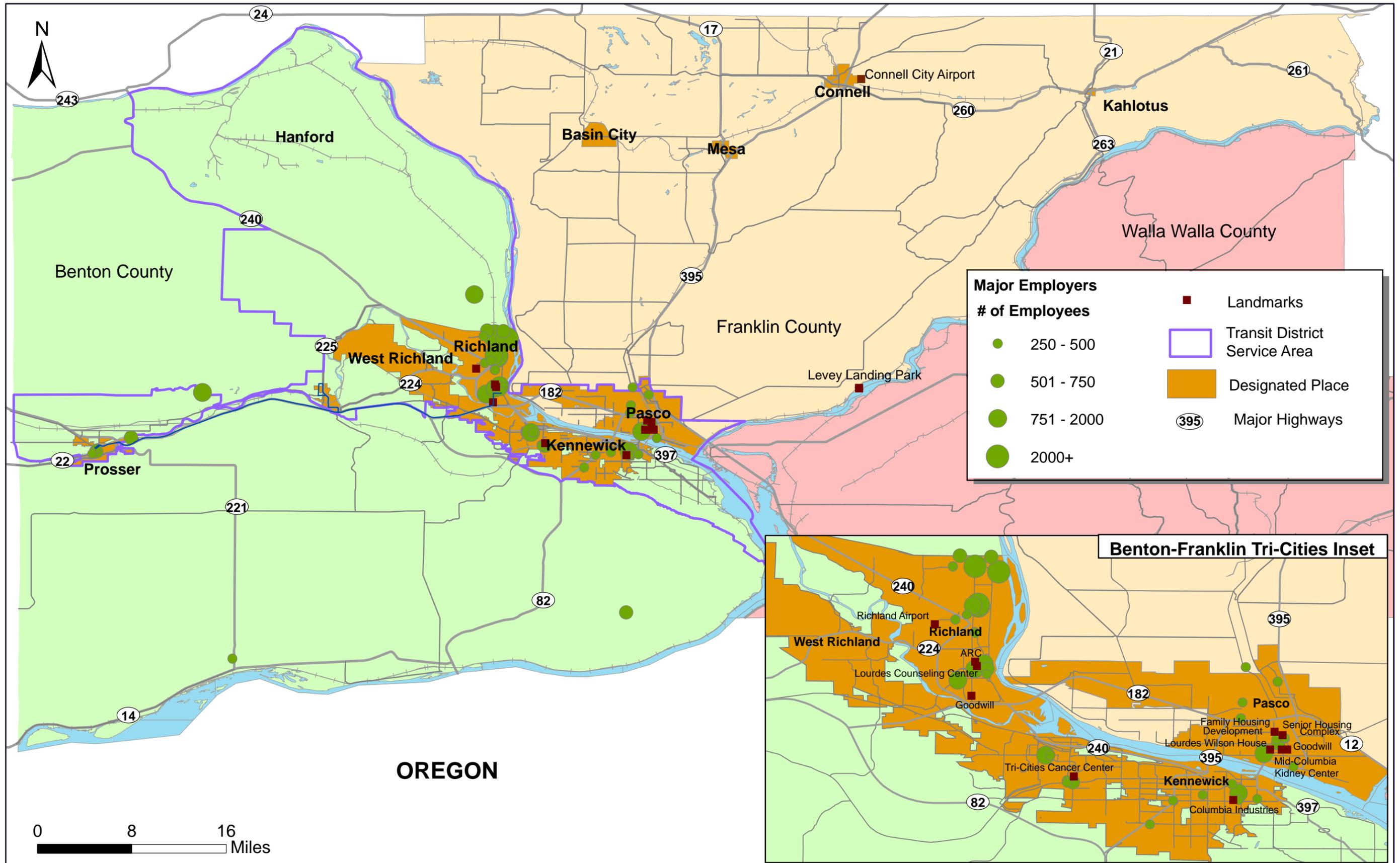
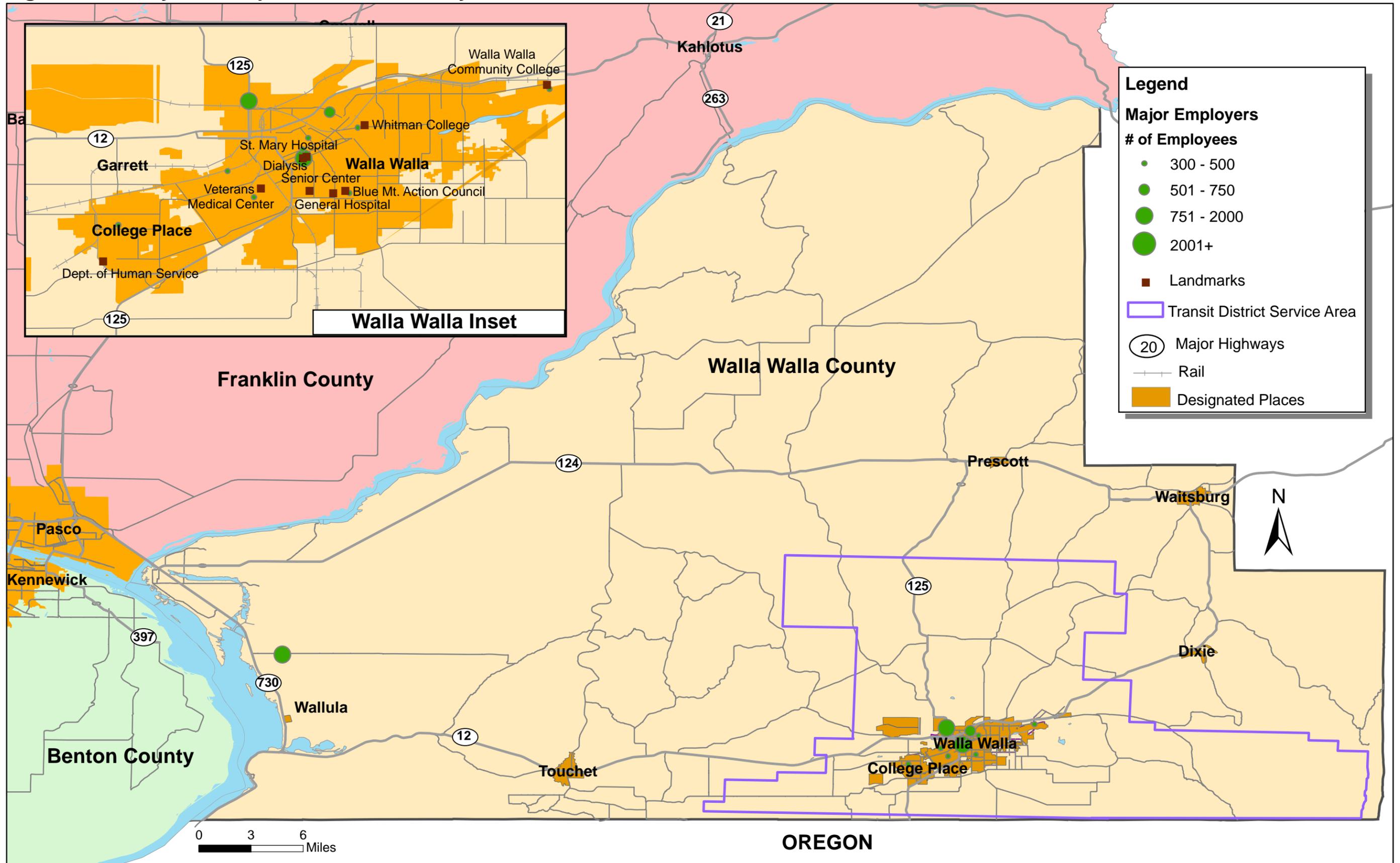


Figure 2-2 Study Area Map: Walla Walla County



Demographic Profile

Benton, Franklin and Walla Walla Counties are located in southeastern Washington covering over 4,200 square miles. Benton County is the most populous of the three counties with an estimated population of about 155,991 in 2004. Franklin County had a 2004 population of 59,472 and Walla Walla is the least populous of the three counties with 57,354 residents, mostly concentrated in the City of Walla Walla.

The demographic profile was prepared to document important characteristics about the region as they relate to this planning effort. In particular, the profile examines the presence and locations of older adults, persons with disabilities, and 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.

Population Characteristics

The following chart provides a “snapshot” of the presence of the three population groups of concern for this report within the three counties: older adults, persons with disabilities, and persons in poverty.

Figure 2-3 Basic Population Characteristics

Area	Total population	% of state population	% persons aged 65+	% persons w/ disability	% poverty level
Washington State	5,894,121		11.3%	18%	11%
Benton County	142,475	2.4%	10.4%	18%	10.1%
Franklin County	49,347	.8%	7.4%	21%	15.3%
Walla Walla County	55,180	.9%	14.8%	21%	14%

Source: 2000 US Census

Older Adults

Statewide, 11.3% of Washingtonians are aged 65 and older. Within the study area, two counties report rates of older adults lower than the average (Benton and Franklin), while in Walla Walla, the percentage of seniors exceeds the statewide average.

Persons with Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the Census 2000. The Census 2000 included two questions with a total of six subparts with which to identify people with disabilities.⁶ It should be noted that

⁶ These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor’s office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent them from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped.)

Nationwide, about 18 percent of Americans reported a disability, which is consistent with the State of Washington. Both Franklin and Walla Walla County are slightly above (21 percent) the state average, and Benton County has the fewest number of persons who reported having a disability, at 18 percent.

Income Status

Benton County reported a slightly higher median household income in 2000, at \$47,044, than the state average of \$45,776. Franklin County had a much lower median income than Benton County at \$38,991, but that was still higher than Walla Walla County, at \$35,900. Figure 2-4 illustrates the total population in the three counties that are living below the Census designated federal poverty level.

Figure 2-4 Total Population Living Below Poverty

Area	Total population	Population for whom poverty status is determined	Population living below federal poverty level	Percentage of population living below federal poverty level
Washington	5,894,121	5,765,201	612,370	11%
Benton County	142,475	141,232	14,517	10%
Franklin County	49,347	48,307	9,280	19%
Walla Walla County	55,180	50,245	7,567	15%

Source: 2000 US Census

Specific communities within the three-county region at or above the county’s poverty level, thereby representing the most impoverished communities, include:

Benton County	Percent in Poverty
Benton City	18.0%
Prosser	13.5%
Franklin County	
Pasco	23.0%
Connell	19.5%
Kahlotus	19.0%
Walla Walla County	
College Place	16.0%
Prescott	18.0%
Walla Walla	18.0%

Population Overlap

It is important to note that in some cases an individual may fall into multiple categories. For example, as people age, they are more likely to experience a disabling condition which may further limit their mobility. Statewide, nine percent of persons aged 65 and older report a disability, and about seven percent of seniors are also living in poverty. More detailed information about the overlap of these population groups specific to the three-county area is included as Appendix B.

Population Trends

Over the next ten years, the most significant population growth is expected to occur in Franklin County, which will increase its total population by 21 percent between 2005 and 2015. Benton County’s total population is expected to increase by 19 percent between 2005 and 2015, which is the same as the state average. Walla Walla is projected to experience the least overall population growth of the three counties, at 14 percent.

These projected increases in the total population are important to keep in mind as they are compared to the projected increase in the population of persons aged 65 and over for the same period of time. Over the next twenty years, each of the three county’s population of persons aged 65 and over is expected to increase rapidly, as illustrated in Figure 2-5.

Figure 2-5 Projected Population Change for Persons aged 65 Years+

Area	2000	2005	Population Change 2000-2005	2015	Population Change 2005-2015	2025	Population Change 2015-2025
Washington	662,148	705,749	7%	990,664	40%	1,447,101	46%
Benton County	14,655	15,713	7%	21,175	35%	29,362	39%
Franklin County	4,200	4,227	1%	5,018	19%	6,749	34%
Walla Walla County	8,174	7,782	-5%	8,711	12%	10,932	25%

Sources: 2000 US Census and State of Washington Office of Financial Management⁷

Employment

The largest employer in the Tri-Cities area is Battelle Pacific NW National Laboratory (3850 employees), which is a US Department of Energy national laboratory connected to the Hanford Nuclear Site in Richland. In addition to Hanford, agriculture is still a leading industry.

⁷ Washington State County Growth Management Population Projections: 2000 to 2025, 2002 Projections developed for Growth Management Act (Developed January 2002). Actual population figures for 2002-2005 may differ from projections.

The largest employer in Walla Walla County is the Washington State Penitentiary. Walla Walla County is also a major medical destination for many in the region, as another large employer St. Mary’s Medical Center (850 employees) reflects. Walla Walla also has two major educational institutions that are key employers: Whitman and Walla Walla Colleges.

Figure 2-6 Major Employers Benton, Franklin, Walla Walla Counties

Employer	City	Employees
Battelle Pacific NW National Laboratory	Richland	3850
ConAgra/Lamb-Weston Specialty Potato Produce	Kennewick	2000
Energy Northwest	Richland	1408
Washington State Penitentiary	Walla Walla	913
St. Mary Medical Center	Walla Walla	850
Broetje Orchards	Prescott	873; 900 seasonal
C & M Orchards Inc	Prosser	873; 900 seasonal
J.R. Simplot Company	Pasco	500
Wal-Mart	Kennewick	500
Key Technology, Inc.	Walla Walla	400

Source: Benton-Franklin Council of Governments

The demographic profile is enhanced by the provision of four maps (Figures 1-2 and Figures 7-8) showing the geographic areas covered by the plan, as well as other key planning information such as locations of key activity centers, major employers, proximity of public transit, etc.

Chapter 3. Stakeholder Participation and Public Outreach

Stakeholder involvement for this project was provided in a number of ways. First, the Steering Committee provided policy oversight for the project by directing the project consultant, and meeting on a regular basis to receive status reports. Members of the Steering Committee also provided contact lists for the Stakeholder Workshops, and sponsored Stakeholder Workshops in two rural communities within the service area.

Two Stakeholder Workshops were convened in Kennewick and Walla Walla on July 19 and 20, 2006, respectively. A total of 64 persons were invited to the Kennewick meeting, and 86 persons to the Walla Walla meeting. Follow up calls were made to 14 stakeholders in Benton and Franklin Counties. Valley Transit staff sent out a reminder postcard a few days before the Walla Walla meeting. The meetings were held as scheduled, with 26 persons attending the Kennewick meeting and 25 persons attending the Walla Walla meeting. Attendance at both meetings included a broad range of stakeholders, who represented both social service agencies and transportation providers.

Consultant staff facilitated the meetings, which resulted in:

- Education of stakeholders on new federal requirements generated through SAFETEA-LU
- Identification of key points of origin and destination
- Identification of gaps in service
- Identification of potential solutions and strategies

In addition, two stakeholder meetings were scheduled in rural communities; July 26 in Prosser, and July 27 in Connell. No new stakeholders or other members of the public attended either of these meetings.

Two public meetings were also held on September 19 and 20, 2006 in Pasco and in Walla Walla. The purpose of the meetings was to broaden the participation in the planning effort to include members of the public, and to offer them the opportunity to confirm preliminary findings with respect to service gaps and proposed solutions.

A project Advisory Committee was also established to carry out the following tasks:

- Review and accept project prioritization criteria
- Confirm the list of prioritized unmet transportation needs
- Apply the prioritization criteria and rank grant applications submitted to WSDOT (expected to occur in December 2006)

The resulting service gaps and unmet transportation needs as referenced in Chapter 5 were originally identified in Stakeholder Workshops, and further discussed in prioritized in subsequent consultation with the stakeholders and other members of the public.

Chapter 4. Description of Existing Transportation Services

Ben Franklin Transit (BFT)

Ben Franklin Transit operates twenty-five bus routes that serve Kennewick, Pasco, Richland, West Richland, Prosser, and Benton City. Four routes are Inter-City and twenty-one are local routes, which do not leave their designated city. Service is provided Monday through Friday from 6:00 am to 7:00 pm and on Saturdays from 8:00 to 7:00 pm, and there is no service on holidays. Appendix C provides detailed information on routes, service hours, fares and frequency for both BFT and Valley Transit.

BFT also offers night and Sunday service in the Tri-Cities and West Richland through Trans+Plus. Trans+Plus is operated by an outside contractor and service is provided Monday through Saturday from 7 p.m. to 2:30 a.m. and on Sundays from 8:00 am to 5:00 pm. Trans+Plus is a demand response, curb-to-curb service, which provides shared rides by advance reservation only. Reservations are taken on a first come first served basis, and capacity is limited. Service is provided within Ben Franklin Transit's boundary area, excluding the Hanford area north of Battelle Blvd., and the Prosser and Benton City areas.

Ben Franklin Transit provides demand response service from Benton City to Prosser throughout BFT's Benton City and Prosser service boundary. To schedule a trip from Benton City one day advance notice is required, and reservations can be made Monday through Friday from 8:00 am to 3:00 pm. For riders traveling from Benton City to the Tri-Cities or Prosser the demand response service can be taken to connect with any Route 170 bus stop to complete a trip to the Tri-Cities or Prosser. In Prosser, the demand response service takes a rider anywhere within the Prosser BFT Boundary or to the Stacy Street Transit Center to connect with Route 170.

Evening and Sunday Service is provided within the city limits of Prosser and Benton City, through a contract with Tri-City Taxi. The demand response, shared-ride, curb-to-curb service, is provided between 7:00 and 11:00 pm Monday through Saturday. Advance reservations are required and can be made between the hours of 9:00 am and 5:00 pm. Sunday service is provided between 8:00 am and 5:00 pm. Advance reservations are also required for Sunday service and need to be made on Saturday or earlier between 8:00 am to 5:00 pm. Service is not provided between Prosser and Benton City or between Benton City and Richland.

BFT Dial-A-Ride (DAR)

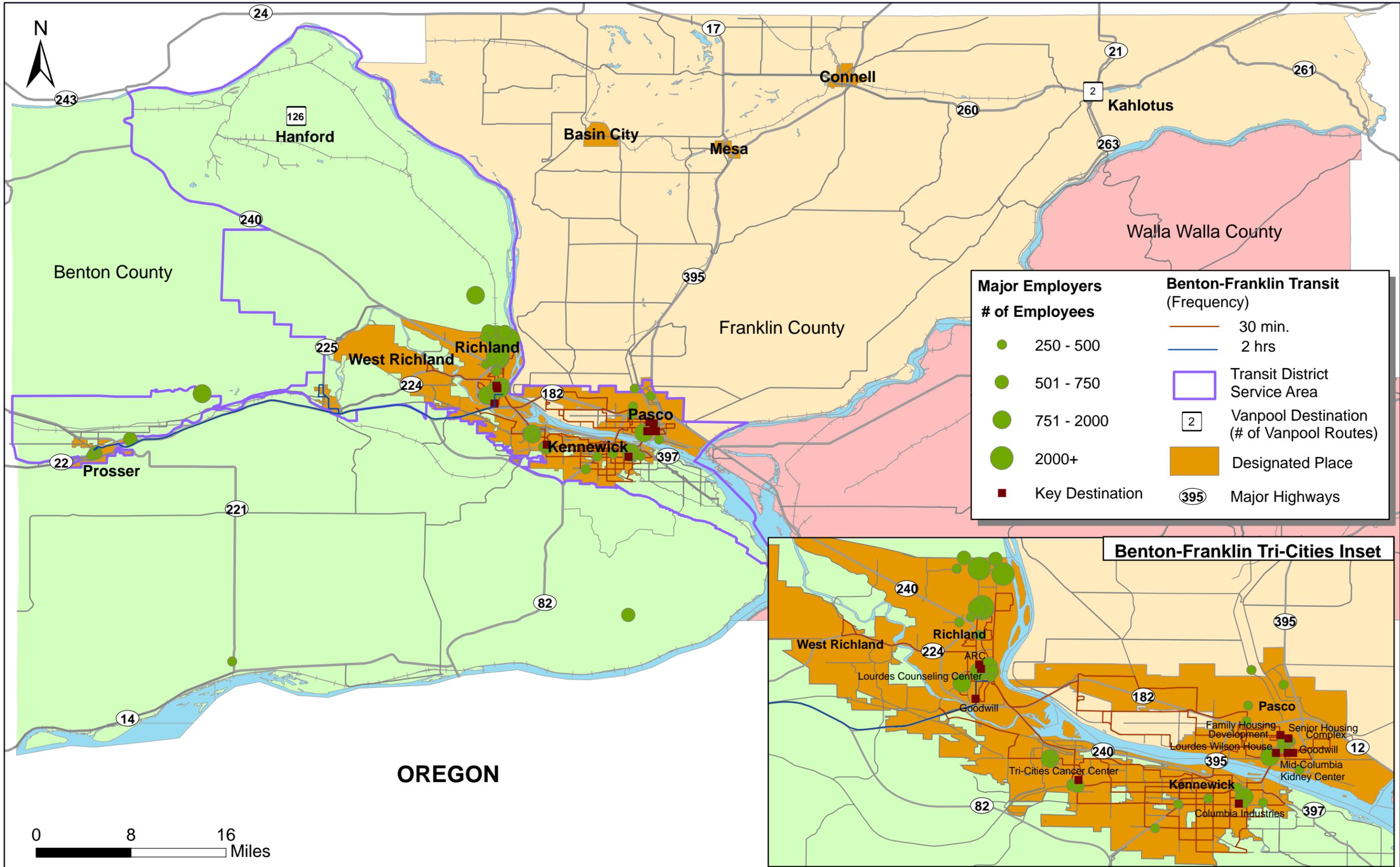
As required by the Americans with Disabilities Act (ADA), BFT operates complementary paratransit service, which is a specialized door-to-door transportation for persons whose disability prevents them from using the regular fixed route bus service. Dial-A-Ride service operates during the same hours as BFT fixed route, Monday through Friday from 6:00 am to 7:00 pm, and on Saturdays from 8:00 am to 7:00 pm. A Trans+Plus Night Service is

provided Monday through Saturday from 7:00 pm to 2:30 am, and on Sundays from 8:00 am to 5:00 pm. Ben Franklin Transit's Dial-A-Ride serves the entire Public Transportation Benefit Area (PTBA) boundaries see Figure 3 for more detail on DAR service area. Ben Franklin Transit restricts DAR ridership to those that are ADA eligible and unable to ride the fixed route service, and has an eligibility process to qualify for service.

BFT Vanpool Program

Ben Franklin Transit also provides vanpools for commuters traveling longer distances, as long as one end of their trip is within BFT service boundary. Ben Franklin Transit owns the vehicles and riders share the cost of the 15-passenger van payment, fuel, maintenance, and insurance through a monthly fare. The monthly fares vary depending on distance traveled and other factors, but the average BFT vanpool rider pays \$55.00 per month. Vanpool drivers are responsible for collecting the monthly fee and fueling the vehicle, and in return their fare is waived. Ben Franklin Transit currently has 178 vanpools, most of which originate in Kennewick, Pasco, and Richland. Almost three quarters of BFT's vanpools (126 vanpools) are traveling to the Hanford Nuclear Site in Richland, and the trips originate from the various cities within the service area. The second largest vanpool user is the ARC of the Tri-Cities (18 vanpools), which contracts with BFT to provide all the developmentally disabled work trips within the Tri-Cities area. Another vanpool destination is the Army Depot in Umatilla (13 vanpools), and all of those trips originate in Kennewick.

Figure 4-1 Key Activity Centers and Transit Service: Benton-Franklin Counties



0 8 16 Miles

Valley Transit

Valley Transit operates seven fixed routes that provide service around the City of Walla Walla weekdays from 6:15 am to 5:45 pm Monday through Friday. Valley Transit also provides evening and Saturday service through an East/West Loop as Appendix C details. There is no Sunday or holiday service. Valley Transit has a “flagstop” system where riders are asked to flag the bus (wave at the driver) at the stop signs, and can also request service at locations that do not have bus stops by flagging the driver.

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, and for persons who are aged 70 or older. Dial-A-Ride is available during the fixed route bus service, which is Monday through Friday, from 6:15 a.m. to 5:45 p.m.

Evening 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 afternoons. Two routes, the West Loop and the East Loop, depart every 45 minutes and provide convenient service to most of the cities' popular destinations. This is a route-deviation type of service, which means the schedule for each 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) of a bus stop, but cannot get to the route because of a mobility limitation.

Job Access

The Job Access program was developed four years ago in partnership with WorkSource, Blue Mountain Action Council, Walla Walla County Department of Human Services, DSHS, and Walla Walla Community College. The three main barriers that were identified in this region to moving people off assistance and to employment were education/training, childcare, and transportation.

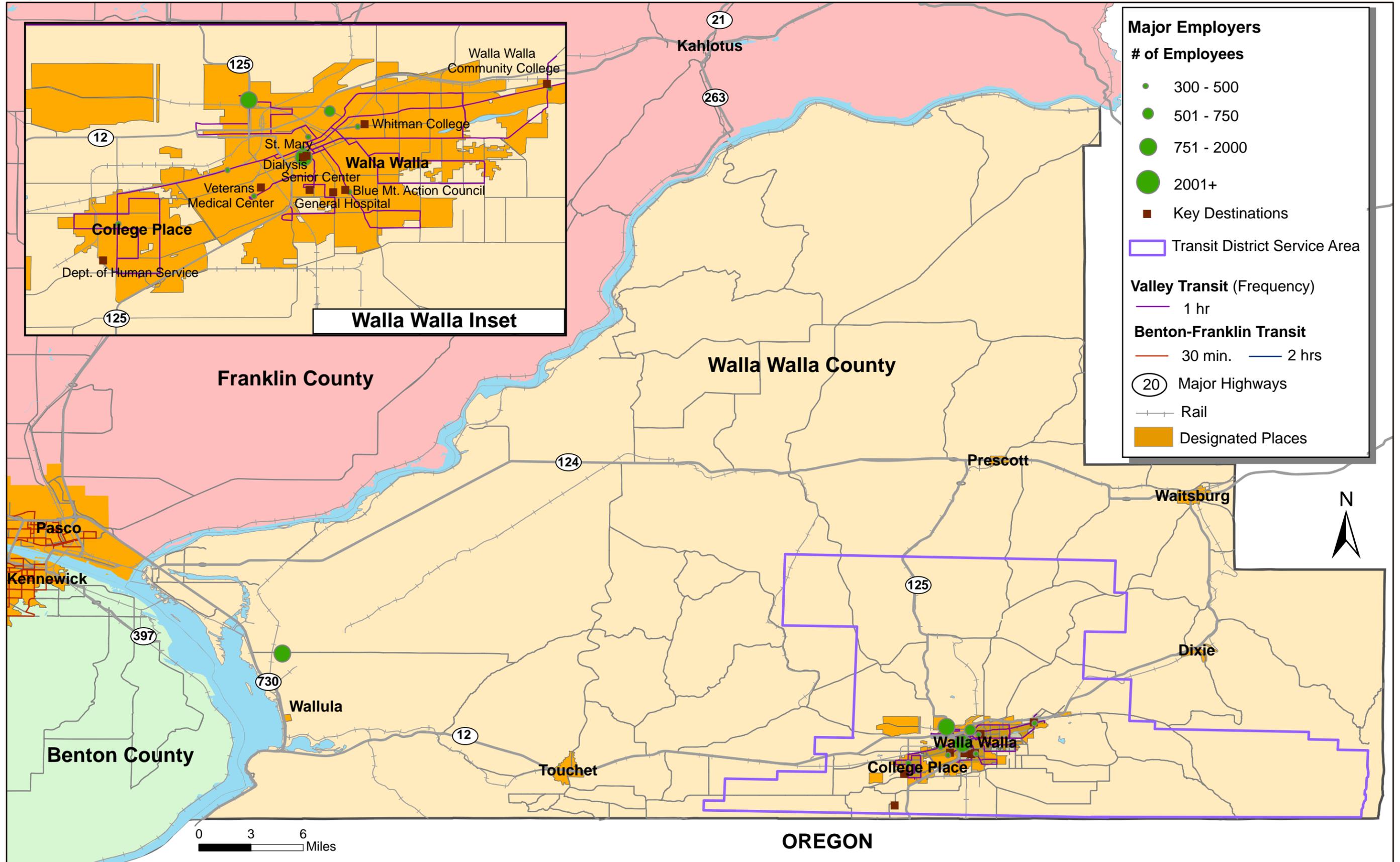
Valley Transit applied for and received a Job Access Reverse Commute (JARC) grant to meet the needs of people who are being trained during traditional work commuter times and the non-traditional times of entry level workers who begin employment on swing shifts and weekends. The transportation was designed to allow JARC participants to make intermediate stops at childcare providers on the way to worksites or home to meet the need for a safe place to leave children while the parent(s) are away at work.

Job Access is a reservation-based transportation service providing rides to and from work and activities that are necessary in order to work.

During calendar year 2005, a total of 86,205 (16% of the total system ridership) JARC funded were provided either on the fixed route, the Job Access or through the dial-a-ride. Program.

Ongoing collaboration with human services agencies is achieved through an informal evaluation of the program through the Blue Mountain Coordinated Transportation Coalition.

Figure 4-2 Key Activity Centers and Transit Service: Walla Walla County



Other Public Transportation

Columbia County Transportation

Columbia County Public Transportation (CCPT) provides transportation service between Dayton and Walla Walla for medical and dental appointments. One-day advance notice is required for the service.

Milton- Freewater Bus

This intercity bus service is provided Monday, Wednesday and Friday from 7:50 am to 5:00 pm between Walla Walla and Milton-Freewater.

Greyhound

Greyhound service is available in Pasco, with morning, afternoon and evening service to Spokane, Yakima or elsewhere along the Greyhound route. In 2004, service was discontinued between Walla Walla and any of cities in Benton or Franklin Counties.

Amtrak

Amtrak provides bus service between the three counties to connect passengers with the nearest rail service, as there is no line within the study area.

Other Human Service Transportation Providers

A variety of programs 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 provides in Benton, Franklin and Walla Walla Counties, organized by general clientele they serve.

Seniors

SE Aging and Long Term Care contracts with local taxi companies to provide medical trips for unpaid caregivers in Walla Walla. 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 RSVP 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 BFT van fleet for work and human service agency trips for ARC, Columbia Industries, Adult Day Services and Goodwill program participants

Client-Based

Walla Walla VA 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 clients of program (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

People for People in Yakima administers a six-county Medicaid transportation brokerage. The brokerage processes individual Medicaid trip requests and identifies the best available provider to complete the trip. Figure 4-3 lists the providers offering covered medical transportation in Benton, Franklin and Walla Walla counties.

Figure 4-3 Medicaid Transportation Providers

Provider Name	Main Office Location
A+ Transportation	Kennewick
Tri City Deluxe Taxi	Pasco
Ben Franklin Transit	Richland
Appointment Keepers	College Place
Columbia County Transportation	Dayton
ABC Taxi	Walla Walla
Transportation Solutions	Walla Walla
Walla Walla Dial A Ride	Walla Walla

The program provided over 50,000 Medicaid trips in FY 2006. Figure 4-4 highlights that a majority of Medicaid trips were made on the public paratransit system in Benton County with over a third on BFT service in Franklin County. Non-ambulatory riders accounted for the greatest number of trips in Walla Walla County.

Figure 4-4 Medicaid Trips By Type

Trip Type	Benton	Franklin	Walla Walla
Ambulatory Ride	18%	38%	36%
Gas Voucher Client	7%	8%	8%
Mileage Client Associate Vehicle	1%	2%	4%
Non-Ambulatory Ride	3%	7%	45%
Public Bus (Paratransit)	67%	33%	1%
Public Bus (Fixed Route)	2%	7%	0%
Volunteer -Broker	1%	5%	6%
Total Trips	29,944	12,907	8,137

Key Findings: Provider Inventory

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

A total of 37 agencies were identified as potential human service transportation providers, meaning that they provide or subsidize transportation for the elderly, 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 other interested parties or from the Walla Walla County Agency Resource Guide (2005). 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 D contains a copy of the survey instrument, a list of participating agencies and a summary of survey results.

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 study included a provider inventory that attempted to identify applicable funding sources and any constraints associated with them.

The following table 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. In addition, Senior Life Resources is dedicated to nutrition programs in Benton and Franklin Counties while Walla Walla RSVP makes half of its trips to the senior center.

Figure 4-5 Provider Inventory Key Characteristics

Characteristic	Applicable Programs
Service to all of Benton and Franklin Counties	<ul style="list-style-type: none"> • Volunteer Chore Services
Service to Tri-Cities area only	<ul style="list-style-type: none"> • Ben Franklin Transit • Arc of Tri-Cities (work and human service agency trips only) • Senior Life Resources (meals)
Service to Prosser	<ul style="list-style-type: none"> • Ben Franklin Transit • People for People (Yakima Co.)
Service to all of Walla Walla County	<ul style="list-style-type: none"> • Helpline • Walla Walla RSVP • Appointment Keepers Transportation System
Service to City of Walla Walla/College Place only	<ul style="list-style-type: none"> • Valley Transit
Service to entire region	<ul style="list-style-type: none"> • State of Washington DCFS • State of Washington DSHS • State of Washington ESDt • Veterans Administration • Senior Companion Program
Weekend Service	<ul style="list-style-type: none"> • Ben Franklin Transit (Saturdays and Sundays) • Valley Transit • State of Washington DCFS • Volunteer Chore Services (Saturdays) • Appointment Keepers Transportation System
Limited day service	<ul style="list-style-type: none"> • City of Richland (excursion trips)
Service for general public	<ul style="list-style-type: none"> • Ben Franklin Transit • Valley Transit
Service for disabled only	<ul style="list-style-type: none"> • Arc of Tri-Cities (work trips only) • Volunteer Chore Services (low income seniors and disabled) • Valley Transit and BFT Dial-a-Ride Programs • The Place
Service for seniors only	<ul style="list-style-type: none"> • Senior Life Resources (meals) • City of Richland (excursion trips) • Senior Companion Program • Walla Walla RSVP (primarily seniors) • Volunteer Chore Services (low income seniors and disabled)

Characteristic	Applicable Programs
Service for other programs - clients only	<ul style="list-style-type: none"> • State of Washington DCFS • Veterans Administration • Helpline • Valley Transit Job Access Program
Identified capacity constraints	<ul style="list-style-type: none"> • Volunteer Chore Services • Senior Companion Program • State of Washington DSHS – Children’s Administration
Washington State transportation grant recipient (state and federal grant program)	<ul style="list-style-type: none"> • Valley Transit • Ben Franklin Transit

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 5. Key Findings: Service Gaps and Unmet Transportation Needs

Service gaps and unmet transportation needs were identified through a series of workshops convened in July 2006, which 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. The preliminary findings were then reviewed and confirmed in a second set of public meetings held in September 2006. In some cases, further discussion led to combining or eliminating some issues originally raised, or in new ones added.

The following documents were also consulted to develop the Needs Assessment:

- Special Transportation Needs Study: Final Report to the 2001 Washington State Legislature, conducted on behalf of the Agency Council on Coordinated Transportation and the Developmental Disabilities Council, December 2000
- 2004 Ben Franklin Transit Attitude and Awareness Survey
- Customer Satisfaction Survey Results, Ben Franklin Transit, August 2006

An unmet transportation need is 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 needs and gaps were identified in all three definition areas, and generally fall into the following categories:

Need to maintain current levels of service

As indicated above, one definition of an “unmet transportation need” is the recognition that current services that rely on grant funding would be at risk should the funding not continue. This is especially true for Valley Transit, where about 17% of the operating budget is generated through the state’s competitive grant program. In particular, the Job Access program, which provides trips for low-income persons to access job or training activities, would be at risk.

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. In particular, a number of service gaps specific to the agricultural industry were identified, including:

- Need to improve or expand upon transportation for trips that are job-related, especially for the food processing industry located in Richland, East Kennewick, North Pasco, Wallula, and Burbank.
- Service is needed between Pasco and Broetje Orchards.
- Need for services to Farm Homes in College Place
- Need to provide vanpools and/or improved services to wineries in Touchet
- Need for enhanced service in College Place

Likewise, the need was frequently expressed for expanded service for inter-county trips, or service between communities within a county. The following service gaps were identified:

- Service between Tri-Cities and Connell
- Service to and from Tri-Cities and Basin City, Mesa, Kahloutus, Burbank, Finley, Highland, Red Mountain, Prosser, Benton City, Garrett
- Service between Walla Walla and Prescott, Touchet, College Place, Dixie, Waitsburg, Dayton, East Dayton, Milton-Freewater
- Service to and from Asotin, Garfield and Whitman Counties
- Service between Tri-Cities and Walla Walla
- Needs were also expressed for service to be provided to outside the immediate region for specialized medical services, especially to Portland, Seattle, Spokane, and Yakima.

Lack of availability

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. Transit services within the Ben Franklin Transit service area are available until 7:00 p.m. Monday through Saturday, and not at all on Sundays.⁸ The need for more expanded public transit service was a concern also voiced by stakeholders in both counties, and also emerged as an issue in the Ben Franklin Transit customer satisfaction survey recently conducted.

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

⁸ Ben Franklin Transit's *Trans+Plus Night Services* has limited capacity and can only be used in the evening Monday through Saturday from 7 p.m. to 2:30 a.m. It is not available in Prosser or Benton City.

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.

Additional medical trips are also needed for those who are not Medicaid eligible, and so cannot make use of the Medicaid brokerage system for a subsidized low-cost ride.

Paratransit doesn't always meet needs for persons with disabilities

Several program staff working with programs for persons with disabilities explained that the local Dial-a-Ride programs are not always a feasible option for their clients. Frail elderly people can not always manage the length of time on the vehicle, or have needs that can not always be scheduled in advance. Some persons with disabilities may also need a level of care, such as an escort or personal care attendant, that is not available through the public paratransit programs.⁹

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.

Language or cultural barriers may also play a part in the lack of awareness of available services, as evidenced by responses of Hispanic bus riders of BFT in the recently conducted survey of BFT customers. Only 12% of Hispanic customers reported access to the internet, compared to 62% of other customers, and none reported visiting the BFT website, compared to 25% of other customers.

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.

⁹ About half of social service agencies contacted through the Ben Franklin Customer Satisfaction Survey indicated they have staff available to provide such assistance.

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.

In order for members of the public and other stakeholders to prioritize service gaps within their respective service areas, a summary of unmet needs was organized by area is as follows:

Unmet Transportation Needs:

Benton and Franklin Counties

- Service between Tri-Cities, Burbank and Walla Walla
- Medical trips to Portland, Seattle, Spokane, Yakima
- Service to food processing industries in Tri-Cities area
- Service between Pasco and Broetje Orchards
- Service between Tri-Cities and Connell
- Service between Tri-Cities and other outlying areas
- Later service for Ben Franklin Transit in evenings
- More extensive weekend service for Ben Franklin Transit
- Extended paratransit hours for BFT
- Need to simplify fare instruments
- Transit information is not easily available
- Cost of transit is difficult for low-income people
- Cost of medical transportation high for persons who are not Medicaid eligible
- Personal care assistance on paratransit
- More flexible scheduling on paratransit
- Paratransit service outside BFT service area (added at Pasco public meeting)

Unmet Transportation Needs: Walla Walla County

- Maintain existing services provided by Valley Transit
- Service between Walla Walla and Asotin, Garfield, Whitman Counties
- Vanpools to wineries in Touchet
- Service between Walla Walla and outlying areas
- Later service in evenings for Valley Transit
- Lack of service in parts of College Place
- More extensive weekend service for Valley Transit
- Personal care assistance on paratransit

- Need to simplify fare instruments
- Transit information is not easily available
- Cost of medical transportation is high for persons not Medicaid eligible
- Cost of transit is difficult for low-income persons

Results from Public Meetings

As a next step, participants at the two public meetings were asked to:

- Confirm or elaborate upon the list of unmet transit needs
- Eliminate those that were found to be met with existing resources
- Eliminate duplicative needs/gaps
- Add new gaps not previously identified
- Participate in an exercise to prioritize the list of unmet needs in order to determine those needs most crucial to be addressed within the two transit agency service areas.

Based on the outcomes of these discussions, BFCOG staff developed a listing of prioritized unmet transportation needs for Benton, Franklin and Walla Walla Counties. This list was discussed and slightly modified by the Project Advisory Committee. The prioritized listing of transportation needs is as follows:

Prioritized Unmet Transportation Needs: Benton, Franklin and Walla Walla Counties

High Priority

- Protect and maintain funding for existing Valley Transit services
- Service between Tri-Cities, Burbank and Walla Walla
- Paratransit outside Ben Franklin Transit current boundary
- Ben Franklin Transit - Need for travel training for some trips
- Service between Walla Walla and Milton-Freewater (interstate service), Wallula and outlying areas

Medium Priority

- Ben Franklin Transit - Insufficient transit information
- Ben Franklin Transit - More flexible scheduling on paratransit
- Ben Franklin Transit - Need to simplify fare instruments
- Vanpools in Valley Transit service area

- More extensive weekend service for Valley Transit
- Medical trips to Portland, Seattle, Spokane and Yakima
- Cost of medical transportation for persons not Medicaid eligible
- Ben Franklin Transit and Valley Transit - Personal care assistance on paratransit
- Paratransit outside Valley Transit current boundary

Low Priority

- Service between Walla Walla, Asotin, Garfield and Whitman Counties
- Lack of service in some parts of College Place
- Later service in evenings for Valley Transit
- Extended paratransit hours for Valley Transit
- Personal care assistance on paratransit
- More flexible scheduling on paratransit
- Fare instruments can be complicated
- Transit information not easily available
- Cost of transit is difficult for low income people
- More extensive weekend service for Ben Franklin Transit
- Extended paratransit hours for Ben Franklin Transit
- Later service in evenings for Ben Franklin Transit
- Protect and maintain funding for existing Ben Franklin Transit services
- Service to food processing industry in Tri-Cities area
- Service between Pasco and Broetje Orchards
- Service between Tri-Cities and Connell
- Service between Tri-Cities and other outlying areas

Chapter 6. Key Findings: Potential Strategies/Solutions

A number of potential strategies or solutions to address the unmet needs were identified through consultation with stakeholders, as indicated below. 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. The strategies identified by the stakeholders include the following:

- Expand service (bus or taxi voucher) into rural/outlying areas
- Provide medical trips on Sunday (currently only available through for-profit agency)
- Simplify fare instruments
- Provide reduced fare for low-income persons
- Provide vouchers or bus tickets to social service agencies serving low-income persons
- Establish a One-Stop Call center, or clearinghouse for scheduling paratransit trips
- Provide more individualized service for those who need it (escort, door-through-door, etc.)
- Provide same-day paratransit service
- Improve or expand transportation for trips for jobs in the food processing industry located in Richland, East Kennewick, North Pasco, Wallula, Burbank
- Provide service between Pasco and Broetje Orchards
- Expand availability of taxi hours
- Provide additional recreational, cultural and social trips for persons with disabilities
- Provide enhanced service in College Place
- Improve signage and transit information by installing local kiosks
- Provide Sunday bus and dial-a-ride service (Valley Transit)
- Provide shuttles to and from various nursing homes and churches
- Expand local bus service to social service agency serving mentally ill
- Provide feeder service from rural areas to mainline transit
- Provide additional evening bus service
- Provide subsidies for persons needing medical services through Appointment Keepers

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Chapter 7. Washington State Consolidated Grant Program: Next Steps

The following table illustrates the projected levels of funding for these four programs through Washington State’s Consolidated Grant Program over the next three years. Actual future funding is subject to annual Congressional appropriations.

Figure 7-1 State of Washington Funding Sources/Amounts

Fund Source	2007	2008	2009
JARC	2,613,574	2,831,372	2,985,645
New Freedom	1,638,596	1,770,089	1,871,237
Elderly/Disabled Section 5310	2,211,542	2,401,029	2,524,195
Non-urbanized Section 5311	8,326,580	9,005,759	9,518,815
TOTAL	\$14,790,272	\$16,008,249	\$16,899,892

Grants for the upcoming funding cycle will be determined according to the following schedule and process:

Figure 7-2 State of Washington Consolidated Grant Program Timeframe

Activity	Timeframe
Completion/adoption of Benton-Franklin-Walla Walla Coordinated Plan	November 2006
WSDOT issues Call for Projects for Consolidated Grant Program	November 2006
Project Advisory Committee reviews and ranks applications submitted from 3 county area	December 2006
Applications due to WSDOT	January 2007
Prioritized rankings submitted to WSDOT ¹⁰	February 2007
WSDOT selects projects and assigns appropriate fund source	Spring 2007

¹⁰ Recent guidance from WSDOT staff indicates that regional rankings may consist of “categories” A, B,C and D to represent high, medium, low and not recommended, with up to four projects in each category.

Following adoption of this plan by the BFCOG Policy Board and prior to the deadline established by WSDOT for submittal of applications, the Project Advisory Committee will review all applications to be submitted to WSDOT and rank them by applying prioritization criteria already agreed upon by the Committee.

Chapter 8. Prioritization Criteria

1. Project meets documented need

The project should directly address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Transportation Plan. The project should clearly state the overall program goals and objectives, and demonstrate how it will meet a specified need. Specifically, scorers should consider whether the project:

- Provides service in geographic area with limited transportation options
- Serves geographic area where the greatest number of people need a service
- Improves the mobility of clientele subject to state and federal funding sources (i.e. low-income, elderly, persons with disabilities)
- Provides a level of service not currently provided with existing resources
- Preserves and protects existing services

WEIGHT: 60%

2. Project is cost effective

The application should indicate how many trips (or other units of service) will be provided with the new funds. For capital projects, applicant must provide a solid rationale for requesting the funds, and describe that no other sources of funds are available for this purpose. The project application should provide a clearly defined budget, indicating project expenditures and revenues, including required matching funds, if any. Specifically, scorers should consider whether it:

- Services the maximum number of people for the least money
- Results in efficient use of available resources
- Maximizes use of funds for direct service
- Has the potential to be sustained beyond the grant period

WEIGHT: 20%

3. Project Oversight/Coordination

Applicants should provide a well-defined service operations plan and describe implementation steps and timelines for carrying out the plan. Project sponsors should demonstrate their institutional capability to carry out the service as described. Applicants should describe their ability to coordinate with other community transportation and/or social service resources. Project sponsors should identify project stakeholders, and how they will keep stakeholders involved and informed about the project activities. Specifically, scorers should consider whether the project:

- If applicable, builds on and supports existing services and does not duplicate services
- Involves participation of local human service and transportation stakeholders
- Demonstrates institutional and fiscal capacity to carry out the project
- Leverages funding from various partnerships (i.e. local match, if required)

WEIGHT: 20%

Chapter 9. Conclusion/Next Steps

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 (FTA) in the Federal Register on March 15, 2006. Subsequently, additional guidance was published on September 6, 2006¹¹ 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 identify and prioritize transportation service gaps, and to suggest potential solutions and strategies. Potential funding to implement these strategies will be forthcoming in the upcoming competitive grant process sponsored 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.

A Call for Projects to solicit such projects is expected to be issued by WSDOT in November, with applications due to the state in January 2007. Each region is also expected to accompany the applications with a ranked order of projects deemed most important to address the identified needs. Responsibility for this task has been delegated to the local Plan Advisory Committee, which will apply the agreed upon criteria (see Chapter 8) 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.

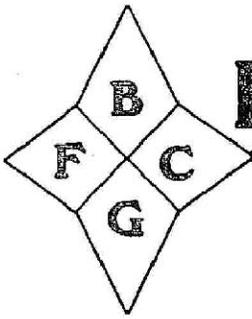
The Plan Steering Committee, with participation of the Advisory Committee, will build upon the stakeholder collaboration developed through the planning process to cyclically review and revise the list of project gaps and potential strategies, and to discuss other opportunities to enhance service coordination throughout the region. At a minimum,

¹¹ Federal Register, September 6, 2006, Volume 1, Number 172, page 52617

because the State's funding cycle is repeated on a biennial basis, those findings will need to be revisited in two years.

APPENDIX A

STAKEHOLDER INVOLVEMENT AND PUBLIC OUTREACH



Benton-Franklin Council Of Governments

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

Phone : (509) 943-9185
Fax: (509) 943-6756
Website: www.benton-franklin.cog.wa.us

June 29, 2006

Dear Interested Individual:

The 2005 reauthorization of the federal transportation bill specified that it is desirable for federal monies 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."

This is to inform you of a new planning effort sponsored by the Benton-Franklin Council of Governments that may be of interest to you, and to invite your participation in its development. The purpose of the project is to develop a **Coordinated Public Transit – Human Services Transportation Plan** for Benton, Franklin and Walla Walla Counties that responds to new federal requirements and that will establish the framework for improved transportation services for our most vulnerable populations: the elderly, persons with disabilities, and persons of low-income status.

The Coordinated Public Transit – Human Services Transportation Plan is intended to define 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.

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 stakeholder workshop for the project to be held at the following time and location:

Wednesday, July 19
1:00 p.m.-3:00 p.m.
Mid-Columbia Library
1620 South Union Street
Kennewick, WA

If you cannot attend the July 19th meeting, there will be a meeting in Walla Walla at 10:00 am on Thursday, July 20th at a location to be determined. Please call Len Pavelka (contact information at end of letter) if you need the location of this meeting. Nelson/Nygaard Consulting Associates has been retained to carry out this project, and Ms. Connie Soper will serve as Project Manager representing Nelson/Nygaard. The plan will be completed this summer, with a draft plan is scheduled to be completed by September 15, 2006.

The plan will result in the development of a comprehensive transportation needs assessment, an inventory of existing specialized transportation services, and the identification and prioritization of potential strategies and solutions to address unmet transportation. These activities will be developed both from existing and projected demographic information for the three-county region, as well as tapping the expertise of persons such as yourself directly involved in providing and/or arranging for transportation services.

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 attending, please invite them to this meeting.* If you have any questions about the project, or the interview process, please feel free to contact Len Pavelka at (509) 943-9185 or len-bfcog@transedge.com.

Sincerely yours,



Mark Kushner, Transportation Director
Benton-Franklin Council of Governments

6

MEETING REMINDER

Don't Forget...

to tell the consultant about your client needs for public transportation as the Public Transportation - Human Services Coordinated Transportation Plan is developed and implemented.

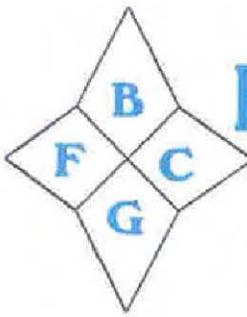
10:00 am, Thursday, July 20, 2006

Valley Transit Board Meeting Room

1401 West Rose Street

Walla Walla, WA

For more information contact Dick or Gail at Valley Transit 525-9140



Benton-Franklin Council Of Governments

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Richland, WA 99352

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Fax: (509) 943-6756

Website: www.benton-franklin.cog.wa.us

Franklin County Graphic Thursday, July 13, 2006

MEETING NOTICE

TRANSPORTATION PROVIDERS

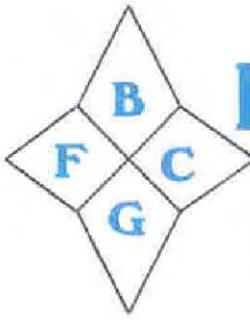
There will be a meeting on Thursday, July 27th from 1:30 pm until 2:30 pm in the Connell Community Center, 211 East Elm, to discuss new rules for access to federal funds for the transportation of persons with disabilities, persons with lower incomes, and older adults.

The 2005 federal transportation bill specified that it is desirable for federal transit monies to be coordinated and consolidated in a plan. Furthermore, programming of federal funds to support transportation programs for low-income, elderly and disabled persons are required to be derived from this plan.

The planning process is now underway, managed by the Benton-Franklin Council of Governments in partnership with Ben Franklin Transit and Valley Transit. The Coordinated Public Transit - Human Services Transportation Plan is intended to define 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.

If you or your agency needs or provides transportation services for persons with disabilities, persons with lower incomes, and older adults, 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 len-bfcog@transedge.com.



Benton-Franklin Council Of Governments

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PAGE 6 • JULY 19, 2006

PROSSER LIVING PROSSER RECORD-BULLETIN

PUBLIC NOTICE

TRANSPORTATION PROVIDERS

There will be a meeting on Wednesday, July 26, from 1:30 p.m. until 2:30 p.m. in the Prosser Fire Station, 1200 Grant Avenue, to discuss new rules for access to federal funds for the transportation of persons with disabilities, persons with lower incomes, and older adults.

The 2005 federal transportation bill specified that it is desirable for federal transit monies to be coordinated and consolidated in a plan.

Furthermore, programming of federal funds to support transportation programs for low-income, elderly and disabled persons are required to be derived from this plan.

The planning process is now underway, managed by the Benton-Franklin Council of Governments in partnership with Ben Franklin Transit and Valley Transit. The *Coordinated Public Transit - Human Services Transportation Plan* is intended to define 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.

If you or your agency needs or provides transportation services for persons with disabilities, persons with lower incomes, and older adults, 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 len-bfcog@transedge.com.



1000 Columbia Park Trail Richland, WA 99352.4851
509.735.4131 509.735.1800 fax www.bft.org

August 31, 2006

Mark Plummer
795 Hanson Loop
Burbank, WA 99323

Dear Mr. Plummer:

Commissioner Bowman has asked me to respond to your inquiry about the possibility of transit service to the Burbank area. In the interest of expediency this response is sent via email. A hard copy of this letter will also be sent to you.

First, let me provide some background history on the situation. A few years ago the Benton Franklin Council of Governments did an evaluation of the service needs for Burbank. The evaluation had the participation of Ben Franklin Transit. The evaluation included an analysis of the types of service that could be provided. The result was that a good portion of the people in Burbank expressed a need for several different types of service including routed-scheduled service and Dial-A-Ride service. However, the amount of revenues that could be generated in Burbank would not be enough to sustain anything more than a very limited form of public demand response type service (similar to what we provide for the Finley area). For further information about the study, please contact Mark Kushner at the Benton Franklin Council of Governments.

However, it was also acknowledged that the Burbank area was in Walla Walla County and therefore would need some guidance and assistance from Walla Walla County and from Valley Transit. The need for service in Burbank was one of the catalysts for the introduction of the State grant supported service between Pasco and Walla Walla which provided three round trips a day. If you recall this service was introduced in 2005 as the "Grapeline". There was a feeling at the time that this service would help meet some of the service demand for Burbank. Unfortunately that service has since failed and ceased operation.

Page 2 of 2
August 31, 2006

It now appears that we will have to go back to square one for this service. We know there is some demand for the service and can only assume that with higher fuel prices the demand has only grown. BFT and Valley Transit are currently working with the staff at Benton Franklin Council of Government to conduct a study on the coordination of the human service transportation needs in the three county area. One of the issues is the lack of public transportation service between Walla Walla and Tri-Cities.

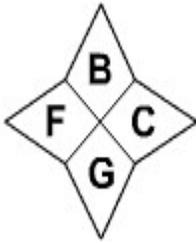
It is a complication that Burbank is a part of the greater metropolitan area of the Tri-Cities but is in Walla Walla County. One of the potential solutions was for the people of the Burbank area to create a separate Transportation District and then contract with Ben Franklin Transit for service. However, it can not be emphasized enough that in order for any service to be provided to Burbank in the future we will need the help of the local county and transit officials in Walla Walla. A copy of this letter will be forwarded to the General Manager of Valley Transit in Walla Walla.

Sincerely,



Tim Fredrickson
General Manager
Ben Franklin Transit

cc: BFT Board of Directors, Department Managers
Mark Kushner, Len Pavelka/BF Council of Governments
Dick Fondahn, General Manager/Valley Transit Walla Walla, WA



Benton-Franklin Council of Governments

1622 TERMINAL DRIVE
P.O. BOX 217
RICHLAND, WA 99352

Phone: (509) 943-9185
FAX: (509) 943-6756

WWW.BENTON-FRANKLIN.COG.WA.US

September 11, 2006

La Clinica
515 West Court
Pasco, Washington 99301
ATTN: Lupe Mendoza

Dear: Mr. Mendoza

Last summer 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 new 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. That meeting was well attended, and we are asking for your assistance once again.

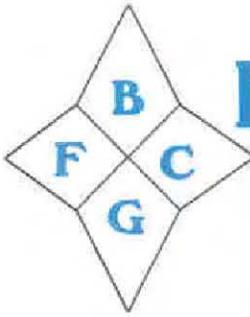
The Plan is nearly complete. We are holding a public meeting to provide an opportunity for comment on gaps in service and proposed strategies to address those gaps which have been identified in the course of Plan development. **Not only would we like you to attend, we would like you to invite your clientele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

The meeting will occur on Tuesday, September 19th from 6:00 pm until 8:00 pm at the Franklin Public Utilities District building, 1411 West Clark Street in Pasco.

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 len-bfcog@transedge.com.

Sincerely yours,

Mark Kushner, Transportation Director
Benton-Franklin Council of Governments



Benton-Franklin Council Of Governments

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Richland, WA 99352

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PROSSER RECORD-BULLETIN

SEPTEMBER 13, 2006

PUBLIC MEETING

Are You A Person With Disabilities, A Lower Income, or An Older Adult?

How Efficient and Effective Are the Transportation Services You Use?

You Have the Opportunity to Comment on Your Transportation Services!!!!

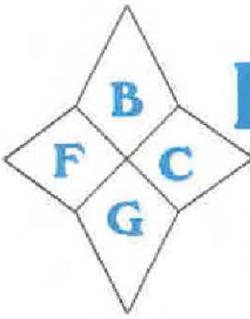
There will be a public meeting on Tuesday, September 19th from 6:00 p.m. until 8:00 p.m. at the Franklin Public Utilities District, 1411 West Clark Street in Pasco.

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 these transportation services or provide transportation services for persons with disabilities, persons with lower incomes, and older adults, please attend this meeting.

If you have any questions concerning this meeting or the development of the Plan, please contact Len Paveika at (509) 943-9185 or len-bfcog@transedge.com.



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Franklin County Graphic

Thursday, September 14, 2006

PUBLIC MEETING

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

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 Tuesday, September 19th from 6:00 p.m. until 8:00 p.m. at the Franklin Public Utilities District, 1411 West Clark Street in Pasco.

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, and older adults, 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 len-bfcog@transedge.com.



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Website: www.benton-franklin.cog.wa.us

TRI-CITY HERALD

SUNDAY, SEPTEMBER 17, 2006

PUBLIC MEETING

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

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 Tuesday, September 19th from 6:00 pm until 8:00 pm at the Franklin Public Utilities District, 1411 West Clark Street in Pasco.

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, and older adults, 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 len-bfcog@transedge.com

PHOTOGRAPHY

Sunday, September 17, 2006

PUBLIC MEETING

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

**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 Tuesday, September 20th from 10:10 am until 11:30 am at the Valley Transit Office, 1401 West Rose 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, and older adults, 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 len-bfcog@transedge.com.

APPENDIX B

PERSONS WITH DISABILITIES & PERSONS
65 & OVER WITH DISABILITY
AND
POPULATION 65 AND OVER LIVING
BELOW POVERTY

Persons with Disabilities & Persons 65 & Over with Disability

Place	Total Population*	Total Population with a Disability	Percentage of Population w/ disability	Total Population 65 and over w/disability	Percentage of persons 65 and over w/disability
Washington	5,395,395	1,197,765	22%	487,214	9%
Benton County	131,108	23,730	18%	6,082	5%
Franklin County	43,695	9,107	21%	1,722	4%
Walla Walla County	49,024	10,292	21%	3,609	7%
Basin City CDP	719	287	40%	12	2%
Benton City city	2,343	449	19%	107	5%
Burbank CDP	3,160	619	20%	80	3%
College Place city	7,122	1,486	21%	579	8%
Connell city	2,175	431	20%	91	4%
Dixie CDP	210	35	17%	20	10%
Finley CDP	5,261	1,348	26%	250	5%
Garrett CDP	899	230	26%	98	11%
Highland CDP	3,053	517	17%	118	4%
Kahlotus city	239	67	28%	9	4%
Kennewick city	50,030	9,194	18%	2,301	5%
Mesa city	381	93	24%	13	3%
Pasco city	28,210	6,573	23%	1,186	4%
Prescott town	279	82	29%	14	5%
Prosser city	4,256	786	18%	215	5%
Richland city	36,045	5,814	16%	1,881	5%
Touchet CDP	369	70	19%	21	6%
Waitsburg city	1,147	243	21%	102	9%
Walla Walla city	25,520	5,720	22%	2,039	8%
Walla Walla East CDP	2,236	461	21%	243	11%
Walla Walla CDP	209	47	22%	19	9%
West Pasco CDP	4,518	725	16%	209	5%
West Richland city	7,777	1,198	15%	198	3%

Source: 2000 US Census

Population 65 and Over Living Below Poverty

Area	Total population 65 and over	Population 65 and over for whom poverty status is determined	Population 65 and over living below federal poverty level	Percentage 65 and over living below federal poverty level	Population 65 and over at or above federal poverty level	Percentage 65 and over living at or above federal poverty level
Washington	662,162	639,648	47,967	7%	591,681	93%
Benton County	14,662	14,394	994	7%	13,400	93%
Franklin County	4,157	4,040	310	7%	3,730	92%
Walla Walla County	8,116	7,883	645	8%	7,238	92%
Basin City CDP	41	0	0	0%	41	100%
Benton City city	201	201	4	2%	197	98%
Burbank CDP	206	0	0	0%	206	100%
College Place city	1,322	1,194	91	7%	1,103	92%
Connell city	177	177	17	10%	160	90%
Dixie CDP	51	0	0	0%	51	100%
Finley CDP	509	509	43	8%	466	92%
Garrett CDP	186	186	10	5%	176	95%
Highland CDP	244	244	2	1%	242	99%
Kahlotus city	17	0	0	0%	17	100%
Kennewick city	5,395	5,235	455	8%	4,780	91%
Mesa city	18	0	0	0%	18	100%
Pasco city	2,660	2,543	243	9%	2,300	90%
Prescott town	29	29	3	10%	26	90%
Prosser city	573	538	14	2%	524	97%
Richland city	5,066	5,012	283	6%	4,729	94%
Touchet CDP	37	37	10	27%	27	73%
Waitsburg city	209	209	21	10%	188	90%
Walla Walla city	4,492	4,421	464	10%	3,957	90%
Walla Walla East CDP	451	417	11	2%	406	97%
Wallula CDP	38	0	0	0%	38	100%
West Pasco CDP	632	632	13	2%	619	98%
West Richland city	509	509	34	7%	475	93%

Source: 2000 US Census

*Federal Poverty standards as defined by US Census

APPENDIX C

DESCRIPTION OF EXISTING TRANSIT SERVICES

Ben Franklin Transit Fixed Route Service

Route	Major Stops	Service Hours	Frequency
Route 20- Richland Local	Knight Street Transit Center/Williams & Wright	M-F 6:15 am–7:05 pm Sat 8:15 am–6:35 pm	30 Peak 60 Midday 60 (Saturday)
Route 23- Richland Local	Knight Street Transit Center/Stevens Center/Newcomer & Pike	M-F 6:15 am–7:08 pm Sat 8:45am –7:08 pm	30 Peak 60 Midday 60 (Saturday)
Route 24- Richland Local	Knight Street Transit Center/Catskill & Stevens	M-F 6:15 am–7:06 pm Sat 8:45am–7:06 pm	30 Peak 60 Midday 60 (Saturday)
Route 26- Richland Local	Knight Street Transit Center/WSU Tri-Cities/Spengler & Davison	M-F 6:15 am–7:07 pm Sat 8:15am–6:37 pm	30 Weekdays 60 Saturday
Route 39- Richland Local	Knight Street Transit Center/Three Rivers Transit Center	M-F 5:40 am–7:03 pm Sat 8:15am–7:03	30 Weekdays 60 Saturday
Route 42- Kennewick Local	Three Rivers Transit Center/Dayton Transfer Point	M-F 6:00am–6:45 pm Sat 8:00am–6:45 pm	30 Weekdays 60 Saturday
Route 45- Kennewick Local	Huntington Transit Center/Dayton Transfer Point	M-F 6:00am–6:50 pm Sat 8:00am –6:20 pm	30 Weekdays 60 Saturday
Route 46- Kennewick Local	Huntington Transit Center/Dayton Transfer Point	M-F 6:00am–6:52 pm Sat 8:00am –6:52 pm	30 Peak 60 Midday 60 Saturday
Route 47- Kennewick Local	Huntington Transit Center/Dayton Transfer Point	M-F 6:00am–6:48 pm Sat 8:00am–6:48 pm	30 Peak 60 Midday 60 Saturday
Route 48- Kennewick Local	Dayton Transfer Point/Three Rivers Transit Center	M-F 6:00am–6:48 pm Sat 8:00am–6:48 pm	30 Peak 60 Midday 60 Saturday
Route 49- Kennewick Local	Huntington Transit Center/Dayton Transfer Point	M-F 6:00am–6:51 pm Sat 8:00am–6:51 pm	30 Peak 60 Midday 60 Saturday
Route 50- Kennewick Local	Three Rivers Transit Center/Tapteal Loop Shuttle	M-F 6:00am–6:47 pm Sat 8:00am–6:47 pm	30 Weekdays 30 Saturday
Route 52- Kennewick Local	Three Rivers Transit Center/Colonade Loop Shuttle	M-F 6:00am–6:49 pm Sat 8:00am–6:49 pm	30 Weekdays 30 Saturday

Benton Franklin Walla Walla Coordinated Public Transit Human Services Transportation Plan

BENTON - FRANKLIN COUNCIL OF GOVERNMENTS

Route	Major Stops	Service Hours	Frequency
Route 55- Kennewick Local (Summer Only)	Columbia Park Shuttle - Three Rivers Transit Center/Dayton Transfer Point via Playground of Dreams	M-F 8:00am–6:22 pm Sat 8:30am–6:48 pm	60 Weekdays 60 Saturday
Route 60- Pasco Local	22nd Avenue Transit Center/7th & Marie	M-F 6:15 am–7:10 pm Sat 8:29 am–7:10 pm	30 Weekdays 30 Saturday
Route 62- Pasco Local	22nd Avenue Transit Center/5th & Columbia	M-F 6:15 am–7:10 pm Sat 8:29 am–7:10 pm	30 Weekdays 30 Saturday
Route 64 - Pasco Local	22nd Avenue Transit Center/Alton & Elm	M-F 6:15 am–7:06 pm Sat 8:15 am–7:06 pm	30 Weekdays 30 Saturday
Route 65- Pasco Local	22nd Avenue Transit Center/Elm & Lewis	M-F 6:15 am–7:09 pm Sat 8:15 am–7:09 pm	30 Weekdays 30 Saturday
Route 66- Pasco Local	22nd Avenue Transit Center/Road 88	M-F 6:15 am–7:12 pm Sat 8:15 am–7:12 pm	30 Weekdays 30 Saturday
Route 67- Pasco Local	22nd Avenue Transit Center/Desert Plateau	M-F 6:15 am–7:05 pm Sat 8:15 am–7:00 pm	30 Weekdays 60 Saturday
Route 120- Inter City	West Richland/Richland/Kennewick/Pasco	M-F 5:58 am–7:15 pm Sat 7:58 am–7:00 pm	30 Weekdays 30 Saturday
Route 160 - Inter City	Pasco/Richland	M-F 6:00 am–7:05 pm Sat 8:15 am–7:00 pm	30 Weekdays 60 Saturday
Route 170 - Inter City	Prosser/Benton City/Tri-Cities	M-F 5:37 am– 8:52 pm Sat 7:37am–8:52 pm	120 Weekdays 120 Saturday
Route 225 - Inter City	Pasco/Richland	M-F 6:15 am–7:09 pm Sat 8:45 am–7:09 pm	30 Weekdays 60 Saturday

Source: <http://www.bft.org/routes/>

The adult fare for Ben Franklin Transit Fixed route is \$0.85, the youth fare (high school age and under) is \$0.55, seniors (age 60 and over) and children five and under ride for free when accompanied by an adult. A reduced fare of \$0.35 is available for persons with disabilities. A 10-Ride Ticket book is available for \$4.00 for adults, and \$2.00 for Youth and persons with disabilities. A monthly pass is also available for \$14.75 for adults and \$7.50 for youth and persons with disabilities. An All Day Pass (Any Age) is available for \$2.25. A Summer Youth Pass is available for \$15.00. College Students pay the same adult fare (\$0.85) and 10-Ride Ticket (\$4.00), but receive a discounted monthly pass (\$10.75) than the regular adult monthly pass (\$14.75). The fare for the Dial-A-Ride service is \$0.85 per trip. A rider can also purchase a 10-Ride Ticket book for \$4.00, or a monthly pass for \$14.75.

Valley Transit Fixed Route Service

Route	Major Stops	Service Hours	Frequency
Route 1-Mainline	TC- WWCC-Walmart	M-F 6:15 am–5:45 pm	30 minutes
East Loop Evenings/Saturday	TC- WWCC-TC	M-F 5:45–9:10 pm Sat 12:15 –6:10 pm	45 minutes 45 minutes
West Loop Evenings/ Saturday	Transfer Center- Walmart-TC	M-F 5:45–8:40 pm Sat 12:15–6:10 pm	45 minutes 45 minutes
Route 2- College Place Circulator	Walmart- 4 th College- Walmart	M-F 6:33 am–5:27 pm	30 minutes
Route 3- 2 nd Ave/ WA-Hi	TC-WA-HI-TC	M-F 6:15 am–5:45 pm	30 minutes
Route 4- Melrose/Alder	TC- K-Mart-TC	M-F 6:15 am–5:45 pm	30 minutes
Route 5- Fairgrounds	TC-Plaza Shop- TC	M-F 6:15 am–5:45 pm	30 minutes
Route 7- Pleasant St Loop	TC-School & Pleasant-TC	M-F 6:45 am–5:15 pm	60 minutes
Route 9- Pine Street Loop	TC- State Pen-TC	M-F 6:15am–5:45 pm	60 minutes

The cash fare for Valley Transit is \$0.50, and children under 5 ride free when accompanied by an adult. Ticket booklets for ten one-way trips can be purchased in \$5.00 increments, and a monthly pass is also available for \$20.00. Transfers are free between routes. Valley Transit also provides Job Access transportation on for those that are eligible on a pre-scheduled basis.

APPENDIX D

SOCIAL SERVICE TRANSPORTATION PROVIDER INVENTORY SUMMARY RESULTS AND SURVEY INSTRUMENT

**Coordination Plan
Inventory Participants**

Organization Name	Contact Name	Population Served	Provide Transportation	Sent Survey	Responded to Survey
A Plus Transportation	Randy Ammeran	Persons with disabilities, elderly, low income	Yes	Yes	Yes
Adult Day Services	Glenda Johnson	elderly	Yes	Yes	Yes
Arc of Tri Cities	Dan Foley	Persons with disabilities	Yes	Yes	Yes
Ben Franklin Transit	Rick Burnett	Persons with disabilities (ADA)	Yes	Yes	Yes
Volunteer Chore Services (Catholic Family Services)	Sheri Hallman	Persons with disabilities, elderly, low income	Yes	Yes	Yes
DSHS- Division of Developmental Disability Services (Kennewick)	Mary Jo Byers	Persons with disabilities	Yes	Yes	Yes
Division of Children and Family Services (Richland)	Louann Johnson	Low Income	Yes	Yes	Yes
Division of Children and Family Services (Walla Walla)	Kyla Dwyer	Low Income	Yes	Yes	Yes
Goodwill Industries	Jessica Schultz	Persons with disabilities	No	Yes	Yes
Kennewick Community Service Office	John Olivas	Low Income	Yes	Yes	No
Lourdes Wilson House	Laura Waite	Persons with disabilities	Yes	Yes	Yes
People For People	Lance Durbin	Medicaid Eligible	Yes	Yes	Yes
Richland Senior Center	Marilyn Hodgson	Elderly	Yes	Yes	Yes
Senior Companion Program	Diane Hart	Elderly	Yes	Yes	Yes
Senior Life Resources	Marci Woffinden	Elderly	Yes	Yes	Yes
Tri City Residential Services	Cindy Fransen	Persons with disabilities	No	Yes	Yes
Tri City Taxi	Ron Davis	All	Yes	Yes	No
WW County- Aging and Long Term Care	Mary Cleveland	Elderly	Yes	Yes	Yes
Appointment Keepers Transportation Systems (AKTS/ City of College Place)	Missie Clayton	Medicaid	Yes	Yes	Yes
Children Home Society	Nelly Mbajah	Low income	Yes	Yes	Yes
DSHS- Division of Children and Family Services	Rory Schilling	Low income	Yes	Yes	Yes
DSHS- Division of Developmental Disabilities	Sandra Powers	Persons with disabilities	Yes	Yes	No
DSHS- Division of Vocational Rehabilitation	Andres Aquirre	Persons with disabilities/low	Yes	Yes	Yes (2)
DSHS- Mental Health	Ginger Master	Persons with disabilities	Yes	Yes	No
Goodwill Industries of the Columbia Inc.	Jeanie Welch	Persons with disabilities	Yes	Yes	No
Helpline	Melinda Townsend	Elderly, Low Income	Yes	Yes	Yes
Lilly Rice Center	Michael Snell	Persons with disabilities	Yes	Yes	No
People For People	Lance Durbin	Medicaid	Yes	Yes	Yes
Transportation Solutions	Steve Dalke	Low Income	Yes	Yes	Yes
VA Medical Center	Larry Werst	Elderly/Disabled	Yes	Yes	Yes
Valley Transit	Dick Fondahn	Persons with disabilities, elderly, low income	Yes	Yes	Yes
Walla Walla County RSVP	Maureen Rice	Elderly	Yes	Yes	Yes
Washington Odd Fellows Home	John Brigham	Elderly	Yes	Yes	Yes
Worksource W2	Alisa Ridehour	Low Income	Yes	Yes	Yes
Columbia County Public Transport	Stephanie Guettinger	Persons with disabilities, elderly, low income	Yes	Yes	No
The Place	Margaret Ogilvie	Persons with disabilities	Yes	Yes	Yes
Wheatland Village	Don Wagner	Elderly	Yes	Yes	Yes

Service Provider Information

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 Medial Transportation

Excursion Trips

4. 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 Medial 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?

	Valley Transit	The Arc of Tri-Cities	Goodwill Industries of the Columbia, Inc.	State of Washington DCFS	Walla Wall VA	Adult Day Services/ Tri Cities	Senior Life Resources, Meals on Wheels	Helpline	Lourdes Wilson House	City of Richland	SE Aging and Long Term Care - Walla Walla	Volunteer Chore Services
Staff Contact Name:	Dick Fondahn	Dan Foley	Jessica Schultz	Kyla Dwyer	Larry Werst	Glenda Johnson	Marcee Woffinden	Melinda Townsend	Ms. Laura Waite	Marilyn Hodgson	Mary Cleveland	Shari Hallman
Phone Number:	509-525-9140	509-946-5157	509-735-0400 ext.243	509-524-4906	509-527-3458	509-735-1911	509-586-5731	509-529-3377	509-545-3390	509-942-7627	509-529-6470	509-946-4645
Email Address:	dick@valleytransit.com	dan@arcoftricity.com	jschultz@goodwillc.org	DWKY300@DSHS.wa.gov	Larry.Werst@med.va.gov	No e-mail	mwoffinden@seniorliferesources.org	mjtowndsend@helpline.org	lwaite@lourdesonline.org	mhodgson@ci.richland.wa.us	clevemf@dshs.wa.gov	shallman_cfs@charterinternet.com
Street Address:	1401 West Rose Street	761 Williams	815 N. Kellogg St.	206 W Poplar St	77 Wainwright Drive	10 N Washington	8656 W. Gage Blvd.	716 SE Colville	224 N. 7th Ave.	500 Amon Park Drive	401 W. Main	2139 Van Giesen
Ap/ Suite#:			Ste. A				Suite 104				A	
City:	Walla Walla	Richland	Kennewick	Walla Walla	Walla Walla	Kennewick	Kennewick	Walla Walla	Pasco	Richland	Walla Walla	Richland
State:	WA	WA	WA	Wa	WA	WA	WA	WA	WA	WA	WA	WA
Zip:	99362	99354	99336	99362	99362	99336	99336	99362	99301	99352	99362	99354
Does your agency/organization fund transportation services?	Yes	No	No	Yes	Yes	yes	Yes	Yes	No	No	Yes	Yes
Does your agency/organization directly provide transportation services?	Yes	Yes	No	Yes	Yes	no	No	No	No	Yes	No	Yes
What type of transportation services does your agency/organization sponsor/fund?						elderly, DD						
Contract transportation services with another agency/organization							Contract transportation services with another agency/organization				Contract transportation services with another agency/organization	
Provide transit tickets or passes to clientele						Yes	Provide transit tickets or passes to clientele	Provide transit tickets or passes to clientele				
Provide taxi script/vouchers to clientele								Provide taxi script/vouchers to clientele				
Broker transportation services by volunteers with privately owned vehicles												
Other (please specify)			Assist in provision and scheduling of transportation services									
If contracting with another agency/organization, which one(s) provide your services?						ARC, BFT-DAR	Ben Franklin Transit, Dial a Ride				ABC Taxi Tri Cities Taxi	
Please describe your service area. Use city boundaries and/or street names as borders where possible.	Valley Transit public transportation benefit area covers the combined area of the Walla Walla and College Place Public School Districts, but the physical service area is slightly than the combined city limits of Walla Walla and College Place, Washington.	The Arc of Tri-Cities transportation area covers Pasco, Richland, West Richland, Kennewick and Finley Washington.		We are a Social Service organization so we have clients who sometimes require transportation to all parts of Washington but most often Walla Walla, Columbia and Garfield Cnty.	We transport veteran patients in the eastern Washington, Northeast Oregon and Central Idaho area to our facility. We also provide transportation to Seattle VA and Portland VA when needed.					We hire AA Motor Coach to transport our participants on day trips once per month.		Volunteer Chore services low income clients in Benton and Franklin Counties.
When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))						M-F, DAR, ARC Service hours						
Sunday - Start Time	5:00 AM			8:00 AM								
Sunday - End Time	10:00 PM			5:00 PM								
Monday - Start Time	5:00 AM	5:30 AM		8:30 AM								8:00 AM
Monday - End Time	10:00 PM	6:00 PM		5:00 PM								5:00 PM
Tuesday - Start Time	5:00 AM	5:30 AM		8:00 AM								8:00 AM
Tuesday - End Time	10:00 PM	6:00 PM		5:00 PM								5:00 PM
Wednesday - Start Time	5:00 AM	5:30 AM		8:00 AM						9:00 AM		8:00 AM
Wednesday - End Time	10:00 PM	6:00 PM		5:00 PM						5:30 PM		5:00 PM
Thursday - Start Time	5:00 AM	5:30 AM		8:00 AM								8:00 AM
Thursday - End Time	10:00 PM	6:00 PM		5:00 PM								5:00 PM
Friday - Start Time	5:00 AM	5:30 AM		8:00 AM								8:00 AM
Friday - End Time	10:00 PM	6:00 PM		5:00 PM								5:00 PM
Saturday - Start Time	5:00 AM			8:00 AM								8:00 AM
Saturday - End Time	10:00 PM			5:00 PM								5:00 PM
What services do you provide? (please list monthly operating hours of service type provided)	yes - 2138											
Fixed Route						Yes						
Deviated Fixed Route	yes - 192			Usually bus transportation from one city to another. Our office hours are 8:00 AM to 5:00 PM but clients will travel according to bus schedule.		Yes						
Community-Based shuttles	yes - 96					Yes						
Curb to Curb Paratransit	no											
Door to Door Paratransit	yes - 1008	-1500										8am-5pm
Door through Door Paratransit	no											8 am-5pm
Medicaid Medial Transportation	yes - not tracked											8 am-5pm
Excursion Trips	no									Once per month round trip		
How many vehicles do you have?												
Organization Vehicles (and seats) - Number of Vehicles	22			4	8					1		
Organization Vehicles (and seats) - Number of Seats	More than 400			20	9					23		
Volunteer Vehicles (and seats) - Number of Vehicles					7							10
Volunteer Vehicles (and seats) - Number of Seats					9							2
Accessible Vehicles (amount of accessible seating) - Number of Vehicles	22	16										
Accessible Vehicles (amount of accessible seating) - Number of Seats	43	200										
Spare Vehicles - Number of Vehicles												
Spare Vehicles - Number of Seats												
How many drivers do you have?	27											
Paid	0	13		NA	2							
Volunteer	0			None	18							10

	Senior Companion Program	Division of Vocational Rehabilitation	Division of Vocational Rehabilitation	Employment Security	Walla Walla RSVP	Tri-Cities Residential Services	A+ Transportation NW, Inc.	Ben Franklin Transit	DSHS/Division of Children & Family Services	Children's Administration	Appointment Keepers Transportation System (City of College Place)
Staff Contact Name:	Diane Hart	Andres F. Aguirre	Shelly Lahtinen	Alisa Ridenour	Maureen Rice	Cindy Fransen	Rick Marple	Richard K Burnett	Lou Ann Johnson	Rory Schilling	Patrick Shipp or Missie Clayton
Phone Number:	509-946-4645	(509) 374-2160	(509) 374-2153	(509) 527-1807	509-527-3278	1-509-783-3331	509 542 8155	509.734.5143	509-737-2804	(509) 524-4929	509-529-6506
Email Address:	dhart_cfcs@charterinternet.com	aguirra@dshs.wa.gov	Lahtis@dshs.wa.gov	aridenour@esd.wa.gov	mrice@co.Walla-walla.wa.us	cfransen@tcrs1978.com	rick@aamotorcoach.com	rburnett@bft.org	luaj300@dsh.wa.gov	sror300@dshs.wa.gov	mclayton@ci.college-place.wa.us
Street Address:	2139 Van Giesen	500 N. Morain	500 No. Morain	1530 Stevens	1520 Kelly Place	101 N. Union #112	310 So. Main	1000 Columbia Park Trail	1661 Fowler St.	206 West Poplar	629 S College Ave
Apt/Suite#:		2104	Suite 2104								
City:	Richland	Kennewick	Kennewick	Walla Walla	Walla Walla	Kenwick	Pasco	Richland	Richland	Walla Walla	College Place
State:	WA	WA	WA	Wa	Washington	WA	WA	WA	WA 99352	Washington	WA
Zip:	99354	99336	99336	99362	99362	99354	99301	99352	99362	99324	99324
Does your agency/organization fund transportation services?	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes
Does your agency/organization directly provide transportation services?	Yes	No	No	No	No	No	Yes	Yes	Yes	Yes	Yes
What type of transportation services does your agency/organization sponsor/fund?											
Contract transportation services with another agency/organization			Contract transportation services with another agency/organization								
Provide transit tickets or passes to clientele		Provide transit tickets or passes to clientele	Provide transit tickets or passes to clientele	Provide transit tickets or passes to clientele							
Provide taxi script/vouchers to clientele		Provide taxi script/vouchers to clientele	Provide taxi script/vouchers to clientele								
Broker transportation services by volunteers with privately owned vehicles											
Other (please specify)		Vehicle repair and mileage.			reimburse volunteers						
If contracting with another agency/organization, which one(s) provide your services?			Ben Franklin Transit								
Please describe your service area. Use city boundaries and/or street names as borders where possible.	We provide transportation to senior clients in Benton, Franklin, Yakima and Walla Walla counties. Most trips are within city limits of Yakima, the Tri Cities and Walla Walla, but we also provide transport to clients in the Yakima Valley. Days and times are on an individual basis.		n/a				We serve the following counties: Yakima, Benton, Franklin, Walla Walla & Columbia	Ben Franklin Transit serves the cities of Richland, Kennewick, Pasco, West Richland, Benton City and Prosser and certain unincorporated areas within. The service hours listed below do not include contracted general public Night Service which operates from 7:00 p.m. to 2:30 a.m.	The Tri-Cities area including Prosser, Mesa, Connell and Patterson.	Walla Walla and Columbia Counties	Walla Walla County is our general area but we will provide long distance transports through Oregon, Washington, and Idaho. 7 days a week 24 hours a day is our service the question below doesn't give those times.
When do you provide transportation? (Start - End Times (Ex. 8 am - 4 pm))											
Sunday - Start Time							8:00 AM			5:00 AM	
Sunday - End Time							5:00 PM			10:00 PM	
Monday - Start Time							5:00 AM	6:00 AM		5:00 AM	
Monday - End Time							7:00 PM	7:00 PM		10:00 PM	
Tuesday - Start Time							5:00 AM	6:00 AM		5:00 AM	
Tuesday - End Time							7:00 PM	7:00 PM		10:00 PM	
Wednesday - Start Time							5:00 AM	6:00 AM		5:00 AM	
Wednesday - End Time							7:00 PM	7:00 PM		10:00 PM	
Thursday - Start Time							5:00 AM	6:00 AM		5:00 AM	
Thursday - End Time							7:00 PM	7:00 PM		10:00 PM	
Friday - Start Time							5:00 AM	6:00 AM		5:00 AM	
Friday - End Time							7:00 PM	7:00 PM		10:00 PM	
Saturday - Start Time							5:00 AM	8:00 AM		5:00 AM	
Saturday - End Time							7:00 PM	7:00 PM		10:00 PM	
What services to you provide? (please list monthly operating hours of service type provided)											
Fixed Route			n/a					11,720			
Deviated Fixed Route			n/a								
Community-Based shuttles			n/a					Vanpool Program			
Curb to Curb Paratransit			n/a				yes				24 hours 7 days a week
Door to Door Paratransit			n/a				yes	10,363			24 hours 7 days a week
Door through Door Paratransit	volunteers arrange individually		n/a				yes				24 hours 7 days a week
Medicaid Medial Transportation			n/a				yes				24 hours 7 days a week
Excursion Trips	volunteers arrange individually		n/a				yes			Case specific/child specific	24 hours 7 days a week
How many vehicles do you have?											
Organization Vehicles (and seats) - Number of Vehicles							10	More than 30	11	4	4
Organization Vehicles (and seats) - Number of Seats							55	More than 400	49	4	27
Volunteer Vehicles (and seats) - Number of Vehicles	More than 30										
Volunteer Vehicles (and seats) - Number of Seats	2										
Accessible Vehicles (amount of accessible seating) - Number of Vehicles							6	More than 30			3
Accessible Vehicles (amount of accessible seating) - Number of Seats							56	270			6
Spare Vehicles - Number of Vehicles							1	4			
Spare Vehicles - Number of Seats							5				
How many drivers do you have?											
Paid			n/a				22	85	50 foster parents	21	12
Volunteer	55		n/a				0	0	15		

	Valley Transit	The Arc of Tri-Cities	Goodwill Industries of the Columbia, Inc.	State of Washington DCFS	Walla Wall VA	Adult Day Services/ Tri Cities	Senior Life Resources, Meals on Wheels	Helpline	Lourdes Wilson House	City of Richland	SE Aging and Long Term Care - Walla Walla	Volunteer Chore Services
Destination #1	Downtown Transfer Center	Adult Day Services	Pasco Goodwill	Tri Cities			Kennewick Senior Center	Pasco		Whatever trip I plan - varies	Walla Walla area	grocery store
Destination #2	Walla Walla High School	The Arc of Tri-Cities	Richland Goodwill	Yakima			Pasco Senior Center	Seattle			Burbank area	medical
Destination #3	Wal-Mart	Columbia Industries	Red Lion Hotel - Pasco	Burbank			Richland Community Center	Spokane				shopping
Destination #4	Walla Walla Community College	Goodwill Industries	Children's Developmental Center - Kennewick	Seattle			Parkside Dining Center	Yakima				specialized medical
Destination #5	Blue Mountain Mall	Adult Recreation	Goodwill Executive Office - 815 N. Kellogg, Kennewick	Dayton								
Do you have eligibility requirements for riders using any of your services?	Yes	Yes	Yes	No			Yes	Yes		No	Yes	Yes
If yes, what is the eligibility certification process?	Dial-A-Ride: ADA eligible or age 70+ Job Access: low income. Special Transportation Needs (50% pass discount): meet State's definition (people with special needs transportation are those who do not have private transportation due to age, disability, or income)	The requirements are the same requirements that are required by the local transit agency, Ben Franklin Transit. The clients must not be able to independently board, ride or disembark from accessible vehicles. Could use accessible vehicles but service is not available on their route or stop. Because of their disability and the environment in which they are traveling cannot get to or from a bus stop. Cannot travel 200 feet without assistance. Cannot travel 1/4 mile without assistance. Cannot climb 3 1/2' steps without assistance. Cannot wait outside without support for 10 minutes.	Utilize BFT's (other agency) eligibility certification process				Seniors have to be age 60 or older	Eligibility for Helpline relocation transportation is dependent upon verification that: a)the person(s) has either someone to live with or a job awaiting them in another community; b)the person(s) have a verifiable medical appointment; c) the person(s) is expected in a treatment facility.			Need to be an unpaid caregiver for a family member.	must be low income, over 18 years with a disability or over 60 years of age and be low income
How do riders find out about your services?	referrals by human service agencies, including schools, local newspaper advertising, advertising on and in buses, internet web site, telephone directory advertising	Through the agencies that we serve: Ben Franklin Transit The Arc of Tri-Cities Adult Day Services Goodwill Industries Columbia Industries	Only available to riders enrolled in GW programs - discussed during intake meeting	Part of Service offered to DCFS Clients			We tell them	211: Referral by other agencies or organizations; Word of mouth; Past experience.		Advertise trips in brochures	By referral, through Senior I&A.	Senior centers, Dr. offices, hospitals, other Social services agencies
How do you market your services?	advertising listed in question 26, periodic direct mail or flyers to schools and social service agencies, presentations and displays at local business trade shows (i.e., Senior Information Fairs or College Information Day)	We do not market our services. The agencies we serve make our services known to our clients.	N/A	We are a State Funded Social Service			We have staff that explains the service, use our newsletter	Public Television Announcement Brochure			Press releases, health fairs, public presentations, paid advertisements, 211, written materials, etc.	we speak to businesses, groups at churches, clubs, Rotary, Kiwanis, etc.
Total Fixed-Route Operating Expenses	1735481		0	NA								
Total Paratransit Operating Expenses	686702	Contracted through Ben Franklin Transit	0	NA			\$3,000					mileage is paid to volunteers who request it, many donate it, about \$2000 per year
Total Fixed-Route Capital Expenses			0	NA								
Total Paratransit Capital Expenses		Contracted through Ben Franklin Transit	0	NA								
Fixed-Route Funding Source #1	sales tax	Contracted through Ben Franklin Transit	0	STATE BUDGET			Older American Act/Fed and State match					
Fixed-Route Funding Source #2	federal grants		0	NA			3000					
Fixed-Route Funding Source #3	state grants		0	NA								
Fixed-Route Funding Source #4	passenger fares		0	NA								funding varies, United Way, donations and Catholic Charities, State of WA
Paratransit Funding Source #1	sales tax		0	NA								
Paratransit Funding Source #2	federal grants		0	NA								
Paratransit Funding Source #3	state grants		0	NA								
Paratransit Funding Source #4	passenger fares		0	NA								
Do you coordinate with other service providers? If yes, how?	Yes. Blue Mountain Coordinated Transportation Coalition. Also, ad-hoc partnerships on a case-by-case basis. Some partnerships are on a grant application for public transportation services and some are for road construction to relieve congestion or to preserve capacity. There is also a coordination of service to share transfer center locations for customer convenience.	Yes. We coordinate with Ben Franklin Transit.	Coordinate work schedules and individual rider schedules with BFT/Dial-a-Ride and ARC transportation providers	WE WORK WITH GREYHOUND BUS LINES			No, we just contract to with Dial a Ride to provide service	People for People				we refer to Dial a Ride, People to People

	Senior Companion Program	Division of Vocational Rehabilitation	Division of Vocational Rehabilitation	Employment Security	Walla Walla RSVP	Tri-Cities Residential Services	A+ Transportation NW, Inc.	Ben Franklin Transit	DSHS/Division of Children & Family Services	Children's Administration	Appointment Keepers Transportation System (City of College Place)
Destination #1	doctor offices	Work	employment	WorkSource	Senior Center		yakima	Medical Facilities throughout service area		Visitation with parents (in home)	Kidney Dialysis
Destination #2	grocery/ other stores	School	college	BMAC	Grocery Store		Sunnyside	Schools (general public demand response) Prosser/Benton City service area		Visitation with parents (in office)	Doctor's Offices
Destination #3	parks	Agency appointment	medical	WWCC	Volunteer Sites		Tri Cities	Adult Day Services		medical/psychological providers	Hospitals
Destination #4	senior centers/ restaurants	community partner appointment	volunteer	DSHS	Churches		Spokane	Walmart		Treatment providers	Physical Therapy
Destination #5	libraries	medical appointment	shopping	Area Employers	Homes		Seattle	Beauty Shops		foster care	Dental Offices
Do you have eligibility requirements for riders using any of your services?	No	Yes	Yes	No	No		No	Yes		Yes	No
If yes, what is the eligibility certification process?		Must have a disability that results in a significant barrier to employment and VR services are need in order to obtain and/or maintain employment.	Have to be employed or looking, or going to training					The initial process of determining ADA eligibility is one of self-certification. One the application is reviewed, supplemental information may be requested from a health care professional or other provider of care know to the applicant. Once the information is received a determination is made which may consist of full eligibility, temporary certification, trip by trip certification, conditional eligibility or service denial.		Open Children's Administration case. Referral voluntary or involuntary.	
How do riders find out about your services?	From their Senior Companion volunteers and other social service agencies.	Individual applying for services are informed about what services this Agency can provide.	From staff		Newsletters, Newspapers, word of mouth		We work solely with People for People	Ben Franklin Transit does very little direct marketing of paratransit service as there is generally a 6-10% annual rate of growth. There is a BFT Website and all special events provided by BFT are also advertised as available for those requiring paratransit service.	Any persons we provide transportation for must be a client.	Through assigned social worker	Phone book, Medicaid, Nursing Homes, Hospitals, Doctors, Ambulance
How do you market your services?	Networking with other senior agencies, public service announcements, flyers and posters at senior centers and senior housing complexes.	Word of mouth and some public service announcements.	Resource to progress on their case.		Advertise			See above	We do not market our services, we provide transportation services to our clients or refer them to other transportation services in the community	N/A	We have fliers and business cards that we hand out of the public. Most of our advertisement is done through the Medical Facilities that have used our services in the past.
Total Fixed-Route Operating Expenses		based on riders		No set aside budget							.445 per mile
Total Paratransit Operating Expenses	95,000	based on riders		Resources are allocated based				\$6,260,944			169000
Total Fixed-Route Capital Expenses		0		on custome demand/need.							
Total Paratransit Capital Expenses		0						depends on year and available FTA funding. Paratransit vehicles are on a 7-year replacement schedule			63000
Fixed-Route Funding Source #1		0		same as question 28						None to all	
Fixed-Route Funding Source #2		0									
Fixed-Route Funding Source #3		0									
Fixed-Route Funding Source #4		0									
Paratransit Funding Source #1	Corporation for National Service	0						Farebox revenue			Fee for Service
	59,000	0									123959
Paratransit Funding Source #2	WA state	0						Local Sales Tax			Medicaid
	29,000	0									59175
Paratransit Funding Source #3	Legends Casino	0						FTA Capital Only			2004 Rual Mobility Grant
	3,000	0									58752
Paratransit Funding Source #4		0						Washington State Special Needs			
		0									
Do you coordinate with other service providers? If yes, how?	Volunteers often work with Ben Franklin transit Dial a Ride. Sometimes clients will take Dial a Ride to medical appointments. Volunteers will meet them at destination and provide transportation back to client's home.	Yes, we refer custoemr to other agencies that can provide transportation when appropriate.	Coordinate with other DSHS offices. Using e-mail, telephone, or Client Registry program.		No		no	BFT, of course, directs the provision of paratransit service with the agencies that are under contract - The ARC & Tri-Cities Taxi. Other instances of coordination occur with People for People and the many agencies served by BFT.	Yes, We have visitation providers who transport our children in care. Workers in the office transport children. We give our clients bus passes when needed. We ask foster parents and or volunteer drivers to tranport for us.	Yes. Referrals are made through agency to appropriate service provider.	

	Valley Transit	The Arc of Tri-Cities	Goodwill Industries of the Columbia, Inc.	State of Washington DCFS	Walla Wall VA	Adult Day Services/ Tri Cities	Senior Life Resources, Meals on Wheels	Helpline	Lourdes Wilson House	City of Richland	SE Aging and Long Term Care - Walla Walla	Volunteer Chore Services
What, if anything, is constraining the provision of transportation services to those who require them?	1. Large geographic areas with no service providers. 2. School district policies to not allow students and non-students to share the same vehicle. 3. Wash. State DSHS policy to not pay for the actual cost to provide a medical trip. 4. Federal and state grant funds that are program specific and do not allow other people to share the ride. 5. Insufficient funds to pay for the level of service that is needed. 6. local, state, and federal productivity goals that do not provide a way to quantify need and geographic coverage. 7. Choices by social service agency staffs to use transportation financial resources for other programs.	Funding for DDD clients constrains our ability to be able to provide transportation to The Arc for our services. Employment opportunities at Goodwill Industries and Columbia Industries constrains our ability to provide transportation to those agencies.	Availability of services on weekends, evenings and early mornings	THERE IS NO LOCAL GREYHOUND BUS SERVICE			Fro the frailest senior sometimes the length of time it takes to be picked up, dropped dining center and then return home can wear them out, so a 30-45 minute lunch takes 2-3 hours	Lack of public transportation to the Tri-Cities. Without this service it costs between \$75-100 for taxi fare to the Greyhound station in Pasco from Walla Walla. This gap in services is a major issue for those who need to leave Walla Walla. The taxi fare to Pasco frequently exceeds the Greyhound ticket to another city from Pasco. This is poor use of donated money.				having enough volunteers to fulfill the need. Enough notice by the clients to find volunteers to fill the need.
What would you improve to provide more/better transportation services?	1. increase funding for public transportation to increase geographic coverage, decrease distance between routes, reduce headways between buses, reduce time spent on the bus(s), provide more direct routing, provide intercity bus service between the rural communities connecting them to regional hubs, provide vanpool for long-distance work commutes, open up school buses for non-students.	Not at this time.	Create centralized call system/route development to decrease confusing and better utilize services (to avoid duplication)	DEVELOPE BUS SERVICE TO AND FROM WALLA WALLA		I think BFT & ARC do a good job of getting people here on time	Occasionally rides arrive late and seniors worry they have been forgotten. It is something they look forward to and so they become anxious if they are late	A public transportation system between Walla Walla and Pasco.				more volunteers
Do you have any other comments?	The answers on this survey for all Valley Transit combined services. This includes fixed route, ADA paratransit (Dial-A-Ride), Evening & Saturday, and Job Access.			NO		Serve elderly & DD clients. Buy ticket from BFT DAR and on the ARC. Book trips and keep log then ADS pays BFT-DAR & ARC at the end of the month for all trips taken by clients. Also, buys bus passes on PFP Medical.	The seniors that use our tickets for Dail a Ride seem to be generally happy with the service. The drivers are friendly and courteous.	Possibly a route between Pasco and Walla Walla might include regular stops throughout the day at the Pasco airport to increase ridership and to attract a more diverse clientele.			We offer transportation to unpaid caregiver via the Family Caregiver program. This service is used infrequently, which is why I have not been able to complete the survey. We also have client's who access the Medicaid brokered transportation, however we are not a provider. We do authorize caregivers and sometimes mileage to the caregivers who care for our clients, and then the caregivers are able to provide transportation.	

	Senior Companion Program	Division of Vocational Rehabilitation	Division of Vocational Rehabilitation	Employment Security	Walla Walla RSVP	Tri-Cities Residential Services	A+ Transportation NW, Inc.	Ben Franklin Transit	DSHS/Division of Children & Family Services	Children's Administration	Appointment Keepers Transportation System (City of College Place)
What, if anything, is constraining the provision of transportation services to those who require them?	We have limited funding for additional volunteers so there is a waiting list for clients.	Services available.	Guidelines for making progress on cases.					As is an emerging patter across the nation, the numbers of ADA eligible customers continues to rise and future projections of an aging society will place a tremendous demand of public transit agencies. ADA is an unfunded mandate and BFT like many other transit agencies may be forced to reduce service standards of paratransit service or reduce fixed route bus service in order to fund services mandated by ADA.	Availability to locations and times.	Social worker time and availability.	money to pay for services
What would you improve to provide more/better transportation services?	Obviously, we need more funds specifically designated for transportation reimbursement for volunteers.	N/A	nothing.	Transportation to Wallula area, Milton freewater and Prescott area employers would be benefit the job seekers to increase their marketability in those areas.	A bus owned by us or Senior Center.			I believe that we, at a national level, need to begin planning for 30+ years in the future recognizing the very face of public transit will change dramatically. To continue to operate with the assumption that conventional public transit is our future will, I believe, be disasterous in terms of customer service and fiscal impact. I think, for example, we in the transit industry and those who rely of public transit should begin to set the stage by addressing with our local, state and national leadership the need to secure a solid funding base for ADA mandated service that does not diminish existing capital and operating assistance provided by national legislation. Such an activity along with a long range plan demonstrating the changing demographics of customer age and location is a project suitable for the American Public Transit Association. I also believe that public transit agencies and local authorities need to explore innovation and new public transit concepts. It isn't necessary that public transit vehicles be the standard 40' bus that not fully occupied for the maj		Dependable transportation between Walla Walla and Tri-Cities	We will provide demand transportation for any reason but it is to costly for most. If we were to receive some form of a grant that would help to off set the cost to the client for any demand service: shopping, social, medical, senior trips, rides to work. We do run 24/7 so the service is here.
Do you have any other comments?		No	no.	Question 18: we don't track by ride. Question 19: We don't keep track by person Question 20: In general most of the job seeking customer that are using public transportation can navigate a fixed route bus. Those with special needs are accommodated via the transportation grant. Question 21: No data available to classify. Question 28: No set aside budget. Resources are allocated based on customer demand/need.				I think I went on too long in 32. Richard K. Burnett, Dial-A-Ride Manager Ben Franklin Transit 1000 Columbia Park Trail Richland, WA 99352 rburnett@bft.org 509.734.5143		no	