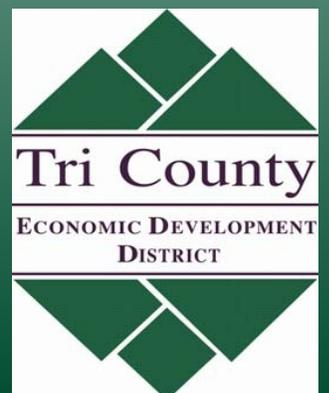


Tri-County Coordinated Public Transit-Human Services Transportation Plan



Prepared for



Tri-County Coordinated Public Transit- Human Services Transportation Plan

Final Report

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CHAPTER I

Introduction

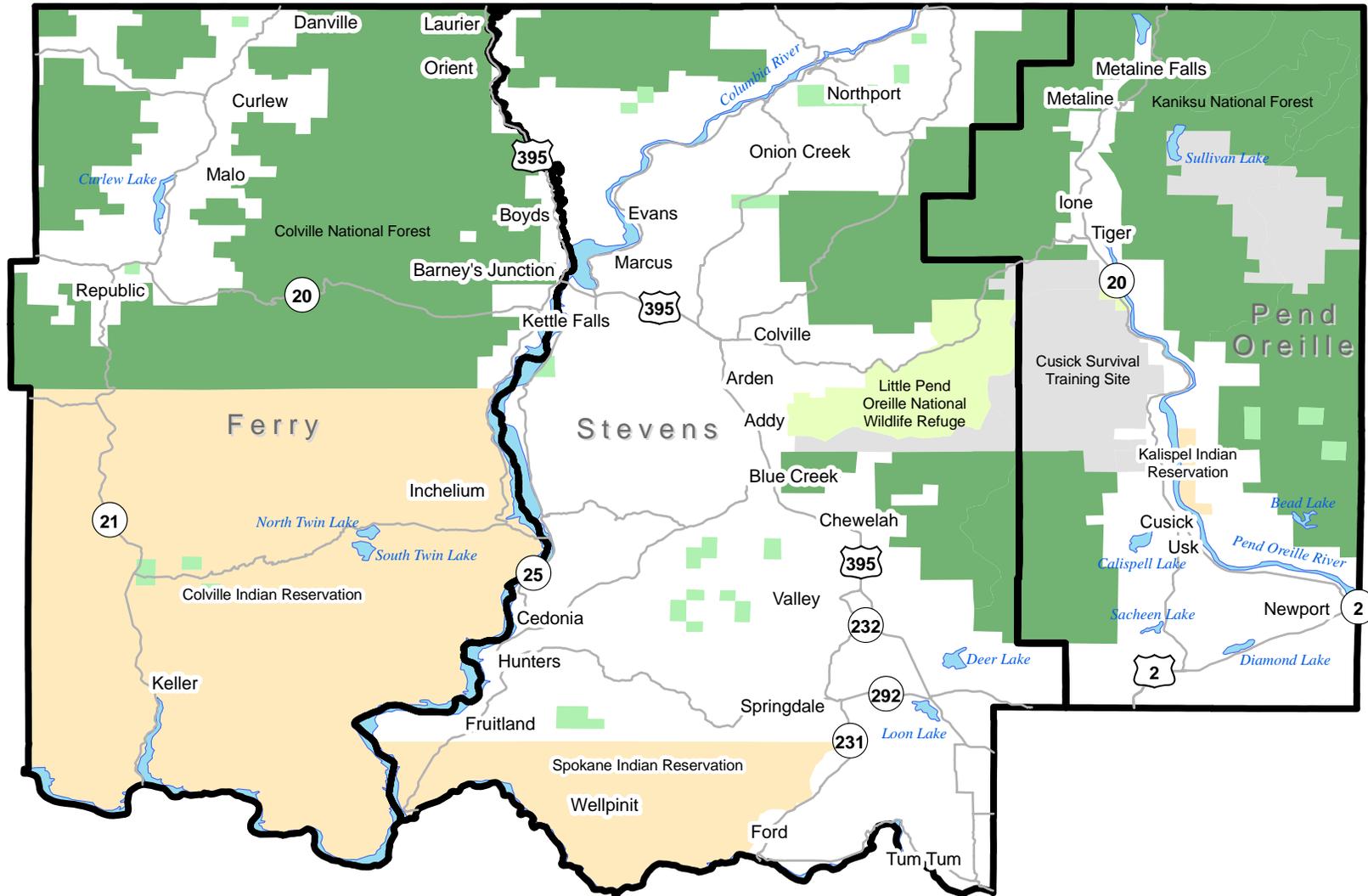
The Tri-County Economic Development District (TEDD), on behalf of the Northeast Washington Regional Transportation Planning Organization (NEW RTPPO), contracted with LSC Transportation Consultants, Inc. to develop a Coordinated Public Transit-Human Services Transportation Plan (CPTHSTP) in its tri-county service area. The tri-county service area includes Ferry, Pend Oreille, and Stevens Counties and three Native American Reservations—the Colville Indian Reservation, the Spokane Indian Reservation, and the Kalispel Indian Reservation. Figure I-1 shows the study area.



There are several public transportation service providers in the region that receive 5311 (rural) funds and/or 5311 tribal set-aside funds. There are also several human service agencies—most of which are from retirement and assisted living facilities, medical groups, and employment services—that provide transportation for their clients in this region. While these identified public transportation service providers operate independently of each other and coordinate with each other, there is further potential for coordinating services by these existing providers. This plan will include the new Gold Line intercity service that began on September 5, 2010 and the Spokane Tribe of Indians that began transit services on October 4, 2010. One of the main goals of this plan is the discussion among the providers on ways to meet the needs and deliver services effectively which will finally determine the grant applications submitted by the providers.

The various transportation services provided in the tri-county area are detailed in this document. For some residents this service is their only link to work, shopping, health care facilities, and other necessary services.

Figure I-1
Study Area



PURPOSE AND BACKGROUND OF THE STUDY

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) was signed into law. SAFETEA-LU established a federal mandate for public transit-human service coordination planning. Starting in fiscal year 2007, SAFETEA-LU requires that a regional public transit/human service coordination plan be in place before transportation service providers may acquire funding under Federal Transit Administration (FTA) programs. The NEW RTPO is an association of cities, towns, counties, ports, tribes, and major employers that serve as a forum for developing policies and making decisions about transportation issues along with regional growth management and economic issues in Ferry, Pend Oreille, and Stevens Counties. The association's main purpose is to provide "for cooperative decision-making by the agencies within the region in order to bring about a continuous and comprehensive transportation planning process." This association develops and maintains the regional transportation plans for Ferry, Pend Oreille, and Stevens Counties. The Washington State Department of Transportation (WSDOT) has required that the plans be coordinated through RTPOs as part of their regional transportation plans and that the RTPOs rank all passenger transportation projects being submitted for WSDOT's Consolidated Grant Program funds. The RTPO ranking will then count toward the total possible score of Washington's competitive consolidated grant process.

The Transit Cooperative Research Program (TCRP) defines coordination as "a process by which two or more organizations interact to jointly accomplish their transportation objectives" (2004). These organizations may include public, private, and not-for-profit transportation services, human services providers, and other entities that represent citizens who have special transportation service needs. Citizens with specialized transportation needs are an important focus of the coordination planning process as the FTA has provided guidance that coordination plans should "identify the transportation needs of individuals with disabilities, older adults, youth, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services." The purpose of this plan was to create a list of comprehensive strategies to assist agencies, transportation service providers, and stakeholders in coordinating public transit and human service

transportation efforts in the tri-county area. The specific goals for the plan include:

- Identifying unmet transportation needs, service gaps (i.e., unserved and underserved areas), and service redundancies.
- Completing an inventory of existing public and human service transportation providers.
- Preservation of existing services, as appropriate, which includes continuing services that are currently provided and keeping a fleet at operation size.
- Identifying strategies to maximize the use of limited transportation resources through coordination.
- Based on comments received from the stakeholders, a priority listing of transportation service considerations will be created for applications sent to the NEW RTPO/WSDOT.

The purpose of this study is thus to analyze and recommend strategies for the existing transportation providers to implement coordination strategies and service plans which will affect the delivery of public transportation services in the tri-county area. This report presents the existing conditions in the region related to transit services, discusses service and coordination alternatives for meeting public transportation needs, identifies the locally preferred set of coordination alternatives, and presents an implementation plan for the communities within the tri-county area.

This information was presented to key decision makers and stakeholders in the tri-county area. The outcome was preservation of existing services—operation and maintaining/replacing vehicle fleet and coordination opportunities for existing, expanded, and/or new services. It will be up to the NEW RTPO to rank the funding requests (for vehicles, operating funds, and additional requirements to begin any new services) based on priorities set by the community.

REPORT CONTENTS

Chapter II provides a summary of the public involvement process to this point. This chapter includes comments received during the open houses/community meetings that were held in the tri-county area. These comments were used to develop a list of needs that have been identified for the community.

Chapter III presents the existing community/economic conditions for the tri-county area.

Chapter IV provides an overview of the existing transportation services in the tri-county area.

Chapter V presents current and future demand based on several models of estimation. The product of this chapter is a clear picture of transit demand based on quantitative models. These models were adjusted to reflect actual conditions observed in the tri-county area. This chapter also includes qualitative needs that were identified during the initial kick-off meeting. This chapter identifies the gaps and duplication of the various transit services.

Chapter VI provides an overview of coordinated transportation and various coordination strategies.

Chapter VII presents appropriate coordination opportunities that should be looked at closely by local providers. This chapter examines existing services and overlaps to improve efficiencies. This chapter also discusses new transit services that may need to be added to meet the needs of the community. These services were developed to fill a gap that coordination might be unable to accomplish.

Chapter VIII summarizes the unmet needs for the tri-county area. This chapter is a summary of existing services and unmet needs developed through public input, transportation provider surveys, and stakeholder meetings. This chapter also looks at potential transit service alternatives for the tri-county area based on the existing services that work well and unmet needs. It includes service alternatives for developing proposals to meet the unmet needs identified in the tri-county area.

Chapter IX presents the institutional recommendations for implementing coordination opportunities in the tri-county area.

Chapter X presents a priority list of service considerations as ranked by the public and stakeholders that they thought should be considered for applications sent to the NEW RTPO.

STUDY APPROACH

As in many regions, TEDD, NEW RTPO, and several agencies in the tri-county area are taking a closer look at public transportation services and are seeking to find the most effective means of providing those services. A key element in the plan was to clearly evaluate the unmet transportation needs of local residents and clients. The current effort focuses on effectively and efficiently providing public transit services to meet the community's needs based on coordination efforts already completed. One important step toward providing an integrated community-wide transportation system is involving some key stakeholders such as Rural Resources Community Action, Special Mobility Services, Inc., Catholic Charities/Volunteer Chore, KALTRAN, Spokane Tribe of Indians, Gold Line Intercity Service, as well as other human service agencies and residents that have a commitment toward public transportation. Individuals from these groups and others served as members of the Stakeholder Group for this planning process. Chapter II and Appendix B provide information about the stakeholders contacted through this process.

The following general planning approach has been used by LSC during this process.



Project Team

An initial kick-off meeting was held on July 28, 2010 as part of the regularly scheduled Technical Advisory Committee (TAC) and Policy Board meeting. LSC, TEDD, NEW RTPO, TAC, and the Policy Board met together, providing an opportunity for the Policy Board and the TAC to meet LSC and to be informed about the process and the time line for completion of the final study. This project team discussed existing data resources, deliverables, and meeting dates.

A first stakeholders meeting was held on September 9, 2010. The purpose of the meeting was to discuss Technical Memoranda #1/#2 and provide feedback and comments to the LSC team. The stakeholders met to discuss the project goals and priorities and the preferred coordinated transit plan.

The second stakeholders meeting was held on September 29, 2010 to review the Draft Report, the preferred coordination opportunities and institutional recommendations. At each step, feedback from the stakeholders, TEDD, and NEW RTPO was used to guide development of the plan.

Conference calls were scheduled with TEDD and NEW RTPO on a regular basis to review and discuss project deliverables and examine the progress of the project.

Opportunities for Public Involvement

Throughout the planning process, public involvement is key to the plan's success. At critical points during the process, public meetings were announced and held where citizen participation is openly welcomed and appreciated.

The first public open houses were held in Republic and Newport on September 8, 2010 and in Colville on September 9, 2010. The open houses offered members of the community an opportunity to provide public input regarding transportation issues that should be addressed as part of the plan. Community residents were asked to comment on the existing needs and future transit services within the tri-county area. The public was also given the opportunity to state which services and other alternatives they think are necessary to address the identified issues and meet the established goals.

The second public meetings were held at the senior meal site in Inchelium (Colville Indian Reservation) on September 27, 2010, at the Camas Center for Community Wellness in Usk (Kalispel Indian Reservation) and the Springdale Depot in Springdale on September 28, 2010, and at the Spokane Tribe administration building in Wellpinit (Spokane Indian Reservation) on September 29, 2010. At these meetings the preferred coordinated opportunities and institutional recommendations were presented and feedback on changes participants would like to see were solicited.



CHAPTER II

Public Involvement

INTRODUCTION

An integral part of any planning process is the public participation effort. During the course of this plan, several methods for involving the public in the process were undertaken. Based upon comments and suggestions from the Northeast Washington Regional Transportation Planning Organization (NEW RTPO), Tri-County Economic Development District (TEDD), and the public, a number of public meetings were hosted by the LSC team with the help of NEW RTPO and TEDD. The purpose of the meetings was to receive public input on the transportation needs and coordination activities that need to take place in the tri-county region.

Open houses/community meetings were held where citizens were openly welcome to comment on transit services in the area. The first series of open houses were held on September 8 and September 9, 2010. The locations on September 8 were the Ferry County PUD in Republic from 9:00 to 11:00 a.m. and the Pend Oreille County PUD in Newport from 5:30 to



7:30 p.m. Attendees were given the opportunity to voice the transit needs within each of their communities. The September 9 open house was held at the Tri-County Economic Development District in Colville from 9:00 to 11:00 a.m. Appendix A includes a copy of the meeting flyers that were distributed through various agencies/stakeholders. A public meeting announcement was also placed in the *Spokesman-Review*, *Colville Statesman-Examiner*, *Republic News Miner*, *Newport Miner*, and the *Colville Chamber of Commerce*.

The second series of open houses/community meetings were held from September 27 through 29, 2010. The location on September 27 was at the senior meal site in Inchelium from 5:30 to 7:30 p.m. The September 28 meetings were at the Camas Center for Community Wellness in Usk from 9:00 to 11:00 a.m. and at the

Springdale Depot in Springdale from 5:30 to 7:30 p.m. The September 29 meeting was at the Spokane Tribe administration building at Wellpinit from 9:00 to 11:00 a.m. Participants in these community meetings were given an opportunity to identify transit needs and comment on the coordinated service plan for the tri-county area.

SUMMARY OF COMMUNITY MEETINGS/OPEN HOUSE INPUT

The first series of public meetings were held at Ferry County PUD in Republic, Pend Oreille County PUD in Newport and the Tri-County Economic Development District in Colville from September 8 through September 9, 2010. A brief summary of those open house comments follow:

Republic Open House/Community Meeting

There were five attendees (not including NEW RTPO) at the meeting in Republic. Listed below are comments received from citizens/agencies that attended the public meeting:

- Coordination of services, especially in areas such as Republic that require long-distance trips to access services.
- Coordination of Medicaid trips with other trips. While HIPAA privacy rules need to be considered, coordination of Medicaid with other trips are done in other places in the state.
- Getting information about transportation services to the user. Spokane Transit Authority (STA) has an option for people to request a travel buddy (travel companion) onboard for free which makes riders—especially the elderly—feel more comfortable and secure getting on public transit. This needs to be done elsewhere on public transit systems in the tri-county area.
- Public transportation from Republic into Spokane. While there was a lot of discussion about the Gold Line and how it would connect Kettle Falls to Spokane, a number of people said that a connection between Republic and Kettle Falls/Colville to connect with the Gold Line would greatly improve their access to services/airport in Spokane. This connection could be once or twice a week. This connection is especially important as we get into the months where the weather is not so good for driving and can be especially difficult for seniors.
- Public transportation from Republic to Kettle Falls for work is not needed or not possible because of different shifts and work times. Vanpool services may be explored in this case.
- Residents from Republic choose to go into Omak or Colville for their shopping needs. Both these destinations are equidistant from Republic. How-

ever, with the Walmart in Colville, many people are now choosing to go into Colville because of better roads between Republic and Colville. Residents who go into Omak usually do so because of the Home Depot located there.

- The transit feasibility study for the tri-county area is planned to start in October 2010 and end in March/April 2011.
- There was discussion about the Washington Information Network 2-1-1 and how people could call that line for transportation information. Many people were not aware of this available resource.
- The need for transportation on the weekends was limited to events such as the parade, Thanksgiving day, or the motorcycle rally event.

Newport Open House/Community Meeting

There were no new attendees at the meeting in Newport and hence no meeting was held at this location. Listed below are some of the items that were discussed among stakeholders at this public meeting:

- It is difficult for people with cars to use public transit.
- The Gold Line tickets are expensive, but when you consider airport parking of \$9.00 a day and seniors who do not want to drive into Spokane, this is a great alternative to driving.

Colville Open House/Community Meeting

There were nine attendees (not including NEW RTPO) at the meeting in Colville. Listed below are comments received from citizens/agencies that attended this public meeting:

- Need for service from Springdale into Chewelah, Colville, and Spokane.
- Spokane is a medical destination for specialist services.
- Need for marketing of current resources and contact information. Some of the ways for getting information out about available transportation resources are the annual transportation meetings for service agencies, information placed in free newspapers, and a single webpage with all the transportation resources.
- Need for a public meeting in Springdale.

The second series of public meetings were held mainly on the Native American Reservations at the senior meal site in Inchelium, Camas Center for Community Wellness in Usk, the Spokane Tribe Administration Building in Wellpinit, and the Springdale Depot in Springdale from September 27 through September 29, 2010.

A brief summary of those open house comments follow:

Inchelium Community Meeting

There were no new attendees at the meeting in Inchelium and hence no meeting was held at this location.

Usk Community Meeting

There were six attendees (not including NEW RTPO) at the meeting in Usk. Listed below are comments received from citizens/agencies that attended this public meeting:



- In Stevens County, there is a gap in service between those individuals who would like to access the Gold Line intercity service and those that do not live near the bus stop. Rural Resources reported that though the service is identified as a commuter service, the agency is very liberal in its ADA compliance and includes both seniors and people with disabilities who would like to access services in the US 395 corridor between Kettle Falls and Chewelah and may include access to the Gold Line bus stop. Rural Resources also mentioned that while they would like to link people to/from Gold Line whenever possible, they have limited storage capacities on their buses (overhead bins are set up for grocery bags) compared to the Gold Line buses which are set up for intercity services and have separate passenger and cargo sections.
- KALTRAN mentioned the difficulties getting to some of the people in their transit service area. Many residences have driveways that are difficult for a bus to access and so, depending on the situation, they may have the passenger meet the bus on the highway. They usually work with the passenger to identify the safest location possible for providing that trip.
- Need for transportation near Sacheen Lake and Davis Lake. KALTRAN provides a needed service along State Highway 211.
- Need for transportation on weekends for individuals to access Airway Heights to the casino, the youth population who would like to go into Spokane for work, and for other social activities such as going to the mall.
- Need for transportation between Metaline and Ione (couple times per week). KALTRAN indicated that there is a need that might be fulfilled by its program in the future.
- KALTRAN indicated that they receive a lot of calls on the Le Clerc Road side (north of State Highway 20 which has the river between Le Clerc Road and State Highway 20 and hence acts as a physical barrier). They do accommodate those trips as best as they can into their existing schedule.
- Needs for identified bus stops in the KALTRAN service area, especially in Newport and Ione. Many times, passengers are unsure where to wait for the bus and start walking along the highway for fear of missing the bus.
- There was one individual who needed to get from Colbert into Newport for work by 7:00 a.m. While Special Mobility Services, Inc. provides service along that corridor, the service is not early enough to get people into Newport for work.

- There are many people from the Diamond Lake area (along US Highway 2) that would like to go into Wellness Center. They currently have to connect with the Newport Shuttle to go into Newport or get a ride to the 211 corridor to connect with KALTRAN to access services into the Wellness Center.
- Need to create a stop at 211 interchange (junction of State Highway 211 and US Highway 2) into Newport, so people could transfer between Special Mobility Services, Inc. and KALTRAN.

Wellpinit Community Meeting

There were seven attendees (not including NEW RTPO) at the meeting in Wellpinit. Listed below are comments received from citizens/agencies that attended this public meeting:

- The southern portion of the Reservation is difficult to serve because most of the roads are dirt roads.
- The biggest transportation need for the Spokane Tribe is access to services off-reservation for education and employment opportunities. Some of the areas include Spokane, Airway Heights, and Chewelah. The difficulty in providing transportation is meeting the varying shifts of workers, hence the new vanpool service was planned to cater to those needs.
- The health and human service agencies are seeing that most of the transportation for medical needs (off the reservation) are in Spokane, Airway Heights, and Deer Park.
- Wellpinit is the central location for access to all social services and TANF programs.
- Need to coordinate the newly planned tribal transit program with transportation provided through the existing tribal programs—Youth Center, CHR, and the Veteran of Foreign Wars (VFW) volunteers.
- Rural Resources provides shopping trips into Colville, Chewelah and Kettle Falls every two weeks. The Spokane Tribal Transit Program is working with Rural Resources to add a route/stop that serve individuals on the Spokane Indian Reservation that will meet the needs of individuals on the reservation who would like to go shopping.
- The Spokane Tribal Transit Program is also coordinating with KALTRAN to link the two services at Chewelah.
- The Spokane Tribal Transit Program is also coordinating with the STA Vanpool program to coordinate trips going into Spokane.

Springdale Community Meeting

There were 13 attendees (not including NEW RTPO) at the meeting in Springdale. Listed below are comments received from citizens/agencies that attended this public meeting:

- Broadband Internet services are limited in Springdale so information about available transportation services would be best provided by handouts through medical clinics, coffee shops, and other local businesses.
- There is a need for transportation into Spokane for medical, school/college, and for youth to access activities such as going to the theater, shopping, or the Saturday matinee.
- The Gold Line provides intercity service on US Highway 395. Since there is no need for transportation on the segment of the US 395 corridor between the intersections with State Highways (SH) 231 and 292, many people at the meeting were dissatisfied that the Gold Line does not travel down to Valley and Springdale on SH 231 and SH 292. Based on this conversation, one of the needs is to connect the communities of Springdale and Valley to the Gold Line intercity service.

Follow up: *The Washington State Department of Transportation Intercity Bus Program Manager was contacted in this regard. He reported that the Gold Line routing was determined from the 2006 Intercity Bus Network Implementation Plan. The communities along US 395 were determined as the primary trip generators for rural intercity passenger service. Springdale is only six miles from Loon Lake, where a stop has been established. Valley is similar distance to Chewelah. Both Valley and Springdale were factored in the travel-shed analysis for the Gold Line, using both Loon Lake and Chewelah as the focal stop locations. US Highway 395 is also the primary north-south corridor between Colville and Spokane. During the winter months, US Highway 395 has priority status for snow plowing. State Highways 292 and 231—which are the roads serving Valley and Springdale—do not have such a priority. Winters can be harsh in northeast Washington, and it is important for the Gold Line to be on US Highway 395 so that service disruptions will be minimized.*

- Need to work with Valley schools for using buses to provide public transportation, especially when buses are not in service.
- Need for transportation when cars breakdown; people cannot afford cars.
- There was discussion regarding RideshareOnline.com, a statewide program that may help with carpool/vanpool matches.

PROJECT STAKEHOLDER GROUP

As part of the project planning for the Coordinated Public Transit-Human Services Transportation Plan, the NEW RTPO and TEDD staff, together with the LSC project team, identified possible stakeholders for the planning process. This group of stakeholders was identified to include broad representation from a variety of groups, organizations, and agencies with an interest in transportation services. Among others, this group of stakeholders includes transportation providers, tribal transit providers, intercity providers, human service agencies, the Medicaid trans-

portation broker, local communities and planning staff, and representatives from the Washington Department of Transportation. Throughout the planning process the stakeholder group was provided opportunities to review and comment on the plan, and to participate in stakeholder and public meetings.

The stakeholders were invited by a mailed letter from NEW RTPO and TEDD that informed them about the CPTHSTP plan update, the process, date, time, and location of the two stakeholder meetings. A follow-up letter was sent to the stakeholders encouraging them to review the first and second technical memoranda and giving them information about the draft report. For the second stakeholder meeting, LSC also sent reminder e-mails of the upcoming stakeholder meeting to the transportation providers, human service agencies, and those for whom an e-mail contact was available. The e-mail also sent out a meeting flyer (in PDF format) of the various transportation community meetings that would be held as part of this plan and encouraged providers/agencies to publicize these community meetings to their clients/participants/passengers/residents by posting the flyer on their bulletin board/buses. Appendix B includes a list of stakeholders that were contacted through this process. This appendix also includes a copy of the letters that were sent to stakeholders during the process.

The first meeting with this group was held on September 9, 2010 at the IEL Colville Center, Rendezvous Theatre in Colville. Input on transit needs and issues within each of their communities were discussed. This stakeholder meeting was attended by Special Mobility Services, Inc., Rural Resources Community Action, Gold Line intercity provider, Kettle-Colville Trails, NEW RTPO, and TEDD. Listed below is a brief summary of comments received from the stakeholders that attended this public meeting:

- Every transportation service has a different schedule and format and it would be useful to passengers if the providers agreed on a standardized format.
- Trying to use the Washington Information Network 2-1-1 (WIN 211) in marketing/outreach efforts.
- The standardized format would include connecting transportation services.

Public Involvement

- Past marketing projects developed a brochure that covered agencies that provided transportation services, and by the time that brochure was ready, many of the services were no longer operating.
- Creating a coalition/coordinating council—a group of transportation providers, human service agencies, and those that had a transportation need that would come together to identify unmet needs and ways to better coordinate, and develop/discuss marketing of transportation services in the tri-county area such as mailing out information through utility bills, free newspapers, etc.
- The providers discussed keeping dispatch contact information for use in instances when another agency could provide mutual aid types of assistance. For example, in the case of mechanical breakdown another agency could provide a bus and driver to rescue and transport passengers to an appropriate location for continued services.
- The providers also discussed that having information of each agency's vehicle locations/storage and maintenance centers would help with implementing some of the coordination strategies such as sharing vehicle storage and maintenance facilities to reduce deadhead time/non-revenue hours.

The second meeting of this group was held on September 29, 2010 at IEL Colville Center, Rendezvous Theatre in Colville. Comments and input on the coordinated public transit-human services transportation plan were discussed. This stakeholder meeting was attended by Special Mobility Services, Inc., Rural Resources Community Action, Career Path Services, NEW RTPO, and TEDD. Listed below is a brief summary of comments received from the stakeholders that attended this public meeting:

- The providers wanted an informal group instead of a formal coordinating council as a first step toward coordination. This informal group would be a place to meet transportation providers and human service agencies to discuss ways that they can better coordinate transportation services.
- The providers did not see a need for a mobility manager as they knew transportation providers in the region and the services they provide. The providers already did mobility management by directing passengers to services and connecting services that they could use to reach their destination.
- The providers would like to see information on unmet needs and alternatives summarized and clearly outlined in the document.
- The Agency Council on Coordinated Transportation (ACCT) blueprint and guidelines to meet SAFETEA-LU and WSDSOT's Consolidated Grant Program was discussed and whether the draft document met those guidelines.



Community Conditions

Chapter III consists of two elements. The first presents community conditions and demographics. The second element is the presentation of the economy of the region and local travel patterns. Where appropriate, maps and tables are used to illustrate pertinent information regarding the characteristics being discussed.

COMMUNITY DESCRIPTION

Study Area Location

Ferry, Pend Oreille, and Stevens Counties are located in the northeast corner of the State of Washington. The county seats of Ferry, Pend Oreille, and Stevens Counties are Republic, Newport, and Colville, respectively. Ferry, Pend Oreille, and Stevens Counties are served by a network of federal and state highways, including US 395 and State Highways 20, 21, 25, and 31. Figure III-1 shows the Census Block Groups that were used for demographic analysis.

While Spokane is not part of the study area, travel into Spokane for work, health care, and other services is also examined. According to the 2000 US Census, the study area is a 6,082-square-mile region with a low population density ranging from 3.3 persons per square mile in Ferry County to 16.2 persons per square mile in Stevens County. This population density is extremely low when compared with the state population density of 88.6 persons per square mile.

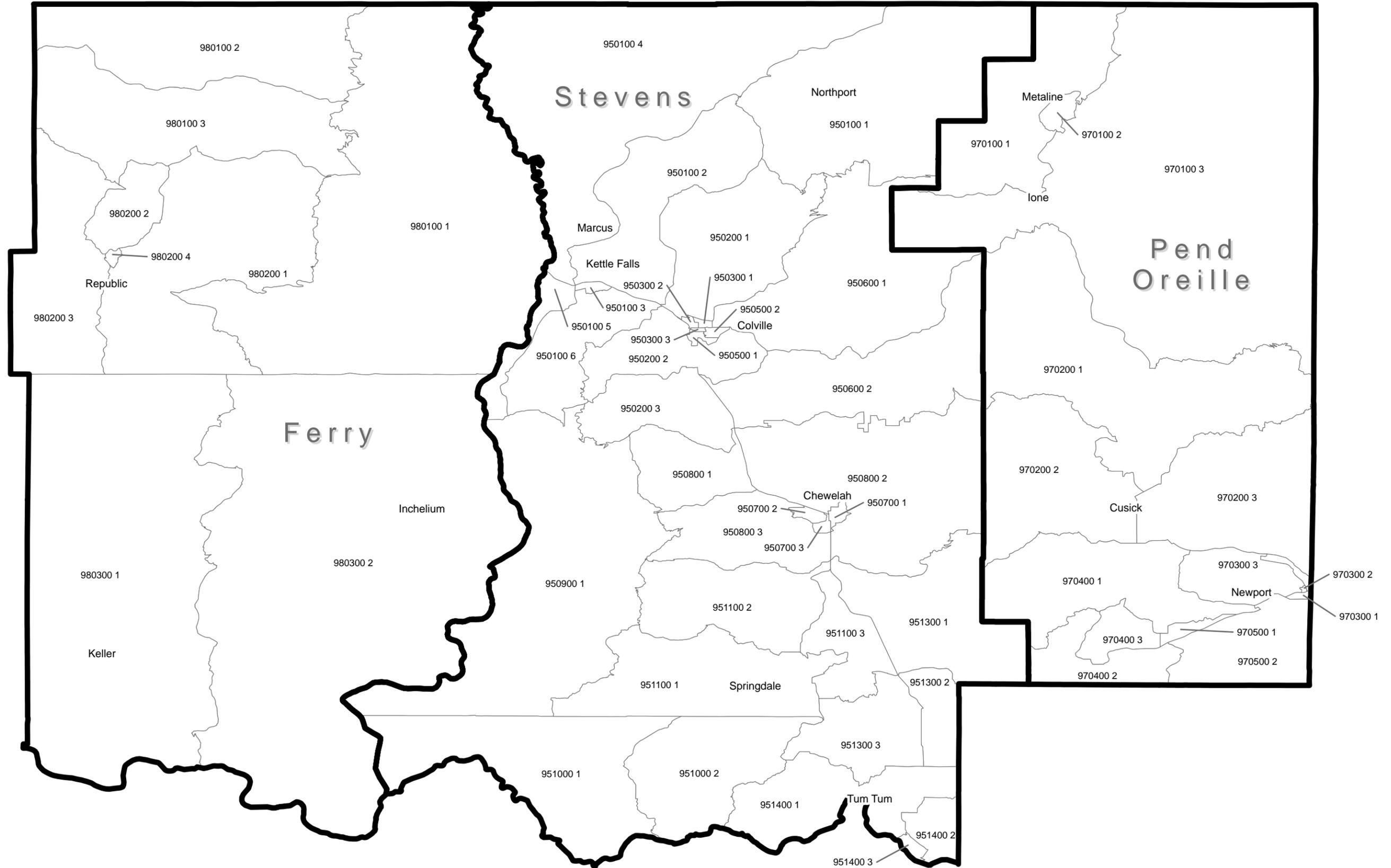


The study area has a low median household income of \$39,467 (compared to the state at \$58,081) and a higher percentage of population below the poverty level at 18.3 percent (compared to the state at 11.3 percent). The study area has a higher

Community Conditions

percentage of disabled population with 21 percent compared to the state at 15 percent.

Figure III-1
Block Groups



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STUDY AREA DEMOGRAPHICS

2010 Population

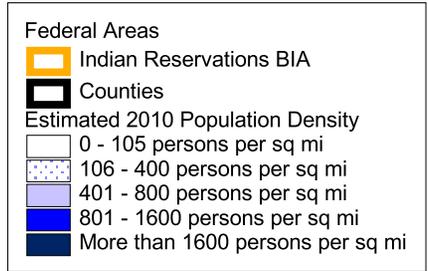
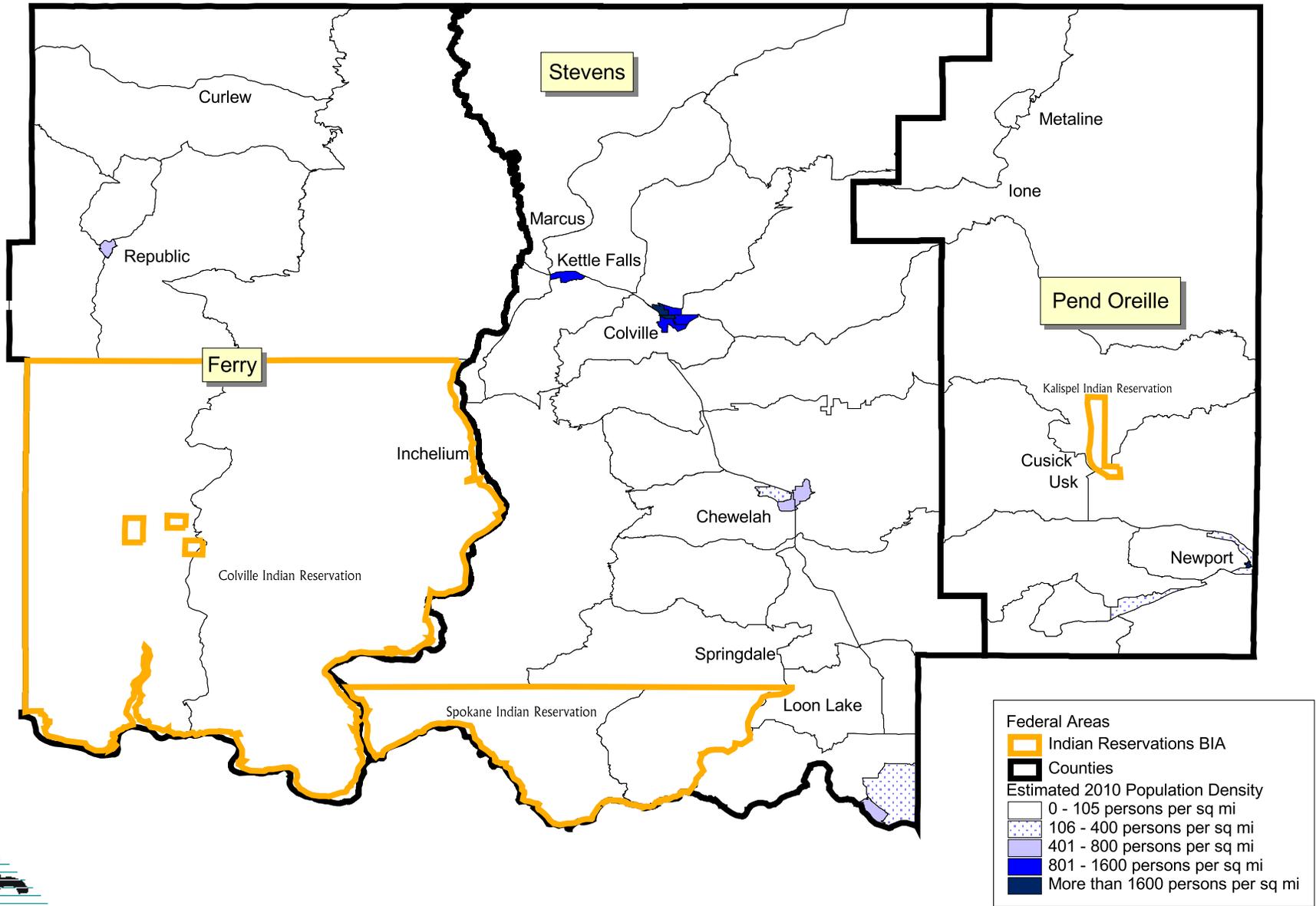
The estimated 2010 populations of Ferry, Pend Oreille, and Stevens Counties are 7,850, 13,100, and 44,297, respectively. Census data were projected using 2010 data from Northeast Washington Trends information on specific demographic segments. Figure III-2 presents the population density for the study area. The figure shows that the major population centers within the study area are the towns of Republic, Newport, Colville, Kettle Falls, and Chewelah.

Population in Detail

Figure III-2 and Table III-1 show the distribution of total population in the tri-county area using US Census Block Groups. These figures and others like it are important for later analysis of transit demand and service areas.



Figure III-2
2010 Estimated Population Density



**Table III-1
Demographic Summary**

| County | Census Tract | Census Block Group | Land Area sq. ml. | Total Population 2010 | Total Number of Households 2010 | Zero-Vehicle Households 2010 | | Total Number of Elderly 60 & Over 2010 | | Youth Population | | Mobility-Limited Population 2010 | | Below-Poverty Population 2010 | |
|---------|--------------|--------------------|-------------------|-----------------------|---------------------------------|------------------------------|-------------|--|--------------|------------------|--------------|----------------------------------|-------------|-------------------------------|--------------|
| | | | | | | # | % | # | % | # | % | # | % | # | % |
| | | | | | | | | | | | | | | | |
| Ferry | 9801 | 1 | 476.01 | 1,202 | 495 | 15 | 3.1% | 338 | 28.1% | 206 | 17.1% | 53 | 4.4% | 114 | 9.5% |
| | | 2 | 147.57 | 726 | 295 | 17 | 5.9% | 111 | 15.3% | 179 | 24.7% | 22 | 3.0% | 120 | 16.6% |
| | | 3 | 156.47 | 1,046 | 327 | 28 | 8.6% | 130 | 12.4% | 311 | 29.7% | 83 | 8.0% | 336 | 32.1% |
| | 9802 | 1 | 202.99 | 850 | 343 | 2 | 0.6% | 169 | 19.9% | 154 | 18.1% | 68 | 8.0% | 128 | 15.0% |
| | | 2 | 29.66 | 997 | 399 | 9 | 2.2% | 204 | 20.4% | 210 | 21.1% | 66 | 6.6% | 135 | 13.6% |
| | | 3 | 112.59 | 603 | 277 | 41 | 14.8% | 137 | 22.6% | 129 | 21.4% | 53 | 8.8% | 110 | 18.3% |
| | 9803 | 1 | 460.46 | 523 | 196 | 23 | 11.6% | 83 | 15.9% | 153 | 29.3% | 27 | 5.2% | 155 | 29.6% |
| | | 2 | 670.32 | 1,278 | 479 | 27 | 5.7% | 230 | 18.0% | 312 | 24.4% | 53 | 4.2% | 239 | 18.7% |
| | | | | | | | | | | | | | | | |
| | Pend Oreille | 9701 | 1 | 114.17 | 676 | 275 | 13 | 4.9% | 130 | 19.3% | 195 | 28.9% | 37 | 5.5% | 124 |
| 2 | | | 6.04 | 504 | 250 | 29 | 11.6% | 101 | 20.1% | 141 | 28.0% | 32 | 6.4% | 140 | 27.7% |
| 3 | | | 559.68 | 987 | 398 | 17 | 4.2% | 305 | 30.9% | 143 | 14.5% | 63 | 6.3% | 145 | 14.7% |
| 9702 | | 1 | 236.74 | 754 | 291 | 13 | 4.6% | 174 | 23.1% | 152 | 20.2% | 60 | 8.0% | 123 | 16.3% |
| | | 2 | 120.06 | 726 | 277 | 15 | 5.2% | 159 | 21.8% | 165 | 22.7% | 57 | 7.8% | 175 | 24.2% |
| | | 3 | 123.29 | 1,279 | 497 | 4 | 0.9% | 263 | 20.6% | 283 | 22.1% | 56 | 4.4% | 144 | 11.3% |
| 9703 | | 1 | 3.46 | 1,002 | 416 | 67 | 16.1% | 234 | 23.3% | 252 | 25.1% | 97 | 9.7% | 247 | 24.6% |
| | | 2 | 0.20 | 764 | 308 | 33 | 10.9% | 198 | 26.0% | 182 | 23.8% | 51 | 6.7% | 136 | 17.8% |
| | | 3 | 33.03 | 1,520 | 564 | 27 | 4.8% | 278 | 18.3% | 375 | 24.7% | 69 | 4.6% | 335 | 22.0% |
| 9704 | | 1 | 106.09 | 980 | 387 | 9 | 2.3% | 210 | 21.4% | 240 | 24.5% | 23 | 2.4% | 160 | 16.3% |
| | | 2 | 38.84 | 860 | 323 | 8 | 2.4% | 144 | 16.8% | 187 | 21.8% | 58 | 6.8% | 59 | 6.9% |
| | | 3 | 18.00 | 808 | 297 | 8 | 2.6% | 74 | 9.2% | 181 | 22.3% | 45 | 5.5% | 111 | 13.7% |
| 9705 | | 1 | 4.42 | 807 | 337 | 16 | 4.6% | 244 | 30.3% | 142 | 17.6% | 73 | 9.0% | 239 | 29.6% |
| | | 2 | 61.19 | 1,435 | 559 | 39 | 7.0% | 319 | 22.3% | 289 | 20.1% | 58 | 4.0% | 202 | 14.1% |
| | | | | | | | | | | | | | | | |
| Stevens | 9501 | 1 | 212.13 | 1,261 | 522 | 27 | 5.1% | 313 | 24.8% | 239 | 19.0% | 118 | 9.4% | 282 | 22.3% |
| | | 2 | 105.82 | 1,395 | 510 | 23 | 4.6% | 179 | 12.9% | 380 | 27.2% | 85 | 6.1% | 348 | 25.0% |
| | | 3 | 1.76 | 1,745 | 714 | 59 | 8.2% | 353 | 20.2% | 438 | 25.1% | 116 | 6.7% | 317 | 18.2% |
| | | 4 | 300.61 | 1,559 | 607 | 21 | 3.5% | 361 | 23.2% | 329 | 21.1% | 67 | 4.3% | 320 | 20.5% |
| | | 5 | 18.99 | 757 | 279 | - | 0.0% | 160 | 21.2% | 207 | 27.4% | 44 | 5.8% | 64 | 8.5% |
| | | 6 | 59.65 | 1,095 | 427 | 20 | 4.7% | 270 | 24.7% | 236 | 21.6% | 92 | 8.4% | 207 | 18.9% |
| | 9502 | 1 | 100.30 | 1,342 | 486 | 29 | 5.9% | 185 | 13.8% | 291 | 21.7% | 69 | 5.1% | 171 | 12.8% |
| | | 2 | 52.28 | 1,476 | 546 | 13 | 2.4% | 261 | 17.7% | 335 | 22.7% | 53 | 3.6% | 113 | 7.6% |
| | | 3 | 53.42 | 1,291 | 439 | 19 | 4.3% | 190 | 14.7% | 392 | 30.3% | 84 | 6.5% | 256 | 19.9% |
| | 9503 | 1 | 0.78 | 721 | 295 | 27 | 9.0% | 123 | 17.1% | 186 | 25.8% | 17 | 2.3% | 15 | 2.1% |
| | | 2 | 0.77 | 1,327 | 496 | 59 | 11.8% | 294 | 22.2% | 337 | 25.4% | 112 | 8.4% | 274 | 20.7% |
| | | 3 | 0.31 | 1,112 | 490 | 86 | 17.6% | 308 | 27.7% | 215 | 19.4% | 64 | 5.8% | 153 | 13.7% |
| | 9505 | 1 | 1.49 | 1,468 | 657 | 66 | 10.1% | 322 | 21.9% | 319 | 21.7% | 130 | 8.9% | 321 | 21.8% |
| | | 2 | 1.23 | 1,181 | 472 | 73 | 15.5% | 433 | 36.7% | 232 | 19.7% | 59 | 5.0% | 107 | 9.1% |
| | 9506 | 1 | 156.60 | 1,124 | 379 | 7 | 1.7% | 215 | 19.1% | 296 | 26.3% | 49 | 4.3% | 159 | 14.2% |
| | | 2 | 129.54 | 1,472 | 582 | 6 | 1.0% | 305 | 20.7% | 319 | 21.7% | 62 | 4.2% | 71 | 4.8% |
| | 9507 | 1 | 2.15 | 866 | 400 | 74 | 18.5% | 317 | 36.6% | 173 | 20.0% | 91 | 10.5% | 192 | 22.2% |
| | | 2 | 1.33 | 763 | 297 | 23 | 7.8% | 220 | 28.8% | 177 | 23.3% | 44 | 5.8% | 96 | 12.6% |
| | | 3 | 2.44 | 814 | 321 | 14 | 4.5% | 178 | 21.9% | 213 | 26.2% | 39 | 4.8% | 129 | 15.9% |
| | 9508 | 1 | 45.34 | 847 | 325 | 15 | 4.8% | 164 | 19.3% | 228 | 26.9% | 21 | 2.5% | 139 | 16.4% |
| | | 2 | 180.62 | 1,491 | 547 | - | 0.0% | 346 | 23.2% | 363 | 24.3% | 72 | 4.8% | 209 | 14.0% |
| | | 3 | 63.40 | 955 | 317 | - | 0.0% | 145 | 15.1% | 237 | 24.8% | 34 | 3.6% | 90 | 9.4% |
| | 9509 | 1 | 280.83 | 1,577 | 584 | 13 | 2.3% | 365 | 23.1% | 391 | 24.8% | 69 | 4.3% | 356 | 22.6% |
| | 9510 | 1 | 153.14 | 873 | 290 | 14 | 5.0% | 104 | 11.9% | 289 | 33.1% | 34 | 3.9% | 237 | 27.1% |
| 2 | | 91.52 | 1,342 | 419 | 20 | 4.7% | 136 | 10.2% | 437 | 32.6% | 40 | 3.0% | 391 | 29.2% | |
| 9511 | 1 | 112.71 | 1,287 | 463 | 13 | 2.9% | 228 | 17.7% | 373 | 29.0% | 74 | 5.8% | 356 | 27.7% | |
| | 2 | 84.80 | 941 | 356 | 18 | 5.0% | 165 | 17.5% | 223 | 23.7% | 50 | 5.3% | 222 | 23.6% | |
| | 3 | 39.50 | 1,218 | 453 | 23 | 5.1% | 194 | 15.9% | 341 | 28.0% | 63 | 5.2% | 197 | 16.2% | |
| 9513 | 1 | 105.39 | 1,529 | 598 | 11 | 1.8% | 334 | 21.8% | 344 | 22.5% | 43 | 2.8% | 200 | 13.1% | |
| | 2 | 25.44 | 1,035 | 383 | 8 | 2.0% | 219 | 21.1% | 267 | 25.8% | 31 | 3.0% | 165 | 15.9% | |
| | 3 | 55.89 | 1,559 | 593 | 25 | 4.3% | 323 | 20.7% | 344 | 22.1% | 67 | 4.3% | 209 | 13.4% | |
| 9514 | 1 | 79.97 | 2,664 | 1,022 | 55 | 5.4% | 422 | 15.8% | 606 | 22.7% | 128 | 4.8% | 538 | 20.2% | |
| | 2 | 17.86 | 2,046 | 659 | 15 | 2.3% | 236 | 11.5% | 623 | 30.4% | 41 | 2.0% | 72 | 3.5% | |
| | 3 | 2.74 | 2,163 | 676 | 4 | 0.7% | 155 | 7.2% | 586 | 27.1% | 62 | 2.9% | 6 | 0.3% | |
| | | Totals | 6223.28 | 65,247 | 24,840 | 1,371 | 5.5% | 12,895 | 19.8% | 15,703 | 24.1% | 3,477 | 5.3% | 10,804 | 16.6% |

Source: US Census, 2000; Northeast Washington Trends, 2010.

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Transit-Dependent Population Characteristics

This section provides information on individuals considered by the transportation profession to be dependent upon public transit. In general these population characteristics preclude most such individuals from driving, leaving carpooling and public transit as the only other motorized forms of transportation available.

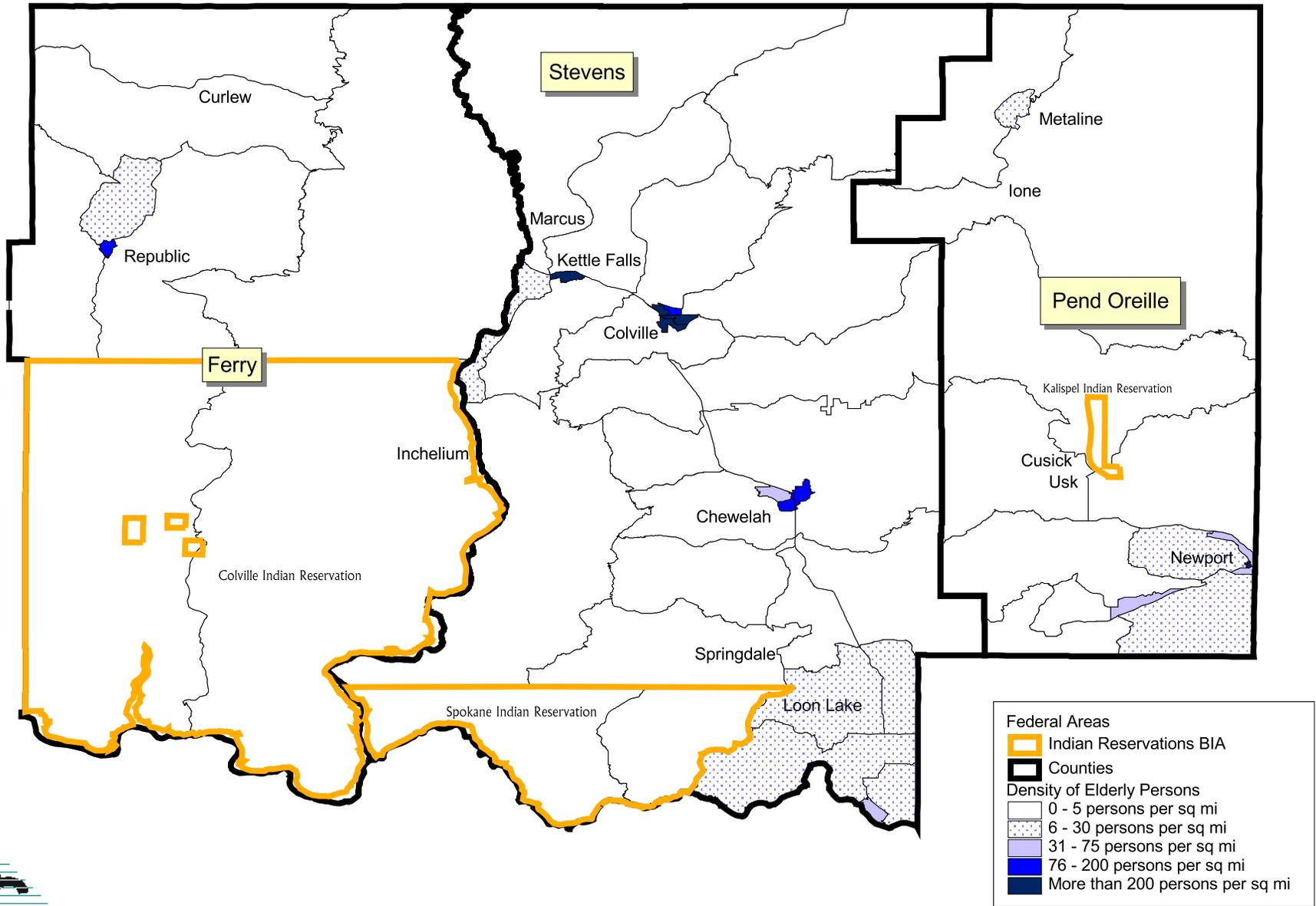
The three types of limitations which preclude persons from driving are: (1) physical limitations, (2) financial limitations, and (3) legal limitations. Physical limitations may include everything from permanent disabilities such as frailty due to age, blindness, paralysis, or developmental disabilities, to temporary disabilities such as acute illnesses and head injuries. Financial limitations essentially include those persons unable to purchase or rent their own vehicle. Legal limitations refer to such limitations as persons who are too young to obtain a driver's license (generally under age 16).

The census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation is currently recognized as representing a relatively small proportion of transit ridership. Table III-1 presents the study area census statistics for 2010. These include zero-vehicle households, youth population, elderly population, mobility-limited population, and below-poverty population. These types of data are important to the various methods of demand estimation.

Elderly Population

Elderly persons represent a significant number of the transit-dependent population nationally. Figure III-3 illustrates the distribution of elderly persons (age 60 or more) across the tri-county area. Persons 60 years of age and older comprise about 20 percent of the tri-county area's population. As illustrated in Table III-1 and Figure III-3, the highest densities of elderly population are found in the towns of Republic, Newport, Colville, Kettle Falls, and Chewelah. Other areas with relatively high concentrations of elderly individuals are the town of Metaline in Pend Oreille County and the southeastern corner of Stevens County.

Figure III-3
 Density of Elderly Persons (60 years and above)



Youth Population

The population under 18 years of age is illustrated in Figure III-4. Although the legal driving age in Washington is 16 years, the available data on youth population were for those under 18 years. The difference of two years between the legal driving age and the youth population data is not significant for the purposes of this report. Twenty-four percent of the tri-county population is under 18 years of age. The areas with the highest densities of youth are the towns of Republic, Newport, Colville, Kettle Falls, and Chewelah and the southeastern corner of Stevens County, with the town of Metaline also having relatively high concentration. Overall, the concentration of youth population is more broadly spread out around the major towns than the other transit-dependent populations.

Mobility-Limited Population

The mobility-limited population also represents a large portion of the transit-dependent population. Nationwide, approximately 10 percent of the population has some form of mobility impairment, although this is typically much lower in areas with similar-sized populations as the tri-county region. This holds true in the tri-county area, where five percent of the population has some type of mobility limitation. Figure III-5 illustrates the distribution of the mobility-limited population. The areas with the highest densities of mobility-limited persons are the towns of Republic, Newport, Colville, Kettle Falls, and Chewelah, with the town of Metaline also having a relatively high concentration.

Figure III-4
Density of Youth

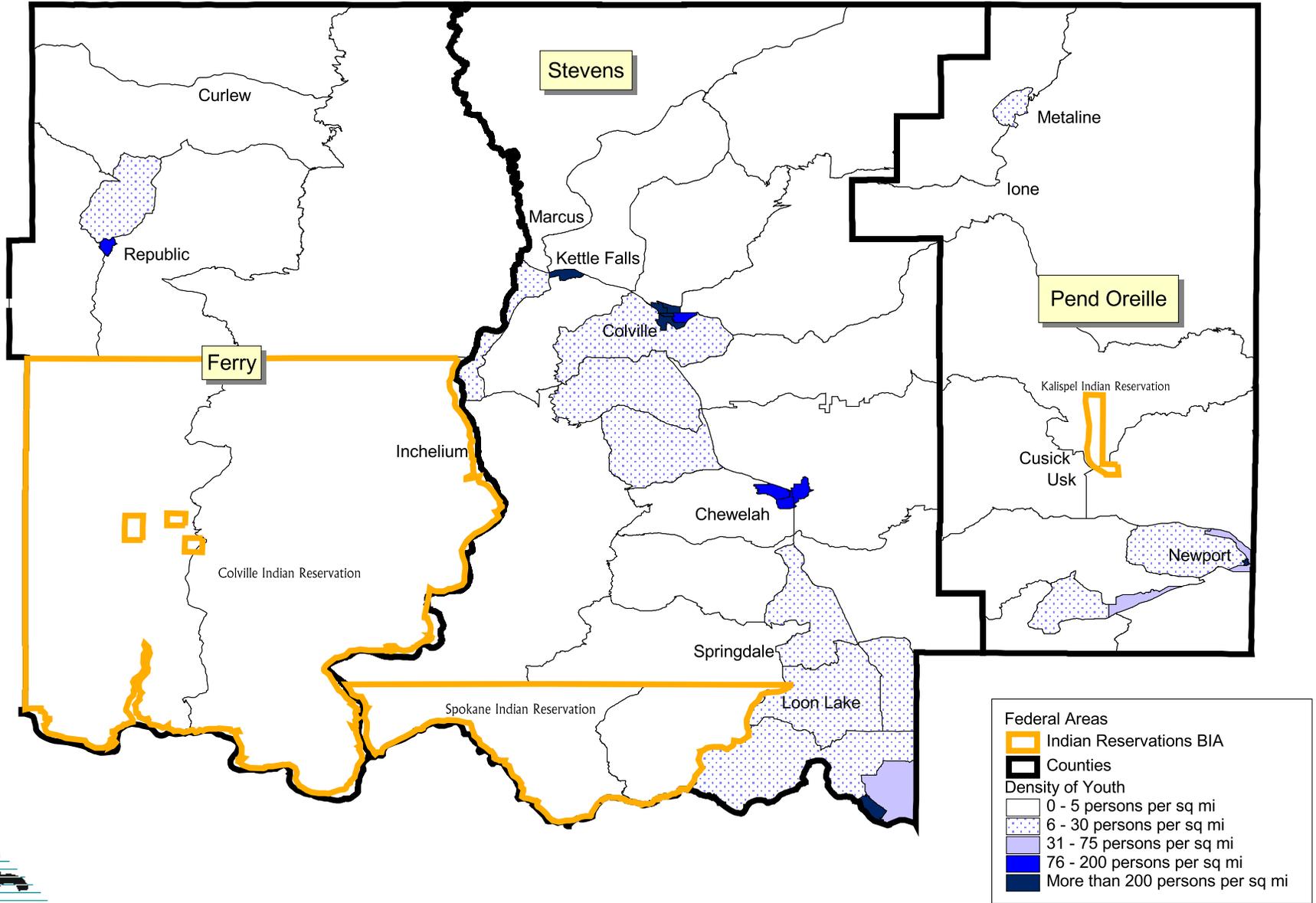
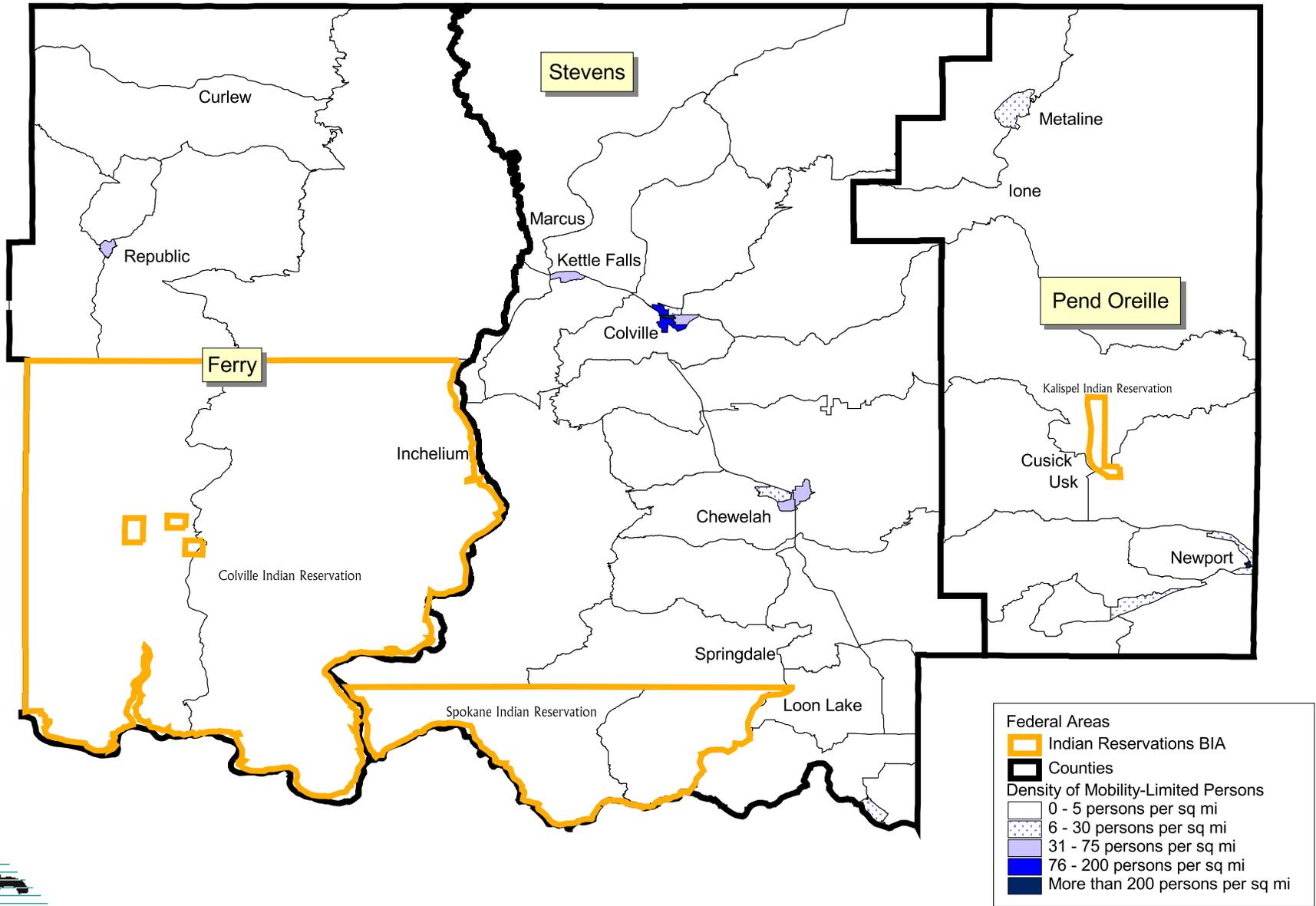


Figure III-5
Density of Mobility-Limited Persons



Low-Income Population

Low-income persons tend to depend on transit to a greater extent than more wealthy persons or persons with a high level of disposable income. Based on 2007 data, the median incomes for Ferry, Pend Oreille, and Stevens Counties are \$35,121, \$39,352, and \$41,861, all of which are lower than the state average of \$55,628.

The portion of the population living below the poverty level within the tri-county area is nearly 17 percent. The distribution of the below-poverty population is shown in Figure III-6. The areas with the highest densities of low-income persons are the towns of Republic, Newport, Colville, Kettle Falls, and Chewelah, with the town of Metaline and the southeastern corner of Stevens County also having relatively high concentrations.

Zero-Vehicle Households

Persons who do not own or have access to a private vehicle are also considered transit-dependent. An estimated 5.5 percent (1,371) of the households within the tri-county area do not have access to a private vehicle. Figure III-7 illustrates the distribution of zero-vehicle households. The areas with the highest densities of zero-vehicle households are the towns of Newport, Colville, Kettle Falls, and Chewelah, with the town of Republic also having a relatively high concentration.

Figure III-6
Density of Low-Income Persons

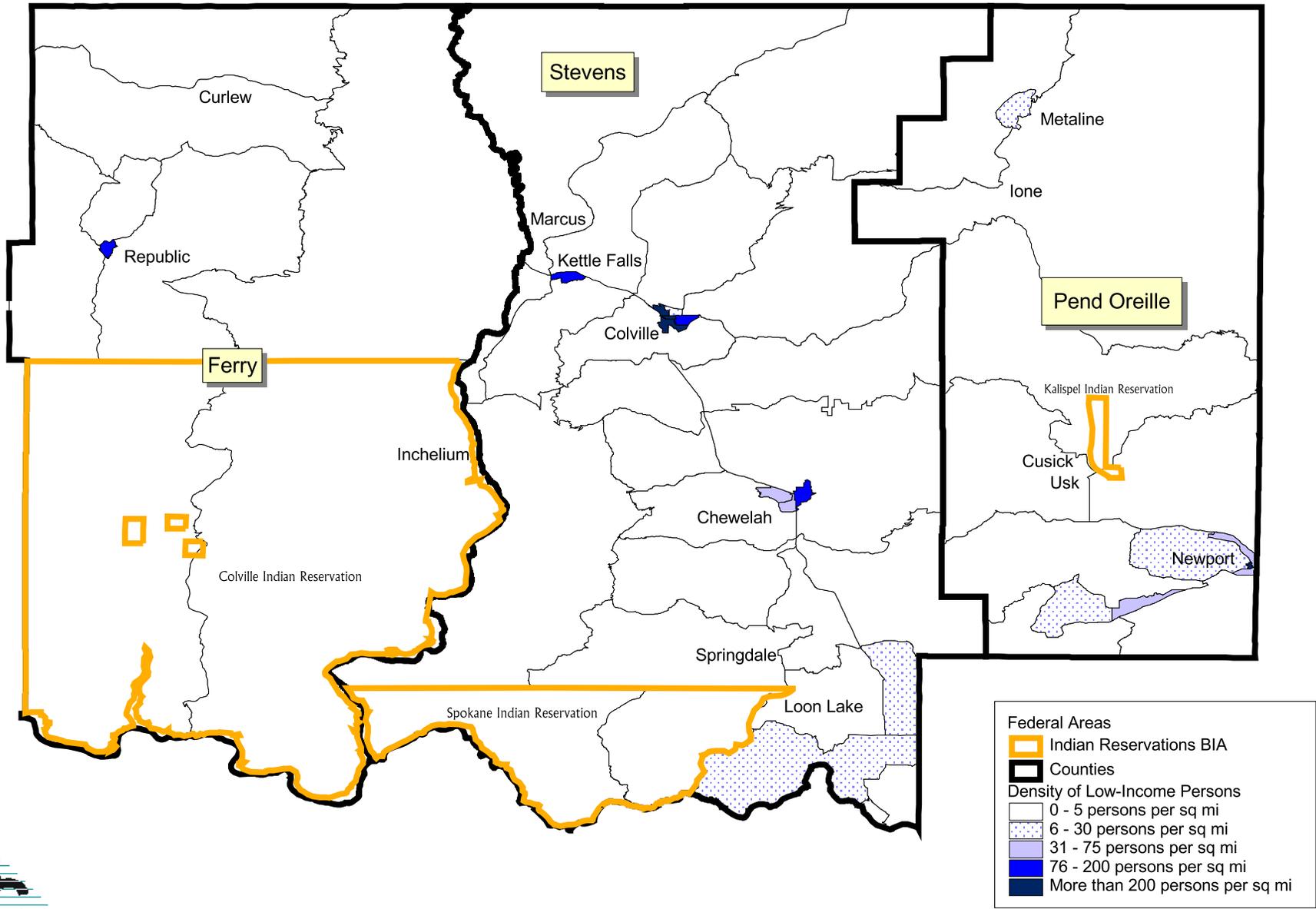
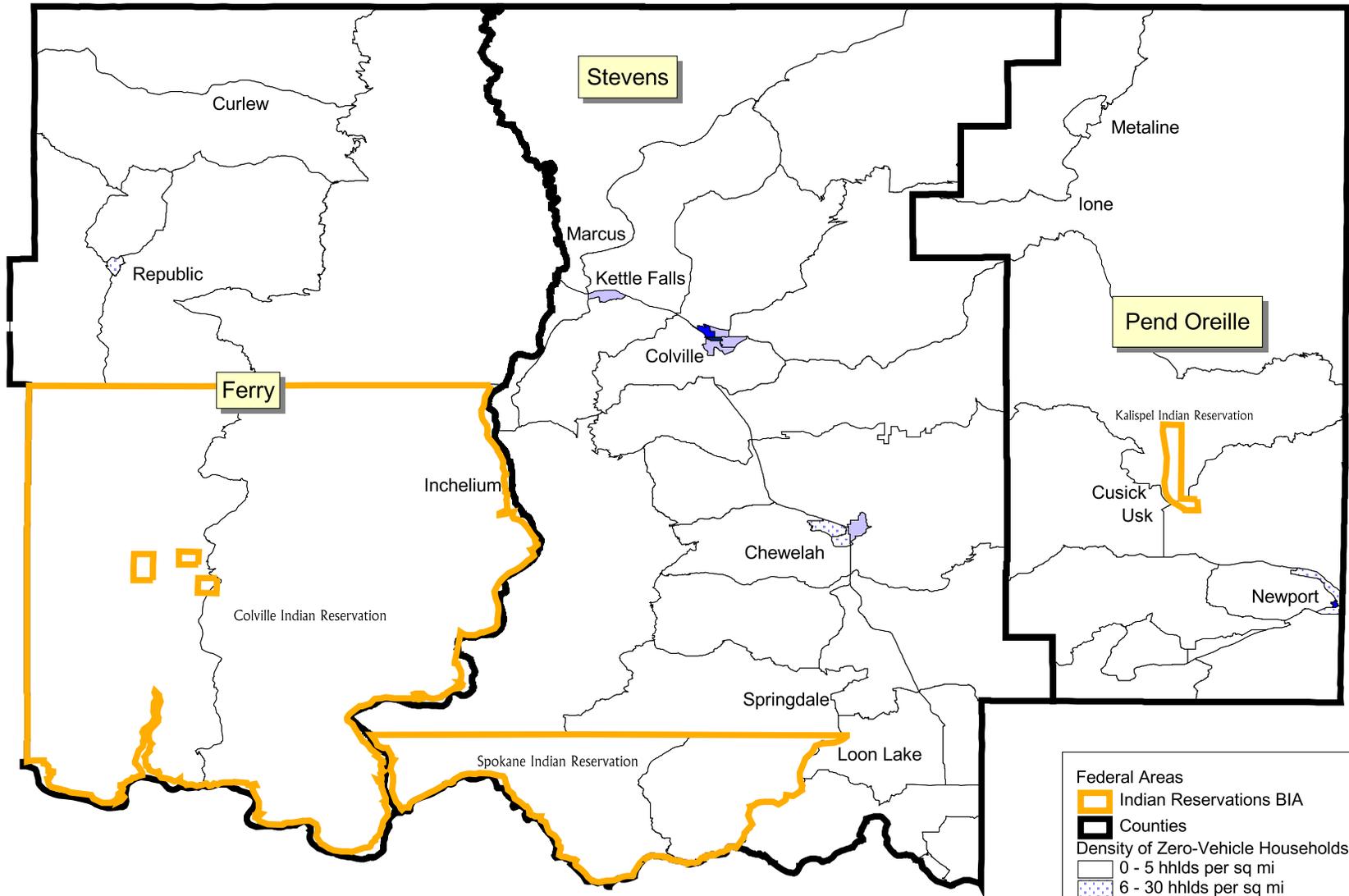


Figure III-7
Density of Zero-Vehicle Households



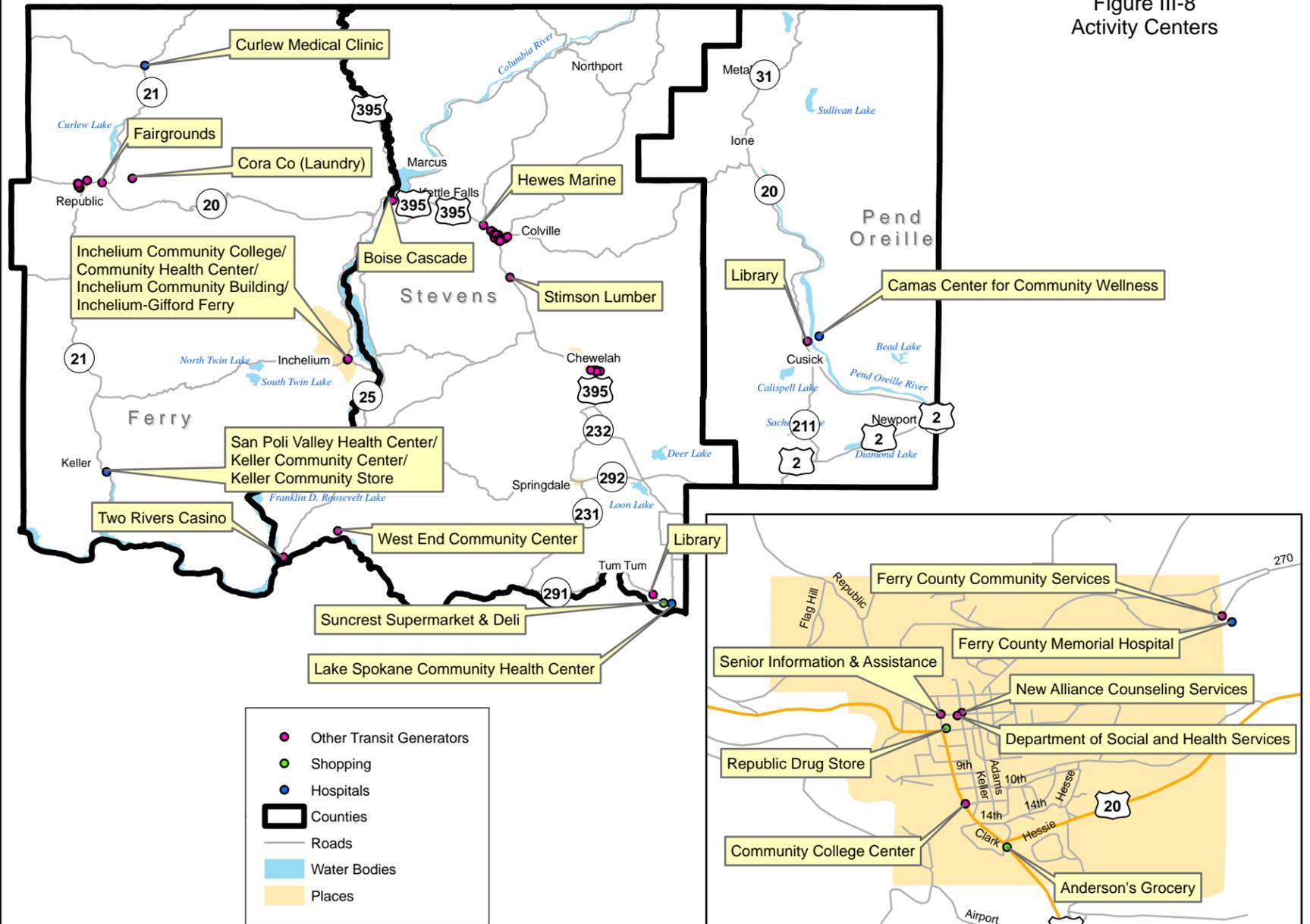
| Federal Areas | |
|------------------------------------|-------------------------------|
| | Indian Reservations BIA |
| | Counties |
| Density of Zero-Vehicle Households | |
| | 0 - 5 hhlds per sq mi |
| | 6 - 30 hhlds per sq mi |
| | 31 - 75 hhlds per sq mi |
| | 76 - 200 hhlds per sq mi |
| | More than 200 hhlds per sq mi |

Major Activity Centers

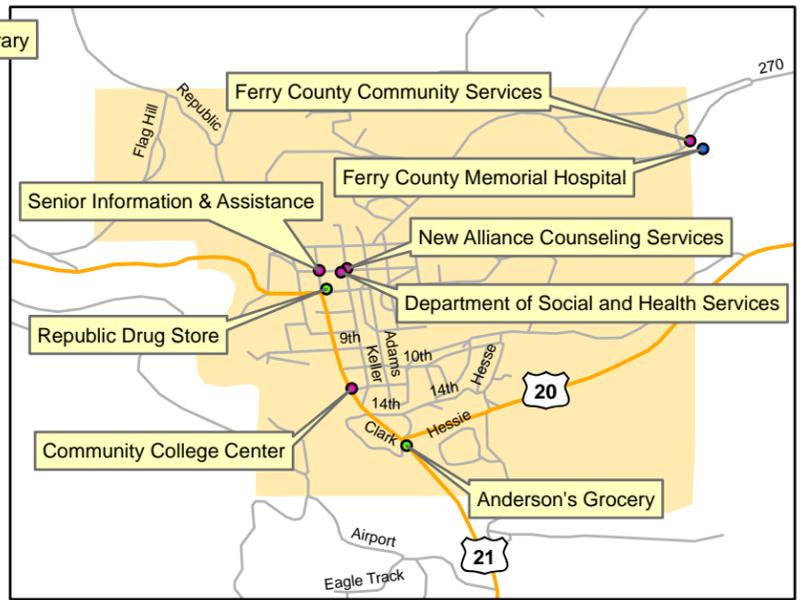
Major activity centers are important in terms of land use, trip generation rates, and their ability to be served by public transit. The region's major activity centers are shown in Figure III-8. Major activity centers include local retail centers, hospitals, education centers, and other local trip generators. These locations are important to consider when planning transit service, as they are often frequent destinations for trips.

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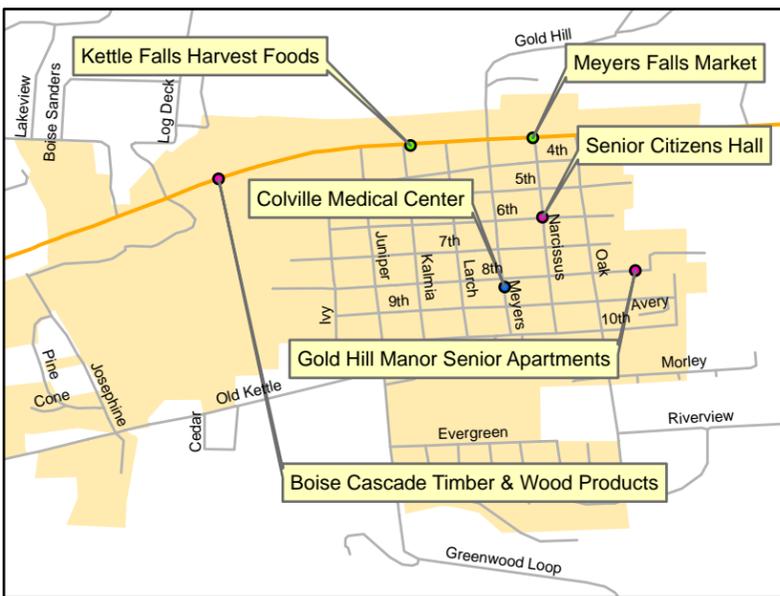
Figure III-8
Activity Centers



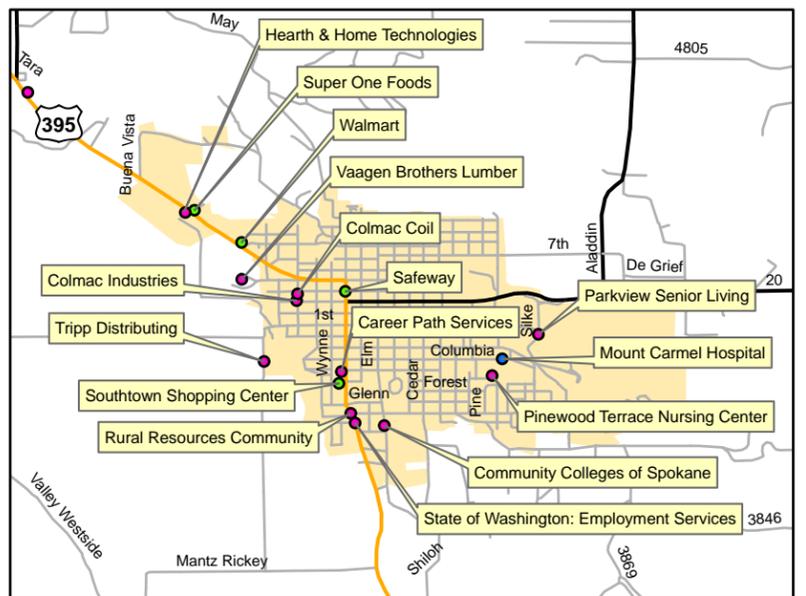
Note: School district offices are additional activity centers but are not shown on this map.



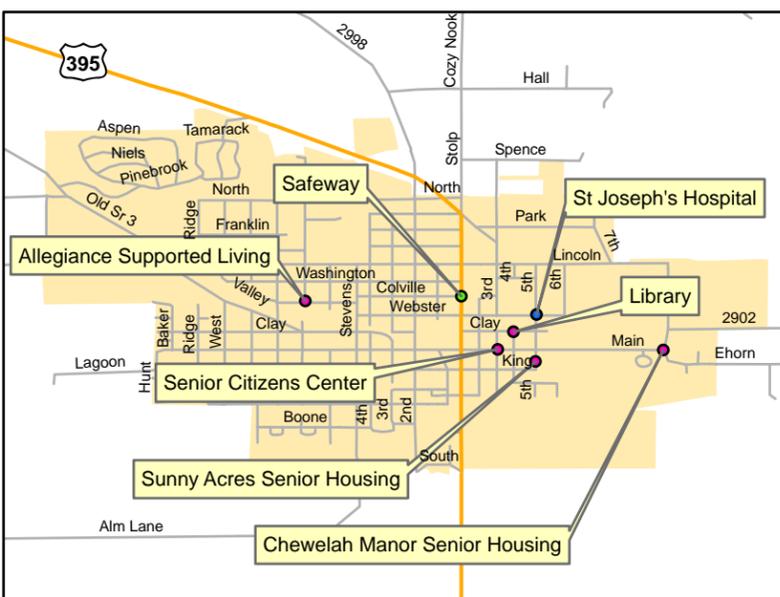
Republic



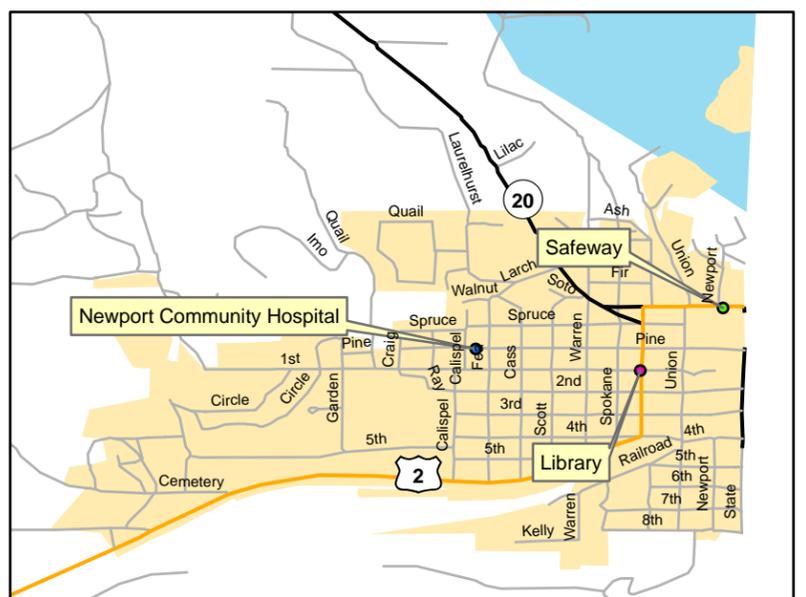
Kettle Falls



Colville



Chewelah



Newport

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ECONOMY

Table III-2 shows the number of workers by industry sector. By far, the industry sector that reported the highest employment for residents of the region is educational, health, and social services, which represents approximately 22 percent of the region's resident employment. Manufacturing had the next highest proportion of workers, with approximately 13 percent. Individuals reporting being employed in the retail trade made up nearly 11 percent of employment for tri-county residents, with Walmart being the major employer in the area that contributes to the region's retail economy. Table III-3 shows the top private employers in the tri-county region. The table also reflects the number of employees and the county in which the business is located.

**Table III-2
Workers by Industry Sector**

| | Ferry | Pend Oreille | Stevens | Total | Percent |
|---|-------|--------------|---------|-------|---------|
| Agriculture, forestry, fishing and hunting, and mining | 341 | 225 | 1,162 | 1,728 | 7.6% |
| Construction | 197 | 339 | 1,205 | 1,741 | 7.7% |
| Manufacturing | 179 | 562 | 2,177 | 2,918 | 12.9% |
| Wholesale trade | 36 | 77 | 381 | 494 | 2.2% |
| Retail trade | 219 | 364 | 1,808 | 2,391 | 10.6% |
| Transportation and warehousing, and utilities | 108 | 375 | 857 | 1,340 | 5.9% |
| Information | 43 | 86 | 202 | 331 | 1.5% |
| Finance, insurance, real estate, and rental and leasing | 91 | 163 | 565 | 819 | 3.6% |
| Professional, scientific, management, administrative, and waste management services | 94 | 168 | 621 | 883 | 3.9% |
| Administrative and support and waste management services | 50 | 34 | 284 | 368 | 1.6% |
| Educational, health, and social services | 617 | 943 | 3,520 | 5,080 | 22.4% |
| Arts, entertainment, recreation, accommodation, and food services | 217 | 301 | 1,320 | 1,838 | 8.1% |
| Other services (except public administration) | 130 | 239 | 878 | 1,247 | 5.5% |
| Public administration | 383 | 202 | 872 | 1,457 | 6.4% |

Source: US Census, 2000.

| Table III-3 Top Private Employers | | | | |
|--|--------------------------|---------------------|---------------------------|--------------|
| Rank | Company Name | Number of Employees | Product/Type of Operation | County |
| 1 | Boise | 298 | Lumber/Plywood | Stevens |
| 2 | Walmart | 289 | Retail | Stevens |
| 3 | Kinross Gold Corporation | 212 | Mining | Ferry |
| 4 | Ponderay Newsprint | 180 | Paper Manufacturing | Pend Oreille |
| 5 | Hearth & Home | 142 | Wood and Pellet Stoves | Stevens |
| 6 | Vaagen Brothers Lumber | 118 | Lumber/Plywood | Stevens |
| 7 | Colmac Coil | 101 | Heating and Cooling Coils | Stevens |
| 8 | Columbia Cedar | 71 | Lumber/Plywood | Ferry |
| 9 | Hewes Marine | 63 | Boat Manufacturer | Stevens |
| 10 | Anderson's Grocery | 50 | Retail/Grocery | Ferry |
| 11 | Stimson Lumber | 50 | Lumber/Plywood | Stevens |
| 12 | Teck | 41 | Mining | Pend Oreille |
| 13 | Tripp Distributing | 36 | Beverage Distribution | Stevens |
| 14 | Colmac Industries | 33 | Laundry Equipment | Stevens |
| 15 | Big "R" | 28 | Farm and Ranch Supply | Stevens |
| <i>Source: Tri County Economic Development District, March 2010.</i> | | | | |

Unemployment Rate

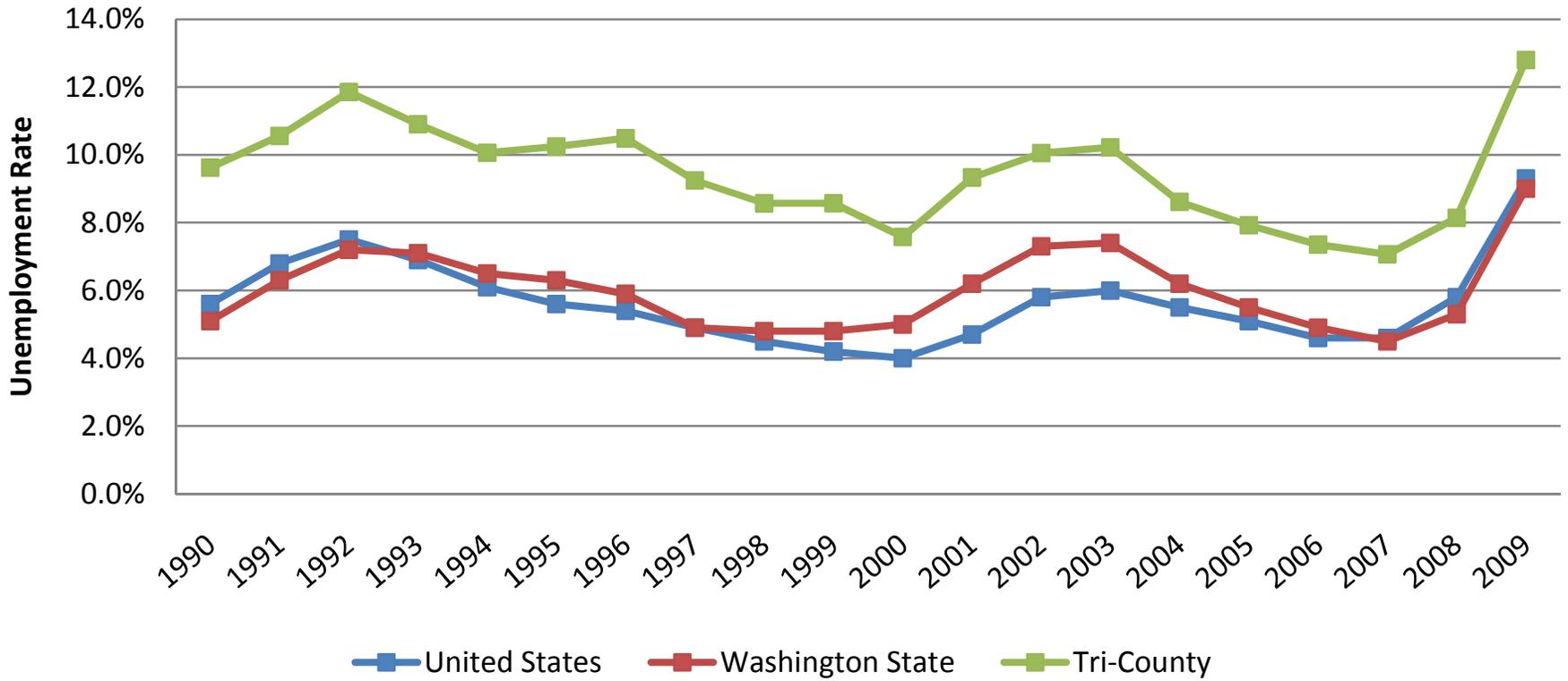
The unemployment rate of the tri-county area is significantly higher than the national and state unemployment rates. Table III-4 shows the unemployment rate for the nation, the State of Washington, the three counties of the study area, and the aggregate of the tri-county region for each of the past 20 years. National unemployment was at its lowest point within the last 20 years in 2000, where only four percent of Americans were unemployed. During that year, the state average unemployment rate was one percentage point higher, at five percent. The tri-county region was approximately 2.6 percentage points higher than the state average, and thus 3.6 percentage points higher than the national average during this year. The tri-county unemployment rate was 7.1 percent during 2007, which is the lowest it has been over the previous 20 years. As of 2009, the unemployment rate for the tri-county region was estimated at 12.8 percent, 3.5 percentage points higher than the national average. As shown in Figure III-9, the tri-county region's unemployment rate has been consistently higher than the national and state rates over the past 20 years.

**Table III-4
Unemployment Rate by Year**

| Location | 1990 | 1991 | 1992 | 1993 | 1994 | 1995 | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 |
|----------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|-------|-------|-------|-------|------|------|------|------|-------|
| United States | 5.6% | 6.8% | 7.5% | 6.9% | 6.1% | 5.6% | 5.4% | 4.9% | 4.5% | 4.2% | 4.0% | 4.7% | 5.8% | 6.0% | 5.5% | 5.1% | 4.6% | 4.6% | 5.8% | 9.3% |
| Washington State | 5.1% | 6.3% | 7.2% | 7.1% | 6.5% | 6.3% | 5.9% | 4.9% | 4.8% | 4.8% | 5.0% | 6.2% | 7.3% | 7.4% | 6.2% | 5.5% | 4.9% | 4.5% | 5.3% | 9.0% |
| Ferry County | 11.5% | 12.3% | 14.0% | 14.6% | 13.0% | 12.7% | 11.9% | 9.7% | 10.1% | 10.3% | 9.4% | 11.1% | 10.6% | 13.5% | 10.6% | 9.2% | 9.2% | 7.8% | 8.7% | 12.7% |
| Stevens County | 8.2% | 9.4% | 10.9% | 9.6% | 9.0% | 9.2% | 9.4% | 8.5% | 7.9% | 8.1% | 7.3% | 9.1% | 10.0% | 9.6% | 8.2% | 7.6% | 7.0% | 7.0% | 7.9% | 12.5% |
| Pend Oreille County | 13.9% | 13.7% | 14.0% | 13.3% | 12.3% | 12.9% | 14.3% | 12.0% | 10.6% | 9.4% | 7.6% | 9.0% | 9.7% | 10.4% | 8.9% | 8.0% | 7.4% | 6.9% | 8.6% | 13.9% |
| Tri-County Region | 9.6% | 10.6% | 11.9% | 10.9% | 10.1% | 10.2% | 10.5% | 9.2% | 8.6% | 8.6% | 7.6% | 9.3% | 10.1% | 10.2% | 8.6% | 7.9% | 7.4% | 7.1% | 8.1% | 12.8% |

Source: Northeast Washington Trends, 2010.

Figure III-9 Historic Unemployment Rates



EDUCATIONAL ATTAINMENT

Table III-5 shows the educational attainment levels for each of the three counties and the study area as a whole. The educational attainment level represents the highest level of education completed by individuals age 25 and older. As shown in the table, Stevens County residents have the highest level of educational attainment, with the fewest number of individuals reporting not graduating high school. For the entire study area, a total of 15.8 percent of residents 25 and older did not complete high school. An additional 34.9 percent reported high school as their highest level of education, while 26.4 percent attended college but did not receive a degree. Thus, a total of 77 percent of residents of the study area do not have a college diploma, while the remaining 23 percent do. Of that 23 percent, 8.4 percent of individuals reported having an associate's degree, while 9.4 percent reported a bachelor's as their highest degree. The remaining 5.1 percent of individuals have a master's or doctorate degree.

**Table III-5
Educational Attainment Level of Study Area Residents**

| Highest Level of Education Attained | Ferry | | Pend Oreille | | Stevens | | Total | |
|---|--------------|-------|--------------|-------|---------------|-------|---------------|-------|
| | # | % | # | % | # | % | # | % |
| Did not graduate high school | 823 | 17.3% | 1,521 | 19.0% | 3,784 | 14.6% | 6,128 | 15.8% |
| High school graduate (includes equivalency) | 1,634 | 34.4% | 2,665 | 33.3% | 9,229 | 35.5% | 13,528 | 34.9% |
| Some college (no degree) | 1,302 | 27.4% | 2,172 | 27.2% | 6,743 | 26.0% | 10,217 | 26.4% |
| Associate degree | 347 | 7.3% | 657 | 8.2% | 2,246 | 8.6% | 3,250 | 8.4% |
| Bachelor's degree | 425 | 9.0% | 613 | 7.7% | 2,588 | 10.0% | 3,626 | 9.4% |
| Master's degree or higher | 217 | 4.6% | 367 | 4.6% | 1,394 | 5.4% | 1,978 | 5.1% |
| TOTAL | 4,748 | | 7,995 | | 25,984 | | 38,727 | |

Source: US Census, 2000.

WORK TRANSPORTATION MODE

The 2000 US Census also yields information useful to this study effort regarding residents’ means of transportation to and from work. As indicated in Table III-6, the great majority of tri-county residents drive alone to work (16,021 persons, 73.5 percent). Carpooling is the next mode of choice with 13.6 percent of the workforce (2,960 persons) choosing that means of transportation. Another 6.8 percent work at home, and 4.9 percent walk to work. Just 42 people reported that they use public transportation to get to work in the tri-county region.

| Table III-6 Mode of Transportation to Work | | | | | |
|---|--------------|---------------------|----------------|--------------|----------------|
| | Ferry | Pend Oreille | Stevens | Total | Percent |
| Drove alone | 1,771 | 2,859 | 11,391 | 16,021 | 73.5% |
| Carpooled | 342 | 553 | 2,065 | 2,960 | 13.6% |
| Public | 10 | 2 | 30 | 42 | 0.2% |
| Motorcycle | 0 | 2 | 2 | 4 | 0.0% |
| Bicycle | 4 | 7 | 25 | 36 | 0.2% |
| Walked | 218 | 232 | 626 | 1,076 | 4.9% |
| Other means | 21 | 40 | 126 | 187 | 0.9% |
| Worked at home | 206 | 270 | 1,008 | 1,484 | 6.8% |

Source: US Census, 2000.

Table III-7 shows the commuting times for residents of the tri-county region. Based on the data in Table III-7, the average commute time was 29.2 minutes, which is slightly higher than the state average of 25.5 minutes and the nationwide average of 25.3 minutes. The most frequent commute time response was five to nine minutes, with 14.6 percent of the respondents. Individuals commuting between 15 and 19 minutes had 11.7 percent of respondents closely followed by a commute time of 10 to 14 minutes for 11.2 percent of respondents.

| Table III-7 Commute Time | | | | | |
|-------------------------------------|--------------|---------------------|----------------|--------------|----------------|
| | Ferry | Pend Oreille | Stevens | Total | Percent |
| Less than 5 minutes | 219 | 301 | 827 | 1,347 | 6.2% |
| 5 to 9 minutes | 426 | 483 | 2,272 | 3,181 | 14.6% |
| 10 to 14 minutes | 349 | 418 | 1,685 | 2,452 | 11.2% |
| 15 to 19 minutes | 367 | 452 | 1,733 | 2,552 | 11.7% |
| 20 to 24 minutes | 295 | 419 | 1,492 | 2,206 | 10.1% |
| 25 to 29 minutes | 65 | 150 | 632 | 847 | 3.9% |
| 30 to 34 minutes | 232 | 232 | 1,718 | 2,182 | 10.0% |
| 35 to 39 minutes | 29 | 68 | 428 | 525 | 2.4% |
| 40 to 44 minutes | 52 | 106 | 530 | 688 | 3.2% |
| 45 to 59 minutes | 128 | 364 | 1,430 | 1,922 | 8.8% |
| 60 to 89 minutes | 96 | 504 | 1,005 | 1,605 | 7.4% |
| 90 or more minutes | 108 | 198 | 513 | 819 | 3.8% |
| Worked at home | 206 | 270 | 1,008 | 1,484 | 6.8% |
| <i>Source: US Census, 2000.</i> | | | | | |

SUMMARY OF COMMUNITY CONDITIONS

This chapter presents local socioeconomic and community background information along with travel patterns used to develop coordination opportunities. The most current and up-to-date data were used and presented. The study area is very disperse, with populations living in various parts of the three counties. Ferry County has a low population density, while Colville represents a major center of activity within the study area. The area has a high number of low-income individuals, which is not uncommon for a rural region.



Existing Transportation Resources

INTRODUCTION

This chapter reviews the existing transportation providers within the Ferry, Pend Oreille, and Stevens Counties area. These agencies and organizations represent myriad nonprofit, for-profit, public, and private agencies. Not all of the providers reviewed are “transportation service providers” in the traditional sense of the word. Rather, the various providers are entities that provide some type of passenger transportation service. A brief summary of each provider is presented via a standardized profile and used when coordination strategies are developed throughout this project. This information is critical in determining what transportation resources exist in the study area. The main objective of this effort was to determine the extent to which these transportation providers serve the residents of the tri-county study area.

TRANSPORTATION PROVIDERS

The following section provides information on each of the agencies that were identified as part of the *2007 Coordinated Public Transit-Human Services Transportation Plan* (previous plan). This plan was used as a starting point for collecting information about various transportation providers. LSC updated this information by disseminating a detailed questionnaire. Information regarding passenger eligibility, hours of operation, and fleet information was provided by most of the agencies. There are five public transportation service providers, 11 human service transportation providers, an intercity provider, and one taxicab company that provide transportation in the tri-county area. Most of these human service transportation providers are either private nonprofit agencies or government human service agencies. There are multiple public transportation providers in the tri-county area who are either private nonprofit human service agencies or are tribally governed. Table IV-1 shows the human service transportation providers and public trans-

Existing Transportation Resources

portation service providers that provide some transportation services. They are as follows:

Medicaid Transportation Broker

This agency is the Medicaid Transportation Broker for the transportation service in Region 10 which includes the counties of Ferry, Stevens, and Pend Oreille. The broker verifies Medicaid client eligibility for the transportation service. The broker then arranges the least costly method of transportation that is available and appropriate for each client.

- Special Mobility Services (SMS)

Public Transportation Service Providers

These agencies are administered either by a private nonprofit human service agency or a tribe, and some of their transportation services are open to general public.

- Rural Resources (RR) Community Action
- Special Mobility Services, Inc. (SMS)
- Kalispel Tribe of Indians
- Spokane Tribe of Indians
- Confederated Tribes of the Colville Reservation

Human Service Transportation Providers

These programs are administered by a human service agency and their transportation services are limited to certain population groups or their clients (specific to their program).

- Catholic Charities/Volunteer Chore
- Northeast Alliance Counseling Services (formerly known as Ferry County Community Services)
- Buena Vista Nursing Home
- Curlew Job Corps
- Providence Mount Carmel Hospital
- St. Joseph's Hospital and Long-Term Care Unit
- Parkview Senior Living/Parkview Retirement Assisted Living
- Washington State Department of Social and Health Services

- WorkSource
- Career Path Services
- Klondike Hills Assisted Living

Intercity Provider

- Gold Line

Taxicab Company

- Kettle Falls Taxicab

Existing Transportation Resources

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| Table IV-1 Existing Service Providers | | | | | | | | | | | |
|--|-----------------------------------|--|----------------------|----------------------|--|---|--|--|---|---|--|
| Service Name or Sponsor Name | Agency Type | Annual Trips Provided | Annual Vehicle-Hours | Annual Vehicle-Miles | Annual Transportation Cost | Service Type | Passenger Eligibility | Days and Hours of Service | Fleet Information | Funding Sources | Service Area |
| Medicaid Transportation Broker | | | | | | | | | | | |
| Special Mobility Services | | | | | | Medicaid broker | Medicaid recipients | | | | Stevens, Ferry, Pend Oreille, Spokane, Grant |
| Public Transportation Service Providers | | | | | | | | | | | |
| Special Mobility Services | Private Nonprofit | 1900 (Spokane-Newport) | n/a | n/a | \$79,771 | General public - route-deviation and demand-response | General public | Newport Shuttle: 6:30 to 10:30 a.m. and 2:00- 6:30 p.m. Monday, Wednesday, Thursday, and Friday Medicaid brokerage: 8:00 to 4:30 p.m. and 2:00- 6:30 p.m. Monday to Friday, but also provides service 24/7 | 12 vehicles. The agency has six Ford Eldorado vehicles (model year 2002-2006), five Ford Starcraft vehicles (model year 2007 -2008), and one 2002 Ford Champion. All vehicles can accommodate 12 ambulatory passengers and two wheelchairs (or 6 ambulatory passengers and four wheelchairs). | FTA Section 5311(rural), WSDOT Rural Mobility, Medicaid | Medicaid- Stevens, Ferry, Pend Oreille (study area), Spokane, Grant Public Transportation- Priest-River/Newport to Spokane |
| Rural Resources Community Action | Private Nonprofit | 10,877 (agency vehicles), 4,883 (volunteers) | 5,513 | 124,229 | \$689,000 | Public transportation; senior transportation; Head Start transportation, fixed-route, demand-response | General public; seniors (60 and over) | Ferry County dial-a-ride: 8:30 -10:30 a.m. and 11:30-1:30 p.m. Monday-Thursday Stevens County dial-a-ride: 9:00 -11:00 a.m. and 1:30-3:30 p.m. Monday-Friday Commuter service: 7:05 -8:45 a.m. and 4:00-5:33 p.m. Monday-Friday Pend Oreille County dial-a-ride: Arrives in Newport between 9:00 -9:15 a.m. and returns from Newport 4:15- 4:30 p.m. Friday only Pend Oreille County deviated fixed-route: 9:05-5:00 p.m. (four round-trips) Monday-Thursday Shopping/ Medical/Social Trips: every two weeks on Friday. Arrives in Colville at 10:30 a.m. and departs from Colville at 1:30 p.m. (volunteer/agency vehicles) Senior Transportation: One trip per week (done by volunteer drivers) | 13 agency vehicles, 4-10 volunteer vehicles | TA Section 5311 (rural), FTA Section 5310, Title IIIB, state funds (paratransit/special needs), Rural Mobility, donations, United Way, fundraising, volunteer | In Ferry County: dial-a-ride service between Republic and Curlew. In Stevens County: dial-a-ride service between Kettle Falls and Colville. Also, provide a fixed-route commuter service between Kettle Falls, Colville and Chewelah. In Pend Oreille County: a deviated fixed-route service between Newport and Kalispel Tribal Wellness Center. Also, limited dial-a-ride service between Metaline Falls and Newport. For Shopping/Medical/Social: Five outlying routes. 1. Republic, Curlew, Malo to Kettle Falls or Colville 2. Northport, Evans, Marcus to Kettle Falls or Colville 3. Metaline Falls, Metaline, Ione to Colville 4. Hunters, Wellpinit, Fruitland, Rice to Kettle Falls or Colville 5. Suncrest (Lakeside), Ford, Wellpinit, Loon Lake, Springdale, Valley to Chewelah or Colville For Seniors: Transportation to meal sites, shopping in Republic, Kettle Falls, Colville, Chewelah and Newport, and for medical care. |
| Spokane Tribe of Indians | Tribal Government | n/a | n/a | n/a | \$106,053 (Deviated-Route), \$78,978 (Vanpool) | Route-deviation, vanpool (job training, employment, and school trips only) | General public | Monday to Thursday 10:00 a.m. to 5:30 p.m. | | FTA 5311, State Rural Mobility Funds | Our service area covers the Spokane Indian Reservation. Three routes are included in our service area, each providing two round-trips Mon.-Thurs. The first bus will travel from Two Rivers (west end) and end in the central location of Wellpinit. The second bus will travel from New House Lane (east end) and meet in the central location of Wellpinit. Each bus will provide one Sherwood Loop route per day, which serves the immediate Wellpinit area. Currently no service is provided in the southern section of the reservation. |
| Confederated Tribes of the Colville Reservation | Tribal Government | 500 | n/a | n/a | \$155,000 | Route and Point Deviation | General public | Monday to Friday 7:00 a.m. to 5:00 p.m. | Five Vehicles | State Tribal set aside funds | Colville Reservation |
| Kalispel Tribe of Indians | Public Transit System | 7,817 | 3,738 | 108,611 | \$292,822 | Fixed-route, demand-response, route-deviation | General public | 6 a.m. to 6 p.m. Monday to Thursday | 3 vehicles + 3 new vehicles - Two 22-passenger buses; One Dodge Caravan; New vehicles - One 38-passenger bus; One 15-passenger bus and one 15-passenger van | | Kalispel Reservation (Tribal Wellness Center in Usk) to North Spokane; Kalispel Reservation to Ione; Kalispel Reservation to Newport; and local service from the towns of Cusick and Usk to the Wellness Center. |
| Programs: Contract Health/ Social Services, Child Care (Early Learning Center), Camas Learning Center, and Behavioral Health | Tribal Government | | | | | | Program clients | | | | |
| Human Service Transportation Providers | | | | | | | | | | | |
| NEW Alliance Counseling Services (formerly known as Ferry County Community Services) | Government Human Service Provider | 1,200 | 3,200 | 36,000 | \$45,000 | Fixed-route and demand-response | Medicaid-eligible clients | Monday through Friday 8:00 a.m. to 4:30 p.m | Ford bus, Chevy Malibu | Medicaid | Ferry County, excluding Coville Reservation |
| Catholic Charities Spokane/ Volunteer Chore Services | Private Nonprofit | 360 | n/a | n/a | n/a | Volunteer drivers | Program clients (mostly low-income seniors and people with disabilities) | Monday to Friday 8:00 a.m. to 5:00 p.m. | None | Local grants | Ferry, Pend Oreille, and Stevens Counties |
| Buena Vista Nursing Home | Assisted Living Center | n/a | n/a | n/a | n/a | Recreation and medical trips | Program clients | 2 to 3 days per week between 8:00 a.m. and noon | 1999 Ford bus | Resident fees, Medicaid | Colville only |
| Curlew Job Corps | Federal Program | n/a | n/a | n/a | n/a | Home leave, medical, job-related | Students of program | | | 16 | Mostly to Wenatchee or Spokane |
| Providence Mount Carmel Hospital | Hospital | n/a | n/a | n/a | n/a | | | 2 days per week | | Contracts with Kettle Falls Taxi | |
| St. Joseph's Hospital and Long-Term Care Unit | Hospital | n/a | n/a | n/a | n/a | Activity outings | Elderly, disabled, low income, residents of long-term care unit | Once per month | One vehicle (unspecified type) | | 100-mile radius of facility |
| Parkview Senior Living Parkview Retirement Assisted Living | Assisted Living Center | n/a | n/a | n/a | n/a | In-town medical | | Twice per week | One | | Colville |
| Washington State Department of Social and Health Services | | n/a | n/a | n/a | n/a | | | | | | |
| WorkSource | Government Agency | n/a | n/a | n/a | \$22,500 | | | | | | Serving Stevens, Ferry, Pend Oreille, and Lincoln Counties |
| Career Path Services | Private Nonprofit | n/a | n/a | n/a | n/a | | | | One minivan | Federal and state grants | |
| Klondike Hills Assisted Living | Assisted Living Center | n/a | n/a | n/a | \$8,000 | Charter | General public, clients | Weekly trips around Republic, Colville and Omak monthly | One Ford bus | | |
| School Districts | | | | | | | | | | | |
| Newport School District | School | n/a | n/a | n/a | \$775,179 | | Students | | | | |
| Cusick School District | School | n/a | n/a | n/a | n/a | | Students | | | | |
| Colville School District No. 115 | School | n/a | n/a | n/a | \$987,407 | | Students | | | 34 | |
| Mary Walker School District | School | 450-400 | n/a | n/a | \$300,000 | | Students | | | 10 | |
| Columbia/ Evergreen School District #206 | School | n/a | n/a | n/a | n/a | | Students | | | | |
| Selkirk Consolidated School District | School | n/a | n/a | n/a | n/a | | Students | | | 12 | |
| Chewelah School District | School | 75,000 to 100,000 | n/a | n/a | \$400,000 | | Students | | | 26 | |
| Summit Valley School District | School | n/a | n/a | n/a | \$42,000 | | Students | | | 2 | |
| Republic School District | School | 2,160 | n/a | n/a | \$181,678 | | Students | | | 6 | |
| Kettle Falls School District | School | n/a | n/a | n/a | n/a | | Students | | | | |
| Keller School District | School | n/a | n/a | n/a | \$130,000 | | Students | | | 3 | |
| Intercity Services | | | | | | | | | | | |
| Gold Line (Travel Washington bus routes) | Private | 4,292 | | | \$381,542 | Intercity bus | General public | 7 days a week, 7:30 a.m. to 7:30 p.m. | Three turtle-top buses (27-passenger) | FTA 5311 | Kettle Falls, Colville, Chewelah, *Addy, *Arden, *Loon Lake Deer Park, Spokane Intermodal, Spokane Transit Center, Spokane Airport. (* denotes on-call stops only) |
| Taxi Cab Services | | | | | | | | | | | |
| Kettle Falls taxicab | Private | | | | | | | | | | Kettle Falls to Colville to Chewelah |

Existing Transportation Resources

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PROVIDER PROFILES

The following section provides profiles for the above agencies. These profiles contain relevant information about the agency, such as the geographic service area, trips, vehicle types, and funding sources for the agencies, along with a brief description. Surveys were sent to the agencies in an attempt to gather the most recent information about their services. A brief description of the services provided is also included in each of the profiles.

SPECIAL MOBILITY SERVICES, INC. (SMS)

This agency is a nonprofit transportation provider and a regional Medicaid transportation broker for the three counties of Ferry, Stevens, and Pend Oreille. The agency provides public transportation with the Newport Shuttle that operates from Newport/ Priest River to Spokane. The agency picks up or drops off passengers anywhere in the Spokane city limits including the airport. They pick up/drop off passengers in Newport at the Safeway and in Priest River at the Mitchell's or the Senior Center. The agency contracts to provide transit services for the Washington Department of Transportation (WSDOT) and is the Medicaid Broker for the Department of Social and Health Services (DSHS). The agency uses other transportation providers to furnish Medicaid transportation. The agency also uses volunteer/escort drivers for brokerage. The agency has approximately 50 volunteer drivers between SMS and other volunteer agencies that are located in the tri-county area. Volunteers are reimbursed in accordance with the Washington Office of Financial Management rate. In addition, the agency has approximately 20 agency vehicles that belong to local subcontractors serving the tri-county area. The agency does not have any funding restrictions and trip restrictions on the Newport Shuttle that limit transportation to a specific group of participants.

Agency Information

Type of Agency: Private Nonprofit Transportation Provider
Type of Service: Route-Deviation; Demand-Response (Medicaid)
Funding Sources: FTA Section 5311(rural), WSDOT Rural Mobility, Medicaid
WSDOT Funding: In the 2009-2011 WSDOT grants, SMS was awarded \$159,543 from WSDOT to provide general public bus service between Newport and the City of Spokane.
Eligibility: General Public; Medicaid recipients
Service Area: Medicaid: Stevens, Ferry, Pend Oreille (study area), Spokane,
Grant Public Transportation: Priest-River/Newport to Spokane
Fares: Newport shuttle charges \$3.00 for a one-way trip from Newport to Spokane and \$0.50 for a one-way trip from Priest River to Newport. Medicaid recipients are prohibited from charging for services.

Transportation Operating Characteristics

Annual Operating Budget: \$79,771 (Newport Shuttle)
Annual One-Way Passenger-Trips: 1,900 (Spokane-Newport)
250 (Newport, WA-Priest River, ID)
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Newport Shuttle: 6:30 to 10:30 a.m. and 2:00- 6:30 p.m. Monday, Wednesday, Thursday and Friday; Medicaid brokerage: 8:00 to 4:30 p.m. and 2:00- 6:30 p.m. Monday to Friday, but also provides service 24/7.

Vehicle Fleet

Size and Type of Fleet: 12 vehicles. The agency has six Ford Eldorado vehicles (model year 2002-2006), five Ford Starcraft vehicles (model year 2007 -2008), and one 2002 Ford Champion. All vehicles can accommodate 12 ambulatory passengers and two wheelchairs (or six ambulatory passengers and four wheelchairs).

Coordination

The agency reported that as a Medicaid transportation broker, they provide the lowest cost and the most appropriate transportation for clients. The agency currently contracts with human service transportation providers, commercial service providers, and volunteers to serve eligible clients in the tri-county area. The local providers and volunteers currently used by SMS include the following:

- Northern Star Transport - Springdale, WA
- Binder Transport - Colville, WA
- Northeast Washington New Alliance - Republic, WA
- Volunteer Chores - Colville, WA

SPECIAL MOBILITY SERVICES, INC. (SMS), continued

- SMS Volunteer Drivers - Both SMS and Volunteer Chores drivers are located in almost every town/area in all three counties. Currently, between the two organizations, they have 34 drivers who all reside within the tri-county region.
- SMS also uses Newport Shuttle and looks for opportunities to provide trips on services provided by Rural Resources Community Action.
- SMS is also planning to use the Gold Line intercity service whenever appropriate.

Transportation Needs

- Funding reductions cut service from five to four days a week for the Newport Shuttle.
- Operating funds and capital funds. The agency also needs help designing marketing program/ materials.

Transportation Challenges

- Lack of funding

Emergency Management and Technology

n/a

Contact Information

Rusty Koontz, Regional Manager
3102 E. Trent, Suite 210
Spokane, WA 99202
Phone: (509) 990-8779

RURAL RESOURCES COMMUNITY ACTION

Rural Resources Community Action is a nonprofit whose mission is to “assist people and communities to develop the skills, resources and services necessary to improve their general welfare.” Rural Resources provides dial-a-ride (demand-response) transportation service with the following schedules. These services are unlimited in the number of trips a passenger can use.

Project 1: Ferry, Stevens, and Pend Oreille Dial-a-Ride:

- In Ferry County, the agency provides dial-a-ride service between Republic and Curlew.
- In Stevens County, the agency provides dial-a-ride service between Kettle Falls and Colville.
- In Pend Oreille County, the agency provides dial-a-ride service between Metaline Falls and Newport (Fridays only). This service provides a connection with Special Mobility Services into Spokane or allows for up to three hours of local shopping, medical appointments, etc. in Newport.
- In Pend Oreille County, the agency provides a deviated fixed-route service between Newport and the Kalispel Tribal Wellness Center across the river from Usk. This project connects passengers to the Wellness Center for trips into Spokane and trips from the Wellness Center to Newport.
- The agency also provides shopping trips to five outlying areas every two weeks on Friday. These shopping/medical/social trips arrive in Colville between 10:00 and 10:30 a.m. and depart Colville at 1:30pm. They provide enough time to have a medical appointment and accomplish banking, shopping, and other needs. They are provided with either volunteer vehicles or agency vehicles depending on the number of reservations.

Outlying Routes

1. Republic, Curlew, Malo to Kettle Falls or Colville
2. Northport, Evans, Marcus to Kettle Falls or Colville
3. Metaline Falls, Metaline, Ione to Colville
4. Hunters, Wellpinit, Fruitland, Rice to Kettle Falls or Colville
5. Suncrest (Lakeside), Ford, Wellpinit, Loon Lake, Springdale, Valley to Chewelah or Colville

Services that do not fit under the regularly scheduled weekday services above (for residents outside these service areas), one day per week of transportation is provided for any purpose, with multiple stops if needed. People accessing the two-week shopping trips also receive up to one day per week of transportation service. Even people that live in the higher frequency service areas are eligible for one trip per week to access services not available locally. These tend to be trips to Spokane to see medical specialists.

- This service is funded by: FTA 5311 funds administered by the Washington State Department of Transportation, Washington State Paratransit/Special Needs, Older Americans Act (IIB), volunteer in-kind hours and cost-sharing of overhead by Head Start.

Project 2: Commuter Routes between Kettle Falls, Colville and Chewelah.

- Commuter service operates between Kettle Falls and Colville, and Chewelah and Colville with buses meeting in Colville to transfer passengers. This allows a person to work in any one of the three cities.
- This route is limited to four days per week. It was funded at 75% of the request, which decreased the number of days of service available.
- This project is funded by Washington State Rural Mobility.
- There is no match for this project.

Contracting

- Aging and Long Term Care of Eastern Washington (the local Area Agency on Aging contracts with Rural Resources to provide services to independently living seniors (60 years and older).
- The agency contracts to provide transportation services for the Washington State Department of Transportation (WSDOT) and Head Start, and provides occasional trips for Labor and Industries, Division of Developmental Disabilities and other state agencies.
- The agency has a pool of volunteer drivers that it uses to provide transportation to residents of the tri-county area that live outside of the regular weekday services or need additional service, particularly to non-Medicaid eligible seniors for specialized care in Spokane. These trips may also be scheduled with an agency vehicle if the passenger has a physical need of an ADA vehicle. Volunteers are reimbursed at the state rate (currently 50 cents per mile), plus a meal for trips over four hours.

RURAL RESOURCES COMMUNITY ACTION, continued

- Rural Resources provides some Head Start transportation directly and contracts for service with some school districts. School district transportation for Head Start is currently provided under a waiver of the Head Start Transportation Regulations.
- While most of the transportation services are open to the general public, the agency does have a funding source restriction that limits Head Start transportation to Head Start students and senior transportation (funded by Title IIIB) to seniors (60 years and older). For seniors and the general public, there is no difference in the service available. Trips are charged to the appropriate cost center based on the rider's eligibility.
- Trips are not limited by the trip purpose but by the number of trips people can take out of the local service areas. For the trips out of the local service areas and to Spokane, trips are limited to one per week. There are no other limitations on trips locally or on the regularly scheduled dial-a-ride services.

Agency Information

Type of Agency: Private Nonprofit

Type of Service: Demand-Response; Volunteer and agency drivers provide service needed at scheduled times based on passenger need.
Deviated Fixed-Route: stops and schedules are fixed, but deviations occur to accommodate ADA requests.

Funding Sources: FTA Section 5311 (rural), FTA Section 5310 (currently for vehicle purchases, in the past for purchase of service), Older Americans Act Title IIIB, Washington state funds: Paratransit/Special Needs, Rural Mobility, donations, volunteer in-kind service.

WSDOT Funding: In the 2009-2011 WSDOT grants, Rural Resources was awarded \$1,067,638 from WSDOT to sustain dial-a-ride service in Stevens, Ferry, and Pend Oreille Counties, and for the commuter service between Kettle Falls and Chewelah.

Eligibility: Varies depending on the transportation service. General public; Head Start children; seniors (60 years and over).

Service Area: ***Project 1: Ferry, Stevens and Pend Oreille Dial-a-Ride***
In Ferry County: dial-a-ride service between Republic and Curlew.
In Stevens County: dial-a-ride service between Kettle Falls and Colville.
In Pend Oreille County: deviated fixed-route service between Newport and Kalispel Tribal Wellness Center.
Also, limited dial-a-ride service between Metaline Falls and Newport for shopping, medical, and social purposes.

Project 2 Commuter Route

Deviated fixed-route commuter service between Kettle Falls, Colville, and Chewelah.

Fares: ***Project 1: Ferry, Stevens, and Pend Oreille Dial-a-Ride***
Dial-a-ride services has a suggested donation of \$0.50 (one-way trip) for local trips, \$5 (round-trip) for Friday shopping trips and for medical care out of the area.

Project 2 Commuter Route

The fare on the commuter service is \$0.50 (one-way trip). If a passenger cannot pay, the fee is waived.

Transportation Operating Characteristics

Annual Operating Budget: \$689,000

Annual One-Way Passenger-Trips: 10,877 (agency vehicles); 4,883 (volunteers)

Annual Vehicle-Miles: 124,229 (agency vehicles)

Annual Vehicle-Hours: 5,513 (agency vehicles)

RURAL RESOURCES COMMUNITY ACTION, continued

Operating Days and Hours: **Project 1: Ferry, Stevens, and Pend Oreille Dial-a-Ride**
Ferry County dial-a-ride: 8:30 -10:30 a.m. and 11:30-1:30 p.m. Monday-Thursday
Stevens County dial-a-ride: 9:00 -11:00 a.m. and 1:30-3:30 p.m. Monday-Friday
Pend Oreille County dial-a-ride: Arrives in Newport between 9:00 -9:15 a.m. and returns from Newport 4:15- 4:30 p.m. Friday only
Pend Oreille County deviated fixed-route: 9:05 a.m.-5:00 p.m. (four round-trips per day)
Out of area and out of service area trips limited to one day per week.

Project 2 Commuter Route

Commuter service: 7:05 -8:45 a.m. and 4:00-5:33 p.m. Monday-Thursday
Senior Transportation: Any of the services on project 1 or two.

Vehicle Fleet

Size and Type of Fleet: 16 agency vehicles and 16 volunteer vehicles. The agency vehicles range from 1992 to 2009. Seven vehicles are ADA accessible mini-buses (sometimes referred to as body on chassis or cutaways). Head Start buses are conforming school buses with passenger capacity ranging from 16-24 (depending on the size of passenger). The newest of the fleet are 2009 Star Trans Senators.

Coordination

- Rural Resources Community Action developed specific service in Pend Oreille County to coordinate with the schedule for KALTRAN (the service provided by the Kalispel Tribe).
- The agency provides training for New Alliance Counseling Services to ensure their drivers have PASS certification.
- The agency provides driver and monitor training for Head Start.
- The agency contracts with First Student for maintenance on their buses and volunteer vehicle inspections.
- The agency also coordinates the Pend Oreille County Friday service (between Metaline Falls and Newport) with Special Mobility Services for transportation into Spokane.
- Rural Resources was the Lead Agency for the Pend Oreille-County Coordinating Coalition between 1998 and 2003 and the Ferry County and Stevens County Coordinating Coalition between 2001 and 2003.
- The Coordinating Coalitions identified different needs and developed different solution to locally identified needs. None of the coalitions identified significant overlap, but identified different mechanisms to increase ridership.
- Rural Resources submitted a joint operating application with the Republic School District to help increase transportation services in Ferry County.
- The Stevens and Pend Oreille Coalitions felt that the most important missing elements were ease of use for passengers. They began by creating a joint brochure describing all of the services available for distribution to social service providers.
- They also developed a “no-wrong-door” option for scheduling passengers with one call to any service provider. This system could still be done (and, in effect, happens every day between providers). Unfortunately, secure technology was lacking or very expensive at the time, which created privacy concerns for the Medicaid Broker.
- The agency purchased vehicles in 2009 through an agency-to-agency agreement with King County Metro.
- They also partnered with the statewide Rideshareonline.com program.
- The agency used to have a school district partnership with Republic School District. They applied for the grant funding, administered the funds, and shared various service elements. The high expense cost was difficult to justify and therefore ended.

Transportation Needs

- Unmet needs among low-income clients that need access to work at odd hours, weekends, and out of the area.
- The agency needs continued funding from WSDOT through their 5310, 5311, Rural Mobility, and Para-transit Special Needs Programs for operating and vehicle purchases.

Transportation Challenges

Educating policy makers and funding sources that transportation investments save money in the longer run.

Emergency Management

- The agency has completed a Business Continuity Plan and an Agency Emergency Plan. The agency has also worked with local facilities to assist them in their emergency planning, particularly with assisted living facilities.
- In Stevens County, the Sheriff is responsible for declaring emergencies and gathering the identified emergency and supportive services and coordinating those efforts. The agency has not been identified in the Stevens County Emergency Plan for specific transportation duties, but is listed as a contact for supportive services and would coordinate with the Sheriff as needed.

Emergency Technology

Rural Resources Transportation uses a five-phone call center and trained dispatchers to operate a proprietary Computer Aided Dispatch (CAD) application linked to the agency's client database. Reports—planned and ad hoc—are developed out of the CAD database using Crystal Reports XI. ESRI ArcGIS Desktop is used to develop maps, ADA deviation zones, and analysis of geocoded demographic and historical agency data. Agency buses that are not Head Start are equipped with geolocation devices and tracked on a two-minute frequency, indicating location, speed, and direction and providing historical reports of bus activities. All drivers—volunteer and agency—have cellular telephones for asset management and client safety purposes.

Contact Information

Kelly Scalf
Planning and Transportation Division Director
956 South Main
Colville, WA 99114
Phone: (509) 685-6108

KALISPEL TRIBE OF INDIANS

KALTRAN (Kalispel Tribal Transit System) is a public transportation system operated by the Kalispel Tribal Planning Department under the Kalispel Tribal Business Council. This service started on May 4, 2009. KALTRAN's mission is to "enhance the economic and social well being of the Kalispel Tribal people and surrounding communities through the delivery of safe, reliable, efficient and friendly transportation services." KALTRAN provides fixed-route service from the Tribal Wellness Center to North Spokane three times per day, Tribal Wellness Center to Ione three times per day, as well as one reverse commute trip to Newport per day (during the hours not provided by Rural Resources). Local services from the towns of Cusick and Usk to the Wellness Center are provided two times per day. Deviated services are also available up to three-quarters of a mile from the normal fixed route or within the Kalispel Tribal Reservation.

In addition to KALTRAN, the Tribe provides transportation for the following programs:

1. Camas Early Learning Center: Provides transportation to its child care (children from birth to 12 years) for field trips and other needs.
2. Camas Learning Center: Provides transportation to its youth (enrolled for summer and after school activities) for field trips and return trips home for the youth during the school year.
3. Social Services: This agency has two Community Health Representatives that are responsible for providing transportation to tribal and community members for medical appointments. This program also houses the Elder Program and provides transportation for elders to medical appointments, shopping, and road trips.
4. Behavioral Health: This program provides transportation services for their clients to get to and from appointments and groups.

The agency does not have any funding or trip restrictions on their public transit system that limit transportation to a specific group of participants.

Agency Information

Type of Agency: Public Transit System

Type of Service: Both Fixed-Route and Demand-Response; Route-Deviation

Funding Sources: FTA Section 5311(c) tribal set aside, WSDOT, ARRA funding

WSDOT Funding: In the 2009-2011 WSDOT grants, KALTRAN was awarded \$62,084 from WSDOT for operating bus services to low-income individuals for employment-related purposes between the communities of Spokane/Airway Heights, Usk, Cusick, and the Kalispel Nation Reservation.

Eligibility: General Public

Service Area: Kalispel Reservation (Tribal Wellness Center in Usk) to North Spokane; Kalispel Reservation to Ione; Kalispel Reservation to Newport; and local service from the towns of Cusick and Usk to the Wellness Center.

Fares: Participants pay \$1.00 for a one-way trip.

Transportation Operating Characteristics

Annual Operating Budget: \$292,822

Annual Vehicle-Hours: 3,738

Annual One-Way Passenger-Trips: 7,817

Operating Days and Hours: 6 a.m. to 6 p.m. Monday to Thursday

Annual Vehicle-Miles: 108,611

Vehicle Fleet

Size and Type of Fleet: Three vehicles. The fleet consists of two 22-passenger Ford E450 buses and one 7-passenger Dodge Caravan van. These vehicles are wheelchair-accessible and ADA-compliant. The Tribe has also received ARRA funding to purchase a 38-passenger bus (with two wheelchairs), 15-passenger bus (with one wheelchair), and a 15-passenger van.

Coordination

- KALTRAN schedules and service provision is coordinated with the shuttle service to Newport that is provided by Rural Resources Community Action.

Transportation Needs

- The agency receives a lot of service requests to tribal properties located in the Airways Heights region. The Tribe is looking at possible route expansion from the Kalispel Indian Reservation to this area. Service to this area would be potentially provided seven days a week.
- The agency has received request to provide transportation to 49 degrees north and Chewelah areas. The Tribe is not able to provide service at this time. However, they have had conversations with the Spokane Tribe on having a service connection point in Chewelah at a later date.
- The agency also receives requests to provide transportation to Newport during the day and on weekends. Most requests are for riders to have greater access to the Tribal Wellness Center.

Transportation Challenges

- Funding to provide some of the service requests.

Emergency Management and Technology

As a new transportation service, the agency's ability to adequately respond to emergency/disaster events is limited. The agency is currently working to strengthen this area of their program through the development of a safety and security policy/procedure manual. The agency is working to coordinate with Kalispel Tribe programs, Pend Oreille County, and Spokane County, as their routes span through all three jurisdictions.

Contact Information

Julia Seyler
Transportation Program Manger
P.O. Box 39
Usk, WA 99180
Phone: (509) 671-6523

SPOKANE TRIBE OF INDIANS

This agency is a tribal transportation provider that provides general public transit. This new public transit service that is open to anyone began on October 4, 2010. The transit service is called "Moccasin Express" and includes on-reservation deviated route service. The vanpool program will begin approximately 13 weeks after the deviated route service began. The new vanpool is designed to meet off-reservation employment needs. The vanpool program is available to individuals to use for education or job training/employment purposes. Service is operated Monday through Thursday between 10:00 a.m. and 5:30 p.m. for deviated route services. The service is funded primarily through federal 5311 funds and state rural mobility funds. The cost of service is \$1.00 per one-way trip for deviated fixed-route service and \$2.00 per one-way trip for paratransit services. They currently own two Odyssey turtle-top buses. The system currently coordinates with other agencies to provide the best possible transit for their residents. The agency would like to get additional capital and operating funds to improve their facilities and hire more staff. They are also looking into ways to serve areas off the reservation, to better meet the needs of their residents.

Agency Information

Type of Agency: Tribal Transit Program

Type of Service: Route deviation; vanpool

Funding Sources: FTA Section 5311(rural) - WSDOT Consolidated Grant funding, FTA Section 5311(c) tribal set aside.

WSDOT Funding: In the 2009-2011 WSDOT grants, the Spokane Tribe of Indians was awarded \$106,053 from WSDOT for the operation of their public transit pilot project to provide bus service to residents in and around the Spokane Tribal Nation. They were also awarded \$120,000 in capital funds for the purchase of two wheelchair-accessible minivans for the pilot project.

Eligibility: General Public; Vanpool for students/jobs

Service Area: Spokane Indian Reservation

Fares: \$1.00 per one-way trip, \$2.00 for paratransit services.

Transportation Operating Characteristics

Annual Operating Budget: \$106,053 (deviated route); \$78,978 (vanpool)

Annual One-Way Passenger-Trips: n/a

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: Monday through Thursday, 10:00 a.m. to 5:30 p.m.

Vehicle Information

- Two turtle-top buses

Coordination

- The agency coordinates with KALTRAN, STA vanpool, and Rural Resources.

Transportation Needs

- Additional capital and operating funds for staff and facilities.
- Expand service area off the reservation.

Transportation Challenges

- Funding issues
- "Turf wars"
- Lack of staff and facilities

Emergency Management and Technology

- In the process of developing an emergency preparedness manual.
- Have radios on vehicles linked to public safety services.

Contact Information

Chamisa Radford
Transit Planner
6195 Ford-Wellpinit Road
Wellpinit, WA 99040
Phone: (509) 458-6549

CONFEDERATED TRIBES OF THE COLVILLE RESERVATION

The Confederated Tribes of the Colville Reservation take part in two separate transportation programs. The first program is contracted through Okanogan County Transportation and Nutrition (OCTN). This program is funded through tribal set-aside funds. The program operates between 7:30 a.m. and 4:00 p.m. Monday through Friday and is available to the general public. This transit service is provided between Omak and the Colville Indian Agency and has an operating budget of approximately \$64,000 annually. It is estimated that this program provides 500 passenger-trips per year.

The Tribe also provides nutrition transportation through four local senior centers. The Indian Area on Aging program seeks to provide supportive and nutritional services for senior participants and to promote a healthier lifestyle with increased socialization. It is currently estimated that approximately 100 meals are provided through the program at each center daily to individuals aged 60 and over. This program has four vehicles, one at each of their locations in Inchelium, Keller, Nespelam, and Omak. The program provides a link between elderly individuals that have mobility limitations and nutrition programs.

Agency Information

Type of Agency: Tribal Transit

Type of Service: Route or Point Deviation

Funding Sources: Tribal set-aside funding

WSDOT Funding: In the 2009-2011 WSDOT grants, OCTN (Okanogan County) was awarded \$73,848 in operation funds for providing a commuter service between Omak and the Colville Indian Agency that is provided to low-income and special needs individuals for employment-related purposes. OCTN also received capital funds of \$138,382 for replacing two wheelchair-accessible minibuses, snow tires, safety steps, and 20 bus stop signs.

Eligibility: General Public

Service Area: Colville Indian Reservation primarily; services are also available to seniors for Elders Gatherings, to local communities as well as outside of the state (Idaho and Oregon)

Fares: No cost

Transportation Operating Characteristics

Annual Operating Budget: \$64,000 (public transportation program)

Annual One-Way Passenger-Trips: 500 (public transportation program)

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: Monday through Friday between 7:30 a.m. and 4:00 p.m. (public transportation program)

Vehicle Fleet

Size and Type of Fleet: Two minibuses and four vans

Coordination

- Coordinate with OCTN and People for People (Grant County)

Transportation Needs

- Extension of service to Keller and Inchelium
- Transit Manager

Transportation Challenges

- n/a

***CONFEDERATED TRIBES OF THE COLVILLE RESERVATION,
continued***

Emergency Management and Technology

- n/a

Contact Information

Jason Palmer
Tribal Roads and Transportation
13 Moses Street
Nespelem, WA 99155
Phone: (509) 634-2543

Reva Desautel
Program Manager
Colville Tribes Area Agency on Aging
Phone: (509) 634-2759

CATHOLIC CHARITIES SPOKANE/VOLUNTEER CHORE SERVICES

Catholic Charities Spokane/Volunteer Chore Services is a private nonprofit organization that provides transportation in eastern Washington that includes Okanogan, Columbia, Walla Walla, Lincoln, and Spokane Counties and the tri-county study area of Ferry, Pend Oreille, and Stevens Counties. This organization's mission is to provide "help and create hope for families in crisis, vulnerable children, lonely and fragile elderly, single parents, victims of domestic abuse, and homeless men, women and children." Their services are available to people of all faiths and are based on need. The agency has approximately 25 volunteer/escort drivers in the tri-county area. Volunteers are reimbursed at the rate of \$0.50 per mile. Funding for these reimbursements comes from local grants.

The agency does have funding and trip restrictions that limit transportation to program clients for medical visits only. Both these restrictions are funding source restrictions.

Agency Information

Type of Agency: Private Nonprofit
Type of Service: Individual rides are provided by volunteer drivers.
Funding Sources: Local grants
Eligibility: Program clients (mostly low-income seniors and people with disabilities); medical visits only.
Service Area: Ferry, Pend Oreille, and Stevens Counties
Fares: Participants do not pay a fee

Transportation Operating Characteristics

Annual Operating Budget: n/a
Annual One-Way Passenger-Trips: 360
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: 8 a.m. to 5 p.m. Monday to Friday

Vehicle Fleet

Size and Type of Fleet: None. Volunteer cars used.

Coordination

Catholic Charities coordinates with Special Mobility Services and Rural Resources Community Action.

Transportation Needs

None

Transportation Challenges

The distance between clients and services provided.

Emergency Management and Technology

There is an agency-wide Disaster Respond Emergency Plan in place.

Contact Information

Tom Carroll
MSW Director of Senior Services
12 East 5th Avenue
Spokane, WA 99202
Phone: (509) 459-6175

NORTHEAST ALLIANCE COUNSELING SERVICES

This agency is a government human service transportation provider. They contract some services with Special Mobility Services (SMS). They can currently only provide transportation to individuals on Medicaid for necessary medical appointments. They serve all of Ferry County, with the exception of the Colville Reservation. Services are available between 8:00 a.m. and 4:30 p.m. Monday through Friday. The agency owns two vehicles—a Ford bus and a Chevy Malibu. The biggest transportation need of the agency is more capital funding to replace their existing vehicles.

Agency Information

Type of Agency: Government Human Service Transportation Provider

Type of Service: Fixed-Route and Demand-Response

Funding Sources: Medicaid

Eligibility: Medicaid recipients

Service Area: Ferry County, excluding the Colville Reservation

Fares: No fee for service

Transportation Operating Characteristics

Annual Operating Budget: \$45,000

Annual One-Way Passenger-Trips: 1,200

Annual Vehicle-Miles: 36,000

Annual Vehicle-Hours: 3,200

Operating Days and Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday

Vehicle Fleet

Size and Type of Fleet: Two vehicles—one Ford bus and one Chevy Malibu

Coordination

- n/a

Transportation Needs

- Funding to replace vehicles.

Transportation Challenges

- Funding reimbursements for the pick up and delivery of clients.

Emergency Management and Technology

n/a

Contact Information

Robert Schwarts

CFO

165 East Hawthorne Avenue

Colville, WA 99114

Phone: (509) 685-0613

BUENA VISTA NURSING HOME

This agency is a private assisted living facility. They currently provide transportation for their residents for medical appointments and recreational outings. This service is paid for primarily through private funding, and residents are not charged a fee. Service is provided within Colville between 8:00 a.m. and 3:00 p.m. two or three days per week. The agency has one 1999 Ford bus that is used for transportation of their residents. The agency has identified providing better transportation for Medicaid patients as a high transportation need.

Agency Information

Type of Agency: Assisted Living Center
Type of Service: Demand-Response (medical and recreational)
Funding Sources: Private funds (resident fees)
Eligibility: Facility residents
Service Area: Colville only
Fares: No fee charged for services

Transportation Operating Characteristics

Annual Operating Budget: n/a
Annual One-Way Passenger-Trips: n/a
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Two to three days per week between 8:00 a.m. and 3:00 p.m.

Vehicle Fleet

Size and Type of Fleet: One 1999 Ford bus

Coordination

- Coordinate with other agencies to provide their Medicaid trips for them.

Transportation Needs

- Better Medicaid transportation.

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Lori Carter
Administrator
151 Buena Vista Drive
Colville, WA 99114
Phone: (509) 684-4539

CURLEW JOB CORPS

Curlew Job Corps is a federal program administered under the United States Department of Labor. The program is open to individuals between 16 and 24, aiming at enhancing quality of life through academic and job skill training. There is one staff member who occasionally drives students to various regional locations, such as Republic and Colville for shopping trips. They also transport individuals to Spokane and Wenatchee for medical appointments, home leave, and trips related to job travel.

Agency Information

Type of Agency: Federal Program

Type of Service: Contracted services

Funding Sources: Federal (DOL)

Eligibility: Students of the program (ages 16-24)

Service Area: Provide service for shopping to Colville and Republic, transportation to Spokane and Wenatchee for home leave, medical and job-related trips.

Fares: n/a

Transportation Operating Characteristics

Annual Operating Budget: n/a

Annual One-Way Passenger-Trips: n/a

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: Variable

Vehicle Fleet

- n/a

Coordination

- The agency contracts with a federal carrier to provide bus and air transportation for their students.

Transportation Needs

- n/a

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Jennifer Albert, BCL/School-To-Work Coordinator

Curlew Civilian Conservation Center

3 Campus Street

Curlew, WA 99118

(509) 779-0547 FAX (509) 779-0722

PROVIDENCE MOUNT CARMEL HOSPITAL

This agency is a hospital that contracts with Kettle Falls Taxi to provide services. Individuals that need to access the hospital that do not have access to transportation are allowed to use the service. Transportation is provided twice weekly.

Agency Information

Type of Agency: Hospital
Type of Service: Contract with Kettle Falls Taxi
Funding Sources: n/a
Eligibility: Patients without transportation
Service Area: n/a
Fares: n/a

Transportation Operating Characteristics

Annual Operating Budget: n/a
Annual One-Way Passenger-Trips: n/a
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Twice per week

Vehicle Fleet

None

Coordination

- The agency contracts with Kettle Falls Taxi to provide services.

Transportation Needs

- n/a

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Lori Johanson-Fogle
Executive Assistant
982 East Columbia Avenue
Colville, WA 99114
Phone: (509) 685-5481

PROVIDENCE ST JOSEPH'S HOSPITAL AND LONG-TERM CARE

The long-term care unit at St. Joseph's Hospital has one bus that is used to provide some transportation services. The vehicle is utilized to take individuals on outings once monthly. These trips are limited to within 100 miles of the facility, in general. The vehicle is also part of the hospital's emergency evacuation plan. The agency identified medical appointments as their biggest needs and cited a demanding brokerage as their biggest transportation challenge.

Agency Information

Type of Agency: Hospital
Type of Service: Demand-Response (outings for residents)
Funding Sources: n/a
Eligibility: Residents of Long-Term Care unit
Service Area: 100 mile radius of facility
Fares: None

Transportation Operating Characteristics

Annual Operating Budget: n/a
Annual One-Way Passenger-Trips: n/a
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Once monthly

Vehicle Fleet

Size and Type of Fleet: One bus

Coordination

- Coordinate with families that need to pay privately and for out-of-town Medicaid appointments.

Transportation Needs

- Medical appointments.

Transportation Challenges

- Current brokerage is demanding and limiting in their scheduling.

Emergency Management and Technology

- Emergency evacuation plan involving the utilization of the bus.

Contact Information

Lori Johanson-Fogle
Executive Assistant
982 East Columbia Avenue
Colville, WA 99114
Phone: (509) 685-5481

PARKVIEW SENIOR LIVING

This agency is an assisted living center in Colville. The senior living center provides its residents with medical transportation for appointments twice weekly. These trips must be within Colville in order to receive services. The agency currently has one vehicle to use for transportation.

Agency Information

Type of Agency: Assisted Living Center
Type of Service: Demand-Response (medical)
Funding Sources: Resident Fees
Eligibility: Residents
Service Area: Colville only
Fares: None

Transportation Operating Characteristics

Annual Operating Budget: n/a
Annual One-Way Passenger-Trips: n/a
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Twice weekly

Vehicle Fleet

Size and Type of Fleet: One vehicle

Coordination

- n/a

Transportation Needs

- n/a

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Mary Wear
Director
240 S. Silke Road
Colville, WA 99114
(509) 684-5677

WORK SOURCE

Work Source Washington is a government program that aims to provide a multitude of employment-related information and training into one source. They provide interview training and keep a list of job openings available for employees. Their Colville office serves Ferry, Pend Oreille, and Stevens Counties.

Agency Information

Type of Agency: Government Agency

Type of Service: n/a

Funding Sources: Government funded

Eligibility: Job seekers

Service Area: Serving Ferry, Pend Oreille, and Stevens Counties

Fares: n/a

Transportation Operating Characteristics

Annual Operating Budget: \$22,500

Annual One-Way Passenger-Trips: n/a

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: n/a

Vehicle Fleet

Size and Type of Fleet: n/a

Coordination

- n/a

Transportation Needs

- n/a

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Kerry Burkey

956 S. Main Street, Suite B

Colville, WA 99114

(509) 685-6124

CAREER PATH SERVICES

Career Path Services is a private nonprofit that operates throughout numerous counties in the State of Washington. The agency's goal is to help individuals enter and excel in employment. The agency is funded through federal, state, and other grants. Within the study area, Career Path Services has offices in Colville, Republic, and Omak. The agency offers a multitude of services including Individual Supported Employment, Person To Person, Community Access, Life Skills, and Community Jobs. The agency has used WSDOT funds to purchase/replace four different vans.

Agency Information

Type of Agency: Private nonprofit.

Type of Service: Based on individuals getting to employment.

Funding Sources: Federal, state, and other grants.

WSDOT Funding: In the 2009-2011 WSDOT grants, Career Path Services was awarded capital funds of \$30,800 to replace one wheelchair-accessible minivan equipped with two wheelchair stations, a manual ramp, and snow tires.

Eligibility: As referred by Washington State Divisions of Developmental Disabilities, Vocational Rehabilitation and Department of Social and Health Services (DSHS) clients. Also serves Temporary Assistance for Needy Families (TANF) recipients.

Service Area: Stevens, Ferry, and Okanogan Counties.

Fares: None.

Transportation Operating Characteristics

Annual Operating Budget: n/a

Annual One-Way Passenger-Trips: n/a

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: As needed basis.

Vehicle Fleet

Size and Type of Fleet: 2 ADA-compliant minivans.

Coordination

- Coordinates with local providers as much as possible.

Transportation Needs

- Transportation of disabled customers for purposes of employment.

Transportation Challenges

- Need is very specific to customer and rarely fits existing limited public transportation.
- The agency is geared to connect individuals to employment opportunities. They are forced into providing/ coordinating transportation because of the varied type of trips and often have to take staff away from their regular responsibilities to provide transportation.

Emergency Management and Technology

- n/a

Contact Information

Linda White
Branch Manager, Colville Office
522 South Main Street
Colville, WA 99114
(509) 684-8859

KLONDIKE HILLS ASSISTED LIVING

Klondike Hills is an assisted living center located in Republic, Washington. The agency provides transportation services for their clients while they are also available for charter services for the general public. The agency primarily transports their clients for special events. They own a single vehicle and do not require their drivers to be CDL certified. The vehicle the agency owns is a Ford bus that has two wheelchair tie-downs and is listed as in “very good” condition. On average, the agency provides one or two trips per month that are out of town and provides a trip once weekly that is in town.

The agency provides trips to Colville and Omak once a month and provides local trips on a weekly basis. Of the agency’s \$8,000 budget, the majority of the funding goes to insurance, fuel, and maintenance. Approximately \$2,600 is used for salary and benefits. The agency reported that they are not able to meet their residents’ needs for trips to Spokane. The agency’s biggest transportation need is to have more volunteers and they have capital needs.

Agency Information

Type of Agency: Assisted Living Center
Type of Service: Charter
Funding Sources: Resident Fees
Eligibility: Residents
Service Area: Republic, Colville, and Omak
Fares: None, residents only

Transportation Operating Characteristics

Annual Operating Budget: \$8,000
Annual One-Way Passenger-Trips: n/a
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: Weekly trips to Republic and Colville, monthly trips to Omak

Vehicle Fleet

Size and Type of Fleet: One Ford bus

Coordination

- n/a

Transportation Needs

- More volunteers
- Capital needs

Transportation Challenges

- n/a

Emergency Management and Technology

- n/a

Contact Information

Julie Harmon
Associate Manager
4 Klondike Hills Lane
Republic, WA 99166
Phone: (509) 775-8234

GOLD LINE (TRAVEL WASHINGTON)

Gold Line is an intercity service that began on September 5, 2010. Service is offered between Kettle Falls and Spokane. There are a total of two daily round-trips for service. Service operates between Kettle Falls and Spokane with stops in Colville, Chewelah, Addy, Arden, Loon Lake, and Deer Park. The service utilizes three turtle-top buses that have a seating capacity of approximately 27 passengers each. These vehicles can also accommodate up to two bicycles per trip.

The estimated annual operating budget for the service is \$381,524 dollars for the upcoming year. The system estimates that they will have around 4,292 one-way trips during their first year, which is about 12 daily trips. The system will operate 365 days per year, between 7:30 a.m. and 7:30 p.m.

Agency Information

Type of Agency: Private
Type of Service: Intercity Bus
Funding Sources: FTA 5311, passenger fares
Eligibility: General Public
Service Area: Kettle Falls, Colville, Chewelah, Addy, Arden, Loon Lake Deer Park, Spokane Intermodal, Spokane Transit Center, Spokane Airport
Fares: \$5.00 to \$25.00 one-way

Transportation Operating Characteristics

Annual Operating Budget: \$381,542
Annual One-Way Passenger-Trips: 4,292 (estimated)
Annual Vehicle-Miles: n/a
Annual Vehicle-Hours: n/a
Operating Days and Hours: 7:30 a.m. to 7:30 p.m. Seven days per week

Vehicle Fleet

Size and Type of Fleet: Three 27-passenger turtle-top buses.

Contact Information

Bill Brannan
Travel Washington Gold Line General Manager
P.O. Box 19342
Spokane, WA 99219
Phone: (509) 953-0802

Stephen Abernathy
Intercity Bus Program Manager
Washington State Department of Transportation
310 Maple Park Ave. SE
Olympia, WA 98504
(360) 705-7929

KETTLE FALLS TAXICAB

Kettle Falls Taxicab is a private transportation provider in Colville. The agency primarily serves the Kettle Falls and Colville area, although they do provide trips outside of the area. Trips between their normal service area and Chewelah are approximately \$65. They can also provide trips to Spokane, which cost between \$165 and \$175.

Agency Information

Type of Agency: Private

Type of Service: Taxi service

Funding Sources: Private funding

Eligibility: General Public

Service Area: Kettle Falls and Colville area, Kettle Falls to Chewelah, Kettle Falls to Spokane

Fares: The taxicab company reported that trips to Chewelah from Kettle Falls are estimated at \$65, while trips from Kettle Falls to Spokane are between \$165 and \$175.

Transportation Operating Characteristics

Annual Operating Budget: n/a

Annual One-Way Passenger-Trips: n/a

Annual Vehicle-Miles: n/a

Annual Vehicle-Hours: n/a

Operating Days and Hours: 24 hours a day, 7 days a week

EMERGENCY MANAGEMENT

One of the new requirements of the coordinated public transit-human service transportation plan is to document emergency preparedness and emergency management of transportation providers and human service transportation providers. The transportation provider questionnaire asked information about plans or capabilities that are in place so that they can respond to emergency and/or disaster events. The providers were also asked to describe technology capabilities, if they had any in place. Responses from each of the providers are listed in their respective profile earlier in this chapter.

Rural Resources Community Action and Catholic Charities Spokane/Volunteer Chore both indicated that they had an agency-wide disaster/emergency plan in place. St. Joseph's Hospital and Long-Term Care indicated that they had an emergency evacuation plan involving the utilization of their one bus. The Kalispel Tribe and the Spokane Tribe, both being fairly new transportation providers, are working on developing an emergency plan/emergency preparedness manual. Most of the transportation service providers have radios on vehicles that are linked to public safety services. However, many of the transportation service providers/human service transportation providers did not provide any information on this question, indicating that they do not have an emergency plan in place.

In each of the three counties, a Local Emergency Planning Committee (LEPC) that represents local governments, emergency response officials, environmental and citizen groups, industry, and other interested parties is established. The LEPC is responsible for developing a local emergency plan for their area/county/planning district and for gathering emergency and supportive services and coordinating those services. The following people are responsible for developing a local emergency plan and for declaring emergencies in their county:

- Stevens County - Sheriff Craig Thayer/Rick Anderson
- Ferry County - Sheriff Pete Warner
- Pend Oreille County - JoAnn Boggs, Director of Pend Oreille Department of Emergency Management

A final copy of this plan will be sent to each of the three contacts mentioned above.

None of the transportation providers/human service transportation providers reported that they were identified in the local emergency plan for specific transportation duties, but are most likely listed as a contact for supportive services.

Transportation providers play an important role in emergency management by transporting people (especially those with special needs) before/during/after an emergency. Service providers could work with emergency planners to build relationships, facilitate communications, participate in emergency planning efforts, and to identify other opportunities for working together and coordinating efforts.

COORDINATION INTEREST

The transportation provider survey asked users to cite their interest level in coordination on several topics. Respondents were asked to report if they were interested, possibly interested, not interested, or if the topic was not applicable to them. Table IV-2 summarizes these questions for the agencies that answered the survey.

As shown in the table, coordinating schedules and vehicle operations with nearby paratransit providers so that riders can transfer from one service to another was the highest rated coordination opportunity with four respondents being interested. The least popular was joining together with another agency to consolidate the purchase (or contracting) of transportation services, with nobody showing interest. This information is helpful in planning the potential coordination opportunities that may be helpful to the entire region as a whole.

Existing Transportation Resources

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**Table IV-2
Coordination Interest**

| | Catholic Charities | Rural Resources | KALTRAN | SMS | Spokane Tribe of Indians | Buena Vista, Inc. | Northeast Alliance Counseling | Providence Mount Carmel | St. Joseph's Hospital | Klondike Hills |
|---|--------------------|-----------------|---------|------|--------------------------|-------------------|-------------------------------|-------------------------|-----------------------|----------------|
| Providing transportation services under contract to another agency or agencies. | n/a | ● | ◐ | ● | ◐ | ○ | ◐ | n.a. | n/a | ○ |
| Purchasing transportation services from another organization, assuming that the price and quality of service met your needs. | n/a | ○ | ○ | ● | ◐ | ◐ | ◐ | ● | ● | ○ |
| Coordinating schedules and vehicle operation with nearby paratransit providers so that riders can transfer from one service to another. | n/a | ● | ● | ● | ● | n/a | ○ | n.a. | n/a | ○ |
| Joining together with another agency to consolidate the operation of transportation services. | n/a | ◐ | ○ | n.a. | ○ | n/a | ◐ | ● | n/a | ○ |
| Joining together with another agency to consolidate the purchase (or contracting of) transportation services. | n/a | ○ | ○ | ○ | ○ | n/a | ◐ | n.a. | n/a | ○ |
| Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials. | n/a | n.a. | ◐ | ● | ● | n/a | ○ | n.a. | n/a | ○ |
| Adjusting hours or frequency of service. | n/a | ● | ● | ◐ | ◐ | n/a | ◐ | ● | n/a | ○ |
| Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers. | n/a | ● | ● | ◐ | ● | n/a | ◐ | n.a. | n/a | ◐ |
| Participating in an organized countywide transportation marketing program. | n/a | ● | ◐ | ● | ● | n/a | ◐ | n.a. | n/a | ◐ |
| Note: ● = Interested ◐ = Possibly Interested ○ = Not Interested n/a = Not Applicable n.a. = Not Available | | | | | | | | | | |

Source: LSC Transportation Provider Survey, 2010.

Existing Transportation Resources

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BARRIERS TO COORDINATION

Respondents to the survey were asked to report if there were any real or perceived threats to coordination that they could think of. This information is critical because it represents the real and perceived threats that must be overcome in order to get multiple parties working together effectively to provide transportation services for a large group of individuals. Below is a summary of these responses, some of the responses have been edited to be more succinct and cogent:

- We would like to utilize services that use local carriers for our residents. It has always seemed a poor use of funding to have someone come from Spokane to meet our needs here locally. Local services means more cost-effective dollars and more dollars available to others.
- The agency has a unique client base in program services (i.e., mental health, chemical dependency) that make it difficult to share rides with others.
- The timing of the appointments and the distances necessary to travel in rural areas to appointments are a major concern that could act as a barrier to coordination. It is often difficult to have enough vehicles and drivers to accommodate passengers on any given day.
- We would prefer to work with a local service provider for our Medicaid transportation needs rather than one out of Spokane.
- We have identified some funding concerns that are associated with coordination. There are also what could be referred to as “turf issues” with other transportation service providers who see a specific geographic location or market segment as theirs.
- The Department of Social and Health Services (DSHS) is going through the process of accepting bids for the Medicaid Brokered Transportation system across the State of Washington. As one of the largest providers of human services transportation, the broker’s willingness to coordinate is critical to any coordination plan for the region. There are several national bidders that are expected to submit statewide broker bids. This will likely impact coordination in our region if the current broker—Special Mobility Services—is replaced. The nature of that impact is unknown at this time.
- If coordination involves having multiple contracts, the administrative costs of organizing and maintaining this information can increase.
- There are liability issues associated with sharing agency vehicles that can be overcome through lease agreements and clear insurance coverage as well as driver credentialing.

Existing Transportation Resources

- As many users need to transfer to the Spokane Transit Authority (STA), it is important to coordinate rather than duplicate service for trips that originate or end within STA boundaries.
- One of the most significant barriers to coordination is the insecurity of the funding. For programs that seek funding from the Washington Department of Transportation (WSDOT) Consolidated Grant Program, funding is only secure for two years at a time. During the second year of that funding cycle, new applications are submitted and ranked to compete in the statewide evaluation process. True coordination depends on continuation of projects and institutionalizing the efforts so that a change of staff or leadership does not negatively impact the coordination successes that have been achieved. With insecure funding, if one key project is not selected for refunding, an entire system can collapse.



Transit Demand Estimates

A key step in coordinating transportation services is a careful analysis of the mobility needs of various segments of the population and the potential ridership of transit services. This chapter describes the development of three models used for the tri-county study area that were used in coordinating transportation services and providing new services.

- Greatest Transit Needs Index Model
- TCRP Rural Methodology
- Commuter Demand

This chapter also identifies the gaps and duplications in existing transportation services. The last section of this chapter lists some of the qualitative needs identified at the kick-off meeting.

GREATEST TRANSIT NEEDS

The “greatest transit need” is defined as those areas in the tri-county study area with the highest density of zero-vehicle households and elderly, disabled, and below-poverty populations. This information was used in coordinating transit services and the identification of appropriate service recommendations.

Methodology

The data included in Chapter III were used to calculate the greatest transit need. The categories used for the calculation were zero-vehicle households, elderly population, disabled population, and below-poverty population. Using these categories, LSC developed a “transit need index” to determine the greatest transit need. The density of the population for each US Census block group within each category was calculated, placed in numerical order, and divided into six segments. Six segments were chosen in order to reflect a reasonable range. Each segment contained an approximately equal number of US Census block groups in order to provide equal representation.

Transit Demand Estimates

The US Census block groups in the segment with the lowest densities were given a score of 1. The block groups in the segment with the next lowest densities were given a score of 2. This process continued for the remainder of the block groups. The block groups in the segment with the highest densities were given a score of 6. This scoring was completed for each of the categories (zero-vehicle households, elderly population, disabled population, and below-poverty population). After each of the block groups was scored for the four categories, the four scores were totaled to achieve an overall score. Table V-1 presents the ranked scores for each US Census block group in the tri-county study area. The scores range from four (lowest need) to 24 (highest need).



**Table V-1
2010 Greatest Transit Need**

| County | Census Tract | Census Block Group | Land Area (sq.mi.) | Total # of HHlds | Zero-Vehicle HHlds | | | Total Number of Elderly 60 & over | | | Mobility-Limited Population | | | Below-Poverty Population | | | Overall Score (4-20) | Final (1-5) | Total Population (Persons) |
|--------------|--------------|--------------------|--------------------|------------------|--------------------|---------------|---------------|-----------------------------------|---------|--------------|-----------------------------|---------|---------------|--------------------------|---------|------|----------------------|---------------|----------------------------|
| | | | | | # | Density | Rank | # | Density | Rank | # | Density | Rank | # | Density | Rank | | | |
| Ferry | 9801 | 1 | 476.01 | 495 | 15 | 0.03 | 1 | 338 | 0.71 | 1 | 53 | 0.11 | 1 | 114 | 0.24 | 1 | 4 | 1 | 1,202 |
| | | 2 | 147.57 | 295 | 17 | 0.12 | 2 | 111 | 0.75 | 1 | 22 | 0.15 | 1 | 120 | 0.81 | 1 | 5 | 1 | 726 |
| | | 3 | 156.47 | 327 | 28 | 0.18 | 2 | 130 | 0.83 | 1 | 83 | 0.53 | 2 | 336 | 2.15 | 3 | 8 | 2 | 1,046 |
| | 9802 | 1 | 202.99 | 343 | 2 | 0.01 | 1 | 169 | 0.83 | 1 | 68 | 0.34 | 1 | 128 | 0.63 | 1 | 4 | 1 | 850 |
| | | 2 | 29.66 | 399 | 9 | 0.29 | 3 | 204 | 6.87 | 4 | 66 | 2.23 | 4 | 135 | 4.56 | 3 | 14 | 3 | 997 |
| | | 3 | 112.59 | 277 | 41 | 0.37 | 3 | 137 | 1.21 | 1 | 53 | 0.47 | 2 | 110 | 0.98 | 1 | 7 | 2 | 603 |
| | | 4 | 1.25 | 247 | 29 | 23.39 | 5 | 135 | 108.37 | 4 | 49 | 38.99 | 5 | 144 | 115.23 | 5 | 19 | 5 | 625 |
| | 9803 | 1 | 460.46 | 196 | 23 | 0.05 | 1 | 83 | 0.18 | 1 | 27 | 0.06 | 1 | 155 | 0.34 | 1 | 4 | 1 | 523 |
| | | 2 | 670.32 | 479 | 27 | 0.04 | 1 | 230 | 0.34 | 1 | 53 | 0.08 | 1 | 239 | 0.36 | 1 | 4 | 1 | 1,278 |
| Pend Oreille | 9701 | 1 | 114.17 | 275 | 13 | 0.12 | 2 | 130 | 1.14 | 1 | 37 | 0.32 | 1 | 124 | 1.09 | 1 | 5 | 1 | 676 |
| | | 2 | 6.04 | 250 | 29 | 4.81 | 4 | 101 | 16.72 | 4 | 32.38 | 5.36 | 4 | 139.58 | 23.11 | 4 | 16 | 4 | 504 |
| | | 3 | 559.68 | 398 | 17 | 0.03 | 1 | 305 | 0.55 | 1 | 63 | 0.11 | 1 | 145 | 0.26 | 1 | 4 | 1 | 987 |
| | 9702 | 1 | 236.74 | 291 | 13 | 0.06 | 1 | 174 | 0.73 | 1 | 60 | 0.25 | 1 | 123 | 0.52 | 1 | 4 | 1 | 754 |
| | | 2 | 120.06 | 277 | 15 | 0.12 | 2 | 159 | 1.32 | 2 | 57 | 0.47 | 2 | 175 | 1.46 | 2 | 8 | 2 | 726 |
| | | 3 | 123.29 | 497 | 4 | 0.04 | 1 | 263 | 2.13 | 3 | 56 | 0.45 | 2 | 144 | 1.17 | 2 | 8 | 2 | 1,279 |
| | 9703 | 1 | 3.46 | 416 | 67 | 19.36 | 4 | 234 | 67.54 | 4 | 97 | 28.08 | 4 | 247 | 71.32 | 4 | 16 | 4 | 1,002 |
| | | 2 | 0.20 | 308 | 33 | 167.49 | 5 | 198 | 992.37 | 5 | 51 | 256.82 | 5 | 136 | 681.13 | 5 | 20 | 5 | 764 |
| | | 3 | 33.03 | 564 | 27 | 0.81 | 4 | 278 | 8.43 | 4 | 69 | 2.10 | 4 | 335 | 10.14 | 4 | 16 | 4 | 1,520 |
| | 9704 | 1 | 106.09 | 387 | 9 | 0.08 | 2 | 210 | 1.98 | 2 | 23 | 0.22 | 1 | 160 | 1.51 | 2 | 7 | 2 | 980 |
| | | 2 | 38.84 | 323 | 8 | 0.20 | 3 | 144 | 3.72 | 3 | 58 | 1.49 | 3 | 59 | 1.52 | 2 | 11 | 3 | 860 |
| | | 3 | 18.00 | 297 | 8 | 0.43 | 3 | 74 | 4.11 | 3 | 45 | 2.48 | 4 | 111 | 6.14 | 4 | 14 | 3 | 808 |
| | 9705 | 1 | 4.42 | 337 | 16 | 3.54 | 4 | 244 | 55.27 | 4 | 73 | 16.42 | 4 | 239 | 54.06 | 4 | 16 | 4 | 807 |
| | | 2 | 61.19 | 559 | 39 | 0.64 | 4 | 319 | 5.22 | 3 | 58 | 0.95 | 3 | 202 | 3.30 | 3 | 13 | 3 | 1,435 |
| | Stevens | 9501 | 1 | 212.13 | 522 | 27 | 0.13 | 2 | 313 | 1.48 | 2 | 118 | 0.56 | 3 | 282 | 1.33 | 2 | 9 | 2 |
| 2 | | | 105.82 | 510 | 23 | 0.22 | 3 | 179 | 1.69 | 2 | 85 | 0.80 | 3 | 348 | 3.29 | 3 | 11 | 3 | 1,395 |
| 3 | | | 1.76 | 714 | 59 | 33.29 | 5 | 353 | 200.40 | 5 | 116 | 65.96 | 5 | 317 | 180.29 | 5 | 20 | 5 | 1,745 |
| 4 | | | 300.61 | 607 | 21 | 0.07 | 2 | 361 | 1.20 | 1 | 67 | 0.22 | 1 | 320 | 1.06 | 1 | 5 | 1 | 1,559 |
| 5 | | | 18.99 | 279 | - | - | 1 | 160 | 8.44 | 4 | 44 | 2.33 | 4 | 64 | 3.38 | 3 | 12 | 3 | 757 |
| 6 | | | 59.65 | 427 | 20 | 0.33 | 3 | 270 | 4.53 | 3 | 92 | 1.54 | 3 | 207 | 3.47 | 3 | 12 | 3 | 1,095 |
| 9502 | | 1 | 100.30 | 486 | 29 | 0.29 | 3 | 185 | 1.85 | 2 | 69 | 0.68 | 3 | 171 | 1.71 | 2 | 10 | 3 | 1,342 |
| | | 2 | 52.28 | 546 | 13 | 0.25 | 3 | 261 | 4.99 | 3 | 53 | 1.02 | 3 | 113 | 2.16 | 3 | 12 | 3 | 1,476 |
| | | 3 | 53.42 | 439 | 19 | 0.35 | 3 | 190 | 3.56 | 3 | 84 | 1.57 | 3 | 256 | 4.80 | 4 | 13 | 3 | 1,291 |
| 9503 | | 1 | 0.78 | 295 | 27 | 34.02 | 5 | 123 | 157.88 | 5 | 17 | 21.26 | 4 | 15 | 19.84 | 4 | 18 | 4 | 721 |
| | | 2 | 0.77 | 496 | 59 | 76.10 | 5 | 294 | 381.97 | 5 | 112 | 145.02 | 5 | 274 | 356.09 | 5 | 20 | 5 | 1,327 |
| | | 3 | 0.31 | 490 | 86 | 278.18 | 5 | 308 | 995.05 | 5 | 64 | 206.85 | 5 | 153 | 492.17 | 5 | 20 | 5 | 1,112 |
| 9505 | | 1 | 1.49 | 657 | 66 | 44.52 | 5 | 322 | 215.85 | 5 | 130 | 87.56 | 5 | 321 | 215.18 | 5 | 20 | 5 | 1,468 |
| | | 2 | 1.23 | 472 | 73 | 59.32 | 5 | 433 | 351.88 | 5 | 59 | 47.64 | 5 | 107 | 87.19 | 5 | 20 | 5 | 1,181 |
| 9506 | | 1 | 156.60 | 379 | 7 | 0.04 | 1 | 215 | 1.37 | 2 | 49 | 0.31 | 1 | 159 | 1.02 | 1 | 5 | 1 | 1,124 |
| | | 2 | 129.54 | 582 | 6 | 0.04 | 1 | 305 | 2.35 | 3 | 62 | 0.48 | 2 | 71 | 0.55 | 1 | 7 | 2 | 1,472 |
| 9507 | | 1 | 2.15 | 400 | 74 | 34.45 | 5 | 317 | 147.36 | 5 | 91 | 42.17 | 5 | 192 | 89.48 | 5 | 20 | 5 | 866 |
| | | 2 | 1.33 | 297 | 23 | 17.46 | 4 | 220 | 165.41 | 5 | 44 | 33.25 | 5 | 96 | 72.32 | 5 | 19 | 5 | 763 |
| | | 3 | 2.44 | 321 | 14 | 5.89 | 4 | 178 | 73.01 | 4 | 39 | 15.86 | 4 | 129 | 53.01 | 4 | 16 | 4 | 814 |
| 9508 | | 1 | 45.34 | 325 | 15 | 0.34 | 3 | 164 | 3.61 | 3 | 21 | 0.46 | 2 | 139 | 3.07 | 3 | 11 | 3 | 847 |
| | | 2 | 180.62 | 547 | - | - | 1 | 346 | 1.91 | 2 | 72 | 0.40 | 2 | 209 | 1.16 | 1 | 6 | 1 | 1,491 |
| | | 3 | 63.40 | 317 | - | - | 1 | 145 | 2.28 | 3 | 34 | 0.54 | 2 | 90 | 1.41 | 2 | 8 | 2 | 955 |
| 9509 | | 1 | 280.83 | 584 | 13 | 0.05 | 1 | 365 | 1.30 | 1 | 69 | 0.24 | 1 | 356 | 1.27 | 2 | 5 | 1 | 1,577 |
| 9510 | | 1 | 153.14 | 290 | 14 | 0.09 | 2 | 104 | 0.68 | 1 | 34 | 0.22 | 1 | 237 | 1.54 | 2 | 6 | 1 | 873 |
| | | 2 | 91.52 | 419 | 20 | 0.22 | 3 | 136 | 1.49 | 2 | 40 | 0.43 | 2 | 391 | 4.28 | 3 | 10 | 3 | 1,342 |
| 9511 | | 1 | 112.71 | 463 | 13 | 0.12 | 2 | 228 | 2.03 | 2 | 74 | 0.66 | 3 | 356 | 3.16 | 3 | 10 | 3 | 1,287 |
| | | 2 | 84.80 | 356 | 18 | 0.21 | 3 | 165 | 1.95 | 2 | 50 | 0.59 | 3 | 222 | 2.62 | 3 | 11 | 3 | 941 |
| | 3 | 39.50 | 453 | 23 | 0.59 | 4 | 194 | 4.90 | 3 | 63 | 1.60 | 3 | 197 | 4.98 | 4 | 14 | 3 | 1,218 | |
| 9513 | 1 | 105.39 | 598 | 11 | 0.10 | 2 | 334 | 3.17 | 3 | 43 | 0.41 | 2 | 200 | 1.90 | 2 | 9 | 2 | 1,529 | |
| | 2 | 25.44 | 383 | 8 | 0.30 | 3 | 219 | 8.60 | 4 | 31 | 1.22 | 3 | 165 | 6.48 | 4 | 14 | 3 | 1,035 | |
| | 3 | 55.89 | 593 | 25 | 0.45 | 3 | 323 | 5.78 | 3 | 67 | 1.21 | 3 | 209 | 3.74 | 3 | 12 | 3 | 1,559 | |
| 9514 | 1 | 79.97 | 1,022 | 55 | 0.69 | 4 | 422 | 5.28 | 3 | 128 | 1.60 | 3 | 538 | 6.73 | 4 | 14 | 3 | 2,664 | |
| | 2 | 17.86 | 659 | 15 | 0.87 | 4 | 236 | 13.19 | 4 | 41 | 2.29 | 4 | 72 | 4.02 | 3 | 15 | 4 | 2,046 | |
| | 3 | 2.74 | 676 | 4 | 1.61 | 4 | 155 | 56.73 | 4 | 62 | 22.60 | 4 | 6 | 2.02 | 3 | 15 | 4 | 2,163 | |
| 6,221 | | | | 24,164 | 1,367 | 811.21 | 12,739 | | | 3,415 | | | 10,798 | | | | | 65,247 | |

Source: US Census 2000

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Results

Figure V-1 presents the tri-county study area’s US Census block groups with the greatest transit need along with the transit need index. Seven block groups were determined to have the greatest transit needs based on zero-vehicle households, elderly population, disabled population, and below-poverty population. Table V-2 presents information on these block groups. As shown in Figure V-1, the greatest transit need areas are primarily in Stevens County and southern Pend Oreille County. The areas with the highest amount of transit need are in Kettle Falls, Colville, Chewelah, and Republic. The entire area around most of the major population centers, for the most part, scored between three and five on the scale.

| Table V-2 Greatest Transit Need High Scores | | |
|--|---------------------|---------------------------|
| County | Census Tract | Census Block Group |
| Ferry | 9802 | 4 |
| Pend Oreille | 9703 | 2 |
| Stevens | 9501 | 3 |
| Stevens | 9503 | 2 |
| Stevens | 9503 | 3 |
| Stevens | 9505 | 1 |
| Stevens | 9505 | 2 |
| Stevens | 9507 | 1 |
| Stevens | 9507 | 2 |

Source: LSC, 2010.

By identifying those areas with a high need for public transportation, LSC uncovered patterns for the areas with the highest propensity to use transit service. As LSC examined coordination strategies and service alternatives, the information in Figure V-1 was used in the analysis to ensure that areas with a high transit need continue to be adequately served. Those US Census block groups not scoring in the highest category, but still having a high score, could still be considered a high priority for transit service.

Figure V-1
Greatest Transit Needs Index

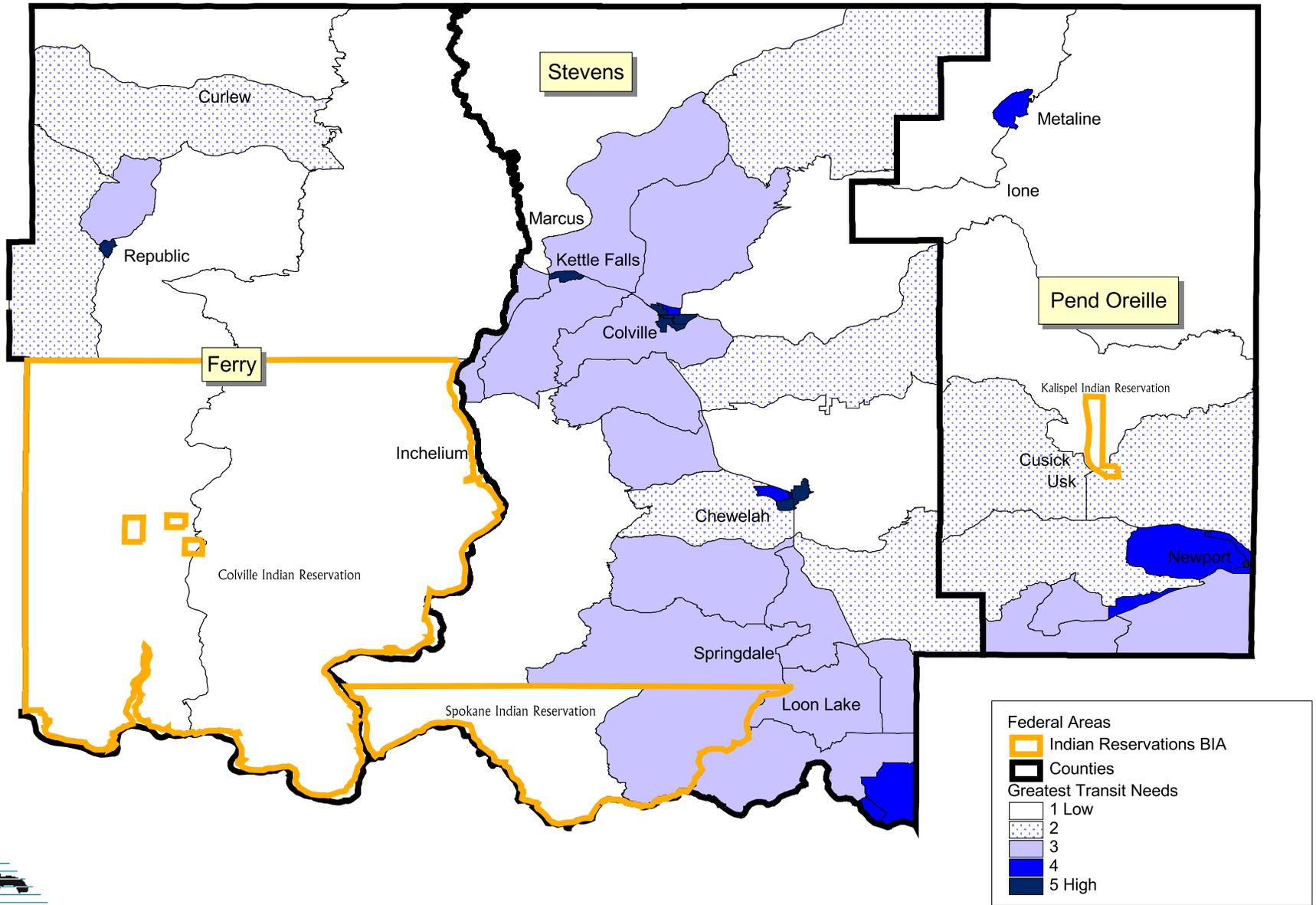
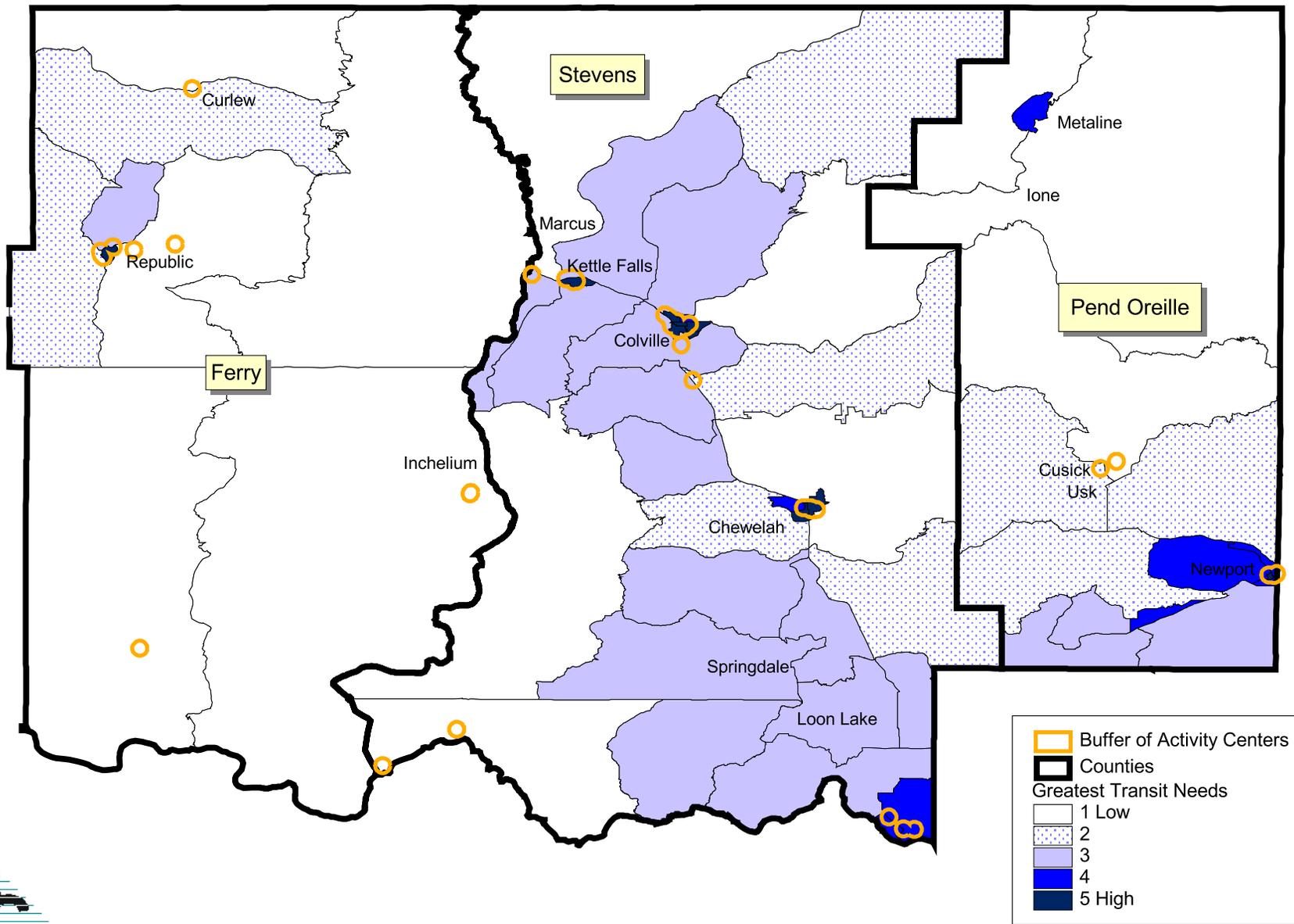


Figure V-2 shows the greatest transit needs map, overlaid with the activity centers presented in Chapter III. This map shows the location of residents in need. As shown on the map, the majority of the greatest transit needs populations are located in Stevens County, as are many of the destinations.

Figure V-2
 Greatest Transit Needs Index
 with Buffered Activity Centers



TCRP RURAL METHODOLOGY

Program Trips

A methodology developed as part of a Transit Cooperative Research Program (TCRP) project exists that allows forecasting of program trips for market segments of the population. Program trips are trips that occur because of the presence of specific social service programs including Head Start, day habilitation services, and senior living centers.

Census information was gathered on various segments of the population, including individuals of specific ages and by type of disability. These populations for each county are then used to forecast the number of participants in a specific program. Where available, real data were gathered on program participants. The TCRP methodology has a trip rate for each type of program that allows for calculation of the approximate number of trips that will be provided. Table V-3 shows the total number of estimated annual one-way program trips as 377,818. Appendix C shows the detailed methodology used regarding this demand estimate.

| Table V-3 TCRP Methodology - Program Trips | | |
|---|------------------------------------|-----------------------------|
| Program Type | Estimated # of Participants | Annual One-Way Trips |
| Developmental Services | | |
| <i>Adult</i> | 124 pp | 44,347 |
| <i>Case Management</i> | 57 pp | 2,237 |
| <i>Pre-school -- 3 to 5 yrs</i> | 46 pp | 10,273 |
| Head Start | 240 pp | 63,120 |
| Job Training | 210 clients | 28,808 |
| Mental Health Services | 387 clients | 134,294 |
| Nursing Home | 106 pp | 968 |
| Senior Nutrition | 268 pp | 70,353 |
| Group Home | 38 pp | 23,418 |
| Program Trips | | 377,818 |
| <i>Source: LSC, 2010.</i> | | |

Non-Program Trips

TCRP rural demand methodology has also established a system of estimating need for non-program trips as well. This method uses the general population, elderly population, mobility-limited population, and low-income population to determine total demand. The methodology uses assumed vehicle-miles to generate a service factor that is then used to calculate demand by market segment.

Table V-4 presents this information for each census block group within the study area. The table shows general public trips, mobility-limited trips, and elderly trips. In total, the methodology estimates 353 daily transit trips within the area not related to program activities.

The 89,900 annual projected non-program transit trips are currently much higher than the 21,094 public transit trips that were reported by existing agencies. The current general public transit providers are providing approximately **23.5** percent of total transit demand. With the addition of Gold Line and Spokane Tribe of Indians transit service, more trips will be provided, yielding a higher percent of demand being met.

Table V-4
2010 Estimated Non-Program Transit Need using the TCRP Method
Northeast Washington

| County | Census Tract | Census Block Group | Estimated Annual Passenger-Trip Demand | | | | | Estimated Daily Transit Demand | | Daily Demand Density (Trips per Sq. Miles per Day) |
|---------------|--------------|--------------------|--|------------------|----------------------------|---------------|---------------------|--------------------------------|-------------|--|
| | | | Elderly | Mobility-Limited | Elderly + Mobility-Limited | Low-Income | Total Annual Demand | # | % | |
| | | | | | | | | | | |
| Ferry | 9801 | 1 | 1,260 | 170 | 1,430 | 320 | 1,750 | 7 | 1.9% | 0.01 |
| | | 2 | 420 | 70 | 490 | 340 | 830 | 3 | 0.9% | 0.02 |
| | | 3 | 480 | 270 | 750 | 960 | 1,710 | 7 | 1.9% | 0.04 |
| | 9802 | 1 | 630 | 220 | 850 | 360 | 1,210 | 5 | 1.3% | 0.02 |
| | | 2 | 760 | 210 | 970 | 390 | 1,360 | 5 | 1.5% | 0.18 |
| | | 3 | 510 | 170 | 680 | 310 | 990 | 4 | 1.1% | 0.03 |
| | | 4 | 510 | 160 | 670 | 410 | 1,080 | 4 | 1.2% | 3.39 |
| | 9803 | 1 | 310 | 90 | 400 | 440 | 840 | 3 | 0.9% | 0.01 |
| | | 2 | 860 | 170 | 1,030 | 680 | 1,710 | 7 | 1.9% | 0.01 |
| | Pend Oreille | 9701 | 1 | 490 | 120 | 610 | 350 | 960 | 4 | 1.1% |
| 2 | | | 380 | 100 | 480 | 400 | 880 | 3 | 1.0% | 0.57 |
| 3 | | | 1,140 | 200 | 1,340 | 410 | 1,750 | 7 | 1.9% | 0.01 |
| 9702 | | 1 | 650 | 190 | 840 | 350 | 1,190 | 5 | 1.3% | 0.02 |
| | | 2 | 590 | 180 | 770 | 500 | 1,270 | 5 | 1.4% | 0.04 |
| | | 3 | 980 | 180 | 1,160 | 410 | 1,570 | 6 | 1.7% | 0.05 |
| 9703 | | 1 | 880 | 310 | 1,190 | 710 | 1,900 | 7 | 2.1% | 2.15 |
| | | 2 | 670 | 150 | 820 | 350 | 1,170 | 5 | 1.3% | 22.94 |
| | | 3 | 1,040 | 220 | 1,260 | 950 | 2,210 | 9 | 2.5% | 0.26 |
| 9704 | | 1 | 790 | 70 | 860 | 450 | 1,310 | 5 | 1.5% | 0.05 |
| | | 2 | 540 | 180 | 720 | 170 | 890 | 3 | 1.0% | 0.09 |
| | | 3 | 280 | 140 | 420 | 310 | 730 | 3 | 0.8% | 0.16 |
| 9705 | | 1 | 910 | 230 | 1,140 | 680 | 1,820 | 7 | 2.0% | 1.61 |
| | | 2 | 1,190 | 180 | 1,370 | 570 | 1,940 | 8 | 2.2% | 0.12 |
| Stevens | | 9501 | 1 | 1,170 | 380 | 1,550 | 800 | 2,350 | 9 | 2.6% |
| | 2 | | 670 | 270 | 940 | 990 | 1,930 | 8 | 2.1% | 0.07 |
| | 3 | | 1,310 | 370 | 1,680 | 900 | 2,580 | 10 | 2.9% | 5.75 |
| | 4 | | 1,350 | 210 | 1,560 | 910 | 2,470 | 10 | 2.7% | 0.03 |
| | 5 | | 600 | 140 | 740 | 180 | 920 | 4 | 1.0% | 0.19 |
| | 6 | | 1,010 | 290 | 1,300 | 590 | 1,890 | 7 | 2.1% | 0.12 |
| | 9502 | 1 | 690 | 220 | 910 | 490 | 1,400 | 5 | 1.6% | 0.05 |
| | | 2 | 970 | 170 | 1,140 | 320 | 1,460 | 6 | 1.6% | 0.11 |
| | | 3 | 710 | 270 | 980 | 730 | 1,710 | 7 | 1.9% | 0.13 |
| | 9503 | 1 | 450 | 50 | 500 | 40 | 540 | 2 | 0.6% | 2.71 |
| | | 2 | 1,080 | 350 | 1,430 | 770 | 2,200 | 9 | 2.4% | 11.20 |
| | | 3 | 1,210 | 210 | 1,420 | 450 | 1,870 | 7 | 2.1% | 23.66 |
| | 9505 | 1 | 1,210 | 420 | 1,630 | 920 | 2,550 | 10 | 2.8% | 6.71 |
| | | 2 | 1,630 | 190 | 1,820 | 310 | 2,130 | 8 | 2.4% | 6.79 |
| | 9506 | 1 | 800 | 150 | 950 | 450 | 1,400 | 5 | 1.6% | 0.04 |
| | | 2 | 1,140 | 200 | 1,340 | 200 | 1,540 | 6 | 1.7% | 0.05 |
| | 9507 | 1 | 1,190 | 290 | 1,480 | 550 | 2,030 | 8 | 2.3% | 3.70 |
| | | 2 | 820 | 140 | 960 | 270 | 1,230 | 5 | 1.4% | 3.63 |
| | | 3 | 660 | 120 | 780 | 370 | 1,150 | 5 | 1.3% | 1.85 |
| | 9508 | 1 | 610 | 70 | 680 | 400 | 1,080 | 4 | 1.2% | 0.09 |
| | | 2 | 1,290 | 230 | 1,520 | 590 | 2,110 | 8 | 2.3% | 0.05 |
| | | 3 | 540 | 110 | 650 | 250 | 900 | 4 | 1.0% | 0.06 |
| | 9509 | 1 | 1,360 | 220 | 1,580 | 1,010 | 2,590 | 10 | 2.9% | 0.04 |
| | 9510 | 1 | 390 | 110 | 500 | 670 | 1,170 | 5 | 1.3% | 0.03 |
| | | 2 | 510 | 130 | 640 | 1,110 | 1,750 | 7 | 1.9% | 0.07 |
| | 9511 | 1 | 850 | 240 | 1,090 | 1,010 | 2,100 | 8 | 2.3% | 0.07 |
| | | 2 | 620 | 160 | 780 | 630 | 1,410 | 6 | 1.6% | 0.07 |
| 3 | | 720 | 200 | 920 | 560 | 1,480 | 6 | 1.6% | 0.15 | |
| 9513 | 1 | 1,250 | 140 | 1,390 | 570 | 1,960 | 8 | 2.2% | 0.07 | |
| | 2 | 820 | 100 | 920 | 470 | 1,390 | 5 | 1.5% | 0.21 | |
| | 3 | 1,210 | 210 | 1,420 | 590 | 2,010 | 8 | 2.2% | 0.14 | |
| 9514 | 1 | 1,580 | 410 | 1,990 | 1,530 | 3,520 | 14 | 3.9% | 0.17 | |
| | 2 | 880 | 130 | 1,010 | 200 | 1,210 | 5 | 1.3% | 0.27 | |
| | 3 | 580 | 200 | 780 | 20 | 800 | 3 | 0.9% | 1.14 | |
| Totals | | | 48,150 | 11,080 | 59,230 | 30,670 | 89,900 | 353 | 100% | 101 |

Source: US Census 2000

COMMUTER DEMAND

The demand estimation technique established by the B-36 project involves applying a trip rate to the number of workers traveling between counties for work. The resulting formula is as follows:

$$\text{Commuter trips by transit from County A to County B} = 0.012 \times \text{person work trips}$$

This formula breaks down to roughly one transit trip for every 83 trips into the region for work. Since most individuals need to make two commute trips daily, this breaks down to roughly one transit trip for every 42 workers traveling to the county for work. Census LED data were used to determine how many individuals were commuting individually to and from the study area counties for work. Table V-5 shows the location of residence for individuals working in Stevens County. As shown in the table, the majority of workers in the county live in the county. There are, however, a significant portion of people coming from other counties—most notably, individuals commuting from Spokane or Kootenai Counties. There are a total of 51 estimated daily trips that would be captured for residents commuting to Stevens County. Many more individuals are leaving Stevens County for employment than are coming to the county for work. The total number of trips that could potentially be captured via transit for workers leaving Stevens County is estimated at 161 daily trips, as shown in Table V-6.

| Table V-5 Workers in Stevens County | | |
|--|---------------|------------------------|
| Residence County | Number | Estimated Trips |
| Stevens | 6,539 | - |
| Spokane | 1,371 | 33 |
| Kootenai | 190 | 5 |
| Pend Oreille | 150 | 4 |
| Grant | 136 | 3 |
| Bonner | 136 | 3 |
| Ferry | 129 | 3 |
| TOTAL | | 51 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

| Table V-6 Residents of Stevens County | | |
|--|--------|-----------------|
| Work County | Number | Estimated Trips |
| Stevens | 6,539 | - |
| Spokane | 4,602 | 110 |
| King | 749 | 18 |
| Ferry | 520 | 12 |
| Okanogan | 343 | 8 |
| Lincoln | 308 | 7 |
| Pend Oreille | 240 | 6 |
| TOTAL | | 162 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

Tables V-7 and V-8 show comparable information for Ferry County. While the majority of Ferry County workers live within the county, many also come from Stevens County. There is not a lot of commuting into Ferry County for employment, and the estimates show that approximately 17 daily trips could be captured via transit service. There is not a significant number of commuting out of Ferry County either, with estimates showing approximately 14 daily trips that could potentially be captured via transit.

| Table V-7 Workers in Ferry County | | |
|--|--------|-----------------|
| Residence County | Number | Estimated Trips |
| Ferry | 755 | - |
| Stevens | 520 | 12 |
| Okanogan | 112 | 3 |
| Spokane | 74 | 2 |
| TOTAL | | 17 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

| Table V-8 Residents of Ferry County | | |
|--|---------------|------------------------|
| Work County | Number | Estimated Trips |
| Ferry | 755 | - |
| Okanogan | 174 | 4 |
| Spokane | 139 | 3 |
| Stevens | 129 | 3 |
| King | 125 | 3 |
| TOTAL | | 14 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

Lastly, the analysis was performed on data for Pend Oreille County. Table V-9 shows that there is significant commuting from Spokane and Snohomish Counties to Pend Oreille County. There are an estimated 43 trips that may potentially be captured by transit for individuals working in Pend Oreille County. Similarly, as shown in Table V-10, approximately 47 daily trips are predicted for individuals traveling out of the county for work, with Spokane and Bonner Counties representing the largest employment areas.

| Table V-9 Workers in Pend Oreille County | | |
|---|---------------|------------------------|
| Residence County | Number | Estimated Trips |
| Pend Oreille | 1,484 | - |
| Spokane | 659 | 16 |
| Snohomish | 428 | 10 |
| Bonner | 339 | 8 |
| Stevens | 240 | 6 |
| Kootenai | 130 | 3 |
| TOTAL | | 43 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

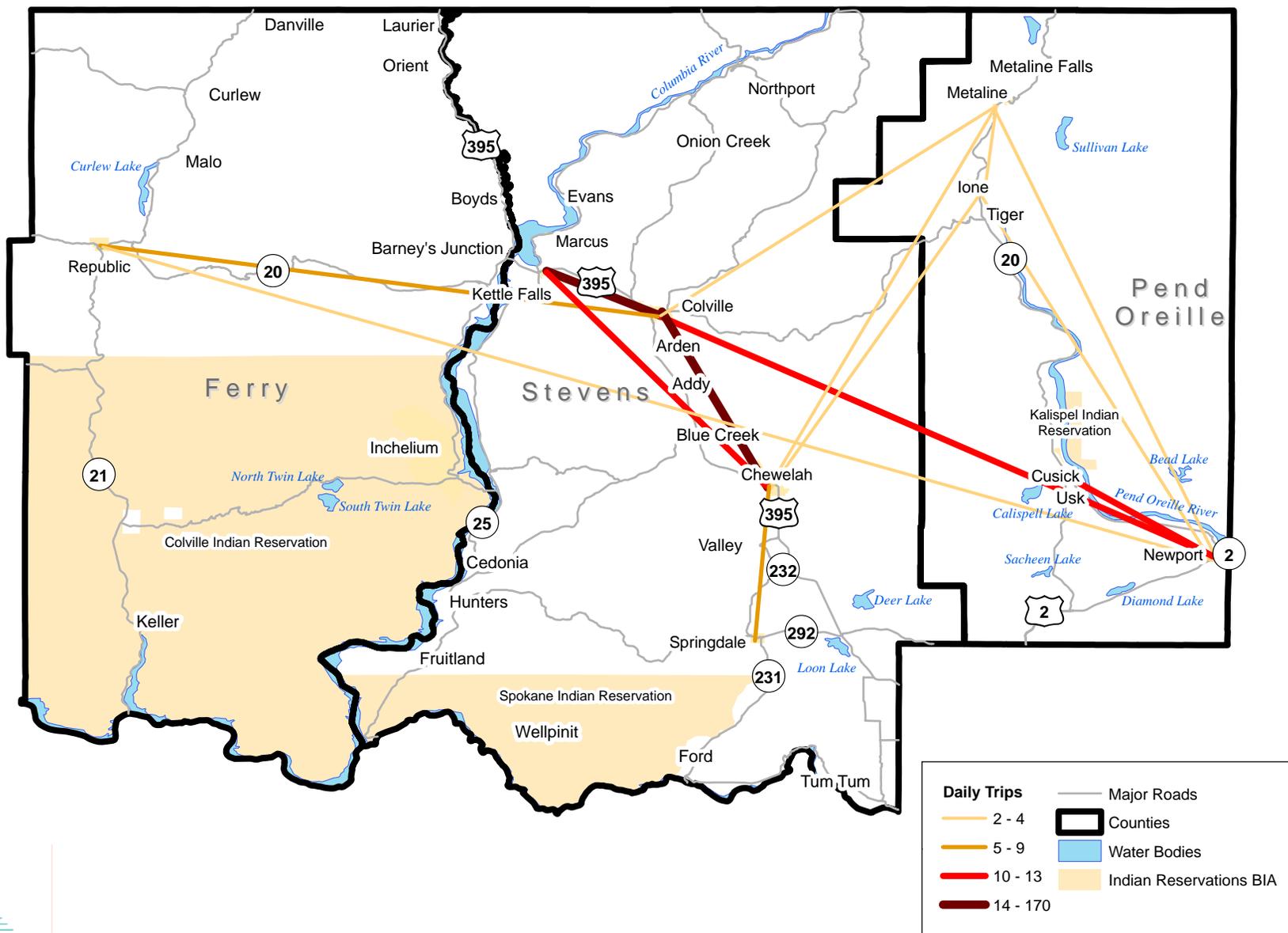
| Table V-10 | | |
|--|---------------|------------------------|
| Residents of Pend Oreille County | | |
| Work County | Number | Estimated Trips |
| Pend Oreille | 1,484 | - |
| Spokane | 1,128 | 27 |
| Bonner | 373 | 9 |
| King | 213 | 5 |
| Stevens | 150 | 4 |
| Kootenai | 105 | 3 |
| TOTAL | | 47 |
| <i>Source: US Census LED, 2010; LSC, 2010.</i> | | |

Commuter demand was also examined at a more detailed level, looking at the towns individuals are commuting between. Table V-11 presents a matrix of the commute data at the town level. Information was taken from the Census LED, showing the commute patterns of individuals in the study area on a more specific level. These data are also shown in Figure V-3, as weighted lines between the locations.

The commute pair representing the greatest amount of travel is between Colville and Kettle Falls, with 170 individuals traveling daily between the municipalities. A total of 101 individuals travel between Colville and Chewelah for work as well. The majority of the other pairs had relatively low commute pairs, with the next highest pairing representing Newport and Cusick, between Kettle Falls and Chewelah, and between Newport and Colville.

| Table V-11 Local Community Commute Matrix | | | | | | | | | |
|--|----------|--------------|----------|---------|----------|----------|------|--------|------------|
| | Colville | Kettle Falls | Republic | Newport | Chewelah | Metaline | Ione | Cusick | Springdale |
| Colville | 1,125 | | | | | | | | |
| Kettle Falls | 170 | 19 | | | | | | | |
| Republic | 9 | - | 87 | | | | | | |
| Newport | 10 | - | 4 | 110 | | | | | |
| Chewelah | 101 | 11 | - | - | 213 | | | | |
| Metaline | 2 | - | - | 3 | 2 | 6 | | | |
| Ione | - | - | - | 2 | 3 | 2 | 3 | | |
| Cusick | - | - | - | 13 | - | - | - | 2 | |
| Springdale | - | - | - | - | 7 | - | - | - | - |
| *The communities of Inchelium and Wellpinit were also examined, but data did not indicate a high level of interconnectivity between the other locations. | | | | | | | | | |
| Source: LSC, 2010; Census LED, 2008. | | | | | | | | | |

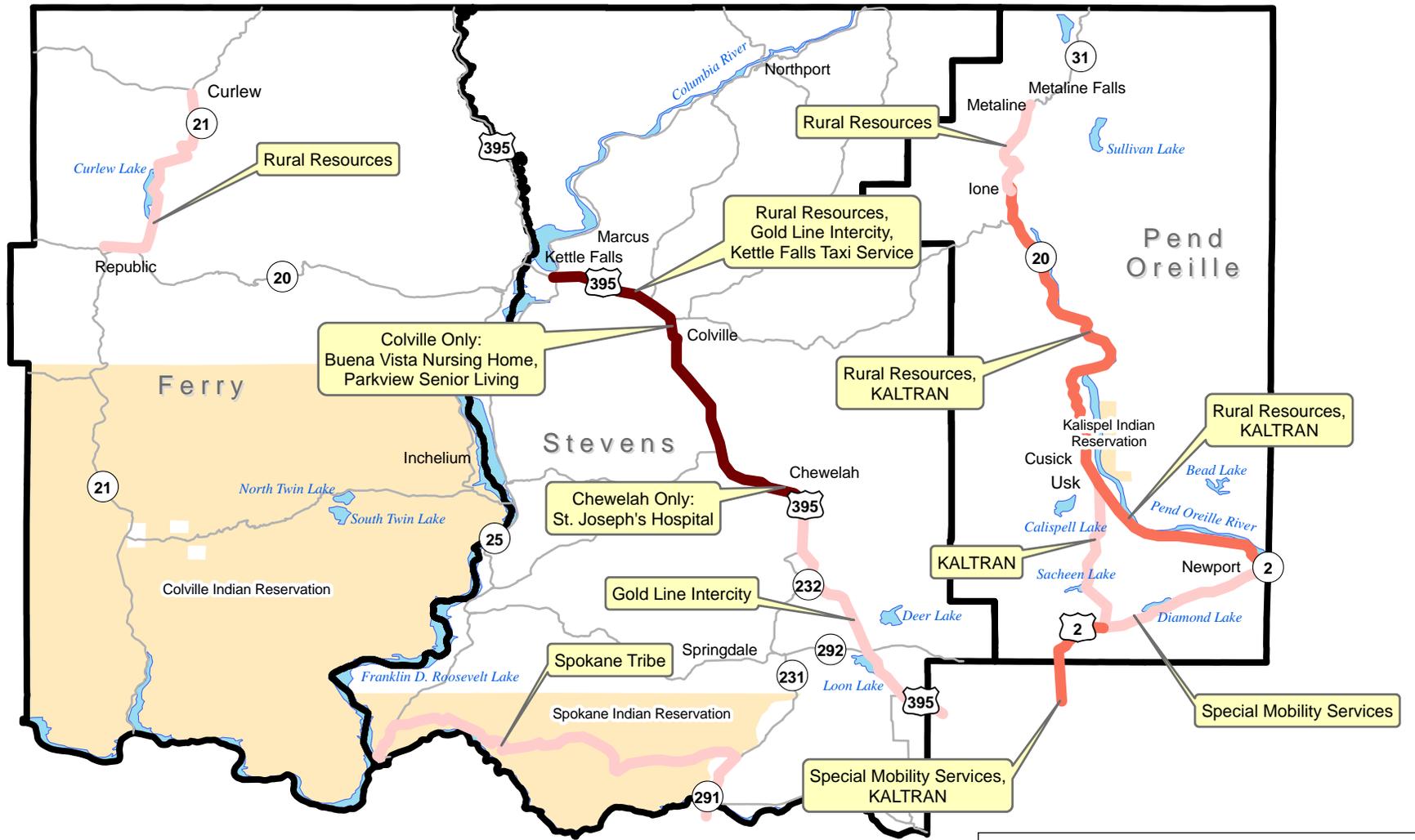
Figure V-3
Travel Patterns



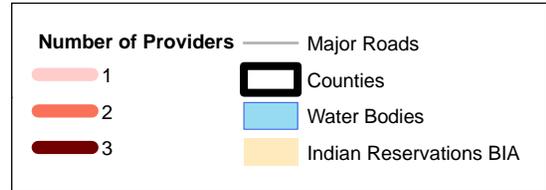
GAPS AND DUPLICATION IN EXISTING TRANSPORTATION SERVICES

This section identifies the gaps and duplications in the existing transportation services. Figure V-4 illustrates the various transportation service providers in the tri-county area. Rural Resources Community Action has five shopping routes that provide service in the tri-county area to Colville/Chewelah/Kettle Falls. However, these shopping routes are not mapped in Figure V-4. Similarly, Catholic Charities Spokane/Volunteer Chore Services provide volunteer transportation services throughout the tri-county area that is limited to low-income seniors and people with disabilities and therefore is not mapped.

Figure V-4
Service Providers



Note - The following providers were not mapped:
 Rural Resources - Shopping Trips in the three county area
 Catholic Charities Volunteer Service - Serves the three county area
 Northeast Alliance Counseling Services - Serves Ferry County excluding Colville Reservation
 WorkSource - Serves the three county area



Gaps in Service

- The existing Stevens County dial-a-ride has service from 9:00 to 11:00 a.m. and from 1:30 to 3:30 p.m. Because of its limited service hours, it will not be able to connect passengers to the new Gold Line intercity service. Also, during peak commute times there is a gap in service for people who do not live on the corridor, live near the boarding locations, seniors, and people with disabilities who would like to get to work on the existing commuter route that operates between Kettle Falls, Colville, and Chewelah, and/or access the intercity service to Spokane.
- There is a gap in service for people who live in Pend Oreille County and would like to get into Spokane during work times.
- While Rural Resources provides limited transportation services on the Colville Indian Reservation, there is no scheduled service for the Colville Indian Tribes to get from Inchelium into Colville/Kettle Falls.
- There is limited scheduled service between Republic and Kettle Falls.
- There is no public transportation service provided on weekends in the tri-county area.

Duplications in Service

- While many of the human service agencies have specific eligibility requirements and provide transportation services for their program clients, there are potential duplications in service. Some of these agencies could contract with public transportation service providers in the area to provide transportation services to meet the needs of their clients.

Coordination Opportunities

- The Pend Oreille dial-a-ride service—provided by Rural Resources Community Action on Fridays from anywhere in Pend Oreille County (including Metaline Falls) to Newport and KALTRAN that provides service between Usk and Ione (Monday through Thursday)—is not a duplication in services as they have different days/times and serve different market segments. However, since they serve similar areas, there may be opportunities for coordination. One possible means of coordination is to add contact information as well as days and approximate hours of operation of the other providers on their respective schedules.
- The service between Newport and Spokane provided by Special Mobility Services Inc. and the service between the Wellness Center (near Usk) and Spokane provided by the Kalispel Tribe are not a duplication of services as they serve different routes/times and serve their respective communities. The Newport Shuttle that links Newport to Spokane using Highway 2 is the only high-speed link to and from lower Pend Oreille County. While there are few riders boarding or alighting along this stretch of route, most of the Newport/Priest River, Idaho riders are on their way to Spokane. KALTRAN follows State Highway 211. However, since both these services are going to Spokane,

there may be opportunities for Special Mobility Services, Inc. (that provides service from Priest River, Idaho/Newport, Washington into Spokane) and KALTRAN (that provides service from Usk into Spokane) along with Rural Resources (that provides service from Newport to Usk along State Highway 20 and links the two transportation providers) to coordinate. One possible means of coordination is to add contact information as well as days and approximate hours of operation of the other providers on their respective schedules.

More information on how these gaps and duplications can be addressed are presented in Chapters VII and VIII.

QUALITATIVE NEEDS

At the July 28, 2010 kick-off meeting, some needs were discussed by attendees.

These needs are listed below:

- Some of the market segments that transportation needs to serve are seniors, persons with disabilities, non-drivers (those without a driver's license and those who are unable to drive), veterans, those individuals who are dependent on transit, commuters, students, and those who need to access employment services/opportunities.
- Seniors and people with disabilities need access to medical services in Spokane. Many times they are scared to drive their cars.
- Many residents need access to medical services locally and some may need access to a specialist located in Spokane.
- Transportation to the Wellness Center is needed in Pend Oreille County.
- Transportation to the Spokane airport.
- The Spokane Tribe needs access to Wellpinit for various services including school and other services.
- The Kalispel Tribe needs access to services in Spokane (Community College).
- Existing transportation services should be concentrated on getting people to the major hubs.
- Need for access from the Colville Indian Reservation to Colville.
- Need for transportation from Springdale to Colville.
- The mind-set that cars are superior.
- Need for educating people on using transportation services.
- Marketing of existing transportation services.
- Limited funding to meet the needs.

Transit Demand Estimates

- The long travel distances and travel times in the tri-county area are major issues for the region. Sparse population in the tri-county area is another challenge to providing transportation services.



Coordination Overview and Strategies

Coordination is a technique for better resource management in which improved organization strategies are applied to achieve greater cost-effectiveness in service delivery. Coordination is about shared power, which means shared responsibility, shared management, and shared funding.

Coordination of transportation services is best seen as a process in which two or more organizations interact to jointly accomplish their transportation objectives. Coordination is like many other political processes in that it involves power and control over resources and coordination can be subject to the usual kinds of political problems and pressures, such as competing personalities and changing environments.

Coordination can be used to improve transportation system performance by eliminating duplication and improving the efficiency of transportation operations. Coordinating transportation means doing better with existing resources. It requires working together with people from different agencies and backgrounds. Coordination has been said to be the best way to stretch scarce resources and improve mobility for everyone.

The fundamental goals of coordinated transportation systems are to increase the number of people served and the number of rides provided with existing resources. Coordination achieves these goals through better resource management.

HISTORY OF COORDINATION

The concept of coordination has been promoted since the late 1960s; however, it was not until recently that a real push for coordination, emphasized at the federal level, has been observed. More and more communities are realizing the scarcity of resources (fuel, vehicles, drivers, and funding) and that the cost-effective and efficient delivery of services is vital if local communities are to continue to ensure

access to vital human services, employment, recreation, and other opportunities and needs. Coordination takes a firm understanding of local needs and resources to develop a plan that, in the end, increases the mobility of residents.

Levels of Coordination

There are varying levels of coordination across a broad spectrum of operating scenarios. Levels can range from very low levels of coordination, such as sharing rides on several different vehicles, to extreme levels such as shared vehicles, shared maintenance, a brokerage established for all agencies, and others. It is important that the Technical Advisory Committee and stakeholders understand that coordination of services generally may take some time and effort on the part of the local human service agencies and providers, especially given that several different government and tribal affiliations are involved.

Coordination has been interpreted as everything from telephone conversations to transfer of vehicle ownership. There are four different phases or levels of coordination with regard to the shared use and efficient operation of equipment and facilities. These levels are defined below:

- a. Communication** involves recognition and understanding of a problem and discussion of possible solutions. This improves the working relationships among various organizations that are in a position to influence transportation developments within their particular jurisdiction.
- b. Cooperation** involves the active working together of individuals in some loose association in a cooperative way. The individuals or individual agencies retain their separate identities.
- c. Coordination** involves bringing together independent agencies to act together in a concerted way to provide for a smooth interaction of separate units of a transportation system. The primary coordination concern is in regard to common funds, equipment, facilities, or operations. Members or agencies preserve their separate identities.
- d. Consolidation** involves joining together or merging agencies for mutual advantage. In the case of transportation services, consolidation is used in reference to a fully integrated transportation system in which the individual entities have been combined or consolidated into one integrated public transportation system. Individual agency identity for the purpose of transportation is no longer maintained.

Consolidation of resources is not likely to be done in most communities. It requires all agencies and providers to fall under one authority and it is difficult to obtain complete consensus for operations. However, the first three elements represent plausible ways to integrate services in a given area. Locally, there is already coordination among providers occurring, representing the beginnings of a coordinated effort. These groups working together are the definition of *communication* and *cooperation*. The goal is to build on that communication and cooperation among providers to determine if *coordination* is a viable option. One of the greatest barriers to coordination is that the key stakeholders are not present or choose not to participate when planning of coordinated services is being done. However, in this case, the largest providers of transportation are local stakeholders who have expressed great interest in this effort.

Resource Management

The first set of resource management objectives—targeting greater efficiencies—focuses on reducing duplication and fragmentation in operating, administering, and funding transportation services. Specific strategies for achieving these objectives include **reducing** the following:

- Operating and administrative salaries
- Capital costs on vehicles and other equipment
- Other operating costs such as maintenance, fuel, and insurance

The second set of resource management objectives—targeting more productive or effective services—focuses on improving acceptability, accessibility, adaptability, affordability, and availability of transportation services within the area. Specific strategies for achieving these objectives include **increasing** the following:

- Days and hours of service
- Service area
- The different kinds of persons and trip purposes served
- The accessibility of vehicles and facilities for people with special needs
- Public information concerning services
- Funding available to help pay the cost of the service

COMMON COORDINATION STRATEGIES

The following section details the different types of strategies that could be implemented for the study area and reviews the benefits and implementation steps for each strategy.

Joint Procurement

Joint procurement (or bulk purchase) is a cost-effective approach to increasing purchasing power. Joint maintenance and fuel purchase is being more widely used across the country, especially given the rising costs of parts and fuel. Shared maintenance can be done by agencies in specific locations where vehicles are stationed in close proximity. Insurance pooling is likely the most difficult joint procurement possibility.

Joint procurement, joint maintenance, and shared vehicle storage are currently being done in the tri-county area. WSDOT has a coordinated vehicle procurement option in place. Rural Resources Community Action (RR) contracts with First Student, Inc. for maintenance and repair service. RR also has an agreement with the Republic School District for storage of one vehicle. The Gold Line is currently storing one vehicle at the Kettle Falls School District. VL Transport has expressed interest in joint fuel purchases. There is a Nonprofit Insurance Pool program available in the tri-county area.

Benefits

- Individual agency capital outlay will be reduced.
- An economy of scale in purchases will be created, thereby reducing the overall operational cost per agency.
- With a decrease in capital and maintenance costs, an agency may be able to shift funding from maintenance and capital to service hours, thereby increasing the level of service or operations of the transit system within the region.

Implementation Steps

- The agencies need to meet to develop a basic understanding of how the procurement process will work.
- Memoranda of Understanding (MOUs) should be developed and agreed upon.

Shared Vehicle Storage and Maintenance Facilities

There are some opportunities for the coordination of vehicle storage space and maintenance facilities in certain locations in the tri-county area. Shared storage, especially if and when vehicles are stored outside, can aid in reducing engine wear during cold weather startup. Obviously, if a provider is conducting its own maintenance on vehicles, it can likely share maintenance costs with another local provider.

Benefits

- Maintenance costs will be reduced, resulting in additional funds available for operations.
- Lost time due to vehicles not starting in cold weather will be reduced, thereby improving the overall performance of the transit service.
- Sharing a facility or building a facility together increases the amount of local match, thereby increasing the level of FTA funding to the region.

Implementation Steps

- The agencies need to meet to identify the best existing facility among the coordinated agencies or the best location for a shared facility.
- The facility should be centrally located to reduce the possible deadhead time.
- The amount of space that each agency will get in the facility should be designated based on each agency's funding participation for the facility.
- A grant will need to be developed to purchase or upgrade the facility.
- The specifics of this coordination strategy should be determined by the informal coordinating council (Chapter VIII). A map of each provider's vehicle storage locations could be taken on as part of this informal group.

Joint Grant Applications

The transit and human service providers in the region could work together to coordinate grant submissions. Grants could be coordinated so that duplication of requests is minimized. This will look more favorable to FTA, WSDOT, and grant reviewers.

Benefits

- The amount of time that each agency needs to spend in developing a grant on their own will be reduced.
- Agencies are able to use each other's knowledge in developing a grant.

Coordination Overview and Strategies

- There is a greater likelihood of funding received if the applications show coordination among providers.

Implementation Steps

- Agencies should review their needs and create a list of capital and operational requirements.
- Agencies should itemize their lists and determine a priority of needs.
- The grant should be developed based on the priority lists.
- The grant should be approved by each of the agencies' boards/councils, along with approval of any local match funding.
- The agencies should ensure each grant references the additional agencies'/ providers' grants for the corridor.

Joint Training Programs

Joint training programs among agencies, in everything from preventative maintenance to safe wheelchair tie-down procedures, can lead to more highly skilled employees. Joint training can also lead to reduced training costs with agencies that each possess a specialized trainer who can be responsible for one or more disciplines. For example, one agency could provide Passenger Service & Safety (PASS), one agency could specialize in preventative maintenance training, etc. The agencies could also purchase special training from reputable organizations/companies and allow other agencies' employees to attend. Training costs could be shared among the agencies. This has already been done by many agencies such as Rural Resources Community Action that provides PASS certification training for New Alliance Counseling Services and also gives driver and monitor training for Head Start. Special Mobility Services Inc. also provides free PASS training to Medicaid transportation providers.

Benefits

- Each agency's training budget will be reduced.
- The drivers and staff have more opportunities to learn from each other.

Implementation Steps

- The training needs of each agency's staff should be identified.
- Training courses that meet the greatest needs should be determined.

- The agency or organization/company that could provide the needed training should be identified.
- State and federal grants that could assist in paying for the training should be determined.

Sharing Expertise

Similar to sharing training resources, agencies could share their expertise in such areas as grant writing, computer technology, and general assistance in operation of transportation services (such as tips for dispatching or accounting procedures). Sharing expertise may be as general as a list of personnel across the region who have some expertise in a particular field that may benefit another agency. A “yellow pages” of subject matter experts made available to each agency may be helpful in operating transportation service.

Benefits

- The need for costly training sessions for drivers and staff will be reduced, thereby decreasing lost production time.
- Knowledge is passed on to other staff members and agencies, thereby increasing the efficiency of the region’s transit providers.

Implementation Steps

- The information, field of work, and expertise needed to operate an effective transit service should be identified.
- The individual in each agency who has expertise in each field of work should be determined.
- A yellow pages or contact list of the individuals in each agency who have expertise in certain fields of knowledge should be created.

Coalitions

A coalition is a group of agencies and organizations that are committed to coordinating transportation and have access to funding. The coalition should include local stakeholders, providers, decision makers, business leaders, councils of government, users, and others as appropriate. The coalition could be either an informal or formal group that is recognized by the decision makers and that has some standing within the community. Coalitions can be established for a specific purpose (such as to obtain specific funding) or for broad-based purposes (such as to educate local communities about transportation needs).

Benefits

- A broad base of support for the improvement of transit services in the region is developed.
- The coalition is able to speak with community and regional decision makers, thereby increasing local support for local funding.

Implementation Steps

- Identify individuals in the region who are interested in improving transit's level of service and have the time and skills to develop a true grassroots coalition.
- Set up a meeting of these individuals to present the needs and issues that face the agencies.
- Agencies need to work with the coalition to provide base information and data on the existing and future needs of transit across the region.

Coordinating Council

Similar to a coalition, a coordinating council is made up of myriad agencies and partners with a common goal of coordinating transportation resources. This group differs from a coalition in that it is primarily made up of agencies that have a need for service and other groups (such as local municipalities) specifically formed to accomplish a strategic goal (such as to implement a new service or to share rides). The coordinating council acts in a similar way to the existing Technical Advisory Committee in the tri-county area.

Benefits

- Allows for greater input from the key transportation agencies in the region.
- Allows members to share information and knowledge on a one-on-one basis.
- Provides greater opportunities to identify possible coordination actions.
- Increases the integration of transit planning within the region.

Implementation Steps

- Agencies interested in being members of the council need to meet and develop by-laws for the council.
- Council members need to elect a Chair and Vice-Chair.
- Council members need to develop a mission statement, vision, goals, and objectives.
- Council members need to set a date for monthly or quarterly meetings.

Joint Planning and Decision Making

Joint planning and decision making involves agencies working cooperatively either with other similar agencies or a local provider to make known the needs of their clients and become involved in the local planning of services. For example, KALTRAN and the Spokane Tribal Transit Program are currently working with each other to link the two services in Chewelah at a future date. Other transportation providers could work with each other in joint planning to meet the needs of their communities and the market segments they serve.

Benefits

- The need for expensive planning documents for each transit agency will be reduced.
- More complex coordination in capital development and operational functions will be allowed.
- The duplication of services among the coordinating agencies will be reduced.

Implementation Steps

The agencies could assist the planning and decision-making efforts by:

- Informing and raising the level of awareness of passenger transportation.
- Identifying and discussing goals and objectives for planning efforts.
- Helping to develop time lines for planning processes.
- Providing information and making recommendations regarding operations, capital, funding, coordination, and administrative functions.

Vehicle Sharing

Vehicle sharing requires that agencies own and operate vehicles. Memoranda of Understanding (MOUs) or Joint Agreements are needed for this strategy to work properly. The agencies that operate vehicles are able to share those vehicles with other agencies in a variety of circumstances, such as when an agency vehicle has a mechanical breakdown or when capacity for a specific trip is at its maximum. One approach would be for transportation providers to share/lease vehicles at a low cost to human service providers who are in need of new or replacement vehicles.

Benefits

- The overall local capital outlay will be reduced.
- These funds could be shifted to cover operational costs or increase the level of service.
- These funds could also be used for capital funding for facilities, equipment, and other capital assets.

Implementation Steps

- Agencies need to work closely together to develop MOUs and agreements on vehicle usage.

Contracts for Service

An agency/entity could contract with another agency/entity or another human service agency to provide needed trips. This could be done occasionally on an as-needed basis or as part of scheduled service. One example is other human service agencies in the tri-county area contracting for service with Special Mobility Services, Inc. and Rural Resources Community Action.

Benefits

- The amount of local match that can be used to pull additional state and federal funding for transit services into the region will be increased.
- The duplication of services in the region will be reduced, thereby creating an economy of scale and improving the overall transit performance level.

Implementation Steps

- The agencies should meet to identify the needs and capacities of the contract parties.
- A contract should be developed detailing the responsibility of each party.

Provide Vehicles

An agency could provide a used vehicle, one that is either being replaced or retired, to another agency. This could be done either through a transfer of title, donation for a small price (in the case of a retired vehicle), or sale to a local agency in desperate need of a replacement vehicle.

Benefits

- The capital outlay for the agency that obtains the used vehicle will be reduced.

- The need to retire older vehicles in the fleet will be reduced.
- Human service transportation providers will be allowed to obtain vehicles that they would otherwise not be able to purchase due to the cost of a new vehicle and the level of federal capital funding they are able to receive.

Implementation Steps

- The agencies should meet to determine the procedures for transferring a vehicle from one agency to another, as well as the level of overall need for vehicles.
- The agencies that receive federally funded vehicles should review their fleet and determine which vehicles can be transferred to other agencies.
- The agencies that wish to receive vehicles should review their fleet needs.

One-Call Center

A shared informational telephone line provides potential users with the most convenient access to information on all transportation services in the region. One possibility is creating a new entity or an existing agency that will fill a mobility manager position for the tri-county area.

Benefits

- The administrative costs for the participating agencies will be reduced.
- A one-call center is the first step to centralized dispatching.
- Users will only need to call one telephone number to obtain all the transit information they need, thereby improving customer service.

Implementation Steps

- The agencies should meet to determine which agency will house the call center, how the call center will be funded, and what information will be provided to customers.
- The telephone line should be set up and the needed communication equipment should be purchased.
- A marketing brochure should be developed detailing the purpose of the call center, hours of service, and telephone number.

Centralized Functions (Reservations, Scheduling, Dispatching)

A single office could oversee the dispatching of vehicles and the scheduling of reservations for all of the participating transportation agencies to provide transportation service within a geographic area.

Benefits

- Duplication of administrative costs will be reduced, based on an economy of scale.
- Marketability of the region's transit service will be increased.
- Fleet coordination will be improved.

Implementation Steps

- The agencies should meet to determine which agency will house the centralized reservations, scheduling, and dispatching or if a new entity would need to be created.
- Each agency's level of funding for the dispatching service cost should be identified.
- Intergovernmental agreements should be created detailing the responsibility of each agency.

Brokerage

The creation of a brokerage would enable all of the transportation providers to closely coordinate their services while retaining their own services and identities. A brokerage agency could be developed separately or as part of an existing agency. The central function of the brokerage would be to operate the central reservation and dispatch center for all of the services. Potential riders could call one phone number and have the ability to make a reservation or receive information on any transit or paratransit service in the area. Software for reservations and scheduling would be required that could direct individuals in need of rides to the most appropriate service and provide agencies with the most efficient routes of travel. This scenario could develop out of the shared informational phone line described above. The difference is that with the brokerage, the broker would schedule the trip on the most efficient vehicle regardless of provider. The broker would have service contracts with each of the providers and would pay the transportation provider for the trip and bill the sponsoring agency for the service.

The ability of a brokerage to effectively manage reservations and dispatch vehicles for multiple services requires that agencies provide the broker with up-to-date service information. Software will be necessary for the brokerage agency to administer trips for multiple agencies with minimal staff. The performance of the reservation software will be further enhanced by the installation of mobile data

terminals (MDT) and automatic vehicle location systems (AVL). These pieces of hardware would enable drivers and dispatchers to easily communicate essential information. For systems in smaller rural settings like the tri-county area, this equipment is not required but would enhance the capabilities of the operation.

The ability of a group of transportation providers to create a brokerage or to coordinate under a lead agency is improved if an agency with the necessary experience and existing infrastructure is able to assume the role of lead agency or broker.

The lead agency not only gains the responsibility of managing reservations and dispatching, it is also responsible for reporting the activities of the brokerage service to member agencies as well as to various federal, state, and local agencies. The creation of a brokerage agency would also require the lead agency to contract with all member agencies to explicitly state what services will be provided at what cost.

The primary costs associated with creating a coordinated public transportation system under a lead agency or brokerage system are related to the software, hardware, and staff requirements of implementing the reservation and dispatch center. A geographic information system (GIS)-based reservation and dispatch software system can be a considerable investment.

Although there are significant costs associated with initiating coordination under a brokerage agency, there are numerous benefits to such a technologically advanced coordination effort. A central reservation system relying on reservation and dispatch software would increase the efficiency of the total system by spreading trips throughout the system and helping each agency to optimize their routes. Additionally, it would make the system easier for riders to use and more responsive to their needs. Since demand for transportation services exceeds the capacity of current services, these gains in efficiency will enable the system to meet more of the demand. Although this may limit the ability of efficiency gains to reduce the number of vehicles operating in the region, increasing ridership may result in a lower cost per trip and a reduction in the distance traveled per trip.

Coordination Overview and Strategies

Sharing reservation and dispatch services also has the potential to reduce the per agency cost of managing their service by eliminating duplication of administrative services. However, this type of organization will require extensive time to implement and considerable local resources from the participating agencies. Agreements would need careful consideration so that participating agencies are assured that their clients and residents of a community/reservation are assured equal and fair treatment for scheduling of trips. The largest barrier to overcome under this model of coordination is local boundaries. Many times throughout the course of discussing coordination of trips, the term “turf wars” emerges. This is common among many areas across the United States and until these turf and boundary issues are resolved, this model of service is likely to fail. For example, if community “X” only provides service within that community for whatever reason, although likely constrained to funding, then under the brokerage model this community must be willing to pool their funds for a larger “system” and provide trips to other agencies or areas.

A third approach would be for the lead agency to establish a contract with the brokerage and for the brokerage to then establish all of the contracts with the operators. In this approach, the lead agency has only a single contract with the brokerage plus funding agreements with the sponsoring agencies.

Benefits

- Reduction in the duplication of administrative costs based on an economy of scale.
- Provides a single point of contact for users.
- Increases the marketability of the region’s transit service.
- Allows for improved fleet coordination.
- Greater efficiencies in service delivery.

Implementation Steps

- Agencies need to meet to determine if the brokerage service will be set up as a new agency or under an existing agency.
- Each agency’s level of funding to cover the cost of the dispatching service must be identified.

- Intergovernmental agreement needs to be created detailing the responsibility of each agency.

SUMMARY

Coordination is a management strategy for improving the performance of various individual transportation services. It wrings inefficiencies out of the disparate operations and service patterns that often result from a multiplicity of providers. Overlapping, duplicate, and inefficient services can be combined for more efficient service delivery. As a result, coordinated services may achieve economies of scale not available to smaller providers. Coordinated services often provide a higher quality of service with greater efficiency that helps to stretch the limited (and often insufficient) funding and personnel resources of coordinating agencies. Information from this report and existing planning frameworks will lead to a coordinated transportation plan for area providers and residents. A coordinated system of providers in the tri-county area appears to be a plausible approach to providing needed services. The types of coordination presented are certainly ways to reduce individual agency costs and maximize the level of ridership.

COORDINATION PROJECTS

As part of the *2007 Coordinated Transit and Human Services Transportation Plan*, the service considerations that should receive the greatest weight by the RTPO for project submissions were ranked as follows based on the number of votes received on each of the service considerations:

1. Preserving existing service based on current utilization and need. (24 votes)
2. Coordination of services. (Described in Pend Oreille County as establishing linkages with existing services to increase utilization. (21 votes)
3. Expansion of existing services where need is identified. (20 votes)
4. New service with limited or no providers and has an identified unmet need. (15 votes)
5. Diverse funding with local partnerships. (8 votes)
6. The project is likely to have a positive impact in the community or for individual residents. (7 votes)
7. The project promotes the economic goals of the region. (6 votes)

Coordination Overview and Strategies

8. The project appropriately defines the safety and specialized equipment needed. More points for shorter period of implementation and to include an evaluation for submitter's ability to perform the functions of the project. (2 votes)

The Technical Advisory Committee of the NEW RTPPO ranked their priority recommendations and presented them to the Policy Board for approval on January 24, 2007. The Policy Board approved the following ranking of projects:

Operational Projects

- Rural Resources - continuation of carpool coordination project
- Rural Resources - continuation of dial-a-ride services in Ferry, Pend Oreille, and Stevens Counties
- Rural Resources - continuation of commuter routes between Kettle Falls, Colville, and Chewelah
- Special Mobility Services - continuation of the deviated fixed-route service between Newport and Spokane

Capital Projects

- Special Mobility Services - replacement/purchase of one minibus for the deviated fixed-route service from Newport to Spokane
- Rural Resources - replacement/purchase of three minibuses





CHAPTER VII

Coordination Opportunities

Chapter VII provides a description of potential coordination opportunities and strategies in two areas. The first section in this chapter offers potential transit service coordination strategies achievable with *existing* services and recommends *new services* based on gaps/unmet needs in services. Additional discussion among the providers will be needed to address new or extensions of service beyond the service along the major corridors. The second section in this chapter offers potential managerial/administrative coordination strategies, expanding on the discussion in previous chapters.



POTENTIAL COORDINATION OPPORTUNITIES - EXISTING SERVICES

This section describes coordination opportunities for existing services by county. The section also recommends new services where needed.

Stevens County

Intercity Bus Service from Kettle Falls to Spokane

The Gold Line is a new intercity bus service that began on September 5, 2010 and is part of the Travel Washington Intercity Bus Program, a collaboration between the Washington Department of Transportation (WSDOT) and Greyhound that will connect Kettle Falls, Colville, Chewelah, and Deer Park to Spokane. This new bus line will join the three Travel Washington bus routes—the Apple Line, the Grape Line, and the Dungeness Line that link into the Greyhound and the Northwestern Stage Lines that connect to the major cities in Washington. This intercity service will depart from Kettle Falls at 7:30 a.m. and reach Spokane at 9:30 to 10:30 a.m. There is also another southbound trip that leaves Kettle Falls at 1:30 p.m. and reaches Spokane at 3:30 to 4:30 p.m. There are two northbound trips that leave Spokane at 10:55 to 11:25 a.m. and 4:45 to 5:15 p.m. to reach Kettle Falls at 1:25 p.m. and 7:20 p.m., respectively. The Gold Line should list transportation information about available connecting services at each of the boarding locations, such

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as connections to/from Rural Resources Community Action and Kettle Falls Taxicab in their transit schedules and on their website.

Service Between Kettle Falls, Colville, and Chewelah

The commuter service operated by Rural Resources (RR) Community Action operates between Kettle Falls and Colville and between Chewelah and Colville, with buses meeting in Colville to transfer passengers. The commuter service operates as a deviated fixed route up to a three-quarter-mile deviation for ADA-eligible passengers. Rural Resources is lenient in their ADA eligibility and includes conditional or seasonal eligibility. They also deviate for people who cannot walk to the fixed route in winter or who need it for safety reasons.

One of the coordination opportunities includes expansion of the existing service corridor (which currently deviates up to three-quarters of a mile from the route for ADA-eligible passengers and for others depending on weather conditions) to include more people along the US 395 corridor to access the commuter services along the Kettle Falls, Colville, and Chewelah corridor. Expansion could include increased operating hours and extension of the route beyond Kettle Falls and Chewelah based on the need. Another opportunity for coordinating is slightly modifying the commuter/dial-a-ride schedule to have one inbound trip and one outbound trip to the Gold Line for people to access medical and other services in Spokane. While, the need for people to access the Gold Line is identified, the demand for such a service is unknown at this time. Once the demand for such a service is identified, below are some options for RR to connect with the Gold line.

The existing Stevens County dial-a-ride has service from 9:00 to 11:00 a.m. and 1:30 to 3:30 p.m. and, because of its limited service hours, is not able to get passengers to the existing commuter route or the new Gold Line intercity service, especially those passengers (general public) who do not live on the corridor and near the boarding locations. One possibility is expanding the Stevens County dial-a-ride service during the hours that the commuter service is operating.

Extended service hours on the Stevens County dial-a-ride service would be from 11:00 to 1:30 p.m. and from 3:30 p.m. to 6:30 p.m., Monday through Friday. The

cost to operate the extended service hours was calculated using the RR current cost per hour of \$105.

- Number of Vehicles = 1
- Additional Annual Service Hours = 1,250
- Additional Annual Service Cost = \$131,250

Service on the Spokane Indian Reservation

The Spokane Tribal Transit Program “The Moccasin Express”—operated by the Spokane Tribe of Indians—started in October 2010. This new transit service has two elements—a deviated fixed route (that began service on October 4, 2010) and vanpool service (scheduled to start 13 weeks after the deviated fixed route) for employees and students. The deviated fixed route provides service Monday through Thursday on the Spokane Indian Reservation between Two Rivers (west end), New House Lane (east end) and Wellpinit (central). These services should continue as planned as they provide a needed service.

Vanpool Service into Spokane

The vanpool program provided by the Spokane Tribal Transit Program (scheduled to start 13 weeks after the deviated-route service began on October 4, 2010) should be expanded to include trips from Kettle Falls, Colville, Chewelah, Valley, and Springdale to Spokane so that they can better meet the needs of commuters/ students going to Spokane. This would mean that a vanpool service would start in Kettle Falls, Colville, Chewelah, Valley, and Springdale then go south to serve the Spokane Indian Reservation and finally go into Spokane to serve work locations and colleges/schools. Expanding the vanpool program to include Kettle Falls, Colville, Chewelah, Valley, and Springdale will help increase the van occupancy rates and vanpool matching to share the ride to work or school/college.

Ferry County

Service Between Republic and Curlew

Ferry County has a dial-a-ride service operated by Rural Resources Community Action that provides service between Republic and Curlew from Monday to Thursday. This service should continue to provide service to meet the demands of residents.

Service on the Colville Indian Reservation

The Colville Confederated Tribes receives 531 1 tribal transit funds. The Tribe uses the funds to contract service to Okanogon County Transportation and Nutrition (OCTN) to provide transit service between Omak, Okanogan, and the Colville Indian Agency. OCTN and the Colville Confederated Tribes also receive grants from the Washington Department of Transportation and the Federal Transit Administration. This service is fare-free and is provided Monday to Friday. The Tribe also plans to extend service to Keller and Inchelium. The Tribe has senior buses that connect seniors to/from meal sites and for social trips outside the Reservation boundary. While there is limited service provided by Rural Resources on the Colville Indian Reservation, there is no scheduled service to get from Inchelium to Colville/Kettle Falls.

Scheduled Service Between Republic and Kettle Falls

Based on the public meeting at Republic held on September 8, 2010, attendees identified a need for a scheduled service into Spokane. However, with the introduction of the new Gold Line intercity service, a connection between Republic and Kettle Falls so that passengers can connect with this new service was something that people in Republic wanted to see. This connection into Spokane would help people access the airport and other services in Spokane. This scheduled connection between Republic and Kettle Falls could be started using the existing shopping trips that are provided by RR every two weeks. Based on the demand, the scheduled service could then be increased to once a week. This connection is especially important during the winter months when the weather is not so good for driving and can be especially difficult for seniors who have no option but to drive themselves.

Pend Oreille County

Service Between Metaline Falls and Newport

Rural Resources Community Action provides Pend Oreille dial-a-ride service on Fridays along State Highway 20 or the Le Clerc Road corridor from Metaline Falls to Newport for shopping, medical, social, and other services. This service needs to be coordinated with the Kalispel Tribe, which provides service (Monday through

Thursday) between Usk and Ione. While these services have different days/times and serve different market segments, the service providers may coordinate by adding contact information as well as days and approximate hours of operation of the other providers on their respective transit schedules so that people are aware of transportation resources available during different days and times.

Service Between the Wellness Center (Usk) and Newport

Rural Resources Community Action and KALTRAN already work together to provide service between Newport and the Wellness Center, Monday through Thursday. RR provides four round-trips between Newport and the Kalispel Tribal Wellness Center and KALTRAN also provides service (two times a day) during hours that RR is not operating that route. One effective way for transportation providers to further coordinate is by adding contact information as well as days and approximate hours of operation of the other providers on their respective transit schedules. This will give riders greater access to the Wellness Center and to services in Newport as more people will be aware of transportation resources available during different times of the day. Many times passengers board on one type of bus and are not aware that they may be expected to board another vehicle with different paint schemes and logos to get back, but reflecting connecting information in both providers' schedules will familiarize people with the services available and how these transportation services work together, and will help passengers navigate between services.

Service Between the Wellness Center (Usk) and Newport into Spokane

Special Mobility Service provides service four days a week—Monday, Wednesday, Thursday, and Friday—with two round-trips per day from Spokane with service into Priest River, Idaho/Newport, Washington. KALTRAN provides service between the Tribal Wellness Center and North Spokane with four round-trips per day, four days a week—Monday through Thursday. While these services serve different routes/different times and serve their respective communities, one way to coordinate is to list the other provider's contact information as well as days and approximate hours of operation on their respective transit schedules. This will include Special Mobility Services, Inc. (provides service from Priest River, Idaho/Newport, Washington into Spokane), KALTRAN (provides service from Usk into Spokane),

Coordination Opportunities

along with Rural Resources (provides service from Newport to Usk along State Highway 20 and links the two transportation providers). This coordination effort among the three transportation providers will help people access services five days a week and during different times of the day.

The basic information needed at the customer's point-of-service is the following:

- Recognizable identification information so the customer-rider knows s/he is boarding the correct vehicle, traveling in the expected direction, to the expected destination.
- Schedule information, including pick-up time, drop-off time, and time points for any intermediate stops.
- Route information, such as the roads to be traveled, the stop locations, and information about connecting services.
- Fare information, particularly if fares are different in price or are handled differently among coordinated transportation providers.
- Contact information to obtain additional assistance.

Commuter Service Between the Wellness Center (Usk)/Newport and Spokane

The existing bus schedules with service between Newport/Usk and Spokane do not allow commuters to work in Spokane. This is a vanpool/carpool service that can be organized through the Spokane Transit Authority (STA) or the www.rideshareonline.com. The current vanpool goes from the Diamond Lake/Newport area to Downtown Spokane and a new carpool/vanpool could be created to meet specific commuter needs not met by the current vanpool service.

Medicaid Transportation Broker

Public meetings indicated that more coordination needs to be done with Medicaid passengers while taking into consideration the HIPPA privacy rules. Having the broker and provider enter into a business associate agreement is an effective answer to HIPPA concerns and allows shared rides.

Another comment regarding one of the barriers to coordination was that people in the tri-county area would like to use local carriers for residents instead of using SMS, a nonprofit based in Spokane. The intention was that local services mean more cost-effective dollars and more dollars available locally. SMS currently con-

tracts with local providers including human service agencies, commercial service providers, and volunteers to serve eligible clients in the tri-county area.

Coordination agreements are an effective method for coordinating Medicaid and non-Medicaid passenger-trips among a variety of providers.

POTENTIAL ADMINISTRATIVE COORDINATION STRATEGIES

Joint Grant Writing

The various transportation and human service providers in the region should work together to coordinate grant submissions for existing services especially within a county or a corridor. As services are coordinated to a greater degree, are expanded, or as new services are initiated, joint grant writing efforts will become increasingly important.



Based on which service options might be operated, how vehicle sharing options might be implemented, and what marketing/education/outreach efforts might be needed, different grant application objectives and priorities would be created. The overall goal remains the same—to increase the amount and predictability of grant funding for the tri-county area. If the total amount of grant funding is increased to the tri-county area, then real and perceived barriers to coordination become easier to address.

The implementation steps below are expanded from the work presented in previous chapters.

Implementation Steps

- The agencies should review their needs and create a list of capital and operational requirements.
 - A common set of information about the needs should be provided for all needs in the list.
 - The list should reflect the next six years' worth of needs.
- The agencies should itemize their lists and determine a priority of needs based on at least the following:
 - Schedule of need during the next six years.

Coordination Opportunities

- ▶ Benefits of receiving and consequences of not receiving funding.
- ▶ Ability of the funded project/item to meet multiple needs.
- ▶ Equity measure that provides some distribution of benefit, geographically (i.e., three counties), and project size (i.e., some large and some small).
- The grant(s) should be developed based on the priority list developed by agencies and approved by the Technical Advisory Committee and the Policy Board.
 - ▶ Match priority lists to grants by establishing procedures for recurring (i.e., yearly or bi-annually) versus non-recurring grants (i.e., very infrequent or one-of-a-kind.)
 - ▶ The priority list itself becomes a communication tool for common interests.
- The grant should be approved by each of the agencies' boards/councils, along with approval of any local match funding.
 - ▶ Staff-level prioritization and agreement to that prioritization process often makes policy-level approval easier.
 - ▶ Clarify whether local match is cash or in-kind and what, if any, reporting or other grant performance requirements exist.
- The agencies should ensure each grant references the additional agencies'/ providers' grants for the corridor.
 - ▶ Regular intervals (i.e., yearly) for updating basic agency information will make it easier for the grant writers to make appropriate references in grant applications.

Coordinated Marketing, Education, and Outreach

This section proposes options for coordinating marketing, education, and outreach efforts, focused on the coordination strategies described below.

The following is a list of ideas to inform people about the available transportation services. This list is not intended to be exhaustive or all-encompassing.

- Develop a single brochure or a resource guide of all transportation services.
 - ▶ Distribute onboard transportation services.
 - ▶ Distribute information at program centers.
 - ▶ Distribute directly through a mailing to program participants.
 - ▶ Post in public places used and seen by program participants and/or the general public.

- Develop a press release of one-quarter to one-half page for distribution to the local newspaper, creators of program- or member-based newsletters, commercial publications such as those created by the Chamber of Commerce or by realtors, and broadcast media (radio and/or television).
- Pay for advertising if the budget allows or request for free as a community service:
 - ▶ Local newspaper.
 - ▶ Local commercial newsletters.
 - ▶ Billboards.
 - ▶ Radio and/or television.
 - ▶ Window signs (like a political campaign sign) for businesses that wish to show support or affiliation with the transit service.
 - ▶ Community event fliers/pamphlets such as those used to promote holiday events (i.e., Fourth of July fireworks, Ocktoberfest, etc.), community events (fairs, festivals, etc.), and related community activities run by others (Bingo night, bowling night, etc.).
- Exterior bus advertising from small bumper stickers on existing vans/buses (i.e., “Call 777-7777 to ride this bus”) to larger panel advertising on the side of vans/buses.
- Refrigerator magnets, stationery, pens, pencils, or other similar low-cost promotional giveaway items.





Unmet Transportation Needs

INTRODUCTION

This chapter summarizes unmet transportation needs for the tri-county area. These unmet needs have been identified through transportation provider surveys, public meetings, and stakeholder meetings. The information presented in this chapter will help agencies/providers develop proposals to meet the unmet needs identified in the tri-county area.

Ferry, Stevens, and Pend Oreille Counties are historically and currently economically depressed and rank 39, 35, and 24 respectively for median household income out of 39 Washington counties. The average commute time in the region—as determined by a survey conducted by Rural Resources Community Action in 2006—is 26 minutes. The majority of commuters have commute times of less than 10 minutes. However, the average commute time is influenced by a large percentage of people with commute times of more than 45 minutes. Employment centers have become more centralized as the more traditional regional employers—the lumber mills and mines—have been cutting back production or closing in the tri-county area. A higher-than-average number of households are retired people who moved to the region due to its more favorable tax structure. Frequently, a consequence of aging is a reduction in income. This creates an expanding population in need of transportation resources. There is also an increasing number of individuals with disabilities—often related to aging—living in outlying areas, further deepening that need.

Stakeholder response tended to take an umbrella view of need, noting that people need access to medical care, social services, government services, employment, education, shopping, legal services, legally required appointments, extracurricular activities for students and parents, intermodal transportation connections, and recreation/social activities. Each category is considered from the aspect of whether or not the need is unmet, in whole or in part, and provides recommended

Unmet Transportation Needs

service alternatives to meet those needs. Recommended service alternatives are not closed-end lists, but represent professional assessment. Transportation providers are encouraged to propose solutions that are not listed, but will meet one or more of the identified unmet transportation needs in the region.

While outlying areas of the region have traditionally been seen as unable to support regularly scheduled transportation services, population density in some parts of the outlying areas has been increasing. It is recommended that a survey or other means of monitoring emerging transportation needs in these areas be carried out prior to the next update of this plan.

All projects should incorporate marketing, outreach, and coordination elements and shall be locally ranked in the following order:

1. Preserving/restoring existing services
2. Coordination of services
3. New service with limited or no providers and an identified unmet need
4. Expansion of existing services where need is identified

Unmet needs are listed by trip purpose category as these are categories identified by stakeholders.

INTERMODAL TRANSPORTATION CONNECTIONS

This category considers the transfer of clients between the various tri-county transportation services to other intermodal transportation entities such as the Gold Line bus service, the Spokane airport, or Spokane Transit Authority services. In the south end of Stevens and Pend Oreille Counties, many work and school commuters regularly travel into Spokane. People throughout the tri-county area sometimes access specialized medical or professional care in Spokane. Business and pleasure travelers sometimes access Spokane's airport. Visitors to the area sometimes seek transportation options from the Spokane bus terminals or airport to destinations within the tri-county area. For a number of reasons, intermodal transportation is a category of human services transportation that requires careful consideration and coordination with the services to which tri-county residents are transferring.

Current Services Providing Intermodal Connections

- A Stevens County option is provided by the Gold Line intercity bus service operating twice a day, seven days a week, between Kettle Falls and the Spokane airport with stops at the Spokane Transit Authority (STA) facilities, Greyhound terminal, and Amtrak terminal in Spokane.
- A Pend Oreille County option is provided by KALTRAN available Monday through Thursday from Ione to Newport and the Walmart on Division in Spokane via the Kalispel Tribe Wellness Center several times per day
- A Pend Oreille County north/south transportation option is provided by Rural Resources Community Action from anywhere in Pend Oreille County (including Metaline Falls) to Newport and available every Friday to connect with the SMS-supplied bus from Newport into Spokane.
- A Pend Oreille County deviated fixed-route bus service operates Monday through Thursday between the Kalispel Tribe Wellness Center and Newport provided by Rural Resources Community Action with connections to KALTRAN and SMS bus services into Spokane from Newport.
- STA vanpools currently operate in south Pend Oreille and south Stevens Counties, including six vanpools in Suncrest, one in Elk, and one in Diamond Lake.
- Stevens County dial-a-ride and commuter bus services—operated by Rural Resources Community Action—provide limited connection potential with the Gold Line intercity bus service.
- Volunteer drivers throughout the tri-county region provide limited access to Gold Line bus services.
- SMS Newport-to-Spokane service connects with STA, the Spokane airport, and Greyhound.

Unmet Intermodal Connection Needs

- Access from other transportation systems to the Gold Line intercity bus service.
- Transportation options for Suncrest and Tumtum residents to access Spokane Transit Authority services.
- Easier access to transportation services for the client, such as web or e-mail services, as well as phone or fax.
- Expansion of service times and routes for all current services.
- Marketing of intermodal transportation services.

Unmet Transportation Needs

- Coordination with the Spokane Transit Authority to provide shuttle or vanpool services to tri-county area residents commuting into Spokane.
- Access to Gold Line/Apple Line intercity bus services from Ferry County.
- Access to STA and airport services for Spokane Indian Reservation and other residents of southwest Stevens County, including Springdale.

Transportation Alternatives for Intermodal Transportation Connections

Coordination Alternatives

- Tri-county providers should cooperate to improve communication in planning and delivering transportation services as well as coordinating intermodal services with STA and other external service providers.
- A marketing plan should be developed among providers to decrease costs and provide a common platform with which customers can become familiar.

Service Alternatives

- Preserve/restore KALTRAN bus service into Spokane.
- Preserve/restore SMS Newport Shuttle into Spokane.
- Rural Resources dial-a-ride/commuter services to provide more Gold Line connection opportunities.
- Transportation services from the Kalispel and Spokane Indian Reservations to Tribal Trust Lands in Airway Heights and Chewelah.
- Vanpool services to STA park-and-ride locations for tri-county commuters.

TRANSPORTATION FOR EMPLOYMENT AND EDUCATION

Geography, weather, fuel prices, levels of educational or vocational skills, and the ability to adequately maintain some means of personal transportation are all factors that have a significant effect on the ability of people to commute to work or school. Commutes may be, by necessity, quite long, but the average income in the region is significantly lower than that for the state as a whole, according to census data.

Access to employers and higher education may promote the future economic welfare of the region.

Current Services Providing Access to Employment and Education

- In Stevens County, Rural Resources Community Action provides a fixed-route commuter bus service between Kettle Falls and Chewelah via Colville on US 395, operating Monday through Thursday from 7:00 to 8:45 a.m. and 3:50 to 5:33 p.m.
- A Pend Oreille County option is provided by KALTRAN available Monday through Thursday from Ione to Newport and the Walmart on Division in Spokane via the Kalispel Indian Reservation Wellness Center several times per day.
- Dial-a-ride services are provided by Rural Resources, offering limited service hours in all three counties.
- The Gold Line intercity bus service provides limited access to education and employment opportunities.
- STA vanpools currently operate in south Pend Oreille and south Stevens Counties, including six vanpools in Suncrest, one in Elk, and one in Diamond Lake.
- Career Path Services works with people with disabilities and provides and coordinates transportation for their clients with local providers for employment purposes.
- The Moccasin Express, provided by the Spokane Tribe, serves the main routes within the Spokane Indian Reservation and is in the process of developing an employee and student vanpool program that will provide access off reservation for employment and education purposes.
- RideshareOnline.com, whose website is located at www.rideshareonline.com, is a service operated by the State of Washington that provides carpool matching and vanpool matching services.
- A commuter van shuttle service is operated by Seattle City Light between the dam and Ione.
- SMS Newport-to-Spokane service connects with STA, the Spokane airport, and Greyhound.
- A Colville Confederated Tribe contracted service with Okanagan County Transportation and Nutrition for twice daily service between Omak, Nespelem, and Coulee Dam.

Unmet Needs in Accessing Employment and Education

- Coordination between employers, transportation providers, social services, government services, and tribes to develop, implement, and maintain a combined effort to provide employers in the tri-county area with an adequate work

Unmet Transportation Needs

force, and workers with a reliable, inexpensive (or affordable) means of getting to work.

- Expansion of service times and routes for all current services.
- Coordination between tri-county providers and the Spokane Transit Authority for public transportation projects.
- Easier access to transportation services for the client, such as web or e-mail services, as well as phone or fax.
- Coordination of efforts to support private for-profit transportation options in support of the commuting needs of workers, employers, and students.
- Coordination of providers with the community colleges and educational facilities generally available in Spokane to develop a system for college/trade school commuters that would allow more ready access to these opportunities.
- Daily transportation options linking Metaline Falls, Metaline, Ione, and Republic to Colville for commuters and community college students.
- Daily transportation options for residents of southern Stevens County to access STA services and employment centers in Airway Heights and Spokane.
- Scheduled transportation options for the eastern part of the Colville Indian Reservation to Republic/Nespelem and Kettle Falls/Colville.
- Daily transportation from the Kalispel and Spokane Indian Reservations to Tribal Trust Lands in Airway Heights and Chewelah.

Recommended Transportation Alternatives for Education and Employment

Coordination Alternatives

- Tri-county providers should cooperate to improve communication in planning and delivering transportation services as well as coordinating services with employers and education providers.
- Develop a marketing plan between providers to decrease costs and provide a common platform with which customers can become familiar.

Service Alternatives

- Maintain commuter routes between Kettle Falls, Colville, and Chewelah.
- Expand commuter routes to increase number of daily trips (current service only offers two round-trips per day) and frequency.

- Maintain Pend Oreille County bus services, operated by KALTRAN, between Ione and Spokane.
- Promote employer-sponsored commute alternatives, such as the van service operated by Seattle City Light.
- Coordinate with Spokane Transit Authority's vanpool coordinator to increase utilization of vanpools between Spokane and Airway Heights and locations in south Pend Oreille and Stevens Counties, as well as the Kalispel and Spokane Indian Reservations.
- Carpooling is the best option for most commuters; a marketing program for www.rideshareonline.com should be implemented.
- Transportation services from the Kalispel and Spokane Indian Reservations to Tribal Trust Lands in Airway Heights and Chewelah.
- Access to the Gold Line intercity bus service.
- Maintain current services in and around the Spokane and Kalispel Indian Reservations.

TRANSPORTATION FOR MEDICAL/DENTAL CARE

Current services, primarily based on the use of volunteer drivers and dial-a-ride services, meet many of the current needs of the region in getting people to medical offices and facilities. For community residents receiving state Medicaid, access to service is available through the Medicaid Transportation Broker (Special Mobility Services). Resources for non-Medicaid-eligible residents are stretched thin. Any increase in this need will require more volunteer drivers and wheelchair-accessible vehicles to maintain the current level of service. While the need for medical transportation is clear—particularly for services at medical “hubs” such as Spokane, Colville, Chewelah, Republic, Wellpinit, the Kalispel Tribe Wellness Center, and Newport—the need frequency fluctuates greatly and the geographic service area is too broad to support a fixed-route system, such as the Gold Line intercity bus service. Moreover, the Gold Line service is not coordinated with a demand-based feeder service. Another issue with using the intercity service involves the ability of riders with various and often debilitating medical problems to successfully navigate an intermodal transportation system. While many people seeking medical services in Spokane will be able to use the Gold Line, there will be many people who will either need other forms of transportation or some form of assistance en route.

Current Services Providing Medical/Dental Transportation Services

- A combination of volunteer driver and dial-a-ride bus services provided by Catholic Charities/Volunteer Chore and Rural Resources Community Action meet most of the non-Medicaid medical transportation needs in the tri-county area.
- The Gold Line intercity bus services provides access to designated stops between Kettle Falls and Spokane, where passengers can transfer to other means of transportation to access medical providers.
- A Pend Oreille County option provided by KALTRAN is available Monday through Thursday from Ione to Newport and the Walmart on Division in Spokane via the Kalispel Tribe Wellness Center several times per day.
- A Pend Oreille County option is provided by Rural Resources Community Action from Metaline Falls south to Newport on Fridays for access to Newport services or to catch the SMS bus into Spokane and return in the afternoon.
- The Moccasin Express provides bus service on the Spokane Reservation.
- SMS brokers Medicaid transportation services in the tri-county area.
- SMS provides access to Spokane medical/dental providers via its intercity bus service out of Newport in Pend Oreille County.
- A Colville Confederated Tribe contracts service with the Okanogan County Transportation and Nutrition for twice daily service between Omak, Nespelem, and Coulee Dam via People to People service from Coulee Dam to Davenport connecting with SMS for service into Spokane.

Unmet Needs in Medical/Dental Transportation

- Transportation for people discharged from hospitals and nursing facilities outside of normal transportation service operating hours and outside of dial-a-ride locations.
- Regularly scheduled service between Metaline Falls and Ione.
- Expansion of service times and routes for all current services.
- Active coordination of services between providers to avoid “double-booking” scenarios, to promote coordination agreements, and provide referrals of passengers to other appropriate service providers.
- Easier access to transportation services for the client, such as web or e-mail services, as well as phone or fax.
- Educating medical staff and passengers about available transportation services and promoting coordination of appointments with current transportation service schedules.

- A “cabulance” option for those people who must be transported in a reclined position.
- A coordinated means to provide transportation for people using regularly recurring medical services, such as dialysis, placing both non-Medicaid and Medicaid clients on the same vehicle to share resources.
- Provision of daily transportation for people accessing intensive, short-term medical treatments (such as chemotherapy and barium treatments).
- Connection services between Gold Line and medical providers.
- Coordination of efforts to support private for-profit transportation options in providing for the needs of people requiring medical transportation and having the capability of paying for those services.
- Transportation to/from and between the various tribal health centers at the Kalispel Wellness Center, Wellpinit, Inchelium, and Nespelem.

Recommended Transportation Alternatives for Medical/Dental Needs

Coordination Alternatives

- Tri-county providers should cooperate to improve communication in planning and delivering transportation services as well as coordinating services with medical and dental providers.
- Coordination with the STA to access passenger support services.
- Development of a marketing plan among providers to decrease costs and provide a common platform with which customers can become familiar.

Service Alternatives

- Preserve/restore current services in Ferry, Stevens, and Pend Oreille Counties.
- Expand current hours of service and service areas within the tri-county area.
- Maintain current services in and around the Spokane and Kalispel Indian Reservations.
- Intertribal transportation.

TRANSPORTATION FOR SOCIAL AND GOVERNMENT SERVICES

Transportation is needed to access vital social and government services to maintain both social and personal well-being. This includes access to Social Security Administration offices, Department of Social and Health Services (DSHS), food stamp and energy assistance programs, local food banks, WorkSource appointments, Bureau of Indian Affairs (BIA), Indian Health Service (IHS), and tribal services.

Current Transportation Provided to Social and Government Services

- A Stevens County option is provided by Gold Line intercity bus service operating twice a day, seven days a week, between Kettle Falls and Spokane, with stops at STA terminals.
- A Pend Oreille County option is provided by KALTRAN available Monday through Thursday from Ione to Newport and the Walmart on Division in Spokane via the Kalispel Tribe Wellness Center several times per day.
- A Pend Oreille County north/south transportation option is provided by Rural Resources Community Action from anywhere in Pend Oreille County (including Metaline Falls) to Newport. It is available every Friday to connect with the SMS-supplied bus from Newport into Spokane.
- A Pend Oreille County deviated fixed-route bus service operates Monday through Thursday between the Kalispel Tribe Wellness Center and Newport provided by Rural Resources Community Action with connections to KALTRAN and SMS bus services into Spokane from Newport.
- Stevens County commuter bus and tri-county dial-a-ride services—operated by Rural Resources Community Action—provide services on a scheduled basis, with outlying areas having the opportunity to access services twice per month.
- Pend Oreille County trips are available from Metaline Falls south to Newport on Fridays for access to Newport services or to catch the SMS bus into Spokane and return in the afternoon.
- Catholic Charities/Volunteer Chore and Rural Resources Community Action provide service throughout the tri-county region using volunteer drivers. The number of volunteer drivers is limited which, in turn, limits access to services.
- The Moccasin Express provides transportation services for people on the Spokane Indian Reservation to access services in Wellpinit.
- SMS Newport to Spokane service connects with STA, the Spokane airport, and Greyhound.

- A Colville Confederated Tribe senior service in Inchelium and Keller provides access to meal sites and other services in and around the Reservation.

Unmet Transportation Needs to Access Social and Government Services

- More access for people in outlying areas to social and government services.
- Connection services to the Gold Line intercity bus service.
- Expansion of service times and routes for all current services.
- Provision of services along the Highway 20 corridor between Republic and Metaline Falls.
- Regularly scheduled service between Metaline Falls and Ione.
- Easier access to transportation services for the client, such as web or e-mail services, as well as phone or fax.
- Coordination of transportation services with government and social service agencies.
- Coordination of efforts to support private for-profit transportation options for people requiring access to social and government services.

Recommended Transportation Alternatives for Social and Government Services

Coordination Alternatives

- Tri-county providers should cooperate to improve communication in planning and delivering transportation services as well as coordinating services with social and government service providers.
- A marketing plan should be developed among providers to decrease costs and provide a common platform with which customers can become familiar.

Service Alternatives

- Preserve/restore current services in Ferry, Stevens, and Pend Oreille Counties.
- Expand current service hours and service areas within the tri-county area.
- Maintain current services in and around the Spokane and Kalispel Indian Reservations.

TRANSPORTATION SERVICES FOR SHOPPING AND OTHER PURPOSES

As seen in an analysis of household income in relation to household size from the 2006 Transportation Survey responses, single-member households are more likely to fall into the categories of low, very low, and 30 percent of median income. This demographic may be the single most challenging to serve under this category of transportation. Limited household income, coupled with a lack of support in the household by other members, creates a situation that often leads to varying degrees of transportation dependence. The importance of access to groceries and household sundries, haircuts, post office boxes, and banking services should not be underestimated. The importance to local economies of getting these people into town to do their shopping is a reason to help find solutions for these people.

Elderly couples living in outlying areas also tend to require transportation options to support their lifestyles and avoid having to sell their property to move to an assistance facility.

Current Transportation Services Providing Access to Shopping and Other Purposes

- A Stevens County option is provided by the Gold Line intercity bus service operating twice a day, seven days a week, between Kettle Falls and Spokane, with stops at STA terminals.
- A Pend Oreille County option is provided by KALTRAN available Monday through Thursday from Ione to Newport and the Walmart on Division in Spokane via the Kalispel Tribe Wellness Center several times per day.
- A Pend Oreille County transportation option is provided by Rural Resources Community Action available every Friday to connect with the SMS-supplied bus from Newport into Spokane.
- A Pend Oreille County deviated fixed-route bus service operates Monday through Thursday between the Kalispel Tribe Wellness Center and Newport provided by Rural Resources Community Action with connections to KALTRAN and SMS bus services into Spokane from Newport.
- Stevens County Commuter bus and tri-county dial-a-ride—operated by Rural Resources Community Action—provides services on a scheduled basis.
- Limited services are provided throughout the tri-county region by Catholic Charities/Volunteer Chore volunteer drivers.
- The Moccasin Express provides transportation services for people on the Spokane Reservation to access services in Wellpinit.

- KALTRAN provides transportation services for people on the Kalispel Indian Reservation to access various services.
- Shopping trips are provided by Rural Resources Community Action into Chewelah, Colville, and Kettle Falls from outlying areas of Ferry, Stevens, and northern Pend Oreille Counties twice per month.
- A Pend Oreille County service is provided by Rural Resources Community Action from Metaline Falls south to Newport on Fridays for access to Newport services or to catch the SMS bus into Spokane and return in the afternoon.
- SMS Newport-to-Spokane service connects with STA, the Spokane airport, and Greyhound.

Unmet Needs in Providing Transportation for Shopping and Other Purposes

- Transportation-dependent people in the tri-county area need the flexibility to shop for groceries and household sundries on any day, not just scheduled days of service.
- More frequent access is needed to mail, banks, and retail services, such as barbers and hair stylists.
- Coordination and communication is needed among providers to use volunteer vehicles as efficiently as possible.
- Expansion of service times and routes for all current services is needed.
- Services should be marketed in cooperation with local businesses.
- Easier access to transportation services for the client, such as web or e-mail services, as well as phone or fax is needed.
- Coordination of efforts is needed to support private for-profit transportation options for people requiring access to retail, banking, or postal services who can pay for the service.

Recommended Transportation Alternatives for Shopping and Other Purposes

Coordination Alternatives

- Tri-county providers should cooperate to improve communication in planning and delivering transportation services as well as coordinating services for special events with retailers and promoters.
- A marketing plan should be developed among providers to decrease costs and provide a common platform with which customers can become familiar.

Unmet Transportation Needs

Service Alternatives

- Preserve/restore current services in Ferry, Stevens, and Pend Oreille Counties.
- Expand current hours of service and service areas within the tri-county area.
- Maintain current services in and around the Spokane and Kalispel Indian Reservations.
- Provide connection services to the Gold Line intercity bus service.
- Promote private for-profit alternatives.



Institutional Recommendations

INTRODUCTION

This chapter reviews the institutional recommendations for implementing coordinated opportunities as detailed in Chapter VII. The institutional recommendations are based upon the services currently provided by transportation service providers in the tri-county area, input from the first and second stakeholder groups, and input by e-mail from other stakeholders. The first Stakeholder Group was attended by Special Mobility Services, Inc., Rural Resources Community Action, Gold Line intercity provider, Kettle-Colville Trails, NEW RTPO, and TEDD. The second Stakeholder Group was attended by Special Mobility Services, Inc., Rural Resources Community Action, Career Path Services, NEW RTPO, and TEDD. Other stakeholders who were not able to attend gave their comments at the public meetings and through e-mail. These institutional recommendations encourage coordination of transportation services in the tri-county area and allows for increased services.

Form Transit Coordinating Council

An informal Transit Coordinating Council/Committee should be formed and include representatives from transportation service providers, human service agencies, and other agencies and organizations with an interest in transit services. The Transit Coordinating Council should meet at least quarterly to ensure that transit services are operated efficiently and that the services support public transit goals for the region. This group should invite people responsible (as discussed in Chapter III under Emergency Management) for developing a local emergency plan and for declaring emergencies in the region to better coordinate/respond in case of an emergency.

Project Action Steps

These are some of the project action steps that can be handled by the transit coordinating council as a group.

Vehicle Locations/Maintenance Centers

The Transit Coordinating Council would implement some of the coordination strategies recommended in this report such as joint vehicle storage and maintenance. One of the keys to coordinating services and implementing some of the coordination strategies is developing joint agreements and working with all the transportation providers to identify vehicle locations/facilities and maintenance centers for each of the transportation providers.

Dispatch Contact Information

The providers discussed keeping dispatch contact information for use in instances when another agency could provide mutual aid types of assistance. For example, in the case of mechanical breakdown, another agency could provide a bus and driver to rescue and transport passengers to an appropriate location for continued services. A starting point for this will be a Memorandum of Understanding (MOU) or Joint Agreement and also a list of dispatch contact information at various locations. This dispatch contact list will be created as part of the Transit Coordinating Council/Committee.

Consensus with Transit Schedule Format

Based on Chapter VII and based on the Stakeholder Group, one of the tasks would be to reach a consensus on the transit schedule format. It has been seen that various transportation providers have different formats for creating transit schedules. This makes it difficult for passengers to read the different formats of transportation services available. This task will enable the end user to pick up any transit schedule and know how to read the information to get from their point of origin to their point of destination and get information for connecting services. This will be one of the tasks that the Transit Coordinating Council can take up once formed.

Washington Information Network (WIN) 211

This is a great resource that is already available and can be accessed by people simply by dialing 211 or using the website at <http://www.win211.org/>. The Transit Coordinating Council will work together to create a web page displaying

a map of the various transportation services available in the tri-county area. Once a user clicks on the area/corridor they want services to/from, they can get information about eligibility requirements and contact information. While a web page may not be the preferred method of media in the tri-county area, it will help the service agencies who need to refer their clients to available transportation services. Moreover, this media can be easily updated to provide the most current information to the user. The Transit Coordinating Council will also work on getting available transportation services for the Northeast Washington tri-county area on the 211 phone number. An application to market the existing call center, transportation information available through 211, or to update transportation information available through 211 could be made.

Marketing

One of the biggest concerns was marketing of existing transportation resources. While there are transportation services that exist, many times the users and service agencies that provide information to their clients are not aware of the transportation services available. A consensus reached by the stakeholders was to have a transportation resource guide of all transportation services in the tri-county area and having this resource guide mailed with utility bills. Other ideas for marketing transportation programs include advertising/including transportation resource guides in the free weekly newspapers such as Huckleberry Press and Outpost.

No Wrong Call

Since all the stakeholders have limited staff, one of the recommendations by Rural Resources was implementing the “no wrong call” option which has a low or no cost associated with it. The passenger would call the provider of their choice. That provider would then schedule trips on their service or any of the participating services. The only barrier is that this option will not work for Medicaid clients, due to Medicaid screening requirements for eligibility and covered medical services. However, ensuring that all providers have accurate information on the region’s transportation services and establish referral procedures through the informal coordinating council is a good first step that the stakeholders can take toward better interagency coordination.



CHAPTER X

Priority List

INTRODUCTION

The *2007 Coordinated Public Transit-Human Services Transportation Plan* (previous plan) priority list was provided to the general public at the first set of open houses and to the stakeholders via e-mail. Each individual was asked to rank the three priorities that they thought should be considered for applications sent to the NEW RTPO. Individuals were also asked to add other service considerations that they thought were important but not listed and were asked to rank them accordingly.

At the public meetings in Colville on September 9, the attendees thought that the service considerations were good as listed—(i) preserving existing services, (ii) coordination of services, (iii) expansion of existing services where need is identified, and (iv) new services with limited or no providers—and did not need to be modified. One of the items of discussion at this meeting was the need for all projects to incorporate marketing and outreach. At the public meeting held in Republic on September 8, one of the service considerations discussed and considered needed on the list was that “the service is open to the general public.” Most attendees at that meeting thought that coordination of services, preserving existing service, followed by expansion of existing services where need is identified were important.

Table X-1 shows the priority list of service considerations that were ranked by the general public and stakeholders and should receive the greatest weight by the NEW RTPO to transportation applications submitted. In the recent call for applications, the WSDOT has added a category for “restore service to prior level.” This would include restoration of prior service levels decreased due to lack of funding in the last grant application cycle. The restoration of services was added to preservation of existing services in the priority list.

Priority List

| Table X-1 Priority List | |
|--|-----------------|
| Service Considerations | Priority |
| Preserving/restoring existing services. | 1 |
| Coordination of services. This is to ensure that the service does not duplicate existing services and it establishes linkages with existing services to increase utilization. | 2 |
| New service with limited or no providers and an identified unmet need. | 3 |
| Expansion of existing services where need is identified. | 4 |
| The project is likely to have a positive impact in the community or for individual | 5 |
| The project promotes the economic goals of the region. | 6 |
| Diverse funding, with local partnerships. | 7 |
| The project appropriately defines the safety and specialized equipment needed, more points for shorter period of implementation, to include an evaluation for submitter's ability to perform the functions of the project. | 8 |
| Service is open to general public. | Not ranked |
| Need for marketing and outreach. | Not ranked |

As shown in the table, preservation of existing services was identified as the highest priority. Existing services will be based on the current utilization and need. This was followed by coordination of services followed by new service with limited or no providers.

Appendix D includes WSDOT Consolidated Grant Program Priorities and Goals from the 2011-2013 application cycle.



NEW RTPO Consolidated Grant Ranking

As part of the Tri-County Coordinated Public Transit-Human Services Transportation Plan, the Technical Advisory Committee of the Northeast Washington Regional Transportation Planning Organization (NEW RTPO) ranked the grants received by priority weight A, B, and C projects by following the priority guidelines published in this plan. The Technical Advisory Committee then presented the following consolidated grant ranking recommendations to the RTPO Policy Board, which were approved on December 15, 2010. Table XI-1 lists the ranking by priority weight of the following grants approved by the RTPO Board.

NEW RTPO Consolidated Grant Ranking

| Table XI-1 NEW RTPO Consolidated Grant Ranking | | | | |
|---|---------------------------------------|--|---------------------|--------------------------|
| Ranking | Applicant | Project Title | Project Type | Funding Requested |
| A1 | Rural Resources (RR) Community Action | Dial-a-Ride in Ferry, Stevens, and Pend Oreille Counties | Operations | \$977,774 |
| A2 | Rural Resources (RR) Community Action | Commuter Route - Kettle Falls, Colville, and Chewelah | Operations | \$328,000 |
| A3 | Special Mobility Services (SMS) | Preserve existing deviated fixed-route operating service between Newport and Spokane on Mondays, Wednesdays, Thursdays, and Fridays, and restore Tuesday service to provide rural residents access to needed urban services and opportunities. | Operations | \$250,820 |
| A4 | Special Mobility Services (SMS) | Purchase one replacement minibus to continue deviated fixed-route service between Newport and Spokane to provide rural residents access to needed urban services and opportunities. | Capital | \$69,300 |
| A5 | Rural Resources (RR) Community Action | Replacement of three vehicles | Capital | \$195,000 |
| B1 | Spokane Tribe of Indians | Purchase of a paratransit vehicle | Capital | \$40,000 |
| B2 | Spokane Tribe of Indians | Hire a Full-Time Transportation Planner | Program Development | \$89,600 |
| B3 | Spokane Tribe of Indians | Expanded Deviated Fixed-Route | Operations | \$318,590 |
| B4 | Spokane Tribe of Indians | Continued Deviated Fixed-Route | Operations | \$318,590 |
| B5 | Spokane Tribe of Indians | Vanpool Operations Subsidy | Operations | \$28,800 |
| C1 | Spokane Tribe of Indians | Chewelah-Airway Heights Route | Operations | \$304,190 |
| C2 | Spokane Tribe of Indians | Purchase of an additional bus for an added Chewelah-Airway Heights route** | Capital | \$64,000 |
| C3 | Spokane Tribe of Indians | Purchase and installation of eight transit shelters** | Capital | \$20,000 |
| C4 | Spokane Tribe of Indians | Purchase a back-up bus for existing service | Capital | \$64,000 |
| C5 | Spokane Tribe of Indians | Purchase and installation of two bike racks for current transit vehicles | Capital | \$4,000 |
| TOTAL FUNDING REQUESTED: | | | | \$3,072,664 |
| <i>Note**:</i> Projects were tied in the ranking. | | | | |

Appendix A: Meeting Flyers



Residents of Ferry, Stevens, and Pend Oreille Counties Your Input is Needed!

You are invited to attend one of three Transportation Open Houses to be held in Ferry, Stevens, and Pend Oreille Counties and includes the Colville Confederated Tribes, the Kalispel Tribe, and the Spokane Tribes in northeast Washington. If you have ideas, concerns, or would just like to know more about the tri-county Coordinated Public Transit-Human Services Transportation Plan (CPTHSTP) currently being conducted, please attend. Representation is needed from all groups—general public, seniors, persons with disabilities, employees, employers, students, educators, service providers, businesses. Don't miss this opportunity to help shape the public transportation system.

**Wednesday,
September 8, 2010**

**9:00 to 11:00 a.m.
Ferry County PUD
686 South Clark Avenue
Republic, WA**

**5:30 to 7:30 p.m.
Pend Oreille County PUD
130 North Washington
Newport, WA**

**Thursday,
September 9, 2010**

**9:00-11:00 a.m.
Tri County Economic
Development District (TEDD)
986 South Main
Colville, WA**

Refreshments will be served at
the public meetings.

For more information, contact:
Tri County Economic Development District
Karen Van Soest, NEW RTPO Program Coordinator
at kvansoest@teddonline.com or (509) 684-4571
or LSC Transportation Consultants, Inc.
Tangerine Almeida
at TAlmeida@LSCCS.com or (800) 677-1671

Technical Report #1 is now available at
<http://www.lscs.com/projects/tedd/tm1.htm>



Coordinated Public Transit-Human Services Transportation Plan

Residents of Ferry, Pend Oreille, and Stevens Counties - Your Input is Needed!

You are invited to attend one of four Transportation Community Meetings to be held in Ferry, Stevens, and Pend Oreille Counties and includes the Colville Confederated Tribes, the Kalispel Tribe, and the Spokane Tribe in northeast Washington. Don't miss this opportunity to help shape the public transportation system. If you have ideas, concerns, or would just like to know more about the tri-county Coordinated Public Transit-Human Services Transportation Plan (CPTHSTP) currently being conducted, please attend. Representation is needed from all groups, including the general public, seniors, persons with disabilities, employees, employers, students, educators, and businesses.

Monday, September 27, 2010

**5:30 to 7:00 p.m.
Senior Meal Site
Shortcut Road
Inchelium, WA**

Tuesday, September 28, 2010

**9:00 to 11:00 a.m.
Camas Center for
Community Wellness
1821 North LeClerc Road
Usk, WA**

Tuesday, September 28, 2010

**5:30 to 7:00 p.m.
Springdale Depot
107 Schafer Avenue
Springdale, WA**

**Wednesday, September 29,
2010**

**9:00 to 11:00 a.m.
Spokane Tribe Administration
Building
6105 Ford-Wellpinit Road
Wellpinit, WA**



For more information, contact:

Tri County Economic Development District
Karen Van Soest, NEW RTPO Program Coordinator
at kvansoest@teddonline.com or (509) 684-4571
or LSC Transportation Consultants, Inc.

Tangerine Almeida
at TAlmeida@LSCCS.com or (800) 677-1671

Appendix B: List of Stakeholders Contacted



**Appendix B
List of Stakeholders Contacted**

| Agency | Phone | Contact | Title |
|---|----------------|---------------------|---|
| Assisted Living Communities/Nursing Homes | | | |
| Parkview Retirement Assisted Living | (509) 684-5677 | Mary Wear | Director |
| Pinewood Terrace Nursing and Retirement Center | (509) 684-2573 | Gail McDowell | Director |
| Buena Vista | (509) 685-4539 | Lorri Carter | Community Coordinator |
| Klondike Hills Assisted Living | (509) 775-8234 | Julia Harmon | Associate Manager |
| WSDOT/ACCT/Public Transportation Administrator | | | |
| WSDOT | (360) 705-7928 | Don Chartock | Administrator |
| WSDOT | (509) 667-3029 | Tom Hansen | Intercity Bus & Transportation Specialist |
| Job Corps | | | |
| Curlew Job Corps | (509) 779-0547 | Jennifer Albert | Director |
| Community Action Program | | | |
| Rural Resources Community Action | (509) 684-8421 | Barry Lamont | Executive Director |
| County Commissioners | | | |
| Ferry County | (509) 775-5229 | Joe Bond | Ferry County Commissioner |
| Ferry County | (509) 775-5229 | Bob Heath | Ferry County Commissioner |
| Ferry County | (509) 775-5229 | Brad Miller | Ferry County Commissioner |
| Stevens County | (509) 684-3751 | Merrill Ott | Stevens County Commissioner |
| Stevens County | (509) 684-3751 | Malcolm Friedman | Stevens County Commissioner |
| Stevens County | (509) 684-3751 | Larry Guenther | Stevens County Commissioner |
| Pend Oreille | (509) 447-4119 | Laura Merrill | Pend Oreille County Commissioner |
| Pend Oreille | (509) 447-4119 | John Hankey | Pend Oreille County Commissioner |
| Pend Oreille | (509) 447-4119 | Diane Wear | Pend Oreille County Commissioner |
| Hospitals and Other Health Care Providers | | | |
| Providence Mount Carmel Hospital (Colville) | (509) 685-5100 | Lori Johanson Fogle | Community Coordinator |
| St. Joseph's Hospital & Long-Term Care Unit (Chewelah) | (509) 935-5266 | Angela Proszek | Community Coordinator |
| Northeast Washington Medical Group (NEWMG) | (509) 684-3701 | Ron Rehn | CEO |
| Ferry County Memorial Hospital | (509) 775-3333 | Ron O'Halloran | Hospital Administrator |
| Tri County Health District | (509) 684-5048 | David Windham | Director |
| Newport Hospital and Health Services | (509) 447-2441 | Tom Wilbur | Director |
| Pend Oreille County Mental Health | (509) 447-5651 | Annabelle Payne | Director |
| Northeast Washington Alliance Counseling | (509) 684-4597 | David Nielsen | Director |
| Local School Districts | | | |
| Valley SD | (509) 937-2791 | Mark Selle | Superintendent |
| Loon Lake SD | (509) 233-2212 | Steven Waunch | Superintendent |
| Curlew SD | (509) 779-4931 | Steve McCullough | Superintendent |
| Inchelium SD | (509) 722-6181 | Ron Washington | Superintendent |
| Republic SD | (509) 775-3173 | Teena McDonald | Superintendent |
| Mary Walker SD | (509) 258-4534 | Kevin Jacka | Superintendent |
| Kettle Falls SD | (509) 738-6625 | Greg Goodnight | Superintendent |
| Colville SD | (509) 684-7850 | Ken Emmil | Superintendent |
| Chewelah SD | (509) 935-8671 | Marcus Morgan | Superintendent |
| Northport SD | (509) 732-4251 | Wes Harris | Superintendent |
| Newport SD | (509) 447-3167 | Jason Thompson | Superintendent |
| Keller SD | (509) 634-4325 | Dave Iverson | Superintendent |
| Orient SD | (509) 684-6873 | Mark Selle | Superintendent |
| Nespelem SD | (509) 634-4541 | John Adkins | Superintendent |
| Cusick SD | (509) 445-1125 | Dan Reid | Superintendent |
| Selkirk SD | (509) 466-2951 | Nancy Lotze | Superintendent |
| Nine Mile Falls SD | (509) 340-4300 | Brian Talbott | Superintendent |
| Onion Creek SD | (509) 732-4240 | Edwina Hargrave | Superintendent |
| Welpinit SD | (509) 258-4535 | Timothy Ames | Superintendent |
| Summit Valley SD | (509) 935-6362 | William Glidewell | Principal |
| Columbia/Evergreen SD | (509) 722-3311 | Rod Pankey | Superintendent |
| Major Employers | | | |
| Hewes Marine Company | (509) 684-5235 | Ellen Jensen | Human Resources Director |
| Hearth & Home Technologies | (509) 685-8922 | Cheri Carrigan | HR Manager |
| Vaggen Brothers Lumber | (509) 684-5071 | Suzi Gotham | HR Manager |
| Walmart Colville | (509) 684-3209 | Fred Woods | Store Manager |
| Colmac Coil / Colmac Industries | (509) 684-4505 | Cam Buffington | Community Coordinator |
| Kinross Gold | (509) 775-3157 | Deana Zakar | Coordinator |
| Ponderay Newsprint Company | (509) 445-1511 | Paul Machtolf | CEO |
| Boise Cascade | (509) 738-6421 | Lisa Ward | HR Manager |
| Safeway | (509) 684-3782 | | |
| Super 1 | (509) 684-9788 | | |
| Other | | | |
| Early Head Start Spokane | (509) 623-4208 | Carolyn Brown | Director |
| Bright Beginnings Pre-School | (509) 684-2686 | | Nursery Schools, Preschools & Kindergartens |
| Colville Valley Junior Academy | (509) 684-6830 | | Nursery Schools, Preschools & Kindergartens |
| Growing Tree | (509) 685-0255 | | Nursery Schools, Preschools & Kindergartens |
| Headstart | (509) 684-9128 | | Nursery Schools, Preschools & Kindergartens |
| Johnson Christian School | (509) 681-8631 | | Nursery Schools, Preschools & Kindergartens |
| Johnson Christian School | (509) 684-8631 | | Nursery Schools, Preschools & Kindergartens |
| NE Washington Early Childhood Program | (509) 258-4189 | | |
| Head Start - Chewelah | (509) 935-6558 | | Nursery Schools, Preschools & Kindergartens |
| Head Start - Colville | (509) 684-0702 | | Nursery Schools, Preschools & Kindergartens |
| Head Start - Cusick | (509) 445-1245 | | Nursery Schools, Preschools & Kindergartens |
| Head Start - Kettle Falls | (509) 738-2567 | | Nursery Schools, Preschools & Kindergartens |
| Head Start - Selkirk | (509) 446-3011 | | Nursery Schools, Preschools & Kindergartens |
| Head Start - Springdale | (509) 258-4189 | | Nursery Schools, Preschools & Kindergartens |
| Head Start- Legal Aid- Homeless Shelter- Central Of | (509) 684-8421 | | Nursery Schools, Preschools & Kindergartens |
| NEW Alliance Counseling Services | (509) 775-3341 | Robert Schwartz | CFO |
| Horizons Group | | | |
| Republic | | | |
| Northport Horizons- N.C.P.R. (Northport Community Preservation and Restoration) | | | |
| Kettle Falls Horizons | | | |
| Hunters Horizons | | | |
| Colville Horizons | | | |
| Chewelah Horizons | | | |
| Springdale- C.O.G.S. (Citizens Of Greater Springdale) | | | |
| Wellpinit Horizons | | | |
| Valley -V.I.P (Valley In Progress) | | | |
| Tum Tum- L.S.A. (Lake Spokane Alliance) | | | |

**Appendix B
List of Stakeholders Contacted**

| Agency | Phone | Contact | Title |
|--|----------------|-------------------|---|
| Deer Park- D.P.I.P. (Deer Park In Progress) | | | |
| Chambers of Commerce | | | |
| Kettle Falls | | | |
| Chewelah | | | |
| Colville | | | |
| Deer Park | | | |
| Greater Loon Lake | | | |
| Springdale/Suncrest | | | |
| Northport | | | |
| PUD | | | |
| Ferry County PUD | (509) 775-3325 | John Friederichs | |
| Pend Oreille County PUD | (509) 447-3137 | Dan Peterson | Commissioner |
| Stevens County PUD | (509) 233-2534 | | |
| Nonprofit Organizations | | | |
| Tri County Economic Development District | (509) 684-4571 | Leslie Jones | Executive Director |
| Nonprofit Transportation Organizations | | | |
| Catholic Charities/Volunteer Chore | (509) 459-6175 | Tom Carroll | MSW Director of Senior Services |
| Catholic Charities/Volunteer Chore | (509) 459-6184 | Monique Kolonko | Associate Director for Seniors and Housing |
| Rural Resources Community Action | (509) 685-6127 | Kelly Scalf | Transportation Director |
| Private Transportation Operators | | | |
| Laidlaw Transportation - First Student | (509) 684-5152 | Kevin Mahugh | |
| Regional Transportation Planning Organization | | | |
| Northeast Washington Regional Transportation Planning Organization | (509) 684-4571 | Karen Van Soest | Program Coordinator |
| Intercity Provider | | | |
| Travel Washington Gold Line | (509) 953-0802 | Bill Brannan | Travel Washington Gold Line General Manager |
| WSDOT | (360) 705-7929 | Stephen Abernathy | Intercity Bus Program Manager |
| Student and Teen Organizations | | | |
| 4-H (Washington State University Stevens County Extension) | (509) 684-2588 | Shannon Gordon | 4-H Coordinator |
| Tribal Governments | | | |
| Colville Confederated Tribes | (509) 634-2211 | Virgil Seymour | Delegate |
| Spokane Tribe | (509) 458-6551 | Claudia King | Transportation Planner |
| Kalispel Tribal | (509) 447-7236 | Ken Stocks | Community Planning & Development |
| Tribal Transit Programs/Transportation | | | |
| KALTRAN (Kalispel Tribal Transit System) | (509) 671-6523 | Julia Seyler | Transportation Program Manager |
| Spokane Tribe of Indians- Planning and Economic Development Department | (509) 458-6549 | Chamisa Radford | Transit Planner |
| Confederated Tribes of the Colville Reservation | (509) 634-2543 | Jason Palmer | Tribal Roads and Transportation |
| Colville Tribes Area Agency on Aging | | Reva Desautel | Program Manager |
| City and Town Representatives | | | |
| City of Republic | (509) 775-3216 | Shirley Couse | Mayor |
| City of Chewelah | (509) 935-8311 | Clancy Bauman | Mayor |
| Town of Springdale | (509) 258-7258 | Harold Love | Planning Commission |
| Town of Lone | (509) 442-3611 | Kevin Foy | Mayor |
| City of Newport | (509) 447-5611 | Ray Kig | City Administrator |
| City of Colville | (509) 684-5095 | Richard Nichols | Mayor |
| City of Kettle Falls | (509) 738-6821 | Dave Keeley | City Planner |
| Town of Cusick | (509) 445-1718 | Bob Spencer | Mayor |
| Town of Metaline | (509) 446-4641 | Pete Daggett | Mayor |
| Town of Metaline Falls | (509) 446-2211 | Tara Leininger | Mayor |
| Town of Marcus | (509) 684-3771 | Fran Bolt | Mayor |
| Town of Northport | (509) 732-4450 | Kathy Thomas | Town Council |
| Workforce Development | | | |
| Career Path Services | (509) 684-8859 | Linda White | Director |
| Eastern Washington Partnership/Workforce Development Council (EWP-WDC) | (509) 685-6129 | Tom O'Brien | Director |
| Work Source Employment Security | (509) 685-6124 | Kerry Burkey | Director |
| Area Agency on Aging | | | |
| Aging and Long-Term Care of Eastern Washington | (509) 458 2509 | Mike Hilborn | |
| Port Districts | | | |
| Port of Pend Oreille | (509) 445-1090 | | |
| Railroad | | | |
| KF International Railroad | (509) 738-2285 | Dan McBride | Director |
| Pend Oreille Valley Railroad | (509) 445-1090 | | |
| Community Colleges | | | |
| Spokane Community College (Colville Branch) | | | |
| Washington State University Extension (Stevens County) | | | |
| Washington State University Extension (Ferry County) | | | |
| Washington State University Extension (Pend Oreille County) | | | |
| Libraries | | | |
| Stevens County Library | | | |
| Newport Public Library | (509) 447-2111 | Colleen Auble | Librarian |
| Metalines Community Library | (509) 446-3232 | Lynn Barns | Branch Coordinator |
| Lone Public Library | (509) 442-3030 | Lynn Barns | Branch Coordinator |
| Calispel Public Library | (509) 445-1215 | Pam Thompson | Librarian |
| Republic Public Library | (509) 775-3328 | Gailene Hooper | Librarian |
| Kettle Falls Public Library | (509) 738-6817 | | Librarian |
| Colville Public Library | (509) 684-6620 | | Librarian |
| Chewelah Public Library | (509) 935-6805 | | Librarian |
| Lakeside Community Library | (509) 276-3329 | | Librarian |
| Library of the Lakes | (509) 233-3016 | | Librarian |
| Northport Community Library | (509) 684-6620 | | Librarian |
| Springdale Library Station | (509) 233-3016 | | Librarian |
| Onion Creek Library Station | (509) 684-6620 | | Librarian |
| Hunters Public Library | (509) 738-6817 | | Librarian |
| DSHS Community Services Office | | | |
| Washington State Department of Social and Health Services | (509) 685-5600 | Fritzi Reber | |
| Regional Medicaid Broker | | | |
| Special Mobility Services Inc. (SMS) | (509) 532-9505 | Rusty Koontz | Regional Manager |

Appendix C: TCRP Methodology



Appendix C

TABLE 1

Recommended Methodology for Estimating Annual Program-Related Rural Passenger Transportation Demand (From TCRP Report 3)

D= Annual One-Way Person-Trips

Program Type

Developmental Services: Adult

Participants < 25; $D = 358 \times \text{Number of Participants}$

Participants ≥ 25 ; $D = 430 \times \text{Number of Participants} - 1,686$

Developmental Services: Case Management

$D = 39.2 \times \text{Number of Participants}$

Developmental Services: Pre-School

$D = 224 \times \text{Number of Participants}$

Group Home

Participants < 10; $D = 2.05 \times \text{Number of Participants} \times \text{Days of Operation}$
or, if the number of days of operation is not known,
 $D = 615 \times \text{Number of Participants}$

Participants ≥ 10 ; $D = (1.42 \times \text{number of Participants} + 5.94) \times \text{Days of Operation}$
or, if the number of days of operation is not known,
 $D = 291 \times \text{Number of Participants} + 3,760$

Headstart

$D = 263 \times \text{Number of Participants}$

Headstart: Home Base

$D = 0.16 \times \text{Number of Participants} \times \text{Days of Operation}$
or, if the number of days of operation is not known,
 $D = 30.5 \times \text{Number of Participants}$

TABLE 1, continued

**Recommended Methodology for Estimating Annual Program-Related
Rural Passenger Transportation Demand
(from TRCP Report 3)**

D = Annual One-Way Person-Trips

Program Type

Headstart: Other

D = 1.86 x Number of Participants

Job Training

D = 137 x Number of Participants

Mental Health Services

D = 347 x Number of Participants

Mental Health Services: Case Management

D = 6.35 x Number of Participants

Nursing Home

Participants < 50; D = 9.10 x Number of Participants

Participants > = 50; D = 12.5 x Number of Participants - 173

Senior Nutrition

D = 248 x Number of Participants

Shelter Workshop

D = 1.58 x Number of Participants x Days of Operation
or, if the number of days of operation is not known,
D = 384 x Number of Participants

TABLE 2

**Recommended Methodology for Estimating Annual Non-Program-Related
Rural Passenger Transportation Demand**
(from TRCP Report 3)

$$D = R_e E \left(\frac{1}{1 + k_e e^{-U_e}} \right) + R_m M \left(\frac{1}{1 + k_m e^{-U_m}} \right) + R_p P \left(\frac{1}{1 + k_p e^{-U_p}} \right)$$

where:

D = annual demand for Non-Program-Related passenger transportation.
(One-Way Trips Per Year)

$$R_e = 1,200$$

$$R_m = 1,200$$

$$R_p = 1,200$$

E = number of persons age sixty or over.

M = number of mobility-limited persons age sixteen to sixty-four.

P = number of persons, age sixty-four or less, in families with incomes below the poverty level.
The definition of the poverty level is that used for the 1990 U.S. Census.

$$k_e = e^{6.38}$$

$$k_m = e^{6.41}$$

$$k_p = e^{6.63}$$

$$U_e = 0.000510 \times \frac{\text{Annual Vehicle-Miles Available to Elderly Market}}{\text{Area of the County}}$$

$$U_m = 0.000400 \times \frac{\text{Annual Vehicle-Miles Available to Mobility-Limited Market}}{\text{Area of the County}}$$

$$U_p = 0.000490 \times \frac{\text{Annual Vehicle-Miles Available to Low-Income Market}}{\text{Area of the County}}$$

Appendix D: WSDOT Consolidated Grant Program Priorities and Goals



Consolidated Grant Program Priorities and Goals

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

- Service preservation – sustained core service
- Operating expansion – regional connectivity
- Capital expansion – effectiveness and safety
- Technological innovation – efficiency

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

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