

## Community Transportation Providers

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In Washington State, the term public transportation describes a wide range of services. The most easily recognizable services are those provided by the state's 30 transit systems. In 2010, approximately 86 percent of the state's population resided within the service boundaries of a transit system. However, transit systems are unable to meet everyone's needs. Some people need to travel places where transit systems do not serve, or at times of the day in which there is no service. Others are unable to use transit systems because of their age or abilities, and some people with low incomes are unable to purchase the transportation they need. Community and Brokered Transportation Providers in Washington State help fill these gaps.

Washington State's public transportation systems increase quality of life for everyone in the state. Public transportation eases congestion on the roads and improves air quality. Public transportation gives people access to jobs, improves the economy, and decreases reliance on public assistance. The service helps people maintain and improve their wellbeing by getting people to health related services and educational opportunities. Public transportation encourages people to lead active lives.

Since 1989, Washington State has used a brokerage system to provide non-emergency medical transportation (NEMT) for eligible Medicaid clients. Transportation brokers link riders to transportation providers. The brokers determine riders' eligibility and arrange the most appropriate and cost effective transportation services for the riders' needs. Transportation services used by the brokers include public bus, gas vouchers, client and volunteer mileage reimbursement, non-profit providers, tribal governments, taxi, cabulance, ferry, and commercial bus and air. The state is divided into 13 service regions and currently contracts with eight brokers. In 2010, the brokers coordinated nearly 3.4 million trips for Medicaid clients. This shows an increase of almost 5 percent over the more than 3.2 million trips during 2005.

Community Transportation Providers are private, non-profit, or governmental agencies that provide core transportation services for individuals with special needs and the general public in rural and urban areas. With a focus on the transportation needs of low-income, elderly, youth, veterans and their families and people with disabilities, Community Transportation Providers coordinate transportation services for access to health care, nutrition, employment, training, education, social services, and other vital community resources. Community Transportation Providers partner with a network of transportation service providers, employers, and human service agencies that may include health care providers, senior services, veteran services, community colleges, workforce partners, services for people with disabilities, and other social service agencies.

For communities that have limited or no transit service, community transportation provides the general public and people that have special needs with transportation options and access to services that maintain their dignity and independence while decreasing the need for institutional care.

The most reliable 2010 data available to WSDOT regarding the Community Transportation Providers comes from the Federal Transit Administration's reporting requirements for recipients of FTA §5311 funds. For 2010, 14 Community Transportation Providers received FTA §5311 grant money and were required to report their annual data through WSDOT to the FTA's NTD data base. WSDOT, then submits the data that is collected from the §5311 grant recipients directly to the NTD.

## Special Needs Populations

**2010 Washington State Population:** 6,724,540 (U.S. Census).

**People With Disability in Washington:** 791,733 (11.8 percent of the total population)

**People Over 65:** 810,075 (12.0 percent of the total population)

**People Within 150 Percent of Poverty (aka low income):** 1,439,450 (21.4 percent of the total population)

Because these categories overlap, they cannot be totaled to capture a count of the state's entire special needs population as this would yield too high a number. For example; 29.9 percent of people with a disability are within 150 percent of poverty and 38.8 percent of people with a disability are over 65.

## Community Volunteers

As nonprofit, community service organizations, Community Transportation Providers attract community members who volunteer their service by sharing their time and use of their personal vehicles for providing trips to special needs individuals.

## Ridership

Ridership is the amount of service provided as measured by the number of passenger trips. In 2010, the 14 featured Community Transportation Providers in Washington State provided a total of 465,616 passenger trips.

## Revenue Vehicle Hours

Revenue vehicle hours are the measurements in hours that providers operate each vehicle in fixed route services (not including the time to or from the assigned route) or make demand response services available. The Community Transportation Providers that are included in this report clocked more than 174,512 hours of vehicles revenue service for the 2010 reporting year.

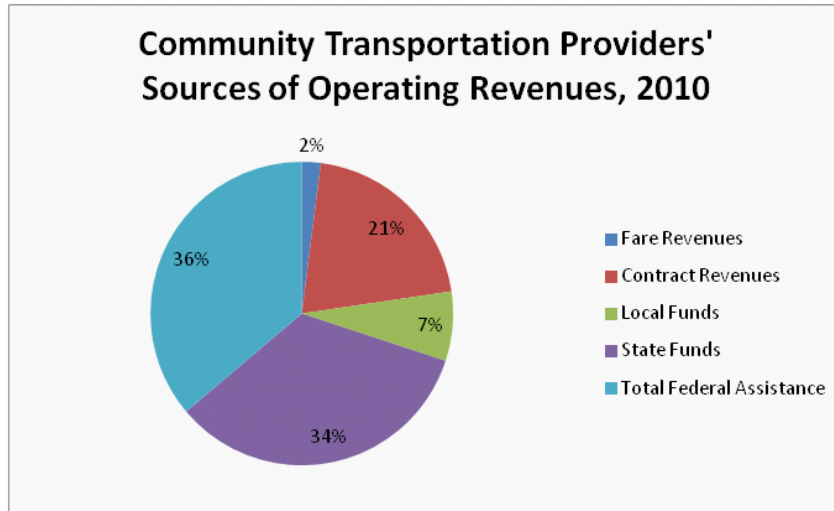
## Revenue Vehicle Miles

Revenue vehicle miles are the measurements in miles that providers operate each vehicle (not including the distance to or from assigned fixed routes). This measurement includes the miles of volunteer vehicles. The Community transportation providers featured in this report drove over 3,580,687 revenue vehicle miles.

## Funding

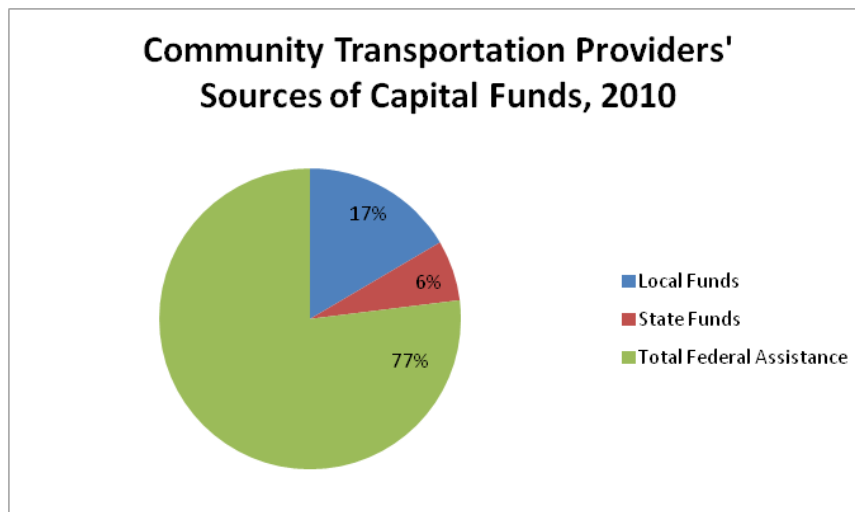
### Operating Revenue

In 2010 the combined total operating revenue for the featured 14 Community Transportation Providers' was \$8.4 million. Federal contributions amounted to \$3 million (36 percent), followed by \$2.8 million in state funds (33.8 percent), \$1.7 million in contract revenues, \$621,188 in local funds and \$168,595 in farebox revenue. Unlike transit systems, Community Transportation Providers receive no operating revenues from dedicated, local taxes.



### Capital Funds

Washington State invested \$115,736 in capital to the 14 featured Community Transportation Providers in 2010. This investment helped leverage an additional \$1.6 million from federal and local sources.



## Performance Measurements

Performance measures in this analysis are based on statewide averages. The data shows predictable trends based on service areas which vary depending on whether they are urban, small city, or rural communities. Urban systems are typically able to provide more trips per hour because of greater population densities. Rural systems typically have proportionately larger revenue vehicle hours and miles of service due to greater service area to serve a more dispersed population. Likewise, they may have proportionately larger expenses per trip such as vehicle maintenance. Historically, WSDOT analysis of transit systems in the Washington State Summary of Public Transportation has grouped data into categories according to the size of communities served in order to better evaluate comparable systems. However, the overwhelming majority of these Community Transportation Providers serve rural areas. Therefore, this analysis relies on a single statewide average.

## Service Effectiveness

Common measures of transportation provider service effectiveness are passenger trips per revenue vehicle hour and passenger trips per revenue vehicle mile. These indicators show the degree to which the service is utilized compared to the amount of service provided.

- Passenger trips per revenue vehicle hour reflects the number of passengers a community transportation provider transports in an hour of service.
- Passenger trips per revenue vehicle mile reflects the average number of passengers that a community transportation provider transports each mile of service.

Community Transportation Providers serving rural areas will typically have lower values on these performance measures due to less population density, less frequent vehicle operation, and smaller sized vehicles.

## Cost Efficiency

Common measures of transportation provider cost efficiency are operating costs per revenue vehicle hour, operating costs per revenue vehicle mile, and operating costs per passenger trip. (Operating costs include administrative costs in this analysis.) These indicators measure the economy of a community transportation provider in supplying service.

- Operating costs per passenger trip reflects annual operating and administrative costs as a function of the number of passenger trips a community transportation provider transports.
- Operating costs per revenue vehicle hour reflects the overall operating and administrative costs per number of hours a community transportation provider supplies revenue service.
- Operating costs per revenue vehicle mile reflects the overall operating and administrative costs per number of miles a community transportation provider supplies revenue service.

Costs are directly related to the size of the community transportation provider and the nature of the area served. A provider's service range impacts the number of miles and hours that vehicles are in revenue service. These factors affect fuel consumption as does the size of the vehicle. Community transportation providers that rely heavily on volunteer drivers may have lower operating costs.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$8,421,307	\$1,787,394
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$168,595	\$0
Contract Revenues	\$1,737,883	\$0
Local Funds	\$621,188	\$295,640
State Funds	\$2,843,370	\$115,736
<b>Federal Assistance</b>		
Federal Section §5309 Capital Program Funds	\$0	\$49,090
Federal Section §5310 Capital Funds	\$649,886	\$835,434
Federal Section §5311 Other than Urbanized Area Formula Funds	\$1,427,257	\$118,335
Federal Section §5311 Tribal Transit Funds	\$62,667	\$0
ARRA §5311 Other than Urbanized Area Formula Funds	\$0	\$327,311
FTA JARC (§5316) Program Funds	\$220,049	\$45,848
Other Federal Funds	\$683,232	\$0
Total Federal Assistance	\$3,043,092	\$1,376,018
Other Funds	\$7,180	\$0
Total Annual Revenues Expended	\$8,421,307	\$1,787,394

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet	% ADA Compliant
Total	161	154	95.7
<b>Other Resources</b>			
Number of volunteer drivers	40		
Number of personal vehicles in service	36		

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips	Sponsored Unlinked Trips
Bus	1,340,736	67,222	276,327	-
Demand Response	2,239,951	107,290	184,567	4,722
Total	3,580,687	174,512	460,894	4,722

Performance Measures	2005*	2010	% Change
Operating Cost per Passenger Trip	\$19.80	\$18.01	-9.07
Operating Cost per Revenue Vehicle Hour	\$38.08	\$48.19	26.53
Operating Cost per Revenue Vehicle Mile	\$2.17	\$2.35	8.53

\*2005 figures are based on a sample of the data that was available from the 2005 Summary of Community and Brokered Transportation. The transportation providers sampled had data for both 2005 and 2010 reporting years. The 2005 publication stated the following statewide averages for 33 providers: Cost/Trip = \$11.60; Cost/Vehicle Hour = \$41.37 and Cost/Vehicle Mile = \$2.23 respectively.

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## System Snapshot

- **Operating Name:** HopeSource
- **Service Range:** Kittitas County
- **Congressional District:** 4
- **Legislative District:** 13
- **Planning Region:** Quad County RTPO
- **Medicaid Brokerage Region:** 8
- **Type of Agency:** Nonprofit
- **Governing Body:** Board of Directors with membership from community, elected official, and representative sectors.
- **Types of Service and Eligibility:** Fixed route and demand response for the general public. Demand response for seniors, youth, people with disabilities, and people with low-incomes including their employment-related needs.
- **Days of Service:** Monday through Sunday.

## Current Operations

HopeSource currently provides intercity service between Cle Elum and Ellensburg with five round trips each day Monday through Friday. Intercity service is also provided between Kittitas and Ellensburg twice a day. HopeSource also provides a fixed route service operating seven days a week within the City of Ellensburg.

## Revenue Service Vehicles

Twelve ADA accessible vehicles: ten 14-passenger cutaways (minibuses), one 7-passenger van, and one 5-passenger minivan.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$586,226	\$49,090
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$3,458	\$0
Local Funds	\$73,011	\$0
State Funds	\$310,035	\$0
<b>Federal Assistance</b>		
Federal Section §5309 Capital Program Funds	\$0	\$49,090
Federal Section §5311 Other than Urbanized Area Formula Funds	\$199,723	\$0
Total Federal Assistance	\$199,723	\$49,090
Total Annual Revenues Expended	\$586,226	\$49,090

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	4	4

	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
<b>Service Data</b>			
Bus	72,361	6,960	42,215
Demand Response	224,760	10,400	21,512
Total	297,121	17,360	63,727

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$20.42	\$9.20	-54.96
Operating Cost per Revenue Vehicle Hour	\$47.39	\$33.77	-28.74
Operating Cost per Revenue Vehicle Mile	\$3.42	\$1.97	-42.25

# ***L.E.W.I.S. Mountain Highway Transit***

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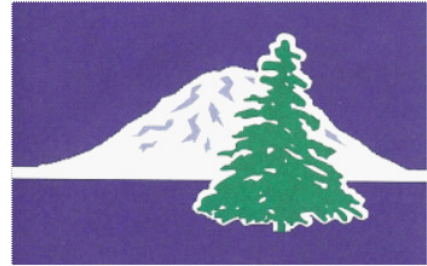
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## **System Snapshot**

- **Operating Name:** White Pass Community Services Coalition dba L.E.W.I.S. Mountain Highway Transit
- **Service Range:** Eastern Lewis County into Centralia/Chehalis
- **Congressional District:** 3
- **Legislative District:** 20
- **Planning Region:** Southwest Washington RTPPO
- **Medicaid Brokerage Region:** 6
- **Type of Agency:** Nonprofit
- **Governing Body:** Six member board of directors.
- **Types of Service and Eligibility:** Fixed-route, intercity service for general public and deviated-route service and demand response for passengers with disabilities. Shuttle service for seniors and passengers with disabilities.
- **Days of Service:** Monday through Friday for fixed route and dial-a-ride. Tuesdays and Thursdays for shuttle.
- **Base Fare:** Regular fare \$3.00 per boarding; seniors/people with disabilities fare \$1.50 per boarding

## **Current Operations**

Fixed-route deviated service through Lewis County's rural eastern communities. Route runs between Packwood, Randle, Glenoma, Morton, Mossyrock, Silver Creek, Salkum, Ethel, Onalaska to Centralia. Connections in Centralia: Centralia Community College, Amtrak Station, Lewis County Mall (site of DSHS-WorkFirst and Employment Security's WorkSource programs), Wal\*Mart, Lewis County Courthouse, and Juvenile Justice Center.

## **Revenue Service Vehicles**

Ten ADA accessible cutaways (minibuses) and two ADA accessible buses.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$323,698	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$10,463	\$0
Local Funds	\$9,561	\$0
State Funds	\$196,628	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$107,046	\$0
Total Federal Assistance	\$107,046	\$0
Total Annual Revenues Expended	\$323,698	\$0

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	12	12

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	121,203	3,616	6,899
Demand Response	14,168	729	730
Total	135,371	4,345	7,629

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$60.81	\$42.43	-30.23
Operating Cost per Revenue Vehicle Hour	\$154.16	\$74.50	-51.67
Operating Cost per Revenue Vehicle Mile	\$4.46	\$2.39	-46.40

# Lower Columbia Community Action Council

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## System Snapshot

- **Operating Name:** Lower Columbia Community Action Council (CAP)
- **Service Range:** Longview to Chehalis, Longview to Vancouver.
- **Congressional District:** 3
- **Legislative Districts:** 18, 19, 20, and 49
- **Planning Regions:** Southwest Washington RTPO and Cowlitz-Wahkiakum Council of Governments
- **Medicaid Brokerage Region:** 7
- **Type of Agency:** Nonprofit
- **Governing Body:** 12-member Board of Directors.
- **Types of Service and Eligibility:** Fixed-route service for the general public and demand response for senior citizens and people with disabilities.
- **Days of Service:** Monday through Saturday
- **Base Fare:** \$1.00

## Current Operations

- Six round trips Weekdays and two round trips Saturday between Longview and Vancouver (Salmon Creek Park and Ride) with stops in Kalama, and Woodland.
- Four round trips Weekdays between Longview and Chehalis (Walmart) with stops in Castle Rock and Exit 63 near Toledo/Winlock.
- Paratransit services in the Longview/Kelso area. Demand response services for seniors living in Cowlitz and Wahkiakum Counties.
- Transportation for private pay clients.
- Rides for seniors provided by volunteer drivers as a Retired Senior Volunteer Program (RSVP) agency.
- Medicaid client transportation services.

## Revenue Service Vehicles

Eight vehicles total, Six ADA accessible cutaways (minibuses), One ADA accessible van and one 6-passenger minivan.

## Intermodal Connections

Community Urban Bus Service (CUBS) in Longview/Kelso, L.E.W.I.S. Mountain Transit in Lewis County, C-TRAN in Clark County, Twin Transit in Lewis County, Greyhound Bus Lines in Kelso and Amtrak in Kelso.

**2010 Annual Operating Information**

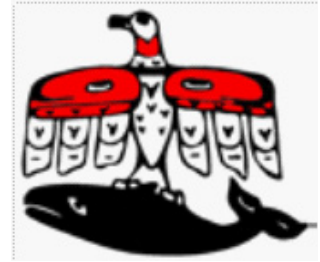
	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$518,508	\$108,976
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$32,795	\$0
Local Funds	\$8,549	\$21,794
State Funds	\$172,679	\$0
<b>Federal Assistance</b>		
Federal Section §5310 Capital Funds	\$0	\$41,334
Federal Section §5311 Other than Urbanized Area Formula Funds	\$95,804	\$0
FTA JARC (§5316) Program Funds	\$0	\$45,848
Other Federal Funds	\$208,681	\$0
Total Federal Assistance	\$304,485	\$87,182

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
Total	8	7
<b>Other Resources</b>		
Number of volunteer drivers	8	
Number of personal vehicles in service	8	

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips	Sponsored Unlinked Trips
Bus	179,715	4,821	33,217	-
Demand Response	145,923	5,019	-	4,722
Total	325,638	9,840	33,217	4,722

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$14.73	\$13.67	-7.20
Operating Cost per Revenue Vehicle Hour	\$16.50	\$52.69	219.33
Operating Cost per Revenue Vehicle Mile	\$0.83	\$1.59	92.34

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## System Snapshot

- **Operating Name:** Makah Public Transit
- **Service Range:** Neah Bay village and surrounding housing areas
- **Congressional District:** 6
- **Legislative District:** 24
- **Planning Region:** Peninsula RTPO
- **Medicaid Brokerage Region:** 5
- **Type of Agency:** Tribal Government
- **Governing Body:** Makah Indian Tribal Council
- **Types of Service and Eligibility:** 16-mile fixed route service available to the general public. Demand response for people with disabilities and seniors aged 62 and older.
- **Days of Service:** Monday through Friday
- **Base Fare:** Youth aged six and under, seniors aged 62 and over, and people with disabilities – free. Adults – \$0.25.

## Current Operations

Fixed route service for the general public from community subdivisions to primary destinations such as the General Store, Post Office, Makah Tribal Business Offices, Senior Citizens Programs, Social and Health Services, Indian Health Services, USDA Commodities Program, and connection service to Clallam Transit.

## Revenue Service Vehicles

Two 25-passenger, ADA accessible cutaways (minibuses).

## Intermodal Connections

Clallam Transit

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$128,981	\$117,674
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$359	\$0
Local Funds	\$64,311	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$64,311	\$0
ARRA §5311 Other than Urbanized Area Formula Funds	\$0	\$117,674
Total Federal Assistance	\$64,311	\$117,674
Total Annual Revenues Expended	\$128,981	\$117,674

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	2	2

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	22,469	1,497	3,632
Total	22,469	1,497	3,632

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$67.54	\$35.51	-47.42
Operating Cost per Revenue Vehicle Hour	\$4.10	\$86.16	1999.49
Operating Cost per Revenue Vehicle Mile	\$5.31	\$5.74	8.18

# Okanogan County Transportation and Nutrition

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## System Snapshot

- **Operating Name:** Okanogan County Transportation and Nutrition
- **Service Range:** Okanogan County
- **Congressional District:** 5
- **Legislative District:** 12
- **Planning Region:** North Central RTPO
- **Medicaid Brokerage Region:** 9
- **Type of Agency:** Nonprofit
- **Governing Body:** Board of Directors
- **Types of Service and Eligibility:** Intercity, demand response, and deviated fixed route for the general public
- **Days of Service:** Monday through Friday
- **Base Fare:** Seniors – suggested donation; people with disabilities – \$1.50 for all day; general public – \$1.00 per intercity boarding. Fares based on location of boarding and destination.

## Current Operations

- Door-to-door, dial-a-ride service provided within six small communities of Okanogan County (Omak, Okanogan, Oroville, Tonasket, Twisp, and Brewster).
- Deviated fixed route service in Omak/Okanogan area.
- Intercity trips to Wenatchee from Omak, Okanogan, Oroville, Tonasket, Twisp, and Brewster twice monthly to provide access to services, goods, and other forms of transportation.
- Intercity trips to Omak/Okanogan area once a month from Oroville, Tonasket, Twisp, and Brewster.
- Intercity, employment-related transportation for low-income and/or people with disabilities.
- Two daily round trips, Monday through Thursday from Omak to Bridgeport/Brewster and Three daily round trips, Monday through Friday from Omak and Oroville.

## Revenue Service Vehicles

Thirteen ADA accessible cutaways (minibuses): one 11-passenger and twelve 15-passenger.

## Intermodal Connections

Northwest Trailways

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$555,967	\$168,506
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$48,562	\$0
Contract Revenues	\$168,848	\$0
Local Funds	\$13,959	\$51,984
State Funds	\$223,770	\$0
<b>Federal Assistance</b>		
Federal Section §5310 Capital Funds	\$0	\$116,522
Federal Section §5311 Other than Urbanized Area Formula Funds	\$62,615	\$0
FTA JARC (§5316) Program Funds	\$38,213	\$0
Total Federal Assistance	\$100,828	\$116,522
Total Annual Revenues Expended	\$555,967	\$168,506

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
Total	13	13

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	151,181	14,857	54,631
Demand Response	23,227	1,690	8,222
Total	174,408	16,547	62,853

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$16.74	\$8.85	-47.16
Operating Cost per Revenue Vehicle Hour	\$53.91	\$33.60	-37.68
Operating Cost per Revenue Vehicle Mile	\$3.53	\$3.19	-9.71

# People For People – Moses Lake

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## System Snapshot

- **Operating Name:** People For People – Moses Lake
- **Service Range:** Grant, Adams, and Lincoln Counties
- **Congressional Districts:** 4 and 5
- **Legislative Districts:** 7, 9, 12, and 13
- **Planning Region:** Quad County RTPO
- **Medicaid Brokerage Region:** 11 (1C)
- **Type of Agency:** Nonprofit
- **Governing Body:** Nine-member volunteer Board of Directors.
- **Types of Service and Eligibility:** Demand response and deviated/fixed route service for persons with special needs as well as the general public. Contractor for Grant Transit Authority providing fixed route/demand response service in Grant County.
- **Days of Service:** Weekdays – Paratransit; Monday through Saturday – Grant County fixed route/ADA
- **Base Fare:** People For People is fare free (Donations are accepted)

## Current Operations

For seniors to access nutrition sites, health care, social services, recreation, and educational opportunities. Weekly trips to city centers for seniors and other residents in Adams County and for shopping and personal business. For persons with disabilities to sheltered workshops, job training, social services, health care, shopping facilities, and community activities. For low-income residents of Grants, Lincoln, and Adams counties for employment and employment-related services. For Grant County special needs individuals to access basic services. Community Connectors from rural communities to Spokane and Moses Lake. Health Shuttle to Wenatchee from Moses Lake, Ephrata and Quincy for cancer treatment and medical care.

## Revenue Service Vehicles

Thirty-four vehicles for service in Grant, Adams, and Lincoln counties. All are ADA accessible: one 32 passenger coach; thirty 14-passenger cutaways (minibuses) and three 5-passenger minivans. PFP also operates twelve 30+ passenger buses owned by Grant Transit Authority.

## Intermodal Connections

Grant Transit Authority, Link Transit, Spokane Transit Authority, Northwestern Trailways, Greyhound, Amtrak and Special Mobility Services

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$1,433,480	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$5,587	\$0
Contract Revenues	\$751,693	\$0
State Funds	\$592,604	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$25,259	\$0
FTA JARC (§5316) Program Funds	\$58,337	\$0
Total Federal Assistance	\$83,596	\$0
Total Annual Revenues Expended	\$1,433,480	\$0

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
Total	31	31

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	99,786	4,577	10,680
Demand Response	384,455	22,671	45,416
Total	484,241	27,248	56,096

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$19.03	\$25.55	34.31
Operating Cost per Revenue Vehicle Hour	\$44.77	\$52.61	17.51
Operating Cost per Revenue Vehicle Mile	\$2.06	\$2.96	43.82

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## System Snapshot

- **Operating Name:** People For People – Yakima
- **Service Range:** Yakima County
- **Congressional District:** 4
- **Legislative Districts:** 13, 14, and 15
- **Planning Region:** Yakima Valley Conference of Governments
- **Type of Agency:** Nonprofit
- **Governing Body:** Nine-member volunteer Board of Directors.
- **Types of Service and Eligibility:** Demand response for seniors and persons with disabilities living in Yakima County; intercity service for special needs and general public; deviated fixed route and demand response.
- **Days of Service:** Monday–Friday, 5:00 a.m. to 6:00 p.m.
- **Base Fare:** Fare Free

## Current Operations

- Transportation for senior citizens to nutrition sites, medical services, mental health services, and human services in Yakima County.
- Transportation for people with disabilities to job training, human services, medical appointments, access to shopping facilities, and other community activities.
- Transportation for WorkFirst clients and people living at the poverty level.
- Demand response and deviated/fixed route services for the general public living in rural areas of Yakima who do not qualify for other public transportation or special needs transportation services.
- Community Connector route, providing intercity service within the I-82 Corridor between Yakima and Prosser with access to Yakima Transit and Ben-Franklin Transit.

## Revenue Service Vehicles

Thirty-one vehicles for Yakima County service; includes two vans and 29 cutaways. All vehicles are ADA accessible.

## Intermodal Connections

Ben-Franklin Transit, Yakima Transit, Greyhound, Pahto Public Passage and Airporter Shuttle.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$1,795,689	\$915,000
<b>Sources of Revenue Funds Expended</b>		
Contract Revenues	\$547,835	\$0
Local Funds	\$0	\$178,160
State Funds	\$380,723	\$115,736
<b>Federal Assistance</b>		
Federal Section §5310 Capital Funds	\$649,886	\$621,104
Federal Section §5311 Other than Urbanized Area Formula Funds	\$93,746	\$0
FTA JARC (§5316) Program Funds	\$123,499	\$0
Total Federal Assistance	\$867,131	\$621,104
Total Annual Revenues Expended	\$1,795,689	\$915,000

<b>Vehicles</b>	<b>Number of Vehicles in Total Fleet</b>	<b>Number of ADA Accessible Vehicles in Fleet</b>
Total	33	32

<b>Service Data</b>	<b>Annual Vehicle Revenue Miles</b>	<b>Annual Vehicle Revenue Hours</b>	<b>Regular Unlinked Passenger Trips</b>
Bus	387,454	17,328	79,079
Demand Response	274,537	15,833	17,812
Total	661,991	33,161	96,891

<b>Performance Measures</b>	<b>2005</b>	<b>2010</b>	<b>% Change</b>
Operating Cost per Passenger Trip	\$22.23	\$18.53	-16.63
Operating Cost per Revenue Vehicle Hour	\$68.04	\$54.15	-20.42
Operating Cost per Revenue Vehicle Mile	\$3.62	\$2.71	-25.04

# Rural Resources Community Action

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**Kelly Scalf**  
**Transportation Division Director**  
956 South Main  
Colville, WA 99114  
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[www.ruralresources.org](http://www.ruralresources.org)



## System Snapshot

- **Operating Name:** Rural Resources Community Action
- **Service Range:** Stevens, Ferry, and Pend Oreille Counties
- **Congressional District:** 5
- **Legislative District:** 7
- **Planning Region:** North East Washington RTPO
- **Medicaid Brokerage Region:** 10
- **Type of Agency:** Nonprofit
- **Governing Body:** Board of directors
- **Types of Service and Eligibility:** General public transportation; senior transportation; and Head Start transportation for preschool aged, low-income children in Colville, Newport, and Kettle Falls.
- **Days of Service:** Weekdays, some volunteer transportation is available evenings and weekends.
- **Base Fare:** Commuter service – \$0.50 per trip. All other services are donation based (suggested level \$0.50 for local trips and \$5.00 for intercity trips).

## Current Operations

- Two, fixed-route Commuter Services twice daily between Kettle Falls and Colville and between Colville and Chewelah.
- Dial-a-Ride services operate Monday through Thursday in Ferry County between Curlew and Republic; and in Pend Oreille County from Cusick/Usk to Newport and weekdays in Stevens County between Colville and Kettle Falls.
- Bi-weekly trips to Kettle Falls, Colville, and Chewelah to provide access to medical facilities, social services, shopping, libraries, and recreation.
- Senior transportation for medical transportation and nutritional support to meal sites and shopping.

## Revenue Service Vehicles

Thirteen vehicles total. Seven 14-passenger ADA accessible cutaways (minibuses). Six school buses for Head Start transportation. Three are ADA accessible, lift-equipped.

## Intermodal Connections

The Goldline intercity bus and volunteer drivers support limited access to intermodal connections.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$521,535	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$2,719	\$0
Contract Revenues	\$24,850	\$0
Local Funds	\$98,344	\$0
State Funds	\$154,560	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$132,858	\$0
Other Federal Funds	\$101,024	\$0
Total Federal Assistance	\$233,882	\$0
Other Funds	\$7,180	\$0
Total Annual Revenues Expended	\$521,535	\$0

<b>Vehicles</b>	<b>Number of Vehicles in Total Fleet</b>	<b>Number of ADA Accessible Vehicles in Fleet</b>
Total	13	9
<b>Other Resources</b>		
Number of volunteer drivers	10	
Number of personal vehicles in service	10	

<b>Service Data</b>	<b>Annual Vehicle Revenue Miles</b>	<b>Annual Vehicle Revenue Hours</b>	<b>Regular Unlinked Passenger Trips</b>
Bus	41,851	1,446	4,170
Demand Response	249,996	10,828	19,602
Total	291,847	12,274	23,772

<b>Performance Measures</b>	<b>2005</b>	<b>2010</b>	<b>% Change</b>
Operating Cost per Passenger Trip	\$22.07	\$21.94	-0.61
Operating Cost per Revenue Vehicle Hour	\$42.46	\$42.49	0.06
Operating Cost per Revenue Vehicle Mile	\$1.96	\$1.79	-8.66

# Skamania County Senior Services

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**Marilyn Butler, Director**

**BreAnna Porter, Assistant Director**

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[www.skamaniacounty.org/senior-services](http://www.skamaniacounty.org/senior-services)



## System Snapshot

- **Operating Name:** Skamania County Senior Services
- **Service Range:** Skamania County and a 50-mile radius outside the county borders
- **Congressional Districts:** 3
- **Legislative District:** 15 and 17
- **Planning Region:** Southwest Washington Regional Transportation Council
- **Medicaid Brokerage Region:** 7
- **Type of Agency:** General Purpose Government
- **Governing Body:** Three member board of county commissioners
- **Types of Service and Eligibility:** Demand response transportation for Skamania County residents and Route-Deviated Transit
- **Days of Service:** Primarily Monday-Friday
- **Base Fare:** Transit \$1.00 (in county); \$2.00 (out of county). Demand Response \$2.00 (in county); \$4.00 (out of county). Demand Response (age 60 and over) Donations requested.

## Current Operations

Transportation services are available for seniors, persons with disabilities, Medicaid recipients, and the general public.

Demand response provides access to medical and social service appointments, and essential shopping.

Transit provides a route-deviated service, Monday through Friday, between Skamania County and Fisher's Landing Transit Center in Vancouver, Washington.

## Revenue Service Vehicles

Eleven vehicles total: Two 18-passenger transit buses (ADA accessible), One 18-passenger demand response bus (ADA accessible), Four 5-passenger minivans (ADA accessible), One 7-passenger full size van (ADA accessible), Two 6-passenger minivans (non ADA accessible)

## Intermodal Connections

Tri-met (Portland, Oregon) and C-TRAN (Vancouver, Washington).

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$441,715	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$19,545	\$0
Local Funds	\$145,338	\$0
State Funds	\$220,307	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$56,525	\$0
Other Federal Funds	\$56,525	\$0
Total Federal Assistance	\$441,715	\$0

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	9	9

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	80,272	3,139	13,959
Demand Response	166,293	6,710	10,356
Total	246,565	9,849	24,315

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$20.25	\$18.17	-10.29
Operating Cost per Revenue Vehicle Hour	\$31.42	\$44.85	42.74
Operating Cost per Revenue Vehicle Mile	\$1.54	\$1.79	16.33

**Dave “Hutch” Hutchisson**

**Supervisor**

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## System Snapshot

- **Operating Name:** Special Mobility Services, Inc.
- **Service Range:** Spokane County; Newport; Davenport; Ritzville; Priest River, Idaho
- **Congressional District:** 5
- **Legislative Districts:** 3, 4, 6, and 7
- **Planning Regions:** Spokane Regional Transportation Council, Northeast Washington RTPO, and Quad-County RTPO
- **Medicaid Brokerage Regions:** 10, 11, 12, and 13
- **Type of Agency:** Nonprofit
- **Governing Body:** Five-member Board of Directors.
- **Types of Service and Eligibility:** Fixed route, deviated route, and demand response, for the general public.
- **Days of Service:** Five days a week
- **Base Fare:** Varies by route

## Current Operations

### Fixed Route Services

- Ritzville/Spokane Shuttle: operates Thursdays.
- Davenport/Spokane Shuttle: operates Mondays, Wednesdays, and Fridays.

### Deviated Fixed Route

- Deer Park/Spokane Shuttle: operates weekdays.
- Newport/Spokane/Newport/Priest River, ID Shuttle: operates twice daily, weekdays except Tuesdays.

### Demand Response

- Service for residents living north of STA’s service area, including the communities of Deer Park, Elk, Chattaroy, and Colbert.
- Spokane County Mental Health: twenty-four hours a day, seven days a week service for crisis response emergency transportation.

## **Revenue Service Vehicles**

Nine 14-passenger ADA accessible minibuses and two 7-passenger cars, equipped for secure transports

## **Intermodal Connections**

Northeast Rural Resources with the Newport Shuttle once a week. People for People services coordinate with the Davenport and Ritzville Shuttles. Greyhound and Amtrak in Spokane

<b>2010 Annual Operating Information</b>
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	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$603,720	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$20,227	\$0
Contract Revenues	\$244,657	\$0
Local Funds	\$21,098	\$0
State Funds	\$243,687	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$74,050	\$0
Total Federal Assistance	\$74,050	\$0
Total Annual Revenues Expended	\$603,720	\$0

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
Total	12	12

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	136,995	6,334	19,004
Demand Response	60,575	3,497	1,911
Total	197,570	9,831	20,915

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$14.70	\$28.87	96.41
Operating Cost per Revenue Vehicle Hour	\$38.60	\$61.41	59.07
Operating Cost per Revenue Vehicle Mile	\$2.00	\$3.06	53.00



**Dena Moses**  
**Transit Manager**  
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## System Snapshot

- **Operating Name:** Spokane Indian Tribe DBA: The Moccasin Express
- **Service Range:** The Spokane Indian Reservation, off reservation to Reardan
- **Congressional District:** 5
- **Legislative District:** 7
- **Planning Region:** Northeast Washington RTPO
- **Medicaid Brokerage Region:** 12
- **Type of Agency:** Tribal Government
- **Governing Body:** The Spokane Tribe of Indians is a sovereign government body led by the Spokane Tribal Business Council. The Council consists of the Tribal Chairman, Vice Chairman, Tribal Secretary and two Council members.
- **Types of Service and Eligibility:** Deviated Fixed Route for Spokane Indian Tribal members.
- **Days of Service:** Monday through Friday from 6:00 a.m. to 6:30 p.m.
- **Base Fare:** \$1.00 per one-way trip. Discounted bus passes are available for \$10.00 for students and seniors \$20.00 for 30 one-way trips.

## Current Operations

Service to: West End Community Center, Two Rivers Casino, Wellpinit, New House Lane Youth Center, Ford Cluster, Ford Post Office, Kurts Korner, Boardman, Kokanee as well as Sherwood Loop. Service is also provided to Reardan daily.

## Revenue Service Vehicles

Two 14-passenger ADA accessible minibuses.

## Intermodal Connections

The Moccasin Express meets with SMS from Lincoln County daily and a phone call a day ahead assures a seat on the SMS to Spokane .

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$39,297	\$357,556
<b>Sources of Revenue Funds Expended</b>		
Local Funds	\$0	\$29,584
State Funds	\$16,966	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$16,966	\$118,335
Federal Section §5311 Tribal Transit Funds	\$5,365	\$0
ARRA §5311 Other than Urbanized Area Formula Funds	\$0	\$209,637
Total Federal Assistance	\$22,331	\$327,972
Total Annual Revenues Expended	\$39,297	\$357,556

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	2	2

	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
<b>Service Data</b>			
Bus	14,577	539	143
Total	14,577	539	143

**David Lopeman****Chairman**

10 SE Squaxin Lane

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## System Snapshot

- **Operating Name:** Squaxin Island Tribe
- **Service Range:** Kamilche, Mason County; Elma, Grays Harbor County; and Steamboat Island, Thurston County
- **Congressional District:** 6
- **Legislative District:** 35
- **Planning Region:** Peninsula RTPO
- **Medicaid Brokerage Region:** 6
- **Type of Agency:** Tribal Government
- **Governing Body:** Tribal Council consisting of seven members who are elected during annual general body meetings and serve staggered terms.
- **Types of Service and Eligibility:** Fixed route and demand response for Squaxin Island Tribal members and Mason County service area residents with disabilities.
- **Days of Service:** Monday through Friday
- **Base Fare:** Free

## Current Operations

- Fixed route service with route deviations offered.
- Connect Squaxin Tribal Community with Mason County transit hub which offers service to Shelton and Olympia.
- One trip daily to Elma that connects with Grays Harbor Transit. A second trip is available by request.
- Contracted with Mason County Transportation Authority to provide dial-a-ride services within the service range.

## Revenue Service Vehicles

Four vehicles total, all ADA accessible minibuses with seating capacities of 12, 15, 16, and 22 respectively.

## Intermodal Connections

Intercity Transit, Grays Harbor County Transit, and Mason County Transportation Authority.

<b>2010 Annual Operating Information</b>
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	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$156,278	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$78,838	\$0
Federal Assistance		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$20,138	\$0
Federal Section §5311 Tribal Transit Funds	\$57,302	\$0
Total Federal Assistance	\$77,440	\$0
Total Annual Revenues Expended	\$156,278	\$0

Vehicles	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
Total	4	4

Service Data	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Bus	32,872	2,108	8,698
Total	32,872	2,108	8,698

Performance Measures	2005	2010	% Change
Operating Cost per Passenger Trip	\$21.33	\$17.97	-15.77
Operating Cost per Revenue Vehicle Hour	\$105.72	\$74.14	-29.87
Operating Cost per Revenue Vehicle Mile	\$6.17	\$4.75	-22.91

# Thurston Regional Planning Council

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**Karen Parkhurst**

**Senior Planner**

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## System Snapshot

- **Operating Name:** Rural and Tribal Transportation Program (R/T) operated by Thurston Regional Planning Council and TOGETHER!
- **Service Range:** Nisqually Reservation and surrounding rural areas of Yelm and Rainier and the Confederated Tribes of the Chehalis Reservation and adjacent rural communities of Tenino, Bucoda, and Rochester.
- **Congressional Districts:** 3 and 9
- **Legislative Districts:** 20, 22, and 35
- **Medicaid Brokerage Region:** 6
- **Type of Agency:** Special District
- **Governing Body:** 21-member intergovernmental board (representatives from local government jurisdictions and other organizations including the Nisqually Tribe and the Confederated Tribes of the Chehalis Reservation.
- **Types of Service and Eligibility:** Route deviated and demand response service for the general public focusing on low-income clients and special needs clients.
- **Days of Service:** Monday through Friday
- **Base Fare:** \$1 per one-way trip. Accept passes/transfers from Intercity and Twin Transit and state employee STAR Pass in lieu of fare.

## Current Operations

R/T connects rural residents to the urban core areas to access jobs, education, and services. R/T feeds into the service areas of Intercity Transit (Thurston County) and Twin Transit (Lewis County). R/T also coordinates with Mason, Grays Harbor, and Pierce counties and the Squaxin Indian Tribe. R/T provides connections to communities along the I-5 corridor to the north via Intercity, Sound, Pierce and other Transits, to Greyhound services in Olympia, and AMTRAK in Olympia. R/T coordinates with Senior Services for South Sound for transportation to adult day care and other elder programs. R/T connects veterans to services in the urban cores, with emphasis on the new facility in Lewis County and connections to services in Pierce County.

## Revenue Service Vehicles

Seven ADA accessible cutaway (minibus), TRPC does not own the vehicles or directly provide the service.

## Intermodal Connections

Intercity Transit in Thurston County and Twin Transit in Lewis County.

**2010 Annual Operating Information**

	Operating	Capital
<b>Total Annual Expenses</b>		
Total Annual Expenses	\$508,442	\$0
<b>Sources of Revenue Funds Expended</b>		
Fare Revenues	\$3,048	\$0
Local Funds	\$34,195	\$0
State Funds	\$289,159	\$0
<b>Federal Assistance</b>		
Federal Section §5311 Other than Urbanized Area Formula Funds	\$182,040	\$0
Total Federal Assistance	\$182,040	\$0
Total Annual Revenues Expended	\$508,442	\$0

	Number of Vehicles in Total Fleet	Number of ADA Accessible Vehicles in Fleet
<b>Vehicles</b>		
Total	7	7

<b>Service Data</b>	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Regular Unlinked Passenger Trips
Demand Response	233,988	8,222	37,310
Total	233,988	8,222	37,310

<b>Performance Measures</b>	2005	2010	% Change
Operating Cost per Passenger Trip	\$13.73	\$13.63	-0.77
Operating Cost per Revenue Vehicle Hour	\$59.14	\$61.84	4.56
Operating Cost per Revenue Vehicle Mile	\$2.06	\$2.17	5.72