

PALOUSE RTPD HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

- **BACKGROUND AND OVERVIEW**
 - Transit Agencies: Five transits and Lewiston Transit Idaho (included this time)
 - previous one developed in 2010 with 2012 update with following strategies:
 - Identify capital and operating grant needs. Identify A, B and C projects at the end of a report
 - Increase Transit Info through website
 - Expand coordination between Human Transportation Serv and Transits
 - Expand coordination among transit providers within region
 - Apply for Mobility grant and infrastructure funds
 - Increase volunteer program and provide new services
 - Determine market for increased transit services
 - Coordination with LCVMPD

- **STAKEHOLDERS ENGAGEMENT AND OUTREACH EFFORTS**
 - Individual interviews with Transits
 - 189 stakeholders, invitations were sent out to all – hard and electronic copies with 82 stakeholders participating
 - five stakeholders meeting in July
 - Five Public meetings in August
 - WSU Student Survey outreach
 - Title VI and English proficiency outreach

- **EXISTING TRANSPORTATION SERVICES**
 - Local Public Transportation System
 - Human Service Transportation Services
 - Asotin County Community Services
 - Disability and aging resource center
 - Disabled American Veterans (DAV) Volunteer Van Network
 - Garfield County Hospital district
 - Other Private Transportation Providers
 - Appaloosa Express
 - Northwestern, smart transit, Wheatland express, etc.

- **TRANSPORTATION NEEDS ASSESSMENT**
 - Population density map
 - TDI (Transit dependency index) and TDPI Maps
 - Auto less Household
 - Person Over 65
 - Individual with disability
 - Low income Household

- TECHNOLOGY AND EMERGENCY MANAGEMENT

Transit Agencies	Technology	Emergency Management	Notes
Asotin County PTBA	Route match, MDC wish to replace it with Tablet, AVL	Gearing up for a plan	Works with Lewiston transit
COAST Transportation	Cellphones, driver logs, Mobilitat Easy ride plus data software	In accordance with county plan, approved by WSDOT, provides bus to support firefighters	
Columbia County Transit	Shah Dispatching software, AVL and tablet	Accordance to county plan, occasional safety training is provided	
Garfield Transit	Excel spreadsheet due to smaller volume, opportunities to grow exist	Combined with County, county has transit as their resource in emergency, joint training with Columbia transit	
Pullman Transit	CAD syste (strataGen, AVL, mobile data terminal, smart card and automatic stop enunciator	In collaboration with City of Pullman as a resource to each other	
Lewiston Transit	Same as PTBA	As PTBA	Works with PTBA

- DEVELOPMENT OF STRATEGIES TO MEET PUBLIC TRANSPORTAITAON NEEDS

- Overarching Strategies

- Continue Operation of existing transportation
- Develop Marketing strategies for new riders
- Continue coordination like PTBA- Lewiston
- Coordinate with Non-emergencyr45t4 medical transportation brokers

- Regional Strategies

- Implement Mobility Manager Program
- U195 to Spokane to Clarkston/ Lewiston including all towns in the route (Pullman, Colfax, Steptoe, Oaksdale, Rosalia and others)
- U.S. Highway 12 Corridor: Walla Walla, Clarkston/Lewiston, Grangeville, Bovil and Riggins –connecting end points with enhanced service to Pomeroy, Dayton and Waitsburg.
- Service between Moscow and Pullman

Public Transportation Providers Serving the Palouse Region and the Lewiston Urbanized Area

Name	Service Area	Service Type(s)	Days and Hours of Service	One-way Fares	Passenger Trips/Year	Number of Vehicles
Asotin County Public Transportation Benefit Area (PTBA)	within Clarkston, Clarkston to Lewiston, and Clarkston to Asotin	fixed route and ADA paratransit	Mon-Fri approx. 6 am to 7 pm (varies by route)	<u>Fixed route:</u> \$0.75; \$0.37 for seniors and people with disabilities <u>ADA paratransit:</u> \$1.50	<u>2012:</u> FR: 56,133 DR: 8,313 Vanpool: 29,489	23: 7 cutaways 15 vans 1 staff car
COAST	Whitman County as well as Asotin and Garfield Counties for those in need. Medical destinations outside of the these counties are also served	demand response	As needed; primarily Mon-Fri	donations accepted		8 plus volunteers' personal vehicles; 3 of the COAST vehicles are lift-equipped minibuses
Columbia County Public Transportation (CCPT)	Columbia County, with service to Walla Walla. Vanpool program also covers Garfield County	Demand-response, vanpool	Mon-Fri 7:00 am (8 am in summer) - 5:00 pm. <u>Within Dayton</u> , present-day dial-a-ride service is provided daily. <u>Outside of Dayton</u> , service is more limited. . <u>Walla Walla County:</u> Walla Walla is a frequent medical destination. CCPT will pick people up in Waitsburg along trips to/from Walla Walla and College Place. <u>Medical</u> appointments outside regular hours can be accommodated.	Varies by trip distance and age, including: <u>Within Dayton:</u> \$1.00 per day age 60+; \$1.50 per boarding \leq age 59 <u>Outside Dayton up to 15 miles:</u> \$1.50 per boarding age 60+; \$3.00 per boarding \leq age 59 (discount if round trip) <u>Dayton and Waitsburg to Walla Walla:</u> \$5.00 one-way or \$7.50 round trip all ages	<u>2012:</u> DR: 48,425 Vanpool: 31,370	20: 6 cutaways 3 para. vans 11 vanpool vans

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Garfield County Transit	Garfield County with service to Lewiston/Clarkston	demand response	Local service within Garfield County: Mon-Fri 8:30 am – 2 pm Commuter service to Lewiston/Clarkston: Mon-Fri, departing Pomeroy at 6:50 am and returning to Pomeroy at 6:00 pm Shopping run to Lewiston/Clarkston: 2 days/week	<u>Suggested donation:</u> \$2.00/ local \$5.00/ Lewiston	<u>2012:</u> 9,294	4
Lewiston Transit System	Lewiston, ID with connections to Clarkston	fixed route and ADA paratransit	Mon-Fri approx. 6 am to 7 pm (varies by route)	<u>Fixed route:</u> \$1.00; \$0.50 for seniors and people with disabilities <u>ADA paratransit:</u> \$2.00	<u>FY 2013:</u> Fixed route: 35,887 Dial-A-Ride: 5,754	6; 2 used in fixed route and 1 used in Dial-a-Ride each day
Pullman Transit -Fixed Routes	City of Pullman	fixed route	Schedules vary by route and time of year, within the following spans: During WSU academic year: Mon-Fri: 6:30 am – 12:00 midnight, Sat: 9:15 am - 12:00 midnight. During summer and WSU breaks: Mon-Fri: 6:30 am– 6:30 pm; Sat: 10:30 am - 6:30 pm.	\$0.50 regular; \$0.30 for seniors, people with disabilities, youth; passes available	<u>2012:</u> Fixed route: 1,472,626	19
Pullman Transit -Dial-A-Ride	City of Pullman	demand response (for seniors 65+ and people with disabilities)	Schedule varies by time of year, within the following spans: During WSU academic year: Mon-Thu: 7:00 am – 12:30 am; Fri 7:00 am – 3:00 am, Sat: 9:30 am - 3:00 am. During summer and WSU breaks: Mon-Fri: 6:50 am– 6:00 pm; Sat: 9:00 am – 6:00 pm.	\$0.40; \$3.00 to Pullman Regional Airport	<u>2012:</u> Dial-A-Ride: 17,778	5

Unmet Transportation needs and gaps in services:

Greater Regional Connectivity
<ul style="list-style-type: none">- Seamless “quad city” public transit services between Pullman, Moscow, Lewiston, and Clarkston.<ul style="list-style-type: none">o Scheduled service on Highway 195 connecting Lewiston/Clarkston, Pullman/Moscow and Spokane.- Greater transportation services from outlying areas of the region, especially for people with disabilities, to employment options in Pullman.- Expanded service from Colfax to Clarkston and Lewiston.- Service from Lewiston/Clarkston north to Pullman and south to Grangeville (regularly scheduled service).- Regularly scheduled, wheelchair-accessible regional and intercity service. Need for accessible intercity/regional service all the way from Walla Walla to Spokane.
Expansion of Current Public Transit Services
<ul style="list-style-type: none">- Pullman Transit:<ul style="list-style-type: none">o Expanded evening service.o Increase capacity during peak hours.o Increased service during summer/holiday breaks.- COAST:<ul style="list-style-type: none">o Expanded scheduled services that only operate now a few times a month.o Extended service hours between Pullman and Colfax.o Expanded demand response services that are coordinated with other transit providers in region.- Asotin/Lewiston:<ul style="list-style-type: none">o Saturday service in Lewiston/Clarkston.o Extend weekday service hours to earlier in the morning and later in the evening.o Reductions in headways on fixed route services. Funding to run two buses in each direction on loop routes.- Garfield County Transit:<ul style="list-style-type: none">o Expanded services from Pomeroy to Lewiston/Clarkston, especially additional daily commuter trips that connect with transit systems in Clarkston and Lewiston and including a mid-day run.o Expanded local service that now only operates until 2:00 p.m.o Saturday service, especially for shopping.o Expanded shopper shuttle service that now only operates on Tuesdays and Thursdays.- Columbia County:<ul style="list-style-type: none">o Commuter service to the new pulping plant in Starbuck.o Larger buses (sometimes buses are at capacity)
Transportation Services for Unserved Areas of Region
<ul style="list-style-type: none">- Specific Whitman County communities and areas noted included:

- Rosalia
- Endicott
- Northern Whitman County
- Park and ride services from small outlying towns into Lewiston/Clarkston.

Expanded Transportation Services to Areas Outside the Region

- Affordable transportation options to Spokane Airport and medical appointments.
- Additional service to Walla Walla from Pomeroy.
- Transportation options for long distance trips from Pomeroy to the Tri-Cities region of Kennewick, Pasco, and Richland and connections to Ben Franklin Transit.
- Expanded transportation services for veterans from Pomeroy to Walla Walla and Spokane.
- Interstate connectivity between Washington and Idaho, including Pullman and Moscow, and towns beyond Lewiston, including Grangeville, Riggins, Bovill, Pierce, and Elk City, which are major service gaps now that COAST is not in Idaho.

Transportation Options for Trips Other than to Medical Services

- Transportation for people who qualify for Non-Emergency Medicaid Transportation (NEMT) for other type of trips not covered by Medicaid.
- Long distance trips from Colfax for recreational events (theater, shows, and tourist locations).
- Asotin/Lewiston area: Services for foster children to visit parents in non-urbanized areas.
- Student transportation from Asotin to Spokane.
- Weekend service from Dayton to Lewiston for shopping needs.

Expanded Transportation Options for Employment Trips

- Expanded regional vanpool services similar to those in place in Asotin and Columbia Counties.

Transportation Services for Same Day and Impromptu Trips

- Premium dial-a-ride services where customer would pay higher fare.
- Taxi services in Colfax area.
- Accessible transportation services for unplanned non-emergency medical trips for people who use wheelchairs.

Greater Outreach on Availability of Public Transit Services

- Expanded marketing efforts that promote that transit services are available for all types of trips, not just for medical or nutrition trips.
- Expanded marketing efforts that promote that transit services are for the general public (not just the “senior bus”).
- Expanded marketing campaign targeting younger population groups and students.

Greater Outreach on Value and Benefits of Public Transit Services

- An education campaign that highlights the economic impact of current services and stresses the need for greater regional connectivity.

- Education and marketing for non-transit users about the virtues of transit and mobility to help fight against the “bus rider” stigma.

Other Efforts that Would Support Existing Services

- Improved consistency between NEMT providers in Washington and Idaho.
- Coordination with WSDOT Highway 195 Strategic Highway Plan that will include recommendations for scheduled transit services along this highway.
- Pursue possible coordination opportunities with tribal transit services.
- Reconsideration by WSDOT of evaluation criteria for selecting projects to fund that are population based, hurting the rural area as they are competing against larger areas around the State.
- Improve accessibility of side streets in Pullman area.
- Improve accessibility of streets, sidewalks and bus stops in Lewiston-Clarkston.
- Safer, well-lit bus stops that are more visible and have more amenities (benches, shelters, maps, schedules, etc.).
- Greater coordination between transportation providers and medical service providers.
- Improved coordination with Lewis-Clark State College.
- Travel training for human service agency staff (“train the trainer”), not just the riders.
- Ambassador/travel training for seniors and centers for independent living.
- An ambassador to ride into Walla Walla to help CCPT riders learn to use the more complicated Walla Walla transit system.
- Coordination between school districts and transit agencies particularly to provide service for high school students.
- AVL for fixed route in Lewiston/Clarkston for riders to track “on-time” status with smart phone technology.

Palouse RTPO Regional Funding Priorities for WSDOT Funding

Organization	Project Name	Project Description	Strategy Addressed	Expected Outcomes
A Projects				
Columbia County Public Transportation	Operating Grant	Operating funds to sustain existing demand response service	Maintain existing service levels to ensure stable transit service	CCPT will continue operation of existing transportation services
Garfield County Transit	Operating Grant	Operating assistance for sustaining Garfield County Transit's existing services and restoring previous service levels	Maintain existing service levels to ensure stable transit service. Restore previous levels of service	GCT will continue operation of existing transportation services
City of Pullman/ Pullman Transit	Operating Grant	Operating assistance for sustaining the City of Pullman's transit division's existing fixed-route service within Pullman	Maintain existing service levels to ensure stable transit service	City of Pullman will continue to operate fixed route service at current levels
COAST	Operating Grant	Operating assistance for sustaining COAST's existing services	Maintain existing service levels to ensure stable transit service	COAST will continue to operate transit service at current levels
B Projects				
Asotin County PTBA	Vehicle Grant	One ADA Compliant Cutaway Vehicle - replacement vehicle	Maintain existing service levels to ensure stable transit service	Asotin County PTBA will continue to operate fixed route service at current levels
COAST	Vehicle Grant	One ADA Compliant Cutaway Vehicle - replacement vehicle	Continue operation of existing transportation services	COAST will continue operation of existing transportation services
Garfield County Transit	Service Expansion Grant	Provide additional 1,300 hrs. of local service	Extend local service hours to 5:00pm Monday through Friday	Expansion of weekday service to 5:00pm.
Columbia County Public Transportation	Vehicle Grant	Capital assistance to replace two demand response cut-away buses	Replace vehicles as needed to ensure service continuity	CCPT will continue operation of existing transportation services
C Projects				
Garfield County Transit	Technology Improvement Grant	Provide security cameras and DVR systems for all GCT vehicles	Improve technology to increase safety and increase efficiency data collection	Increase in safety monitoring and the accuracy of data collection.
Palouse RTPO	Mobility Manager Grant	Mobility Management part-time position	Implement a mobility manager program to coordinate services	Greater coordination of services and planning, as well as additional support for each transit system.