

CPT-HSTP PLAN

2018

FOUR COUNTIES, ONE PLAN -- TO CONNECT PEOPLE AND PLACES ON THE PALOUSE

PREPARED BY THE PALOUSE RTPO



Garfield
County
Transportation
509-843-0200

THE COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN FROM 2019 - 2023

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Resolution 2018-04

A Resolution Approving the Coordinated Public Transit- Human Services Transportation Plan (CPT-HSTP) 2018 for the Palouse Region Covering Asotin, Columbia, Garfield and Whitman County

WHEREAS, the Palouse RTPO is the State designated Regional Transportation Planning Organization (RTPO) for the Palouse region under Washington State law (RCW 47.80) and is required to prepare a Coordinated Public Transit- Human Services Transportation plan every four years.

WHEREAS, the planning boundaries for the RTPO, referred to as the "regional planning area" and the "region" under state law, are the boundaries of Asotin, Columbia, Garfield and Whitman Counties in Washington State.

WHEREAS, the last Human Services Transportation Plan was developed in November 2014 with the consecutive plan update was developed in 2016;

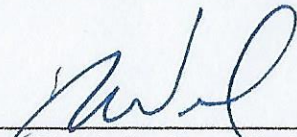
WHEREAS, the CPT-HSTP 2018 replaces the November 2014 plan, meeting the state requirement for the Palouse region;

WHEREAS, a 15-day comment period was held Nov 26, 2018- Dec 10, 2018, and all comments received were considered before final action on the CPT-HSTP Plan.

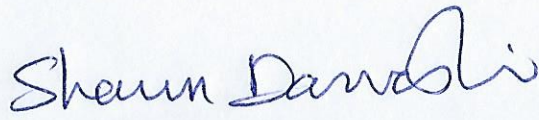
NOW THEREFORE BE IT RESOLVED BY THE PALOUSE RTPO:

The CPT-HSTP 2018 Plan for the Palouse Region, as attached herein, is hereby approved.

Adopted Dec 11, 2018



Palouse RTPO Policy Board Chair, Robert Ward



Palouse RTPO Director, Shaun Darveshi

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SECTION 1- BACKGROUND AND OVERVIEW

INTRODUCTION

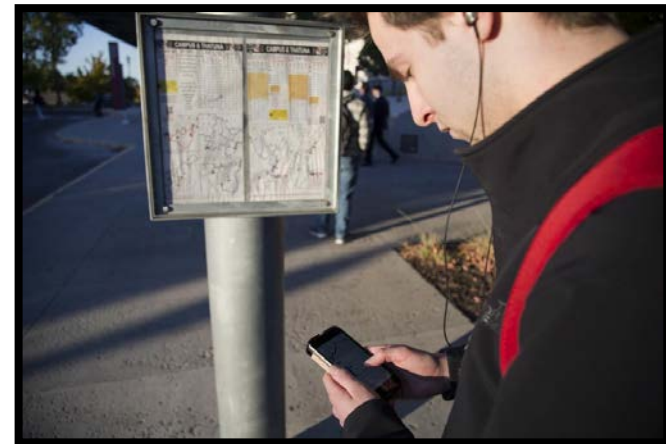
This plan documents the 2018 Coordinated Public Transportation-Human Services Transportation Plan (CPT-HSTP) developed by the Palouse Regional Transportation Planning Organization (PRTPO) for Asotin, Columbia, Garfield and Whitman counties of the Palouse Region. This plan updates the previous HSTCP 2014 for the Palouse region and does not include the entirety of the Lewiston urbanized area including Lewiston, Idaho.

The report is organized into the following Sections:

- **Section 1** provides background information, an overview of the planning process, and a summary of the previous plans.
- **Section 2** summarizes the stakeholder engagement and public outreach activities conducted as part of the planning process.
- **Section 3** provides an inventory of current transportation services in the region. Particular focus is on the public transit providers in the area who served as key participants in the coordinated transportation planning process of this plan.
- **Section 4** summarizes each transit agency's involvement in regional emergency management practices.
- **Section 5** provides an assessment of the region's transportation needs for existing transit services. It includes quantitative data, (collected from the U.S. Census and the

American Community Survey), for the Palouse region.

- **Section 6** indicates the Unmet Transportation Service Needs Assessment through public surveys and transit management perspective.
- **Section 7** details the current transit technologies, identified agency unmet needs and agency improvements in the region.



- **Section 8** provides an overview of the available Public Transportation Services and Alternatives, and identifies strategic investments proposed in the next four years.
- **Section 9** presents RTPO's strategies to meet public transportation needs and improve services in the region.

BACKGROUND

Federal Requirement for Human Service Transportation Funding

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21st Century bill (MAP-21), which went into effect on October 1, 2012. This legislation supported the coordinated transportation planning funding requirements established in previous law for certain specialized transportation under the Federal Transit Administration (FTA). Under the preceding Federal transportation funding authorizing legislation, SAFETEA-LU, local funding under three Federal Transit Administration (FTA) programs (Section, 5310, 5316, and 5317) required that projects be derived from a locally developed, coordinated public transit-human services transportation plan. This coordinated planning requirement was designed to be a participatory process including public, private, and human service transportation providers.

Under MAP-21, Section 5316 and Section 5317 programs were eliminated, but the coordinated planning requirement continues to apply to the Section 5310 Program (Enhanced Mobility of Seniors and Individuals with Disabilities). Effective FTA guidance (Section 5310 circular issued June 6, 2014) defines a coordinated public transit-human service transportation plan as one that identifies the transportation needs of individuals with disabilities and older adults, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. In total, there are four required plan elements:

- An assessment of available services that identifies current providers (public, private, and non-profit).

- An assessment of transportation needs for seniors and individuals with disabilities. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Relative priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies/activities identified.

COORDINATED HUMAN SERVICES TRANSPORTATION PLANNING IN WASHINGTON STATE

At the state level, the Washington State Department of Transportation (WSDOT) requires that each Regional Transportation Planning Organization (RTPO) within the State must identify coordinated Public Transit-Human Service Transportation needs, and prioritize human service transportation projects in the region for funding through WSDOT's consolidated grant application process for public transportation funds. An RTPO is formed through a voluntary association of local governments within a county or a group of contiguous counties. For the purpose of WSDOT's Statewide Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), each of the 16 RTPOs provide local perspective for their respective regions.

Applicants for WSDOT's public transportation grant program are

required to participate in the local planning process with their RTPO. This process creates and updates the region's CPT-HSTP, a document that is required by WSDOT to be updated every four years.

Washington's Agency Council on Coordinated Transportation (ACCT) was created in 1998, in collaboration with state and local agencies and organizations, to coordinate affordable and accessible transportation choices for people with special needs. The ACCT serves as a state-level, inter-agency coordinating body. It has developed technical assistance tools to support local areas in better-coordinating services at the regional and local levels, including a template with instructions for developing a CP-HSTP. The 2018 template was used as a guide to developing this plan.

THE LOCAL NEED FOR AN UPDATED PLAN

The Palouse RTPO's Human Services Transportation Coordination Plan (HSTCP- now called as CPT-HSTP) was first developed in 2010 and updated in 2012. The second HSTCP plan was developed consecutively in 2014 and updated in 2016. The updated plan in this report was developed in 2018 to provide funding for public transportation providers in the region for the next four-year term, beginning 2019 until 2023. The plan identifies the needs of the area and works toward implementing relevant projects through WSDOT's public transportation grant program in order to meet the transit needs of the region.

OVERVIEW OF THE PLANNING PROCESS

This CPT-HSTP was developed between December 2017 and

November 2018. The process included:

- A survey of the general public and Washington State University, Pullman (WSU) students from mid-February until May 31, 2018, so as to gain input throughout the public transportation service sectors.
- A kick-off meeting was conducted with the project steering committee in Clarkston on Dec 13, 2017. The committee involved transit managers from the five public transportation service agencies and a WSU Transportation representative for the Palouse RTPO region.



- A citizen advisory group was formed at the beginning of the plan to represent constituency groups within the four counties that the Palouse RTPO serves, including elderly participants, private citizens, and current transit users.
- In February and March 2018, six public outreach meetings were conducted throughout the region. Meetings were held



in Colfax, Pullman, Pomeroy, Dayton, Clarkston, and on the WSU Campus to discuss existing public transportation services and identify unmet

needs.

- Individual transit meetings were conducted with each committee member on site at each transit system for the purpose of gaining a better understanding of each system's unique operations, and to discuss each member's unique perspective on the needs and resources in the region.
- A list of more than 204 stakeholders and their contact information was compiled.
- The CPT-HSTP committee met six times throughout 2018 to provide input on the continued plan development processes.
- Prior to the meetings, an invitation to participate in the planning process was sent to each of the 204 stakeholders. Additionally, the transit systems advertised posters on vehicles and distributed flyers to their ridership for survey participations.
- A stakeholder's survey was sent to all of the known human service transportation providers in the region in March 2018.
- A Public Survey was made available to everyone in the region, and various modes of advertising were utilized to gain input such as radio, newspaper, social media and websites.
- A public survey, as well as stakeholders' surveys, were made available online through a website.
- An inventory of existing transportation services was compiled.
- An analysis was conducted on population data related to transportation dependency to identify geographic areas with high numbers and percentages of disadvantaged persons.
- Previous plans from 2010 and 2014 were reviewed.
- Unmet needs, identified through the preceding steps, were compiled and analyzed.

- Strategies for meeting the unmet needs were developed.
- Coordination strategies for emergency management were developed.
- On Aug 30, 2018, the Citizen Advisory committee and Transit Subcommittee met at the Asotin County PTBA office to prioritize and rank the identified projects according to the Washington State DOT planning process requirements.
- The draft CPT-HSTP 2018 was prepared and sent to the steering committee on Nov 20, 2018, for review.
- The Palouse RTPO CPT-HSTP was completed in December 2018.

REVIEW OF PREVIOUS PLANS

The following previous plans were reviewed and are summarized in this section:

- Palouse RTPO Human Services Transportation Coordination Plan 2010 and 2014
- Asotin County Public Transportation Benefit Area (PTBA): Transit Development Plan 2018-2023 and the 2017 Report
- Columbia County Public Transportation (CCPT): Transit Development Plan 2018-2023 and the 2017 Annual Report
- Garfield County Transportation Authority (GCTA) Development Plan 2018-2023 and the 2017 Annual Report
- Pullman Transit: Transit Development Plan 2018-2023 and the 2017 Annual Report
- US 195 Corridor Crash Analysis

PALOUSE RTPPO HUMAN SERVICES TRANSPORTATION COORDINATION PLAN 2010 and 2014 REVIEW

The previous coordination plan for the Palouse region included the Lewiston study area, and the following project strategies for the 2014- 18 WSDOT grant applications.

Tier 1 Strategies

- 1. Apply for Operating and Capital Funds from the Washington State Consolidated Grant Program.**

Tier 2 Strategies

- 1. Increase transit information through website links.**
 - Update the PRTPO website information and include links where available (e.g., Pullman Transit). If no link exists, include a phone number for the transit operator.
 - Add transit information to the Garfield County and Pomeroy Chamber of Commerce websites.
 - Add transit information to the Columbia County and City of Dayton websites.
 - Add transit information to the Whitman County and Pullman Chamber of Commerce websites.
 - Add transit information to the Asotin County and Clarkston Chamber of Commerce website and update the transit link on the City of Clarkston site.
 - Work with human service agencies to provide transit links on their websites.

- 2. Promote ridership by broadening exposure to transit.**
- 3. Expand coordination between human service agencies and transit providers.**
 - Transit participation on local human services coordinating councils in their counties, such as the Garfield County Interagency Coordinating Council, the Palouse Human Services Coalition, and the Blue Mountain Action Council.
 - Participation in state-level coordination activities.
- 4. Expand coordination among transit providers in the region.**
 - Establish a Transit Section on the PRTPO website and circulate written contributions among the operators.
 - Continue to meet to discuss regional transit priorities.
- 5. Apply for infrastructure funds when needed.**

Tier 3 Strategies

- 1. Increase volunteer programs.**
 - Car sharing
 - Exchange Program
 - Volunteer Drivers with a Stipend
- 2. Provide new services that increase mobility.**
 - Add three days to Garfield County's transit route from Pomeroy to Clarkston in Asotin County.

- Extend the hours of Garfield County’s Transit service beyond 2 p.m.



- Apply for grant funding to provide an accessible taxi service in Whitman County so that taxis could be an option for people in wheelchairs.
- Establish a subsidized taxi voucher program for residents in

rural areas of Whitman County so that taxis could become an affordable transportation option.

- Work with human service providers, community organizations and retailers to deliver goods and services to homebound residents.

3. Determine the market for increased transit services.

2014-2018 HSTCP Past Funded A, B and C Projects:

- **“A” projects (highest priority)**
 - CCPT: Operating funds to sustain existing service
 - GCT: Operating funds to sustain existing service
 - COAST: Operating funds to sustain existing service
 - Pullman Transit: Operating funds to sustain existing service
- **“B” projects (medium priority)**
 - Asotin County PTBA: 2 cutaways with cameras—one replacement and one expansion vehicle; Cameras for entire existing fleet

- Asotin County PTBA: One ADA Compliant Cutaway Replacement Vehicle
- Pullman Transit: Operational Service Expansion to extend days and greater frequency
- CCPT: 3 cutaways—replacement vehicles
- COAST: Two minivans and Two ADA compliant Cutaway vehicles—replacement vehicle
- Pullman Transit: One ADA accessible van and cutaway van for Senior Center—replacement

- **“C” projects (lower priority)**

- Pullman Transit- Operating assistance for sustaining the existing Dial-A-Ride services

Asotin County Public Transportation Benefit Area (PTBA): Transit Development Plan 2018-2023 and 2017 Annual Report Review

This plan/report provides information on the Asotin County PTBA organizational structure and current services, along with activities during 2017. It includes proposed action strategies for the FY2018-2023 period that reflects the State public transportation policy objectives. Specific strategies include:

- Increase service hours and ridership during the next five years.
- Increase service hours on Saturday. Current operation is from 9:00 am to 3:00 pm.

The plan/report includes projections for operating services for the six-year period, including service hours, expenses, and revenues. It also includes a Capital Improvement Program that projects the acquisition of seven vehicles during the period.

Columbia County: Transit Development Plan 2018-2023 and 2017 Annual Report Review

This plan/report provides information on the Columbia County Public Transportation organizational structure and current services, along with activities during 2017. It includes proposed action strategies for the FY2018-2023 period that the plan states reflect the State public transportation policy objectives. Specific strategies include:

- Facilitating economic vitality, mobility, preservation and safety for the Columbia County Public Transportation.
- Continuing to assist with transportation needs during local events in order to promote tourism.
- Continuing to offer transportation services in Dayton and work opportunities in Walla Walla.
- Building reserved funds through secured sales tax so that services can be planned for the future.
- Continuing employee safety and training for staff.

The plan/report includes projections for operating services for the six-year period, including service hours, expenses, and revenues. It also includes a Capital Improvement Program that projects the acquisition of fifteen vehicles during the period.

Garfield County Transportation Development Plan 2018-2023 and 2017 Annual Report Review

This plan/report provides information on the public transit services provided by Garfield County, including current organizational structure, current services, and activities during 2017. It includes proposed action strategies for the FY2018-2023 period that the plan states reflect the State public transportation policy objectives. Specific strategies include:

- Maintain working relationships with Garfield Aging and Disability Resource Center staff regarding sharing office space and equipment.
- Increase commuter bus ridership by advertising and presenting at work places and other agencies
- Increase local ridership
- Increase the Medical/Shopper ridership
- Start a van pool project for riders to help with commuting options for new developments and manufacturing plant
- Follow an Asset Management Plan to assure optimal vehicle performance.
- Consider requests resulting from Coordinated Human Service Planning efforts.
- Facilitate economic vitality, mobility, preservation and safety for the Garfield County Transportation Authority.

The plan/report includes projections for operating services for the six-year period, including service hours, expenses, and revenues. It also includes a Capital Improvement Program that projects the acquisition of two vehicles during the period.

Pullman Transit: Transit Development Plan 2018-2023 and 2017 Annual Report Review

This plan/report provides information on the Pullman Transit organizational structure and current services, along with activities during 2017. It includes proposed action strategies for the FY2018-2023 period that the plan states reflect the State public transportation policy objectives:

- Operate in a financially responsible and sustainable manner

- Continue to work towards becoming an increasingly viable transportation alternative
- Maintain and replenish capital assets on a planned schedule
- Reduce environmental footprint through implementing new usage of alternative fuels and/or technology
- Provide effective (safe, reliable & on-time), customer-friendly local transit services that meet the needs of our community
- Enhance the customer experience through service enhancements and data sharing
- Continue to develop and strengthen our partnerships with other peer and funding agencies, Community & Economic Development groups, and our own represented employee group
- Continue to promote regional connection information with four other public transportation providers, as well as interstate bus and private carriers
- Continue to improve partnership with WSU and Pullman School Districts
- Continue to coordinate with local law enforcement agencies and emergency services, both with the City of Pullman and with WSU
- Continue the active participation in local and regional planning efforts including the Palouse Regional Transportation Planning Organization
- Preserve transportation infrastructure to achieve the lowest life-cycle cost and prevent failure
- Maintain the effective and predictable operations of the transit system to meet customers' expectations

The plan/report includes service projections for fixed route services for the six-year period, projecting that service hours will remain

constant at 28,612 hours a year. It also includes a Capital Improvement Program that projects the acquisition of 14 vehicles during the period.

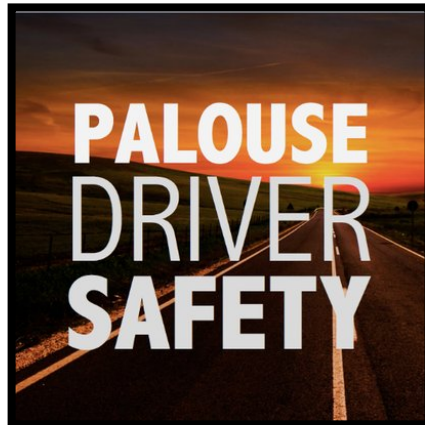
WSDOT: US 195 Corridor Crash Analysis (Final Draft - January 2016) Study Review

WSDOT prepared this study to identify and evaluate collision trends along the US 195 corridor and to make future decisions to reduce the probability of serious injuries and fatal crashes along the corridor. The study was completed and adopted by WSDOT in January 2016. The study includes a Section on public transportation, noting that the US 195 corridor is a primary commuter route that is served by various public and private transportation providers. The draft study includes demographic information on the communities served along the corridor, on funding to support public transportation services, and on findings from the most recent HSTCP for the Palouse Region.



The study notes that improved public transportation options along the US 195 corridor can help to reduce collision risks by targeting services for populations that historically have been involved in fatal and serious collisions or have demonstrated risky behaviors while driving. It also states that improved public transportation services, including better connectivity, accessibility, frequency, and affordability, could result in increased ridership and reduce the numbers of people who drive alone, ultimately reducing collisions.

In an effort to reduce the fatal and serious crashes in the Palouse region, the Palouse RTPO has embarked on a Palouse Driver Safety campaign, as a result of the US 195 Crash analysis study.



The study includes the results of a public outreach review which indicated both a need and a desire for public transportation services along the corridor. As the plan noted, there are significant opportunities available to reduce daily trips along the US 195 corridor by improving, utilizing, and expanding regional public transportation to attract customers.

SECTION 2- STAKEHOLDER ENGAGEMENT AND PUBLIC OUTREACH EFFORTS

This Section of the Palouse Regional CPT-HSTP 2018 describes the stakeholder involvement and other outreach activities that were a significant part of the development of the plan. The findings of these activities are presented in subsequent Sections.

STAKEHOLDER ENGAGEMENT

Transit Manager Subcommittee (Plan Steering Committee)

A committee comprised of managers from each of the five public transportation systems in the study region, RTPO leadership, and the WSDOT public transportation project manager for the region guided this planning project. Appendix A provides a list of the individuals who participated on the committee during the year-long process in 2018, as well as a citizen advisory committee who provided valuable input in project decision-making. The Palouse RTPO Director met with the group at a project kick-off meeting in Clarkston on Dec 13, 2017.

Individual Stakeholder Interviews

Following the ongoing group meetings, individual interviews were conducted on-site with the five transit systems that operate in the region. These interviews provided the opportunity to obtain input on unmet transportation service needs, agency-wide needs, and opportunities to improve mobility. Individual interviews were conducted with:

- Asotin County Public Transportation Benefit Area (PTBA)
- COAST Transportation
- Columbia County Public Transportation
- Garfield County Public Transportation
- Pullman Transit

Development of an Extensive Stakeholder List

WSDOT guidance for developing a regional Human Services Transportation Plan proposes a checklist of stakeholders that should be contacted to ensure appropriate participation in the planning process. Through previous work and meetings in the region, the Palouse RTPO had developed a network of stakeholders. This network served as the foundation for an invitation list that was first compared to the WSDOT checklist and then circulated through the transit providers and other key contacts in the region to ensure it was current. Additional stakeholders and contact information were identified in the region, as well as in adjacent counties in Idaho from sources including the previous plan, web-based research, and input from providers.

Ultimately, 204 different organizations, agencies, and companies were identified and included in the stakeholder invitation list. This list, attached as **Appendix B**, included local and state human service agencies, hospitals and clinics, Medicaid brokers, taxi operators, other private transportation providers, volunteer organizations, veterans transportation programs, disability service providers, senior centers, nursing homes, adult family homes, adult and child day care providers, colleges and universities (including offices serving students with disabilities), school districts, elected officials (if requested by the transit providers), major employers, workforce development programs, and ports.

CONVENING STAKEHOLDERS

The Palouse RTPO covers a large geographic area, and therefore, to ensure appropriate outreach, six regional meetings were scheduled and conducted:

- Pomeroy (Garfield County Senior Center): Feb 21, 2018
- Colfax (Senior Meal Site): Feb 22, 2018
- Dayton (Memorial Library): Feb 23, 2018
- Clarkston (Asotin County PTBA office): Mar 1, 2018
- Pullman (Umpqua Bank): Mar 8, 2018
- WSU University (CUB Entrance): Mar 22, 2018

Meeting Outreach

An invitation letter was developed and distributed to the 204 stakeholders via electronic and hard copy. A copy of the invitation letters is included in Appendix C.

Other outreach efforts involved:

- Newspaper and radio releases with information on the regional meetings
- Posters for placement on buses and at key community locations
- Public Survey for riders as well as non-riders were developed
- Public surveys and flyers for drivers to distribute to riders
- Regular input from the Citizen Advisory committee was conducted

Examples of the posters and flyers used to notify customers and the public about the meetings are included in Appendix D.

Public Meetings

In February and March of 2018, six regional public stakeholder meetings were held to discuss the previous HSTP and regional priorities.

The six meetings attracted a total of 68 participants, including

representatives from:

- Local transit operators
- Local transit users
- Private transportation providers
- Non-emergency Medicaid transportation brokers and providers
- Human service agencies (including those that provide transportation)
- Local government officials
- Planning agency staff
- Workforce development agency staff
- Council on aging staff
- Health District staff
- Adult day care providers
- Medical health providers
- Social workers
- WA State Department of Transportation

During the meetings, input was gathered from participants, especially regarding the current level of service, any unmet transportation needs, and potential opportunities for coordination or improvements. Specifically, meeting participants provided information on the following key points:

- Transportation services that people in the community use and depend on for mobility
- Places people in the community want to go, but to which there are limited or no available transportation services
- Whitman County was noted as the poorest county in WA State due to lack of public transportation connection to the outside small towns
- Possible outreach efforts that would help people in the community know what transportation services are available to

- them
- The desire to connect Moscow-Pullman via transit
- Possible improvements or supports that would help people in the community use available transportation services, such as travel training

The identified results from each meeting are included in the unmet needs, and are summarized in Section 6 of this plan.

Meeting Results

Initial strategy rankings at each meeting included:

- Clarkston
 1. Maintain existing services
 2. Provide improved services
- Pullman and WSU:
 1. Maintain Existing Services
 2. Connect Pullman and Moscow
 3. Pullman Transit Planning Study
- Pomeroy:
 1. Maintain Existing Service
 2. Extend weekday service later in the day
 3. Expand shopper service
 4. Increase coordination
- Dayton:
 1. Maintain Existing Service
 2. Expand to weekend service
 3. Obtain additional funding for services in Walla Walla County
- Colfax:
 1. Maintain Existing Services

2. Improve Transportation for developmentally-disabled clients in rural areas
3. Market volunteer services to potential volunteers

Washington State University Outreach

In March 2018, the Palouse RTPPO worked with the WSU Transportation department to survey students before the end of the spring semester. During the academic year, Pullman is home to some 22,000 WSU students, and it was important to solicit their input to the planning process before many of them left for the summer. The survey was administered online through a web-based application for five months.

A detailed analysis of web-based survey responses from all transit agencies as well as other responses received is attached as Appendix E.



TITLE VI AND LIMITED ENGLISH PROFICIENCY

As noted in the WSDOT’s CPT HSTP template, Title VI non-discrimination requirements exist to make sure that no person is treated differently based on race, color, or national origin. These requirements extend to all programs of an agency when federal funding is involved, regardless of the project/program that was federally funded. As described in this Section, an extensive effort was undertaken to ensure outreach to all represented segments of the region’s service area population, including outreach to all human service agencies identified in the region. All materials provided throughout the planning process had Title VI and limited English proficiency options available with staff contact name and number.



All public transportation agencies within the region also undertook an extensive effort to share the information with all residents, regardless of their race, color, and national origin. Limited English proficiency help was advertised at agency level as well.

The Palouse area is home to very few persons with limited English proficiency (LEP). Based on the 2012-2016 American Community Survey five-year estimates, the largest numbers of LEP residents, (defined as persons at least five years of age who speak English “less

than very well”), include in Whitman County: 2038, out of which 1159 are Asian speakers, (approximately 2.41% of the population of the county), and 280 are Spanish speakers. The Pullman Transit serves the city of Pullman area within the Whitman County, where the estimated LEP is 1858 with 1103 Asian and Pacific Islanders within the city limit. There are 99 people who speak English “less than very well” in Columbia County, 21 in Garfield County and 128 in Asotin County, of whom 66 are Spanish speakers.

FTA guidance indicates a “safe harbor” of 5% or 1,000 individuals, whichever is less, as the minimum threshold at which a transit system would need to provide for LEP translation for a particular language. Each of these groups of LEP persons falls well below the FTA threshold, including the Whitman County as there was not enough evidence at the time of this report to identify which of the Specific Asian and Pacific Islanders language meets the 1,000 Individual thresholds to provide the LEP translation.

SECTION 3- EXISTING TRANSPORTATION SERVICES

The Palouse region is served by five local public transportation systems, as well as a variety of other types of service providers. This chapter describes the existing transportation services that were identified during the development of the HSTCP, organized as follows:

- **Local Public Transportation Systems** – Transit systems, which are open to the public, are based in the study area, and receive FTA and/or Washington State funding to operate rural or small urban public transportation.
- **Human Service Transportation Services** – Organizations with missions to serve individuals in need (typically defined by age, disability or income) and provide specialized transportation for their clients or members. The transportation provided by human service agencies is typically limited to specific trip purposes, for example, to access agency programs or medical appointments.
- **Other Private Transportation Providers** – Several other categories of transportation providers serve or connect with the Palouse region, including two public transit services in adjacent Idaho counties, inter-city bus service, school districts, Washington State University, churches, and taxicab companies.

The Section concludes with a summary of services available by the county as well as the City of Pullman and the Clarkston-Asotin urbanized area. The information contained here is based on site visits conducted with each of the public transportation providers in April- May 2018, service details available on each provider’s website, data available from the WSDOT as well as previous planning studies,

information shared at the public meetings conducted in Feb - March 2018, responses to a survey distributed to the public and human service providers for five months in 2018, and follow-up information provided by email and telephone.

LOCAL PUBLIC TRANSPORTATION PROVIDERS

The following public transportation systems are based in the study region:

- Asotin County Public Transportation Benefit Area (PTBA)
- COAST Transportation
- Columbia County Public Transportation
- Garfield County Transportation Authority
- Pullman Transit

Table 3-1 provides an overview of each of their services, which are described in more depth as follows.

Asotin County Public Transportation Benefit Area (PTBA)

Asotin County Public Transportation Benefit Area (PTBA) offers public transportation to individuals in Asotin, Clarkston, Clarkston Heights, and Lewiston, Idaho (in coordination with the Lewiston Transit System). Asotin County PTBA is overseen by a Board of Directors that is composed of three elected officials selected by and serving at the pleasure of the City of Asotin, the City of Clarkston, and Asotin County. The Board defines the organization’s mission, establishes goals, approves the budget, and works with the PTBA Transit Manager. This system is closely tied to the Lewiston Transit System as routes are coordinated, and some responsibilities are shared.

Current Services

The following is an overview of the services provided by Asotin County PTBA:

- The Green Line operates from 7:15 am to 6:05 pm. The Green Line Route 1 serves the City of Asotin, and the Green Line Route 2 serves downtown Clarkston.
- The Red Line operates from 5:45 am to 6:35 pm. The Red Line Route 1 serves Clarkston Heights, and the Red Line Route 2 serves downtown Clarkston.
- The Blue Line operates from 6:05 am to 6:57 pm. Both Blue Line Route 1 and Blue Route serve downtown Clarkston and downtown Lewiston.
- The Green Line operates from 7:15 am to 6:05 pm. Both Green Line Route 1 and Green Route 2 serve the city of Asotin and downtown Clarkston.
- Saturday service operates from 9:00 am to 3:00 pm.
- While separate systems, Asotin County PTBA and the Lewiston Transit System are closely coordinated so that customers can easily transfer between providers. Asotin County PTBA routes are included with services provided by Lewiston Transit in a joint marketing brochure that is included in Appendix F.
- In another excellent example of coordination, Asotin County PTBA and Lewiston Transit System share dispatching and dispatch technology.
- Asotin County PTBA also connects with the Appaloosa Express at the Lewiston Community Center.
- One-way fares on the Asotin County PTBA fixed routes are \$.75, with monthly passes available for Asotin County residents for \$20. Complementary demand-response paratransit service is provided for people with disabilities who cannot access the fixed routes in compliance with the Americans with Disabilities Act (ADA).

- Asotin County PTBA operates vanpools to Washington State University, Lower Granite Dam and Little Goose Dam. .
- In FY2017 Asotin County PTBA provided 68,921 passenger trips on fixed route services, 7,821 on demand response services, and 19,211 on vanpool services. .
- Asotin County PTBA's vehicle fleet includes three cutaways for fixed route services, two cutaways for Dial-A-Ride Services, 12 vans, and a staff car.

Asotin County PTBA currently serves approximately 350 customers per day, which provides roughly 7,000 boarding's per month. Below are the highlights of other services offered by the agency:

- Three fixed routes, two Dial-A-Ride services and 12 vanpool services.

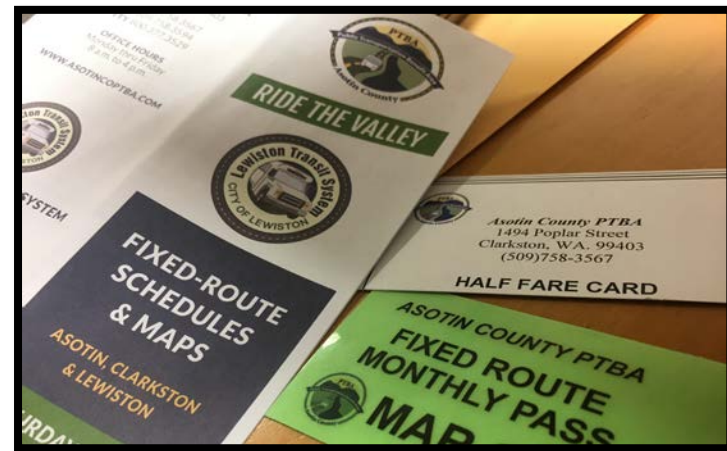


Table 3-1 Overview of the Current Service

Name	Service Area	Service Type(s)	Days and Hours of Service	One-way Fares	Passenger Trips/Year for 2017	Number of Vehicles
Asotin County Public Transportation Benefit Area (PTBA)	within Clarkston, Clarkston to Lewiston, and Clarkston to Asotin	fixed route, ADA paratransit and Vanpool	Mon-Fri approx. 6 am to 7 pm; Sat 9 am to 3 pm (varies by route)	Fixed route: \$0.75 Asotin/Clarkston, \$1 Lewiston Half fare for seniors and people with disabilities, Monthly pass \$20 for Asotin Residents ADA paratransit: \$1.50	FR: 68,921 DR: 7,821 Vanpool: 19,211	6 cutaways 12 vans 1 staff car
COAST	Whitman County, Asotin County and Garfield Counties for those in need. Medical destinations outside of the these counties are also served including five counties in Idaho	Demand Response	As needed; primarily Mon-Fri	Donations accepted	Agency Trips: 11,062 Volunteer Trips: 4155	5 Cutaways 8 Vans
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 5 pm (8 am in summer) Within Dayton, present-day dial-a-ride service is provided daily. Outside of Dayton, service is more limited. . Walla Walla County: Walla Walla is a frequent medical destination. CCPT will pick people up in Waitsburg along trips to/from Walla Walla and College Place. Medical appointments outside regular hours can be accommodated.	Varies by trip distance and age, including: Within Dayton: \$1.00 per day age 60+; \$1.50 per boarding < age 59 Outside Dayton up to 15 miles: \$1.50 per boarding age 60+; \$3.00 per boarding < age 59 (discount if round trip) Dayton and Waitsburg to Walla Walla: \$5.00 one-way or \$7.50 round trip all ages	DR: 47,529 Vanpool: 8,908	9 cutaways 11 vanpool vans
Garfield County Transportation Authority	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	Donations accepted	DR- 6,593 Commuter Service- 3,093	2 cutaways 1 SUV 1 Transit Van
Pullman Transit- Fixed Route	City of Pullman	Fixed route	Schedules vary by route and time of year, within the following spans: Limited routes are provided during summer.	\$0.75 regular; \$0.45 for seniors, people with disabilities, youth; passes available	Fixed route: 1,348,276	22 buses
Pullman Transit- Dial A Ride	City of Pullman	demand response (for seniors 65+ and people with disabilities)	Schedules vary by route and time of year, within the following spans: Limited routes are provided during summer.	\$0.60; \$3.00 to Pullman Regional Airport	Dial-A-Ride: 20,419	5 Dial A Ride Vans

- Directly work with Walla Walla Community College and school districts to provide passes for students.
- Agency has various programs to encourage ridership and educate and promote riders; several programs are listed below:
 - Kids Freedom Pass during summer
 - Veterans ride free during the month of November
 - 50% off on tokens and cash (Not on the monthly pass) for Kids aged 17 and under
 - Half-fare cards for passengers aged 62 and older, veterans who are disabled, persons who receive SSI and SSD benefits, persons disabled, and Medicare card holder. (Not on the monthly pass)
 - Additional services are rendered to DSHS, Special Mobility, and local divisions of Rehab.

Local connections:

- Connection is provided to Lewiston Transit every hour through the Blue route.
- Connection to Appaloosa is provided three times a day through Lewiston's Community Center off Blue Route.
- Future coordination can include connections with North-western Trail ways.

The agency provides around 800 transfers between different buses each month. Total passengers include approximately 33% elderly users, 33% college and school users, and the remaining 34% of passengers are general and transit-dependent users of the Asotin County. Overall passengers include 75% users within the Clarkston-Asotin area, while 25% of users are considered Lewiston-bound.

Asotin County PTBA added partial Saturday services, beginning in May 2016, as one of the needs identified in 2014 HSTCP. The current

Saturday service averages 125 riders in three fixed routes. Saturday services usually begin around 8 and 9 am and conclude around 3 pm. No Saturday office hours are provided; however, an on-call driver is available every day in addition to a part-time road supervisor.

Dial A Ride:

Dial-A-Ride is being offered at \$1.50 per one-way trip, and \$30 for 30 total rides. Currently, the service is operated by two buses with one back up. Applications are required to verify rider eligibility, which involves medical verification, an interview, and ADA eligibility confirmation which makes the turnaround time anywhere from up to 21 days.

The operation is currently servicing approximately 600 passengers each month, or roughly 7,800 passengers per year. An average day includes around 25 trips between two buses, and involves medical, shopping and life-sustaining trips.

Vanpool Services:

There are 12 vans available for the vanpool services at this time, with seven currently in use. Current vanpool customer base involves 1 van



for WSU employees and 6 for Army Corp of Engineers. Currently, there are 54 vanpoolers. In the remaining five vans, two are being used as a backup van and 3 serve as loaners.

Current vanpool services require at least five users in a vanpool and cost is based on the round-trip mileage needs and destination.

Each van is equipped to carry a minimum of 15 passengers and is Non-ADA accessible. The agency hopes to increase the vanpool users in the next four years.

Budget/Funding

Asotin County PTBA's annual budget is approximately \$1 million, which includes roughly \$700k in tax revenue, a Federal grant of approximately \$280,000 and roughly \$100,000 in fares.

Asotin County PTBA funding sources include local sales tax, FTA Section 5307, vanpool and fare box revenues, State Rural Mobility and Special Needs grants, and local funds. As a PTBA, the agency receives 0.2 % sales and use tax.

COAST Transportation

COAST Transportation is a division of the Council on Aging & Human Services (COA&HS) in Colfax, Washington (Whitman County). COA&HS is a private, non-profit, public-benefit organization committed to enhancing lives and supporting communities with transportation and nutrition services. COAST provides demand response public transportation services in Whitman, Asotin, and Garfield Counties, in Washington State. They also provide demand response transportation for elderly and disabled persons in Southern Spokane County, Washington and Latah, Nez-Perce, Lewis, Idaho, and Clearwater Counties. From 2014 through 2017, COAST provided 1,655 clients with 51,165 rides covering 1,083,710 miles.

Current Services

There are no age, income, or disability requirements for citizens in Asotin, Garfield, and Whitman Counties to receive services. Any

person with a special transportation need is eligible to ride. While Southern Spokane County and all counties served in Idaho are funded with money targeted towards elderly and seniors, some exceptions may be made to include others.

Trips for medical needs are the most common across the COAST's service area, in addition to nutritional, legal, social, and shopping needs. Many of the smaller communities no longer have a local grocery store, pharmacy, bank, or other essential services. Frequent destinations include, but are not limited to, Spokane, Pullman, Moscow, Colfax, Lewiston, Clarkston, and Walla Walla. Clients also request rides within their own communities because other public transit is either not available or not accessible for their specific needs.

Despite the heavy use of COAST's services, most ride requests can be honored, limited only by available resources. Volunteers, using their own vehicles and reimbursed for mileage, provide many of the rides, along with paid drivers using one of COAST's 15 accessible mini-vans or small buses. With the frontier nature of COAST's service area, very long rides are common. The use of volunteers allows COAST to cost-effectively meet the growing demand for service.

COAST also provides Medicaid transportation through Special Mobility Services (SMS), a Medicaid broker in Spokane. COAST refers all Medicaid qualified call requests to SMS for handling. If SMS cannot or will not schedule the trip, COAST may do so using its own funding.



Columbia County Public Transportation

Columbia County Public Transportation (CCPT) is a county transit authority providing demand response for public and human service transportation within Columbia County as well as to Walla Walla County. CCPT also operates a vanpool program for residents of Columbia, Walla Walla, and Garfield counties. CCPT operates nine cutaway buses, ten vanpool vans, 1 MV-1 transport and one auto for passenger service.

Current Services

CCPT's general public transit hours are Monday through Friday, 7 am to 5 pm. Medical appointments that fall outside regular hours can be accommodated within the city limits of Dayton; daily demand service is provided. One-to-two vehicles is used to handle the needs, as demand requires. Since our 2014 update, new computer software has been installed and dispatching is now accomplished electronically between dispatch and the drivers. The drivers have Samsung pads that receive passenger data for the demand service. The same on-demand system provides service for residents who live outside of Dayton, but within Columbia County limits.



CCPT operates daily service between Dayton and Walla Walla, averaging 12 trips daily through our demand service. Walla Walla is a major destination for medical appointments, Walla Walla High School, Community College and commuting workers. Residents living in the cities of Waitsburg and

Dixie take advantage of our demand service as our buses pass through their communities.

CCPT serves as the only transportation service available to the residents of Columbia County, the City of Waitsburg and surrounding areas, and the vast majority of human services agencies in our area, which are located in Walla Walla. CCPT coordinates transportation services with these agencies, CPS, DSHS, Aging and Long-Term Care, Housing Authority, Senior Center, People for People, Blue Heart to Heart, DVR, Patit Creek Long Term Care, Dayton General Hospital and Booker Rest Home, Walla Walla Community College, and Walla Walla, Dayton, and Waitsburg School Districts. These agencies do not provide any transportation services.

CCPT contracts with People for People, a regional Medicaid broker, to provide Medicaid transportation for residents of Columbia County, as well as those in the town of Waitsburg. Medicaid trips are ideally grouped with other routine trips at the same round-trip rate that general public passengers pay. If however, the appointment time falls significantly outside of a regular trip, CCPT will provide a special trip for the People for People riders at the contracted rate, which includes both a boarding and mileage fee to help offset the cost of the trip.

Vanpool service is provided through CCPT's vanpool program, which is currently open to residents of Columbia, Walla Walla and Garfield counties. Typically, six-to-ten vans are in operation. The vanpools operate in Columbia, Garfield and Walla Walla counties at present. There are vanpools providing commuter service to two dams, Lower Granite and Little Goose, with additional service into the Walla Walla area.

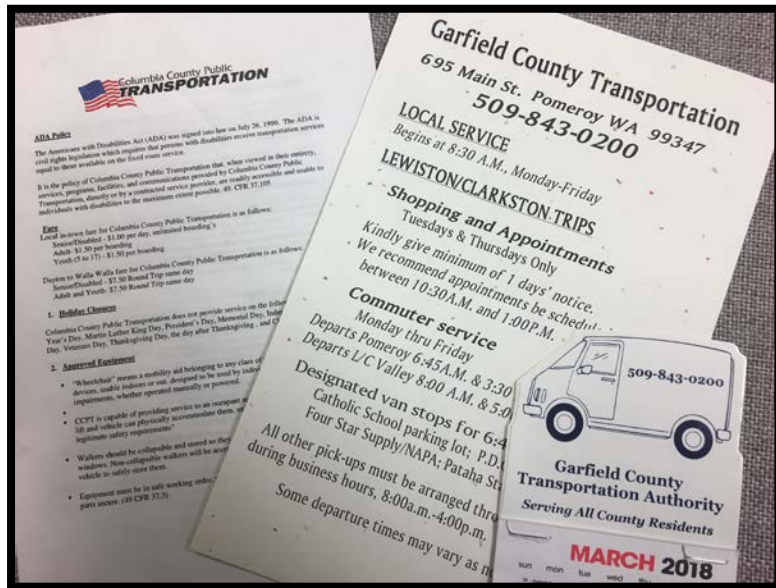
Columbia County Public Transportation is part of a regional transportation network. This network connects travellers in Southeastern Washington, Northeastern Oregon and Central Idaho

through transit agency coordination, with Walla Walla Washington serving as the transit hub for the region. Columbia County Public Transportation’s passengers can connect to air service with Walla Walla and Pasco Regional Airport. With connections in Walla Walla, Columbia County Public Transportation passengers can connect south into Oregon using the transportation services provided by the Confederated Tribes of the Umatilla to Walla Walla Regional Airport, to the Grapeline for transportation to Pasco. Riders can then make connections with Greyhound, Amtrak,

Budget/Funding

CCPT became a county transit authority in 2005 to become eligible for WSDOT vanpool funding. The authority is governed by a five-member board consisting of three county commissioners and two mayors, and is partially funded by 0.4% sales tax countywide.

In addition to tax revenues, other major funding sources include FTA Section 5311, State Rural Mobility and Special Needs



grants, vanpool revenue and fare box revenues.

Columbia County Public Transportation fare structure (Table below) takes into account trip distance. For trips within Columbia County, rider age factors into the fare breakdown.

Table: CCPT General Public Fares

Area of Service	Age of Rider	One-Way	Round-Trip
Within Dayton	60 or more	\$1.00 per day	-
Within Dayton	59 or Less	\$1.50	\$3.00
Outside of Dayton (15	60 or older	\$1.50	\$3.00
Outside of Dayton (15	59 or younger	\$3.00	\$5.00
Between Starbuck & Dayton	Any age	\$3.00	\$5.00
Between Dayton or Waitsburg And Walla Walla	Any age	\$5.00	\$7.50

Garfield County Transportation Authority

Garfield County Transportation Authority provides demand response public transportation within Garfield County, as well as commuter service between Pomeroy and Clarkston/Lewiston. The County operates public transit services.

Current Services

Garfield County Transportation provides the following public transit services:

- Local dial-a-ride service is provided between 8:30 am and 4:00 pm, Monday through Friday.
- Medical/Shopper services are provided from the County to Clarkston and Lewiston on Tuesday and Thursday, with departure from Pomeroy at 9:30 am.

- Commuter services to Clarkston and Lewiston depart from Pomeroy at 6:45 am and return at 6:00 pm each weekday. Currently, this service carries an average of 16 one-way trips per day.
- In November 2016, Garfield County Transportation became an independent CTA.

All services are provided on a demand response basis with 24-hour advance request for service. Garfield County Transportation does not charge fares but accepts donations. The County also has a working relationship with the Garfield County Hospital District to coordinate services.

Garfield County Transportation’s vehicle fleet includes two accessible cutaways, one cross-over van, and one Transit van. The fleet is



maintained by the Garfield County Road Department. Garfield County Transportation’s management and dispatch staff are housed in the

offices of the Aging & Disability Resource Center for Garfield County in Pomeroy.

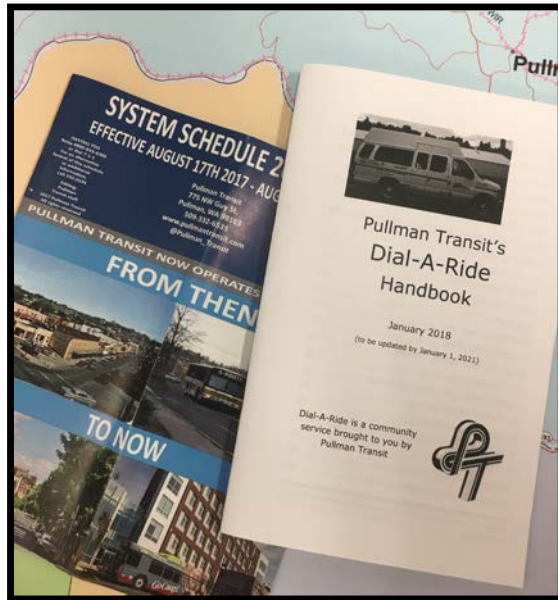
Budget/Funding

Garfield County Transportation has become a CTA (County Transportation Authority) covering all of Garfield County. As such, Garfield County Public Transportation can now receive sales tax.

In February 2017, Garfield County Transportation ran a .04% sales tax increase initiative. Garfield County residents approved the increase. Collections began July 1, 2017.

Pullman Transit

Pullman Transit serves the Pullman and Washington State University (WSU)



communities. Pullman Transit is operated by the City of Pullman, and its services operate within city limits.

Current Services

The following is an overview of the services provided by Pullman Transit. Maps and schedules are included in Appendix F:

Since the Pullman population and associated transit needs fluctuate with the university schedule, route availability and service levels vary by time of year. The table below summarizes those service levels, which generally consist of standard year-round “Community” service, and enhanced “Community Plus” service when WSU is in full session.

Table of Pullman Transit Service Levels (2018)

Pullman Transit service levels	Community (reduced service)	Community Plus (full service)
Monday through Friday	6:30 am to 6:45 pm <ul style="list-style-type: none"> • Loop • Silver • Blue • Paradise • Dial-A-Ride 	6:30 am to 6:45 pm <ul style="list-style-type: none"> • Loop • Silver • Blue • Paradise • Dial-A-Ride 7:15 am to 10:15 am <ul style="list-style-type: none"> • Coffee Route 6:45 am to 8:40 pm <ul style="list-style-type: none"> • Cougar Express • Crimson Express • Gray Express 6:30 pm to midnight <ul style="list-style-type: none"> • Lentil • Wheat • Dial-A-Ride
Saturday	10:00 am to 5:30 pm <ul style="list-style-type: none"> • Lentil • Wheat • Dial-A-Ride 	9:15 am to midnight <ul style="list-style-type: none"> • Lentil • Wheat • Dial-A-Ride
Sunday/Holiday* <small>*Pullman Transit is closed on New Year's Day, Thanksgiving Day, and Christmas Day</small>	10:00 am to 5:30 pm <ul style="list-style-type: none"> • Lentil • Wheat • Dial-A-Ride 	10:00 to 5:30 pm <ul style="list-style-type: none"> • Lentil • Wheat • Dial-A-Ride

The Community Routes operate on 35-minute loops.

The Express Routes provide service between the WSU campus and the student housing areas located to the north, and operate on approximately 15-minute loop frequencies.

The Lentil and Wheat routes operate during the evenings and weekends on 45-minute loop frequencies.

FTA-approved School Bus Services are provided in the morning and the afternoon for eligible Pullman School District students.

Pullman Transit’s paratransit service is known as “Dial-A-Ride,” and provides van service for our community’s residents who are over the age of 65, as well as those with disabilities who are unable to use fixed routes. This service is ADA-compliant and operates during the same times that the fixed bus routes operate.



Made possible by an annual contract with WSU, students, staff and faculty can utilize Pullman Transit Services pre-paid, by presenting a valid WSU Cougar Card. Also, all pre-kindergarten children can ride the bus free of charge when accompanied by an adult. Fares for other customers are included in

the Table below (an across-the-board fare increase is scheduled for August 2019, with the example of Adult cash fares going from \$0.75 to \$1.00).

Table of Pullman Transit Fares (2018)

Category	Fare
ADULT	
Cash	\$0.75
Tokens	\$0.70
Monthly Pass	\$20.00
Semi-Annual Pass	\$110.00
Annual Pass	\$200.00
DISABLED/SENIOR	
Cash	\$0.45
Tokens	\$0.40
Monthly Pass	\$14.00
Semi-Annual Pass	\$65.00
Annual Pass	\$125.00
DIAL-A-RIDE	
Dial-A-Ride Cash	\$0.60
Dial-A-Ride Tokens	\$0.55
Monthly Pass	\$18.00
Semi-Annual Pass	\$85.00
Annual Pass	\$165.00
YOUTH	
Cash	\$0.45
Tokens	\$0.40
Monthly Pass	\$14.00
Semi-Annual Pass	\$65.00
Annual Pass	\$125.00
School Pass	\$110.00
Summer Pass	\$35.00

In FY2016, Pullman Transit provided 1,319,712 passenger trips on fixed route services, and 21,279 trips were provided on Dial-A-Ride. In FY2017, 1,348,276 one-way passenger trips were provided on fixed route services and 20,419 trips were provided on Dial-A-Ride.

Budget/Funding

In FY2016, total-operating expenses for Pullman Transit included \$3,301,994 for fixed route service and \$825,498 for demand response service. In FY2017, operating expenses totalled approximately \$3,321,420 for fixed route service and approximately \$830,350 for demand response service.

Pullman Transit's funding sources include:

- Fare box revenues
- Local transportation service contracts with WSU, the Pullman School District, and Pullman Campus of Spokane Falls Community College
- A 2% local utility tax approved by voters in 1978
- Federal 5311 rural transit assistance, and state Rural Mobility, Regional Mobility and Special Needs grant funds.

HUMAN SERVICES TRANSPORTATION SERVICES

Several human service agencies and programs that provide transportation services for those in need were identified in the Palouse region. These services are described below to the extent information was available to the PRTPO Staff and previous HSTPC.

In 2018, the PRTPO sent a survey to each of the human service agencies that are known, or believed, to provide



transportation services for their clients. The survey instrument and mailing list can be found in Appendix B. Where responses were received, the information has been incorporated into this section of the report. Other sources of information include the input at the public outreach meetings conducted in 2018, WSDOT's Summary of Public Transportation, the 2014 HSTCP, and the websites of the respective organizations.

Asotin County Community Services

Asotin County Community Services supports individuals with disabilities to improve their quality of life, help them develop self-reliance and personal responsibility, and promote their inclusion in the community in which they live and into mainstream employment. The 2014 HSTCP indicated that Asotin County Community Services owned a vehicle in need of replacement, and transports people with disabilities to medical appointments, community activities, employment and daily living activities such as grocery shopping and banking.

Disability and Aging Resource Center

The Disability and Aging Resource Center in Pomeroy, a program of Southeast Washington Aging and Long Term Care, has limited funding to reimburse volunteer drivers in Garfield County.

Disabled American Veterans (DAV) Volunteer Van Network

Disabled American Veterans (DAV) is a veteran’s advocacy and assistance group dedicated to empowering veterans to lead high-quality lives with respect and dignity. DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. Volunteers drive the vans, and the rides are coordinated through voluntary service programs at Veterans Administration Medical Centers (VAMCs).

In the study area, scheduled van service operates from the State Veterans Home in Lewiston to the VAMCs in Spokane and Walla Walla, with stops along the route. Service in the Palouse region is provided on the following weekdays:

- On Wednesdays, the DAV van travels from Lewiston to Spokane with stops in Genesee, Moscow, and other Idaho towns along US-95.



- On Thursdays, the DAV van travels from Lewiston to Walla Walla with stops in Clarkston, Pomeroy, Dayton, Waitsburg, and Dixie (serving Asotin, Garfield and Columbia counties).
- On Fridays, the DAV van travels from Lewiston to Spokane

with stops in Uniontown, Colton, Pullman, Colfax, Steptoe, Rosalia, and Spangle (serving Whitman County).

Veterans may schedule rides on any of these routes by calling the DAV Transportation Office at the Walla Walla VAMC at least 72 hours in advance. It should be noted that the DAV Transportation Office is a separate operation from the Veterans Transport System of the Walla Walla VAMC.

Garfield County Hospital District

Garfield County Hospital District in Pomeroy owns a minivan, (with capacity for one wheelchair), which is used to provide limited medical transportation to patients and nursing home residents. For additional patient transportation, the agency relies on Special Mobility Services and Garfield County Transportation.

Gritman Hospital

Gritman Hospital in Moscow has three vehicles that are used to transport patients and employees of the hospital. Service is provided from Pullman area to Moscow for Gritman’s Adult Day Health



Program, and demand-response service is provided in Latah County, Idaho, as indicated in the 2014 HSTCP.

Interlink - Faith in Action Volunteer Transportation

Interlink – Faith in Action is a private non-profit, faith-based organization based in Clarkston, and which serves Asotin County in Washington and Nez Perce County in Idaho. Interlink coordinates volunteers from various faiths and community groups who provide services to allow seniors and others to live independently in their own homes. Transportation primarily serves seniors and people with disabilities who need access to health care appointments, personal care, shopping, banking, food bank visits, social visits, and general errands.

Volunteers use their personal vehicles to provide this transportation Monday through Friday. There is no charge for this service, although donations are accepted. In 2013, 36 volunteers provided 3,864 hours of service, which amounted to 51,882 passenger miles of transportation for 245 care-receivers. Sources of funding include transportation contracts with Aging and Long Term Care of Southeast Washington and Catholic Charities. Individual contributions, grants, local churches, Twin County United Way, and Nez Perce County, Idaho are additional funding sources that significantly contribute to Interlink services.

Palouse Industries

Palouse Industries/Boost Collaborative is a community based non-profit organization devoted to improving the lives of individuals with disabilities and their families throughout Whitman and Latah Counties. Located in Pullman, Palouse Industries transports children and adults with disabilities to educational and employment locations.

Palouse River Counseling Center

The Palouse River Counseling Center in Pullman provides mental health and chemical dependency services to adults and youth. The 2014 HSTCP noted that the agency had a van used to provide daily

transportation to the Harvest House Clubhouse. Harvest House is a psychiatric rehabilitation program open weekdays from 9:30 am - 2:30 pm. In addition to van services, the previous HSTCP indicated that counsellors from Palouse River Counseling travel to the outlying towns to provide services, with travel expenses reimbursed by COAST.

Veterans Transport System, Walla Walla VAMC

The Veterans Transport System of the Walla Walla VAMC provides transportation to veterans (focused on those with mobility disabilities) with a geographic area spanning Walla Walla, Yakima and Richland, Washington, Lewiston, Idaho, and La Grande, Oregon.

The Veterans Transport System provides demand response and flexible route service, Monday through Friday between 6:00 am and 6:00 pm. However, only limited service is available to Asotin, Garfield, and Columbia counties because of the size of the service area and a limited number of vehicles; for example, Garfield County is only served every other Thursday. Trip purposes include medical and mental health appointments, education/training, and social services. An average of 160 passenger trips per month are provided, accounting for approximately 1,920 trips per year.

The Veterans Transport System operates four vehicles, all of which are wheelchair-accessible, and Route Match software is used for scheduling and dispatching. The annual operating costs for the service are approximately \$485,000, funded through the Veterans Administration.

The Veterans Transport System is very interested in developing coordinated relationships with other human service agency transportation providers. The program experiences challenges in serving highly rural areas with a dispersed population, and as a result, many higher cost single-person trips occur than in urban areas. At present, this service does not appear to be coordinated with the

Volunteer Van Network (DAV), which is coordinated out of the Voluntary Services office at the Walla Walla VAMC.

Veterans Transportation Service, Spokane VAMC

The Veterans Transportation Service of the Spokane VAMC transports eligible veterans to VA authorized medical appointments with a special emphasis on serving those who face challenges such as wheelchair transportation and visual impairment, which make conventional forms of transportation inaccessible. Whitman County is within the catchment area of this WAMC. At this time, this service does not appear to be coordinated with the DAV Volunteer Van Network, which is coordinated out of the Voluntary Services office at the Walla Walla VAMC.

Medicaid Brokerages

Medicaid funds non-emergency medical transportation for eligible individuals (people with low income or disabilities). Both Washington and Idaho fund Medicaid transportation through brokerages. These brokerages are organizations that screen trip requests for eligibility and assign the trip to a contracted operator-- typically, the least costly provider available for that trip. Contract rates are negotiated between the broker and each operator, which could include public transportation systems and human service agencies, as well as taxis and other private for-profit transportation options. In these cases, there is no charge to the individual rider; however, they must schedule the service through the broker.

Three Medicaid brokers cover the study region:

- Medical Transportation Management; A private for-profit company located with office in Idaho originating in St. Louis Missouri serving all of Idaho
- People to People: a non-profit 501(C)3 organization based in Yakima Washington. The 'People to People' brokerage

originated in Columbia County and provides rural public transportation and other community service transport in other counties beyond the study area in Central Washington.

- Special Mobility Services: Originating in Asotin, Garfield, and Whitman counties, Special Mobility Service is a nonprofit based out of Spokane.

An eligible rider's place of residence determines which broker they must call, regardless of the location of their medical appointment.

Assisted Living Communities and Nursing Homes

The 2014 HSTCP identified the following assisted living and nursing homes as providing transportation services for their own residents. None of these facilities returned the survey in August 2014, so this information may not be up to date.

- Avalon Care Center (formerly Palouse Hills Nursing Center), a nursing home in Pullman, provides approximately three scheduled trips a week for residents.
- Bishop Place Senior Living, an assisted living facility in Pullman, has a single vehicle used to transport residents.
- Evergreen Estates Retirement Community, an assisted living facility on the campus of Tri-State Hospital in Clarkston, has a single vehicle used to transport residents.
- Prestige Care & Rehabilitation (formerly Clarkston Care Center), a nursing home in Clarkston, has a single lift-equipped vehicle used to transport residents.
- Tekoa Care Center, a nursing home in Tekoa, transports residents on two scheduled medical trips a week.
- Whitman Senior Living Community, (an assisted living facility in Pullman) has a single vehicle used to transport residents.

Preschool and Child Care Centers

The 2014 HSTCP identified the following preschool and childcare centres as providing transportation services for their preschool-aged clients. None of these facilities returned the survey in August 2014, so this information may not be up to date.

- Building Blocks Day Care in Pullman has an older maxi-van.
- The Community Child Care Center in Pullman has three accessible multi-function school activity vehicles. In addition to regular child-care programs, the Community Child Care Center operates the state Even Start Program and the Whitman County Head Start Program.
- Sunnyside Pre-School in Pullman has a standard 15-passenger maxi-van.

OTHER TRANSPORTATION PROVIDERS

Appaloosa Express Transit

The Nez Perce Tribe, based in Lapwai, Idaho, operates Appaloosa



Express Transit, a public transportation service that serves the Nez Perce Reservation and provides service to Lewiston. Fixed route and demand response service is operated on Monday through Friday, except the third Friday of each month. Appaloosa Express Transit connects with the

Lewiston Transit System and Asotin County PTBA at the Lewiston Community Center, stopping there at the following times: 7:25 am, 8:36 am, 9:00 am, 10:05 am, 10:55 am, 11:45 am, 12:22 pm, 12:50 pm, 2:28 pm, 3:58 5:12 pm, and 6:40 pm. Fares for Appaloosa Express Transit service to Lewiston are \$1.00 per boarding or \$30.00/month (\$25.00/month for age 55+).

Northwestern Stage Lines/Northwestern Trailways

Northwestern Stage Lines, doing business as Northwestern Trailways, provides daily intercity bus service between Boise, Spokane, and beyond. This service connects to the national Greyhound intercity bus network, with stops in the Palouse region, and includes two northbound and southbound trips per day stop in Lewiston, Pullman, and Colfax. These routes make it possible to travel to and from Spokane in a day. The stop in Lewiston is located at North Lewiston Dyna Mart at 1920 Highway 128. The stop in Pullman is at Dissmores IGA at 1205 N. Grand Street. The stop in Colfax is at Ace Hardware 610 S. Main. Based in Spokane, Northwestern Stage Lines also provides charter bus service.

SMART Transit

Regional Public Transportation operates SMART Transit, which is a general-public fixed route. SMART Transit also serves dial-a-ride in Moscow, Idaho, as well as Medicaid transportation service originating from Idaho. The acronym SMART stands for Sustainable Moscow Area Regional Transportation. Regional Public Transportation, a 501(c)(3) non-profit



organization, has a long history of coordinated transportation services in the Lewiston- Clarkston Valley. Although Regional Public Transportation does not currently connect with the public transit operators in the study area, it used to operate public transit in Lewiston known as Valley Transit.

In December 2012, the organization relocated to Moscow where it has focused its services on a new Intermodal Transit Center that is also served by Northwestern Trailways, the University of Idaho campus shuttle. The Moscow fixed route service operates on 30-minute headways, weekdays from 6:40 am to 6:00 pm. This service is fare-free and is funded by the University of Idaho, Federal Transit Administration, Idaho Transportation Department, City of Moscow, and New Saint Andrews College. The western-most fixed route stop is on State Hwy 8 at War Bonnet Street (near the Walmart) near the state line. The Dial-A-Ride service, which operates during the same hours as the fixed route, is free to ADA-eligible individuals and \$1.50 per ride for others.

Lewiston Transit System

The Lewiston Transit System provides rides in the City of Lewiston, Idaho with connections to Clarkston, Washington through Asotin County PTBA. The Lewiston Transit System is operated by the City of Lewiston.

In 2015, the Lewis- Clark Valley Metropolitan Planning Organization attempted to regionalize the two-transit system into one transit system. The effort was not successful at that time. Lewiston Transit currently operates two fixed routes: East and West routes with varying times. However, the normal operating hours are from 6 am to 7 pm. Lewiston transit also provides dispatch services to Asotin County PTBA as a part of the coordination efforts. Lewiston transit also offers paratransit services to the local residents. Fixed route fare is \$1 one-

way, while the monthly pass can be purchased for \$30, and ADA paratransit fare is \$2.

Wheatland Express

Wheatland Express operates several scheduled shuttle services that connect the Palouse region to other areas of Washington and beyond. Spokane Airport Express provides daily service from



Moscow, Pullman, and Colfax to Spokane International Airport, with a second trip added on Fridays. The fare for this service is \$38 each way. Weekend Express service operates from Moscow and Pullman to Bellevue and Seattle on Fridays, returning on Sundays (except during the summer, when operation is contingent upon transporting at least seven passengers). Wheatland Express also operates Vacation Express service around WSU Spring Break, Thanksgiving, and Christmas, as well as charter service.

Although it is no longer operational, Wheatland Express previously operated the Pullman/Moscow Commuter Bus, a public shuttle between the Washington State University and the University of Idaho campuses that was free to the university students, faculty, and staff and \$2 per one-way trip for others.

In 2013, a Seattle-based motor coach company, Star line Luxury Coaches, purchased the Wheatland Express, which is operated and based out of the Pullman region.

Washington State University (WSU)

WSU provides several transportation services for its community. WSU's Department of Transportation Services assists students and staff in finding transportation alternatives, including Pullman Transit, ridesharing through Zimride (a private social network for finding carpool partners and rides), carsharing through Zipcars based on campus, active transportation (walking and biking), and vanpooling. WSU Transportation Services coordinates vanpools from Colfax, Moscow, and the Lewiston/Clarkston Valley, and also promotes the vanpool programs in the adjacent counties.

The WSU Cougar Accessible Transport (CAT) Van provides demand-response service on campus to WSU students with disabilities. This program is funded by student Services & Activities fees and managed by the Disability Awareness Association and the Access Center.

WSU Cougar Safe Rides is coordinated by the Women's Resource Center and is a volunteer-operated safe-ride-home weekend service for all WSU students. Cougar Safe Rides provides free rides almost anywhere within the Pullman city limits and walking escorts on the WSU campus. Entirely funded by students, the program is run by nearly 200 volunteers per semester and gives over 5,000 rides per year to students, staff, and the community. The 2014 HSTCP indicated that WSU's Cougar Safe Rides uses three automobiles and operates at the following times during the WSU academic year: Sun-Thu: 6 pm-12 midnight; Fri-Sat: 6 pm – 3 am.

School Districts

Pomeroy School District provides transportation to and from school,

using a fleet of 14 vehicles, between 7-8 am and 3-4 pm.

During the school year, Pullman Transit operates school "tripper" service under contract to the Pullman Public School System. This is essentially an expansion of public transit services to accommodate students. "Tripper" service is integrated into Pullman Transit's general public schedule, and school students ride with the general public.



The 2014 HSTCP indicated that the Whitman County Transition Council supports the transition from secondary school to the workforce for individuals with disabilities. The Pullman School District, which is the lead agency for the Council, operates a seven-passenger van in support of students with disabilities, in addition to the school bus fleet. This van was not lift equipped; subcontracts are negotiated with COAST or the Community Child Care Center in Pullman to access the lift van when needed.

Churches

The following churches were identified in the 2014 HSTCP as having vehicles used to transport church members:

- In Colfax, the Nazarene Church has a lift van
- In Colfax, the Baptist Church has a 16-passenger van
- In St. John, the Christian Life Assembly has a van
- In Pullman, the Calvary Christian Center has a 30-passenger bus
- In Pullman, the Living Faith Fellowship has a mid-size school bus and an older standard van
- In Pomeroy, the Nazarene Church has a vehicle that is used to transport church members to out-of-town functions.

- Black Taxi Cab of Moscow
- Pegasus Taxi

Charter Bus Operators

In addition to Northwestern Stage Lines and the Wheatland Express, there are private charter bus operators based in Spokane County and northern Idaho that can be contracted to provide charter bus service in the Palouse region. One example is Alpha Omega Tours & Charters, Inc., which is based in Medical Lake and has in the past operated the “Cougar Cruiser” shuttle service between Moscow and Pullman, specifically for WSU football games.

Taxi Operators

The following taxi companies are located in or serve the region, limited to the Lewiston-Clarkston and Pullman areas. No taxicab providers were identified in Columbia or Garfield counties.

- Clarkston:
 - Discount Cab
 - First Call Cab & Truck
- Moscow: though outside of the study region, these may also serve Pullman:
 - College Cabs



- A-Z Taxi

SECTION 4- EMERGENCY MANAGEMENT PLANS

Emergency management coordination is an important role of a public transportation agency when any local or regional emergency occurs. Emergency management usually stays at different levels of development in different parts of the region. During the course of developing the plan, the following activities and initiatives were identified or discussed with the Public Transit Managers. Their roles were reiterated in various emergency scenarios, and they were encouraged to work with their local emergency management teams and establish a written role. Many of the agencies were able to identify and create a Memorandum of Understanding (MOU) to ensure that a role was maintained by the transit managers and funded by public money to help in the event of a public emergency.

PUBLIC TRANSPORTATION EMERGENCY MANAGEMENT PLANS:

Asotin County PTBA

Currently, the Asotin County PBTB Transit System does not officially collaborate with local emergency management agencies. However, there is an ongoing conversation to ensure their coordination in the planning for emergency response.

Asotin County PTBA has had discussions with the Asotin County Emergency staff to include Asotin County PTBA in their emergency management plan and operations. The agency plans to coordinate a role of Asotin County PTBA to assist in evacuation, providing transportation of emergency responders, sheltering people, and providing knowledge of public transportation infrastructure

according to RCW 38.52. This will bring a great opportunity for collaboration with local and regional emergency management agencies.



COAST Transportation

Local emergency management stakeholders are very familiar with COAST. They meet every three months as a county, including law enforcement and firefighters. COAST is also aware of the Washington State emergency management planning effort in coordination with Idaho.

COAST indicated that its own emergency management plan had been fully approved by WSDOT, and their role is mentioned within Whitman County's Comprehensive emergency management plan (CEMP). COAST's plan focuses on the survivability of COAST staff and their families first, and prioritizes reaching out to help others as a secondary objective. In the past, COAST has provided transportation to support firefighters.

Columbia County Public Transportation

Columbia County's emergency management risks include flooding (which last occurred in 1996), wildfires, and proximity to the Hanford Nuclear Reservation in Richland, Washington (approximately 70 miles west of Dayton).

Internally, CCPT invests in a significant amount in safety training, including mandatory training with all of its drivers on one evening most months of the year. Ongoing training is provided along with a safety video, followed by hands-on training conducted by the Operations Manager. Some training events are coordinated with the Garfield County Staff and drivers. For additional details on agency's emergency management plan, please review Columbia County Emergency Management Plan 2017.

Garfield County Transportation Authority

The Garfield County Transportation has collaborated with Garfield County Department of Emergency Management, and Garfield County's Comprehensive Emergency Management Plan 2008 identifies the transit fleet as available resources.

As noted above, Garfield County Transportation drivers participate in CCPT safety training meetings when needed. For additional details on the agency's emergency management plan, please review the Columbia County Emergency Management Plan adopted in 2008 on the county's website.

Pullman Transit

The City of Pullman has separate Emergency Management Plans. In addition to being recognized in the city, Pullman Transit coordinates with Whitman County to support joint emergency plans. The role of the transit system addressed in the plan states that Pullman Transit was involved in the development of the EMP. Pullman Transit's coordination role under the direction of the Public Works Director

highlights the potential use of the transit agency's resources; including radio communications and public notification systems. For more information on the emergency plan, please refer to the Pullman Emergency Management Plan 2016.

Additionally, the Pullman Transit through the City of Pullman has an Inter-local agreement of mutual aid between the Washington State transit insurance pool (Resolution R-21-16) that establishes emergency support with other participating agencies. This agreement provides emergency assistance in restoring transit services and evacuating people or equipment when needed as a consequence of weather, earthquakes, floods, fires, equipment malfunction, accidents, sabotage, or any other events.

Many of the agencies listed above have these plans available at their offices and on their websites. You can also request such plans by contacting a local agency staff when needed.

Recommendations

A general recommendation is to reach out to local emergency management agencies and continue the coordination efforts as the emergency management plan routinely develops. This will improve various coordinations including those among municipal fire and rescue organizations, to share information about regular transit services, potential emergencies that can occur in transit services, and potential availability of transit services or vehicles to assist with local and regional emergency responses (e.g., to help with evacuations or to provide mobile shelters).

Additionally, each transit system should also have its own emergency management plan as part of a comprehensive safety program. Appendix H provides a list of recommended resources to assist rural and small urban transit systems in developing their plans and training programs.

SECTION 5- DATA AND INFORMATION ON TRANSPORTATION NEEDS ASSESSMENT

This Section presents an assessment of transportation needs in the region in relation to existing transportation services. It includes both qualitative data (input on needs from stakeholders) and quantitative data (from the U.S. Census and the American Community Survey). Together, the qualitative and quantitative methods provide an overall needs analysis that includes the “connection of human and public transportation” components of transportation services. The assessment provides the numbers and data that help to identify geographic areas and corridors that are most likely to support new transportation services or coordination efforts.

This information was used as a base from which to identify issues and constraints, potential strategies, and projects for improvement to prepare the Coordinated Public Transportation- Human Services Transportation Plan for the region.

This Section is organized with various data and information findings and a quantitative component of the regional transit needs.

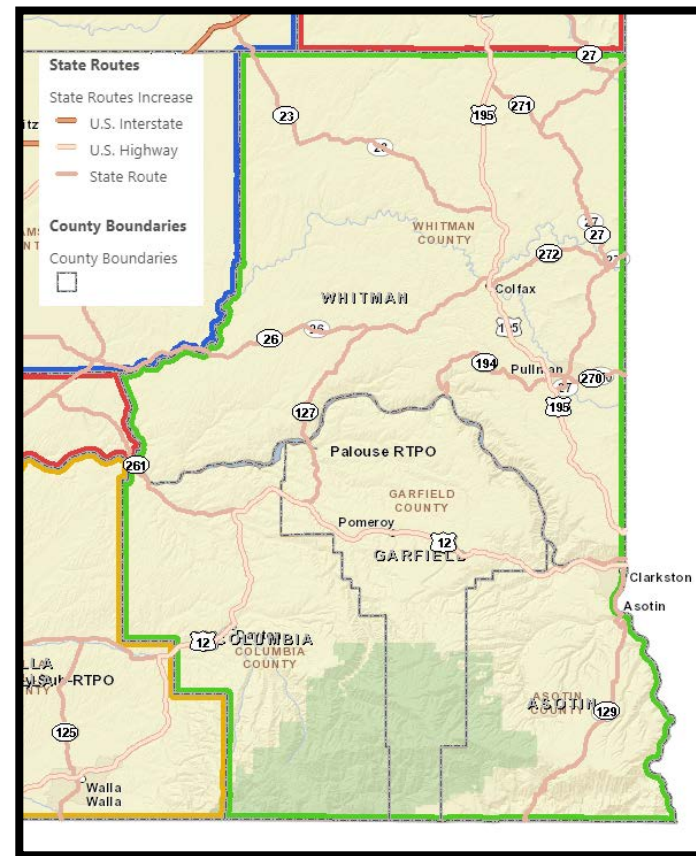
DATA AND INFORMATION

The quantitative component of the needs assessment first focuses on population growth, density, and groups that are typically transit-dependent. These data are mapped to determine geographic distribution, helping to identify areas with high densities and high percentages of persons who are likely to need transit and/or mobility management services. The assessment then reviews existing land uses, including major travel corridors, key origins, and destinations.

Population Profile

The Palouse Region of Washington covers Whitman, Asotin, Garfield, and Columbia counties, which belong to the Palouse RTPO as shown in Figure 5-1 below.

Figure 5-1: Palouse RTPO Planning Area



The summary of population data is provided in Table 5-1, which contains total county population and changes in the past decade within cities and towns.

Table 5-1: Historical Population Growth by Jurisdiction
Population Growth, 2000-2018

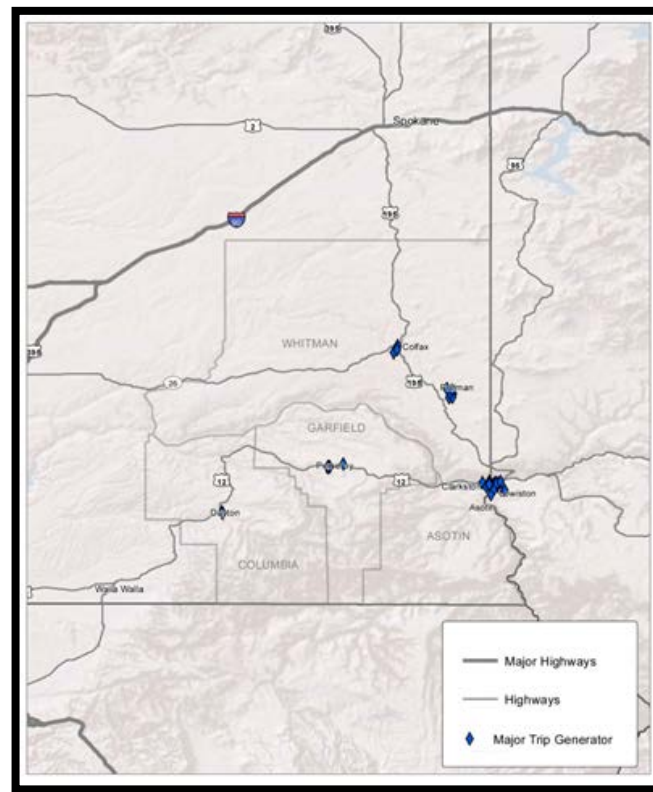
County Municipality	Year of Incorporation or Formation	Census					Estimate	% Change	
		1970	1980	1990	2000	2010	2018	2000-2010	2010-2018
Asotin County	1883	13,799	16,823	17,605	20,551	21,623	22,420	5%	4%
Unincorporated	NA	6,850	8,974	9,871	12,119	13,143	13,940	8%	6%
Asotin	1890	637	946	981	1,095	1,251	1,275	14%	2%
Clarkston	1902	6,312	6,903	6,753	7,337	7,229	7,205	-1%	0%
Columbia County	1875	4,439	4,057	4,024	4,064	4,078	4,150	0%	2%
Unincorporated	NA	1,627	1,294	1,386	1,279	1,423	1,460	11%	3%
Dayton	1881	2,596	2,565	2,468	2,655	2,526	2,560	-5%	1%
Starbuck	1905	216	198	170	130	129	130	-1%	1%
Garfield County	1881	2,911	2,468	2,248	2,397	2,266	2,210	-5%	-2%
Unincorporated	NA	1,088	752	855	880	841	815	-4%	-3%
Pomeroy	1886	1,823	1,716	1,393	1,517	1,425	1,395	-6%	-2%
Whitman County	1871	37,900	40,103	38,775	40,740	44,776	49,210	10%	10%
Unincorporated	NA	8,288	7,347	6,629	6,298	5,978	6,365	-5%	6%
Albion	1910	687	631	632	616	579	550	-6%	-5%
Colfax	1873	2,664	2,780	2,761	2,844	2,805	2,820	-1%	1%
Colton	1890	279	307	325	386	418	440	8%	5%
Endicott	1905	333	290	320	355	289	295	-19%	2%
Farmington	1888	140	176	126	153	146	155	-5%	6%
Garfield	1890	610	599	544	641	597	600	-7%	1%
LaCrosse	1917	426	373	336	380	313	310	-18%	-1%
Lamont	1910	88	101	93	106	70	80	-34%	14%
Malden	1909	219	209	189	215	203	200	-6%	-1%
Oakesdale	1890	447	444	346	420	422	425	0%	1%
Palouse	1888	948	1,005	915	1,011	998	1,060	-1%	6%
Pullman	1888	20,509	23,579	23,478	24,948	29,799	33,730	19%	13%
Rosalia	1894	569	572	552	648	550	560	-15%	2%
St. John	1904	575	550	499	548	537	505	-2%	-6%
Tekoa	1889	808	854	750	826	778	770	-6%	-1%
Uniontown	1890	310	286	280	345	294	345	-15%	17%

Source: Washington State Office of Financial Management, Apr 1, 2018

Common Origins and Destinations

Identifying land uses and major trip generators in four county regions complements the previous population profile by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations like multi-unit, subsidized, and senior housing, major employers, medical facilities, educational facilities, non-profit and governmental agencies, and shopping centers. Trip generators are mapped in Figure 5-2 and listed by type in Appendix G.

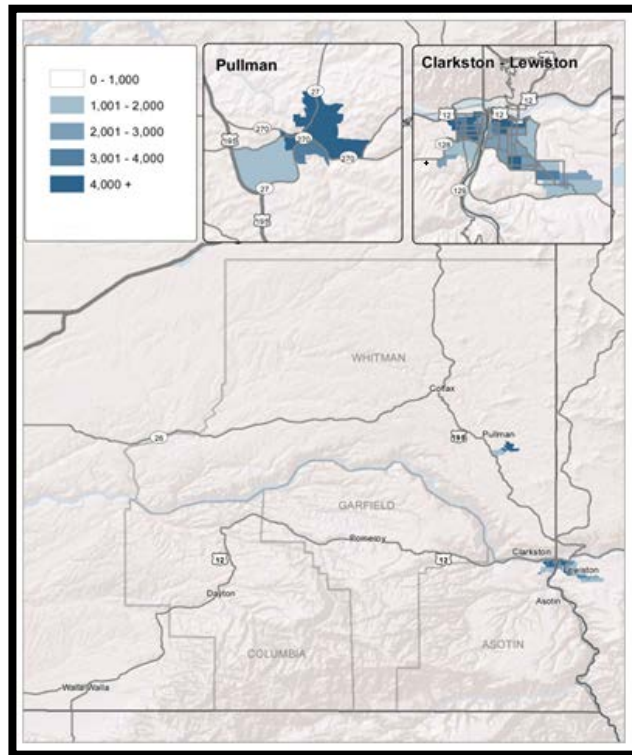
Figure 5-2: Major Trip Generators within the Study Area



Population Density

Population density is an important indicator of how rural or urban an area is, which in turn affects the types of transportation that may be most viable. While fixed-route transit is more practical and successful in areas with 1,000 or more persons per square mile, other scheduled or demand-response transportation services are typically a better fit for areas with lower population densities. Major tourist destinations and other high concentrations of destinations are notable exceptions to this guideline and can often best be served by fixed-route transit.

Figure 5-3 displays the population density of Block Groups across the region.



As illustrated in Figure 5-3, the highest density areas across the region (4,000 or more persons per square mile) include the residential areas of Pullman and neighborhoods in the Lewiston – Clarkston area.

Transit Dependence Index (TDI)

Transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. Determining the location of these transit-dependent populations allows for an evaluation of current transit services and the extent to which they meet community needs.

The TDI is an aggregate measure that utilizes recent data from the US Census and the American Community Survey (ACS) to display relative concentrations of transit-dependent populations. Five factors make up the TDI calculation, as shown in the following formula:

$$\text{TDI} = \text{PD} * (\text{AVNV} + \text{AVE} + \text{AVY} + \text{AVBP})$$

*PD: population per square mile

AVNV: amount of vulnerability based on no vehicle households

AVE: amount of vulnerability based on elderly populations

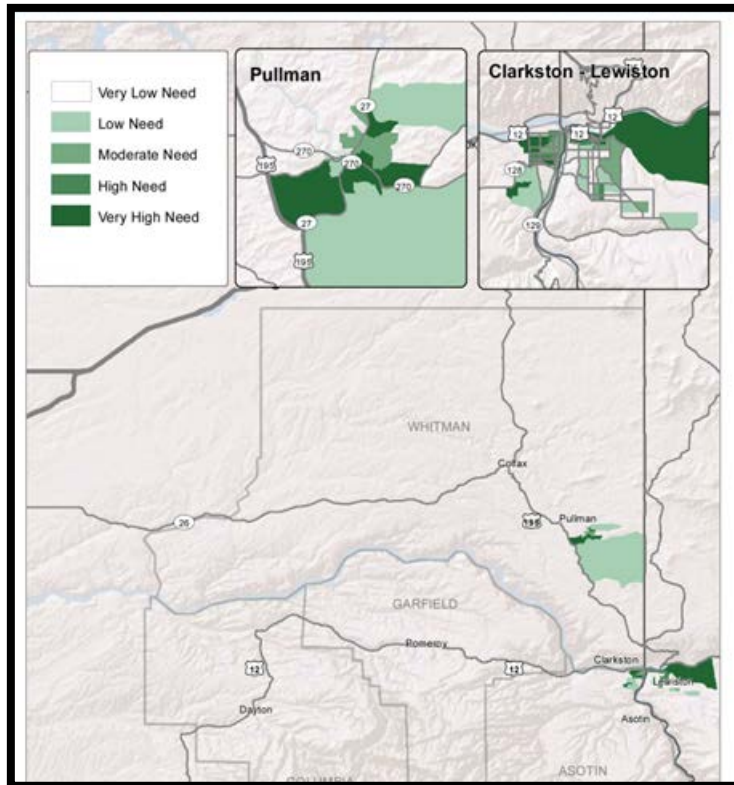
AVY: amount of vulnerability based on youth populations

AVBP: amount of vulnerability based on below-poverty populations

In addition to population density (PD), the factors above represent specific socioeconomic characteristics of residents. For each factor, individual Census block groups are classified according to the prevalence of the vulnerable population relative to the region average. The factors are then plugged into the TDI equation to determine the relative transit dependence of each block group (very low, low, moderate, high, or very high).

Figure 5-4 displays the TDI for the Palouse region. Based on the density of cohorts displaying characteristics of transit dependency, the highest areas of need in the region are in and around Pullman and Lewiston – Clarkston.

Figure 5-4: Transit Dependence Index



Transit Dependence Index Percent (TDIP)

The TDIP provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. The TDIP for each block group in the study area is calculated with the following formula:

$$TDIP = DVNV + DVE + DVY + DVBP$$

*DVNV: degree of vulnerability based on auto less households

DVE: degree of vulnerability based on elderly populations

DVY: degree of vulnerability based on youth populations

DVBP: degree of vulnerability based on below-poverty populations

By removing the population per square mile factor, the TDIP measures degree rather than amount of vulnerability. The TDIP represents the percentage of the population within the block group with ‘above socioeconomic characteristics’, and it follows the TDI’s five-tiered categorization of very low to very high. However, it differs in that it does not highlight the block groups that are likely to have higher concentrations of vulnerable populations only because of their population density.

Figure 5-5 depicts the TDIP for the Palouse Region. The block groups with the highest percentage of transit dependent cohorts in the region are in rural Whitman County, Pullman and the Lewiston – Clarkston areas.

Auto less Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Figure 5-6 displays the number of Car-free Households per block group. Rural areas of Whitman County as well as the cities of Dayton, Pullman and Lewiston – Clarkston have the highest numbers of car-free households.

Figure 5-5: Transit Dependence Percentage Index

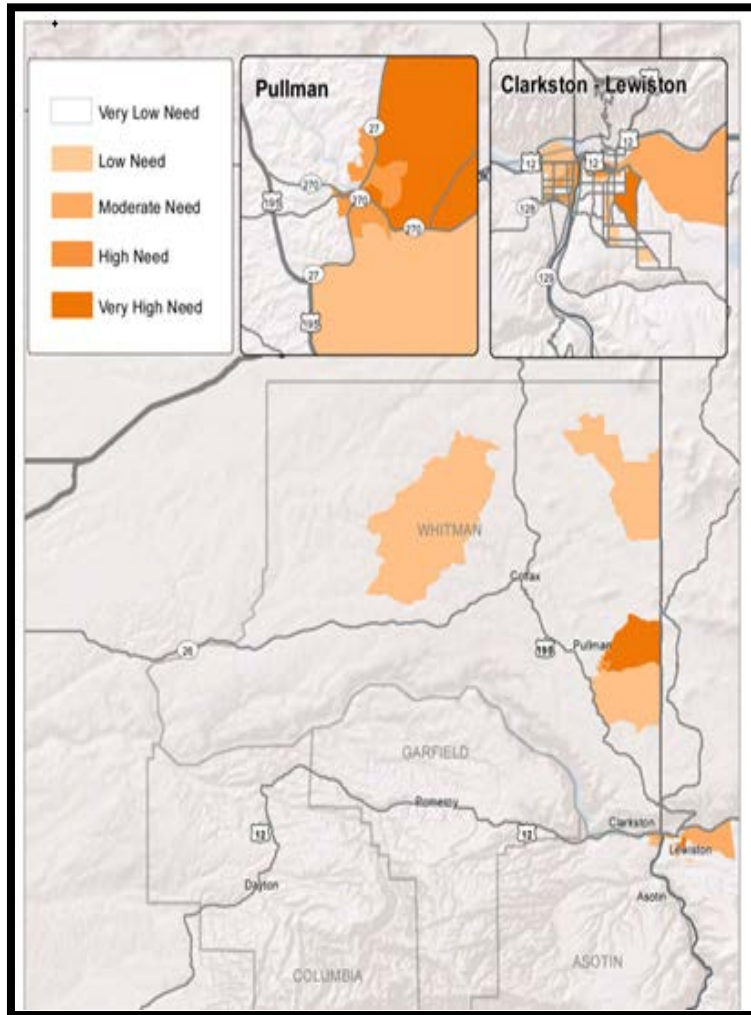
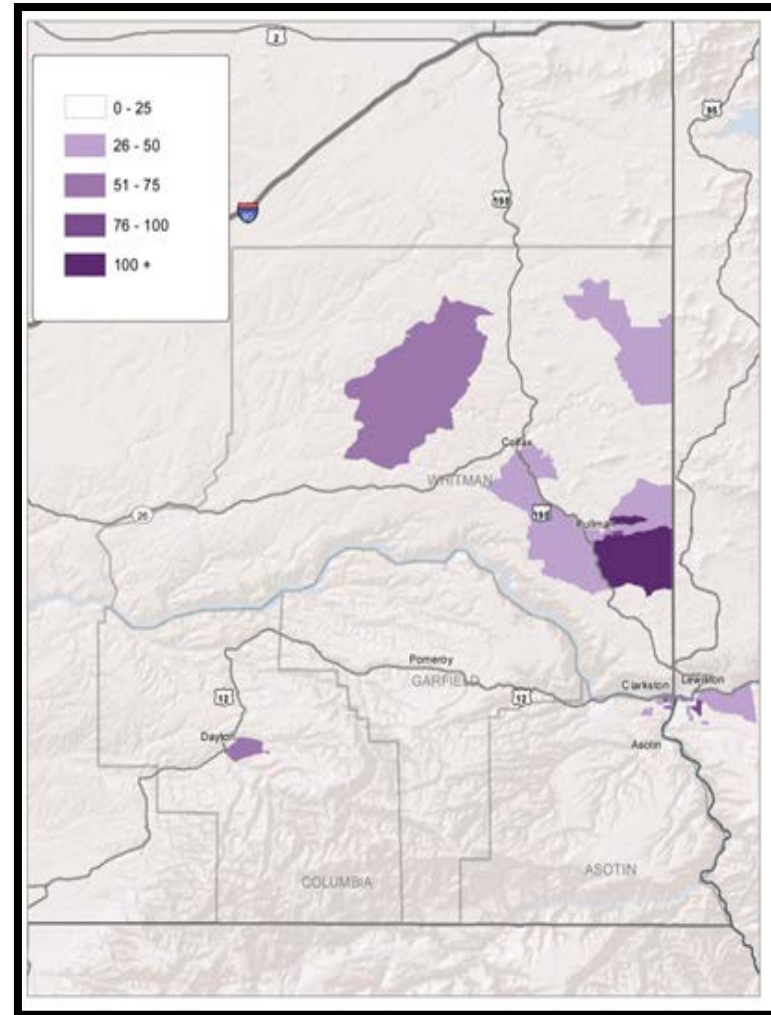
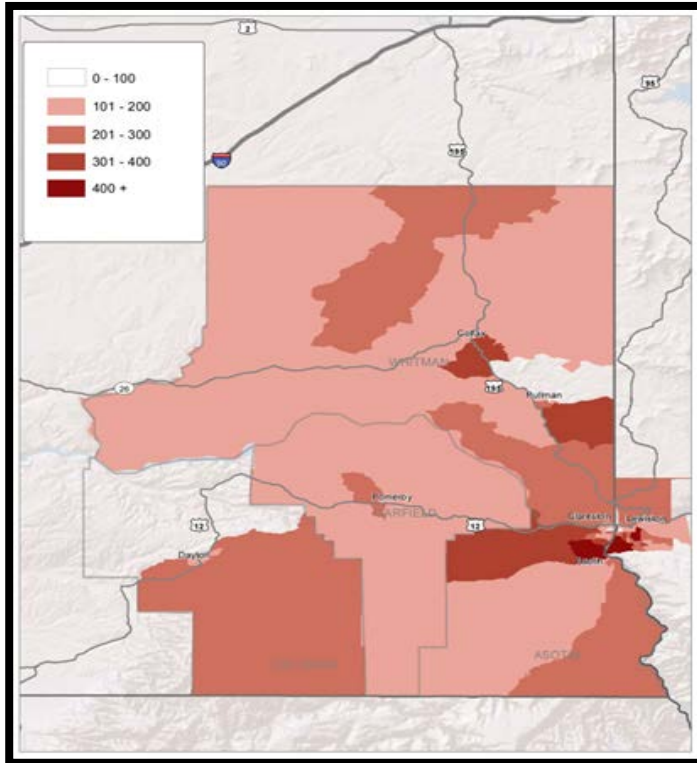


Figure 5-6: Auto Less Households per Block Group



Senior Adult Population

Figure 5-7: Persons over 65 Years of Age per Block Group

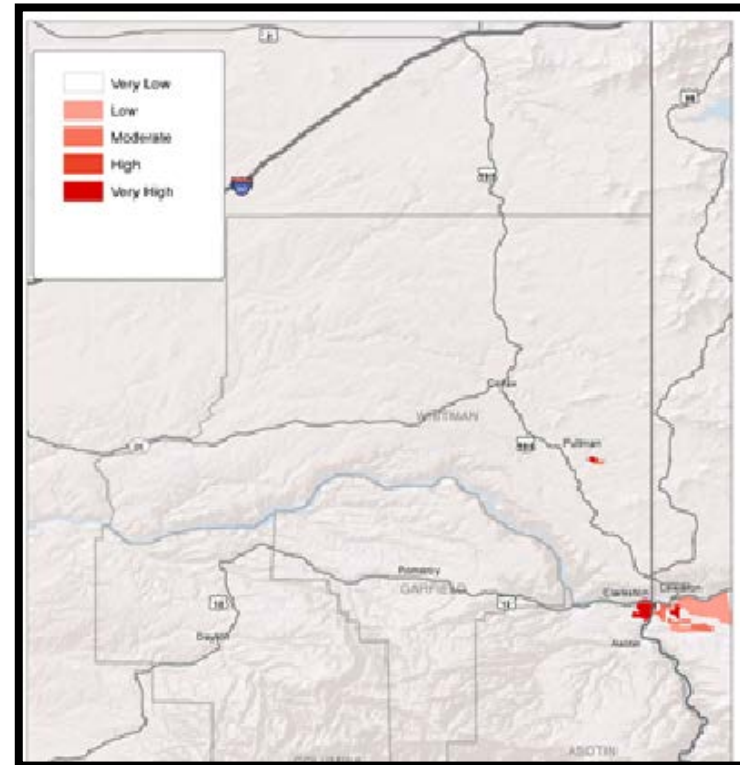


Individuals 65 years and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. Figure 5-7 displays the number of senior adults per block group. With the exception of one block group to the northwest of Pullman, and some rural areas of Columbia County, every block group in the region has at least 100 people over the age of 65. The highest concentration on senior adults is near the urbanized areas of Asotin County and Whitman County.

Individuals with Disabilities

Due to changes in Census and ACS reporting, the 2000 Census currently provides the most recent data available to analyze the prevalence and geographic distribution of individuals with disabilities. Though this information is dated, it is still important to consider that those with disabilities may be unable to operate a vehicle, and thus may be more likely to rely on public transportation. The block groups in the region classified as having the highest number of individuals with disabilities are located in the Pullman and Clarkston areas (Figure 5-8).

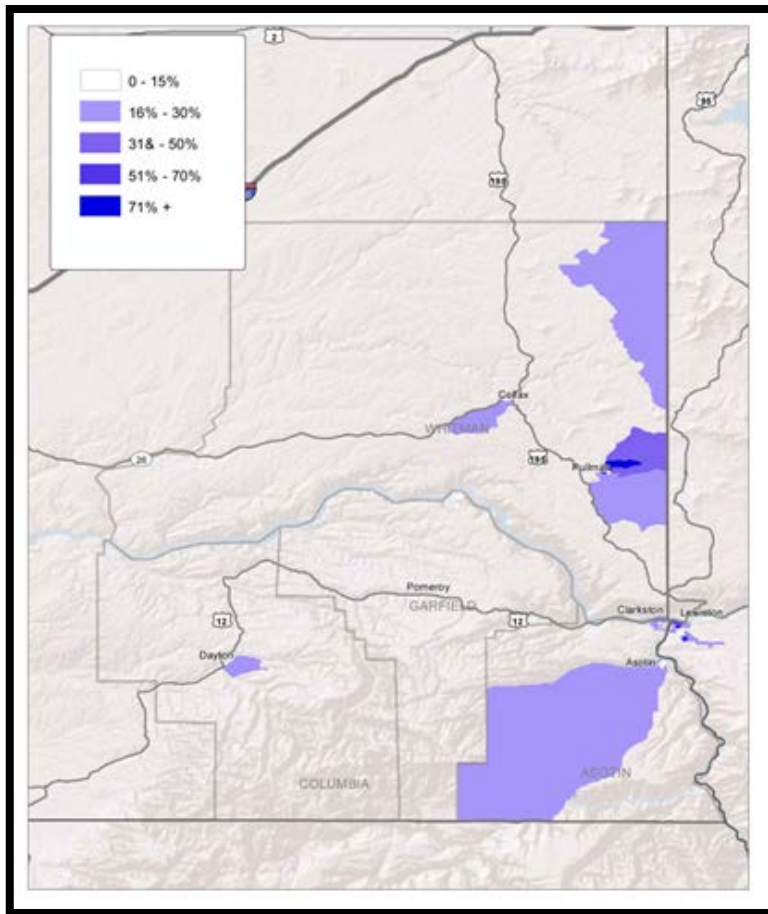
Figure 5-8: Individuals with Disabilities per Block Group



Low-Income Population

Those who earn less than the federal poverty level may face financial hardships that make the ownership and maintenance of a car difficult. Figure 5-9 depicts the percentage of below-poverty individuals per block group. The areas with the highest percentage of low-income households are Clarkston, Pullman, Colfax, Dayton and rural areas in the western portion of the study area.

Figure 5-9: Percentage of Low Income Households



SECTION 6- UNMET TRANSPORTATION NEEDS ASSESSMENT

SUMMARY OF UNMET TRANSPORTATION NEEDS AND GAPS IN EXISTING SERVICES

Below is a summary of the unmet transportation needs and gaps in existing services, as identified through community meetings, individual stakeholder interviews, transit managers' subcommittee meetings, transit manager site visits, the WSU survey, and a review of demographic data. While many unmet needs and gaps are interrelated, they are grouped by common themes. In addition, various suggested and recommended service changes in gaps and needs for individual agencies can be found in Appendix E.

Greater Regional Connectivity

- Seamless “quad city” public transit services between Pullman, Moscow, Lewiston, and Clarkston.
- 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.

Pullman Transit:

- Expanded evening service.
- Increased capacity during peak hours.
- Increased service during summer/holiday breaks.

COAST:

- Expanded scheduled services that only operate a few times a month.
- Extended service hours between Pullman and Colfax.
- Expanded demand response services that are coordinated with other transit providers in the region.

Asotin County PTBA:

- Extended Saturday service hours.
- Extend weekday service hours to earlier in the morning and later in the evening.
- Reductions in headways on fixed route services.

Garfield County Transportation Authority:

- Expanded Commuter services from Pomeroy to Lewiston/Clarkston, especially additional daily trips that connect with transit systems in Clarkston and Lewiston and include a mid-day run.
- Expanded commuter to Columbia County to get clients to the new pulp mill in Starbuck.
- Vehicle to run the new service to Columbia County Pulp Mill.
- Expanded Medical/Shopper shuttle service that now only operates on Tuesdays and Thursdays. With longer hours an additional day.

Columbia County:

- Commuter service to the new pulping plant in Starbuck.

- Larger buses (sometimes buses are at capacity)
- Transportation Services for Underserved Areas of Region
- 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 trip 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 unrelated to medical services

- Transportation for people who qualify for Non-Emergency Medicaid Transportation (NEMT) for other types of trips not covered by Medicaid.
- Long distance trips from Colfax for recreational events (theatre, 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 the customer would pay a higher fare.
- Taxi services.
- 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 promoting that transit services are available for all types of trips, not just for medical or nutrition trips.
- Expanded marketing efforts promoting that transit services are for the general public (not just the “senior bus”).
- Expanded marketing campaign targeting younger population 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 for funding that are population-based, or which present challenges for rural areas that must compete against larger areas around the State.
- Improve accessibility of side streets in the 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.

SECTION 7- AGENCY NEEDS, TECHNOLOGY AND IMPROVEMENTS

This Section of the Palouse RTPO CPT-HSTP summarizes the transit technologies currently in use in the region, as well as each transit system’s management practices and agency-wide needs for improvement.

CURRENT TECHNOLOGY AND AGENCY UNMET NEEDS

Asotin County PTBA

Asotin County PTBA shares technology and dispatching with the Lewiston Transit System. Transit technology consists of utilizing Route Match software with tablets for fixed route and Dial-A-Ride services. Also, buses are equipped with automatic vehicle locators (AVL) to track where the vehicle is at any time.

Current Technology:

The agency currently operates with RouteMatch software service shared with Lewiston Transit, which was implemented within the operation in May 2016. The same software is being used for fixed as well as a Dial-A-Ride service.

RouteMatch software provides the following benefits:

- Reports of Annual Passenger Count (APC)
- Real-time tracking of services
- Audio, video and location services
- Route Shout APP for smart phones,
- Stop locations
- Updated ridership
- Speed sensitivity, Tablet screens lock off after 25 mph

- Samsung tablets with Verizon wireless technology

Future Technology Needs:

The following needs were discussed and identified by the Asotin County PTBA Staff:

- There’s an improvement need in the RouteMatch fixed route operations. However, there are no plans to upgrade software technology in the next four years.
- Need an enunciator that works with RouteMatch.
- Need to find a technology that can improve bus safety such as pedestrian safety alerts.

Unmet Agency needs:

Following unmet needs are identified at the agency level:

- No maintenance person is available on site. Ideally, maintenance staff and a facility are preferred.
- The need for a bus wash bay.
- Need of 1 PT driver, two medium replacement buses (30ft), one fixed route bus, and two dial-a-ride buses.

Management:

Asotin County PTBA is currently staffed with two full-time management staff, one part-time administration staff, nine full-time drivers, and two-part-time drivers, which results in approximately 12.5 full-time staff.

Marketing Strategies:

Asotin County PTBA uses various means of marketing to promote ridership and services. Marketing efforts include video commercials on the website and local TV stations. Social media includes Facebook, website, , maps and schedules at local businesses and

other local places.

COAST Transportation

COAST dispatch communicates with drivers via cell phones. An advantage of this approach is that COAST's dispatcher can negotiate appointment schedules at the doctor's office while the rider is there with the volunteer. Cell phones also allow riders to dialogue directly with the volunteer. However, the frontier nature of the region means there is inconsistent cell coverage in many areas. COAST sees potential benefits in having GPS capability, but there would still be limited functionality in vast parts of Whitman County, and no coverage in rural Idaho.

Current Technology:

COAST uses Mobilitat Easy Rides Plus for ride scheduling and data collection. Trip data comes from volunteer driver logs and is entered into Mobilitat, which can track multiple subcontractors. Data from Mobilitat is used for billing purposes, but COAST doesn't use Mobilitat's fiscal component. Another grants management software for nonprofits is used for fiscal functions.

Unmet Needs:

Currently operating at full capacity. Additional funding is required to meet and increase additional demand. At this time, in 2018, an average of five people are turned down every week. The ideal goal is to increase to at least 15 trips per week, contingent upon funding and resource availability.

Management:

COAST currently uses 20 volunteers and employs 15 part-time or full-time drivers. In management, there are three full-time and two part-time employees.

Marketing Strategies:

Words of mouth and small group public speaking efforts are the main sources of COAST's customer base. Occasional advertising in local newspapers is made on an as-needed basis.

Columbia County Public Transportation

CCPT recently implemented Shah dispatching software and AVL technology, allowing CCPT's dispatcher to keep track of where each bus is located at all times. They also employ tablets for the drivers to receive and track their trips.

All CCPT vehicles have surveillance cameras, which were included in procurement with vehicles when applying for WSDOT grants. This technology was instituted following an accident with a driver falling asleep at the wheel, and has since helped with incident investigation.

Current Technology:

- CCPT currently uses the Shaw Software system for its operations, which offers cloud, and some web-based operations, along with Samsung tablets with Verizon wireless services.
- The current system was updated in 2012.
- CCPT identifies the need for bus tracking systems, improved AVL, improved tablets, and accessories as they are approaching six years of use since 2012.
- CCPT eventually plan to look into opportunities to try a better software system as an improvement over the Shaw systems with an iPad and web-based access.

Unmet Needs:

- CCPT has been thinking about a fare-free-ride, which can result in additional riders and a need of an additional 2-3 buses on top of current inventory.
- CCPT needs a new facility due to the growing nature of public transportation needs.
- Need to replace buses with more than 300k miles on them, (currently three out of nine), and eventually need to replace buses older than 10 years, (as five out of nine have been in use for over five years).

Management:

- CCPT has 14 full-time employees and 1 part-time employee. There are nine FT drivers, operation, dispatch, and maintenance managers, in addition to three on-call management staff who also fulfil the driver's roles when needed.

Marketing Strategies:

The following sources are generally used by the agency to promote and improve their transit services:

- A news ad every month in Dayton as well as Waitsburg.
- Fare free rides to the county fair.
- Walla Walla free rides to the farmer's market for fresh produce.
- For other everyday improvements, various surveys are conducted along with the Palouse RTPPO's survey, and processes are used to improve the transit operations.

Garfield County Transportation Authority

The Garfield County Transportation Authority system is too small to

justify or need transit technology beyond simple spreadsheets at this time. Opportunities exist for sharing technology, as Lewiston and Asotin do.

Technology Needs:

- The agency is preparing to establish their own independent website with a possibility of using the state's DBE program.
- The agency is interested in using a pilot technology for the customer database, as no software technology is being utilized at this time, and data is maintained on notebook and paper trails.
- The additional technological need is for a vehicle security system, as there is no technology is placed at this time.

Marketing Strategies:

The following sources are often used by the agency staff to share or collect information on their services:

- Pomeroy info page and the CTA page of Facebook for up-to-date ride information.
- Flyers across the town when needed.
- Word of mouth for marketing.
- Other information is collected and shared through local community events such as a night out at the park, a local, monthly newspaper, community calendars, Big Country radio ads during the state playoffs, promotions at the hospitals, and participations at various board and public meetings.

Pullman Transit

Dial-A-Ride service was previously operated using the Adept software, which was purchased in 2009 out of Kirkland, Washington. 'Fixed Route' is operated with Synchronatics out of

Los Angeles.

Current Technology:

The Synchronatics system was purchased in 2017 with a five-year contract and a maintenance cost of \$70,000 per year. The service provides the following key benefits:

- APC's (Automated Passenger Counters): Ridership is no longer dependent on the driver's scanning an RFID card. The APC's automatically count boardings and alightings. This now gives us the data of not only where we pick up riders, but where we drop them off as well.
- New Mobile App: This is an actual app, as opposed to the web page we had before. It allows riders to give us instant feedback. We are able to send out push notifications to communicate with riders on delays, detours, etc. Riders can set alarms and be reminded without logging into the app, and get access to fares, schedules, routes, and news from the mobile app.
- AVL/GPS Technology: Up-to-date technology that is more reliable than the old system, numerous tools for dispatch, management, and drivers. New reports for management that provide us with better and more reliable information.
- AVAS (Automated Voice Announcement System): New and improved system that provides the use of public announcements for riders, while also informing riders of the next stop. AVAS allows for greater control over when and where the announcements take place.
- Data terminal login points.
- Pre-trip and post trip inspections.
- Stop suggestions.
- Express stops: A package that helps to keep the buses apart during rush hours.

- GPS.
- IOS and Android app for users- "Pullman Transit Bus Beacon."

Technology Needs:

- Radio improvements to limit dead spots
- Driver scheduling software improvement. Preferred software is "When to work" for driver scheduling assignments, which provides web-based and email schedule options.
- Run Cutting Software is also needed to effectively assign driver routes and paid hours.

Management:

- Pullman Transit currently employs one manager, three management staff members, 31 drivers (20 FTE, eight part-time, three 0.33FTE). Additionally, two FTE bus washers are employed with 1.33 FTE and two 0.5 FTE. Five dispatchers with two FTE dispatchers house the dispatching duties.
- A driver training program was started in Fall 2017, and has presented a challenge to the staff, due to their varying driver schedules.
- Additional funding is needed to set up a training day for new drivers, as well as to help senior employees.
- Due to the new technology and on-going route changes, additional training is needed for new and experienced drivers alike, as well as management staff.

Unmet needs:

The following are a few of the unmet improvement needs identified for the agency:

- Adequate maintenance is filling vacant staff positions.

- Provision of sufficient garage and facility space. the Pullman facility was built in 1986 for 10 of the 35' buses. In 2008, eight bus extensions were added for 40' buses. However the inventory has since expanded, and the agency needs to



build a newer garage extension to cover additional buses and equipment. Forty-foot buses were purchased from 2010, and electric hybrid buses were purchased in 2011, which now require an additional garage space and facility.

- Environmental compliance. In 2010, the agency invested in an expansion of ERD, and is currently evaluating the options of gradually replacing all buses with electric or biofuel buses to comply with Washington State's new requirement.
 - Future expansion should include a need to update the facility with electric charging stations.
 - Consideration of biofuel options for future fleets, as the recently-purchased old buses, did have carbon emission concerns.

Marketing Strategies:

Pullman Transit is utilized in many ways throughout the Palouse RTPO region and beyond to improve the reach for Pullman users. Such platforms are exhibited online as well as locally through developed materials. Below is the on-going marketing effort of Pullman Transit:

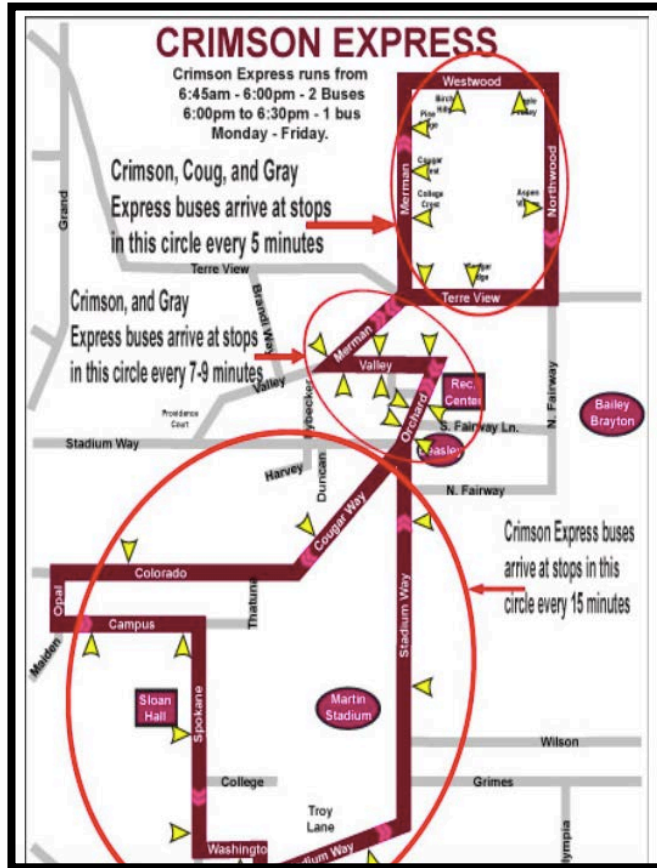
- Palouse's summer survival guide.
- Ads in movie theatres.
- Brochures at banks, local businesses, local government, and chamber of commerce offices.
- Ads on the internet and radio.
- Various local publications across the Palouse.
- Dial-A-Ride services are marketed on buses, flyers at grocery stores, hospitals, etc.
- Sharing the Wheatland express schedule and the Pullman transit schedule.
- Currently assessing possible coordination with a recently-approved city decision to incorporate Uber and Lyft services in the city.

Unmet Equipment needs:

- Bus replacements are needed as many of the buses are getting old and reaching their mileage limits.
- Approximately seven buses are pre-2005 (older than 13 years) and in need of replacement.
- A planning study is being considered to identify feasibility of facility expansion to house the buses.
- Need an upgraded radio system to eliminate dead radio spots.
- The community frequently requests a connection between Moscow and Pullman via a bus route.

WSU Coordination:

Since WSU students hold the majority of the travel base, special attention is given to the needs of WSU at each year's negotiations with the WSU staff.



Pullman School District Coordination:

Services to Pullman Middle and High schools are negotiated every three years.



SECTION 8- PUBLIC TRANSPORTATION SERVICE ALTERNATIVES AND INVESTMENT STRATEGIES

This section is divided into two parts:

- The first section provides information on all available public transportation services and alternatives available in the Palouse RTPD region covering Asotin, Columbia, Garfield and Whitman County.
- The second section provides the public transportation strategies identified for the next four years (2019-23) that may also include new or improved service changes.

SUMMARY OF SERVICES AVAILABLE IN EACH GEOGRAPHIC AREA

This section identifies a list of all of the transportation providers in each of the following portions of the study area:

- Clarkston-Asotin Urbanized Area
- Asotin County Outside of the Urbanized Area
- Columbia County
- Garfield County
- Whitman County

The rural portion of Asotin County has been separated from the Lewiston- Clarkston Urbanized Area because services are much more limited outside of the urbanized area. For each area, existing services are categorized as follows:

- Local Public Transportation Systems: These services are characterized as available to anyone and focus on the local

area. These services are funded by FTA, ITD or WSDOT, and are supported by local tax or county funds. Public transit fares are affordable to those with limited economic means, and no restrictions are placed on trip purposes.

- Scheduled Intercity Service: Designed to meet longer-distance travel needs, Scheduled Intercity Services typically make limited fixed stops and operate only once or twice a day in each direction. These services are open to anyone, but because fares charged reflect the full cost to operate service, they may not be affordable to all. No restrictions are placed on trip purposes.
- Taxicab Companies: These companies provide demand response transportation, which may be limited to local areas. Sedans are the primary form of transit when it comes to taxicab services, which rarely accommodate individuals with wheelchair needs. These services are open to anyone, but because fares charged reflect the full cost to operate service, they may not be affordable to all. No restrictions are placed on trip purposes.
- Organizations that limit services to their own clients, members, or are otherwise limited to specific eligibility criteria: This group of providers includes human service agencies, churches, and schools. Often, these services are limited to very specific trip purposes, but they may be free or by donation only for riders. Such services and organizations are extremely important in meeting a portion of the transportation needs within their community.

Clarkston-Asotin Urbanized Area

- Local Public Transportation
 - Asotin County Public Transportation Benefit Area
 - Appaloosa Express Transit They do not come into Clarkston or Asotin??

Scheduled Intercity Service

- Northwestern Trailways

Taxicab Companies

- AAA Ride Cab
- A Fast Taxi
- ABC Taxi
- Classic Cab
- Discount Cab
- Canters Cab

Organizations that limit services to their own clients or members, or are otherwise limited to specific eligibility criteria:

- Asotin County Community Services (people with disabilities).
- DAV Volunteer Van Network (veterans with disabilities).
- Evergreen Estates Retirement Community (facility residents).
- Interlink - Faith in Action Volunteer Transportation (seniors and people with disabilities).
- Medicaid trips from Clarkston are brokered by Special Mobility Services and from Lewiston are brokered by American Medical Response (low income and people with disabilities).
- Prestige Care & Rehabilitation (facility residents).
- Veterans Transport System, Walla Walla VAMC (veterans).

Asotin County Outside of the Urbanized Area

- Local Countywide Public Transportation
 - COAST Transportation (limited to those with no other transportation)

Scheduled Intercity Service

- none

Taxicab Companies

- none

Organizations that limit services to their own clients or members, or are otherwise limited to specific eligibility criteria:

- Asotin County Community Services (people with disabilities).
- Interlink - Faith in Action Volunteer Transportation (seniors and people with disabilities).
- Medicaid trips are brokered by Special Mobility Services (low income and people with disabilities).
- Veterans Transport System, Walla Walla VAMC (veterans).

Columbia County

Local Countywide Public Transportation

- Columbia County Public Transportation

Scheduled Intercity Service

- Columbia County Public Transportation

Taxicab Companies

- none

Organizations that limit services to their own clients or members, or are otherwise limited to specific eligibility criteria:

- DAV Volunteer Van Network (veterans with disabilities).
- Veterans Transport System, Walla Walla VAMC (veterans).

Garfield County

Local County-wide Public Transportation

- Garfield County Transportation Authority.
- COAST Transportation (limited to those with no other transportation).
- Vanpool Program of Columbia County Public Transportation.

Scheduled Intercity Service

- Garfield County Transportation (scheduled and demand response service).

Taxicab Companies

- none

Organizations that limit services to their own clients or members, or are otherwise limited to specific eligibility criteria:

- DAV Volunteer Van Network (veterans with disabilities).
- Disability and Aging Resource Center (seniors and people with disabilities).
- Garfield County Hospital District (patients).
- Medicaid trips are brokered by Special Mobility Services (low income and people with disabilities).
- Pomeroy School District (pupils).
- Nazarene Church (church members).

Whitman County

Local Public Transportation

- COAST Transportation
- Pullman Transit

Scheduled Intercity Service

- Northwestern Trailways

- Wheatland Express

Taxicab companies:

- A Top Notch Taxi
- A Wildcat Taxi
- A-Z Taxi
- Black Taxi Cab of Moscow
- Blue Water Taxi
- College Cabs
- Pegasus Taxi

Organizations that limit services to their own clients or members, or are otherwise limited to specific eligibility criteria:

- Avalon Care Center (facility residents).
- Baptist Church in Colfax (church members).
- Bishop Place Senior Living (facility residents).
- Building Blocks Day Care (preschool children).
- Calvary Christian Center in Pullman (church members).
- Christian Life Assembly in St. John (church members).
- Community Child Care Center (preschool children).
- DAV Volunteer Van Network (veterans with disabilities).
- Gritman Hospital (adult day health participants).
- Living Faith Fellowship in Pullman (church members).
- Medicaid trips are brokered by Special Mobility Services (low income and people with disabilities).
- Nazarene Church in Colfax (church members).
- Palouse Industries (people with disabilities).
- Palouse River Counseling Center (people with mental illness).
- Pullman School District/ Whitman County Transition Council (young adults with disabilities).
- Sunnyside Pre-School (preschool children).
- Tekoa Care Center (facility residents).

- Veterans Transportation Service, Spokane VAMC (veterans).
- Washington State University (students and staff).
- Whitman Senior Living Community (facility residents).

FOUR-YEAR (2019-23) PUBLIC TRANSPORTATION INVESTMENT STRATEGIES:

COAST Transportation

1. Operating assistance for sustaining COAST’s existing services.
2. Funding to purchase two ADA compliant minivans as replacement vehicles.
3. Purchase of software upgrades and vehicles monitoring devices to improve fleet safety and performance measures.
4. Weekend expansion.
5. Capital and fleet expansion for expanded service/ replacements and legislative and emission compliances.
6. Facility and alternative fuel infrastructure need.

Columbia County Public Transportation

1. Columbia County Public Transportation maintenance and operation grant.
2. Expanded demand response service.
3. New demand response dispatch system technology.
4. Two new cutaway hybrid replacement.
5. Facility expansion or upgrade.
6. Move to deviated demand services.

Garfield County Transportation Authority

1. Operating assistance to sustain Garfield County Transportation Authority’s demand response service.
2. Expansion service to include operation manager and two extra

days to the Lewiston Clarkston Valley.

3. One ADA compliant cutaway with security technology/ bike rack replacement
4. Security technology and equipment for fleet of demand response services.
5. Expansion service for longer local hours for a community service.
6. Capital and fleet expansion for expanded service/ replacements and legislative and emission compliances.

Pullman Transit

1. Operating assistance for sustaining the city of Pullman's existing fixed-route service.
2. Operating assistance for sustaining the city of Pullman's existing Dial-A-Ride service.
3. Bringing Pullman’s video, communications and scheduling technology into the 21st Century.
4. Capital procurement assistance for two electric buses in Pullman.
5. Capital and fleet expansion for expanded service/ replacements and legislative and emission compliances.
6. Facility, alternative fuel and AVL/Dispatch infrastructure need.

Asotin County PTBA

1. Two demand-response/Dial-A-Ride cutaway buses with camera systems.
2. Expanded weekend and weekday services.
3. Bus technology upgrades.
4. Capital and fleet expansion for expanded service/replacements and legislative and emission compliances.
5. Facility and alternative fuel infrastructure need.

SECTION 9- PROJECTS AND STRATEGIES TO MEET PUBLIC TRANSPORTATION NEEDS

This step of the CPT-HSTP planning process calls for the development of strategies to meet public transportation needs, broadly identified within a list of prioritized projects to meet the identified gaps in service. This section includes proposed strategies identified throughout various meetings and public inputs.

The strategies presented were developed based on a wide variety of inputs:

- Extensive outreach throughout the service area.
- Individual meetings with all transit providers.
- Extensive observation of the service area.
- Review of existing services.
- Demographic review and analysis.
- Overall assessment of transportation needs.

Based on the assessment of existing transportation needs and resources, the Palouse RTPO developed a list of strategies as a starting point for the project selection and funding prioritization. These strategies will build upon the existing services, and help transit agencies continue to improve and serve the region from 2019-2023. These strategies will also identify new opportunities to expand mobility in the region.

Although many of the strategies are interrelated in their focus, the following categories were utilized for this plan:

- Common strategies.
- Strategies by transit system/county.
- Regional strategies that go beyond one provider or county.

The strategies are listed below for each of the above categories. Following this list, community project priorities for WSDOT are presented.

COMMON STRATEGIES

While many of the strategies are specific to a county or a transit system, a number of common strategies are essential for all areas of the region and apply to all transit agencies of the Palouse RTPO.

These include:

- Continue operation of existing transportation services to ensure that essential lifeline services continue to be available to those who need and currently use them. This will involve appropriate operating assistance to maintain effective services and capital assistance to replace vehicles that have met useful life standards.
- Develop marketing strategies to attract new riders, while utilizing an outreach theme that conveys that transit services in the region are open to the general public.
- Continue to research and adapt alternate vehicle technology and fleets.
- Continue to replace cutaways, buses and vans to bring them to current state requirements.
- Continue to improve dispatch technology as feasible and as needed.
- Continue to coordinate services and functions, using the model demonstrated by Lewiston Transit and Asotin County PTBA. This is an excellent demonstration of high-level coordination of services.

- Coordinate with non-emergency medical transportation (NEMT) brokers as feasible.

STRATEGIES BY TRANSIT SYSTEM/COUNTY

These strategies are more specific to the local transit systems and are therefore tailored for each system. Strategies that involve expansion of services will require appropriate operating assistance and capital assistance for new vehicles.

Asotin County Public Transportation Benefit Area (PTBA)

The following strategies were identified through various means such as public surveys, technology advancement, agency needs and community needs:

- Maintain existing service levels to ensure stable transit service – the first order of business as discussed in the Common strategies.
- Increase the current ridership within the already available resources.
- Implement route changes for identifying gaps as well as new service needs.
- Increase awareness for the agency.
- Conduct safety meetings every month.
- Adapt new safety feature with current buses.
- Promote regional connectivity with other small agencies such as COAST, Appaloosa, North-western Trailways and Lewiston connections.
- Maintain or improve upon the coordination of services with Lewiston Transit System.
- Continue to research and adapt to alternative fuel technology of vehicle propulsion

- Examine the Saturday service to increase ridership and coordination of services. Asotin County PTBA and the Lewiston Transit System would have to determine the appropriate level of service for Saturday, where ridership is typically one half of weekday ridership. If demand exists, consider providing a partial Sunday service.



- Procure and install additional shelters based on a rational prioritization of stops.
- Replace fixed route buses and Dial-A-Ride buses.

Columbia County Public Transportation (CCPT)

- Maintain existing service levels to ensure stable transit service – the first order of business as discussed in the Common strategies.
- Replace two high-mileage diesel vehicles with alternative technology, and with a wheelchair-capacity added option to ensure service continuity.

- Increase Google Mapping system integration partnership with Valley Transit.



- Increase agency-wide coordination with Asotin County PTBA, Garfield Public Transportation, and Walla Walla County Public Transportation.
- Expand area-wide connections to Spokane and Tri-Cities.
- Promote and participate in an ongoing discussion for a Walla Walla to Pendleton OR connection with Kayak Transit.
- Replace three vanpools with one spare vanpool, and increase vanpool marketing strategies.
- Identify a friendly dispatch system interface technology upgrade.
- Provide Sunday morning hour services.
- Provide 100% fare-free system to Walla Walla, as well as in-town services.
- Implement limited weekend service (Saturday) and extended weekday hours and medical service which could provide transportation for churchgoing, shopping, and

running errands.

- Improve technology to increase safety and increase efficiency in collecting data and statistical information.
- Add and expand vanpool services as feasible.
- Explore service options for new development in Columbia and Walla Walla counties, (i.e. the Columbia Pulp Manufacturing Plant).
- Explore the possibility of alternative funding for services provided to Walla Walla County residents, as CCPT currently operates services to Prescott and limited areas of Walla Walla County, which is outside of the Palouse RTPO coverage area.
- Expand transit services as feasible.
- This system can be part of the U.S. Highway 12 service corridor (noted under regional strategies).

Garfield County Transportation Authority

- Maintain existing service levels to ensure stable transit



service – the first order of business as discussed in the common strategies.

- Extend local service hours to 5:00 pm, Monday through Friday.

- Add commuter service extra stops to increase ridership and benefit low income and disabled individuals. Include extra runs and service hours for medical and shopper route.
- Consider a cutaway and the possibility of a new service route due to industrial development of the Columbia Pulp Manufacturing Plant.
- Market the agency as a part of new home owners' package for new residents.
- Add an extra commuter route in current commuter service.
- Initiate a shopper service on Saturdays to Clarkston/Lewiston.
- Improve technology to increase safety and increase efficiency in collecting data and statistical information.
- Continue to coordinate with NEMT service.
- Seek opportunities to coordinate training with the other transit systems in the region. For example, CCPT conducts regular driver training with certified instructors. Joint training saves money and improves the training process.
- Seek opportunities to market the service.
- Explore service options for new development in Columbia and Walla Walla counties, (i.e. the Columbia Pulp Manufacturing Plant).
- This system can be part of the U.S. Highway 12 corridor (noted under regional strategies).

Pullman Transit

- Maintain existing service.
- Improve dispatch technology as feasible.
- Maintain and replace fleets for safe operations.
- Upgrade facilities to keep up with fleet maintenance.

- Expand service pre-emptively to new residential and industrial developments as needed.
- Expansion around Pullman High School, Sunny side and Grand Ave for residential areas.
- The possibility of serving new development toward Ring Road and North Pullman Bypass may improve frequency times.



- Dial-A-Ride service improvement due to North Bypass.
- Try to find ways to align bus schedules with employer centres such as WSU and Schweitzer Engineering.
- The possibility of coordinating airport routes with new Airport development.
- The possibility of finding ways to connect Moscow with future expansion of RTPO and MPO.
- Improve work practices to add efficiency and support employee schedules.
- Secure long-term operation funding.
- Replace and expand vehicles as needed for service

expansion.

- Expand evening service.
- Consider service expansion to connect nearby towns including Colfax and Moscow.
- Expand weekend service and increase the morning service frequencies.
- Expand transit facility.
- Expand marketing of current services.
- Continue to research and adapt to alternative fuel technology of vehicle propulsion.
- Procure and install additional shelters, and/or seats based on a rational prioritization of stops.

COAST Transportation

- Expand service and hours between Pullman and Colfax. This could be part of a U.S. 195 corridor service. Some runs can use these communities as end points, while other runs would travel the entire corridor.



- Coordinate paratransit service in Northern Whitman County. This portion of the county is very rural and could use some form of paratransit or fixed schedule service.

- Improve technology to increase safety and increase efficiency in collecting data and statistical information.
- Implement a possible new service or Dial-A-Ride in the Colfax area, also connecting Pullman. A Dial-A-Ride service that is accessible can be supported in Colfax.

REGIONAL CONNECTION STRATEGIES

- Implement greater regional connectivity between public transit services:
 - U.S. 195 Corridor: Spokane to Clarkston/Lewiston via Pullman. This service would be coordinated with existing services operated by Northwest Stage Lines. Implement service to Spokane and Clarkston on the 195 corridors including all of the towns along the route: Pullman, Colfax, Steptoe, Oakesdale, Rosalia and other communities as appropriate.
 - A variety of destinations and connections to local transit should be in place in Spokane and Clarkston/Lewiston.
 - Implement service to the Spokane airport.
 - Types of service can include commuter, shopping, medical, and/or personal business.
 - The service should be on a scheduled basis.
 - Consideration should be given to vanpooling for commuter service.
 - Additional components can include enhanced service between Pullman/Moscow, Lewiston/Clarkston and other surrounding communities.
 - Accessible service is essential.
- U.S. Highway 12 Corridor: Walla Walla, Tri-Cities, Clarkston/Lewiston connecting Dayton and Pomeroy. This

service would connect these end points with enhanced service to Pomeroy, Dayton and Waitsburg. Complimentary services to NW Stage line would be available as appropriate.

- A variety of destinations and connections to local transit should be in place in Walla Walla, Clarkston/Lewiston, and into Idaho.
 - Components of this service are in place at this time, include shopping, commuter runs and medical service.
 - Consideration should be given to vanpooling for commuter service.
 - Service should be scheduled.
 - Possibilities exist for connections to the Tri-Cities.
 - Accessible service is essential.
- Service between Moscow and Pullman: Previously operated through funding from both universities, this service was eliminated. The need remains and this service would be designed to provide travel between the schools, but would also serve commuters and other riders.
 - Quad cities Connection: This service will connect Clarkston, Moscow, Spokane and Pullman and has been discussed at local and state levels at the WA travel intercity bus plan update of 2018.

Coordination Strategies

Coordination amongst the transit providers itself is often a worthy task, but it should be remembered that the goals are increased services, mobility, and ridership for the entire region, as well as for each transit agency. One of the key approaches to meeting those goals is coordination and information sharing. Coordination can be used as a tool to help reach important milestones. A core premise is that the best-coordinated transportation is excellent public transit that meets the needs of the community.

Currently, there is significant coordination between the various public transit providers, state agencies, and regional agencies through the Palouse RTPO transit managers bi-monthly meetings. However, these efforts need to be furthered through regional strategies that are focused on greater connectivity.



COMMUNITY PROJECT PRIORITY STRATEGIES

Projects for addressing the strategies were identified and prioritized by the citizen advisory committee during a meeting in August, 2018. However, often tertiary projects, which are largely community-oriented in nature, are identified beyond those projects already approved by the citizen advisory committee. These projects are essentially community-oriented projects. This section describes how both types of projects should be thoroughly evaluated and added within the funding applications as the community's needs evolves over time.

The Process of Prioritizing Projects

The following agencies play a vital role when it comes to any regionally connected community projects, and in some instances, projects are specific to each agency. For individual agency needs, Palouse RTPO, WSDOT, and transit agency staff and board/council play a vital role.

- Asotin County PTBA
- Garfield County Transportation Authority
- Columbia County Transit
- COAST
- Pullman Transit
- WSDOT Public Transportation Division
- Palouse RTPO

To ensure that the project is thoroughly vetted from the first conversation until it's added into the regional funding needs, the citizens, Palouse RTPO and WSDOT need to be involved from the very beginning of the process. Coordinated transportation needs to be discussed using the most current Coordinated Public Transit-Human Service Transportation Plan (CPT-HSTP) of the Palouse RTPO as a guide to assess and receive comments.

During the 2017-18 transit and citizen advisory meetings, several ideas were forwarded to help prioritize and fund transit projects from 2019-2023. A majority of these ideas regarded options for future expansion of services, fleets and facilities. An underlying takeaway for the group was the realization that the funding available is estimated to cover operating costs and equipment needs, with little remaining for other expansion and technology improvement projects.

New projects were considered, but due to the rural nature and disbursement of systems throughout the region, none were determined as higher priority on an individual agency basis, or on a regional basis, than the original priorities.

The identified projects for funding meet the described strategies due to the consistency of each proposed project. Strategies were used as a template to rank the projects. Below is a brief summary of how each project ranking was satisfied:

Project Ranking Prioritizations:

Project rankings are prioritized into four project categories. The approved projects for 2018 rankings, and funding for 2019-23 can be found in a table below. Palouse RTPO receives five A, five B, and five C rankings, with unlimited D rankings every biennium. Each "A" ranking adds 50 points to the statewide score, "B" rankings add 25 points to the statewide score, and "C" rankings add 12 points. The region does not assign any points to "D" projects, and those projects compete for funding on their own merits. Additionally, the four project categories used to rank the projects are listed below.

- “A” Projects: This priority category includes operating funding to maintain existing levels of service currently operated by CCPT, Garfield County Transportation, the City of Pullman, and COAST.
- “B” Projects: These projects are the Palouse region’s second highest priority for funding. Included in this category are replacement vehicles, as well as operating funding for service expansion in Garfield County.
- “C” Projects: These are the region’s third priority for funding, and include a Technology Improvement Grant, additional service needs, mobility manager services, and any other services that are not selected in "A" and "B" priorities.
- “D” Projects: These are the region’s fourth priority for funding, and include transit needs that are not considered for "A", "B" and "C" projects.

Title VI Requirements

As noted in the guidelines provided by state and federal agencies, Title VI non-discrimination requirements exist to make sure that no person is treated differently based on race, color, or national origin. These requirements extend to all programs of an agency when federal funding is involved, regardless of the project/program that was federally funded. An extensive effort was undertaken to ensure outreach to all represented segments of the region's service area population, including outreach to all human service agencies identified in the region.



Additionally, each transit agency is required to have a Title VI policy with a periodic update every 2-3 years. All updated policies are posted on their individual public transportation websites within the Palouse RTPO region.

2019 – 23 PRTPO APPROVED PROJECT RANKING LIST

Organization	Project Name	Project Description	Strategy Addressed	Expected Outcomes
A Projects				
Columbia County Public Transportation	Operating Grant	CCPT Sustain Demand Response Service	Maintain existing service levels to ensure stable transit service	CCPT will continue operation of existing transportation services
Columbia County Public Transportation	Service Expansion Grant	Expanded 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 to Sustain Garfield county Transportations Demand Response Service	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 existing fixed-route service	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	Capital Purchase	Two replacement cutaways with camera systems for demand response	Maintain existing service levels to ensure stable transit service	Asotin County PTBA will continue to operate fixed route service at current levels
COAST	Capital Purchase	Funding to purchase two ADA compliant minivans as replacement vehicles	Continue operation of existing transportation services	COAST will continue operation of existing transportation services
Garfield County	Service Expansion Grant	Expansion Service to Include Operation's Manager and 2 days to the Lewiston Clarskon Valley	Extend local service hours to 5:00pm Monday through Friday	Expansion of weekday service to 5:00pm.
City of Pullman/ Pullman Transit	Operating Grant	Operating assistance for sustaining the City of Pullman's existing Dial-A-Ride service	Maintain existing service levels to ensure stable transit service	City of Pullman will continue to operate fixed route service at current levels
City of Pullman/ Pullman Transit	Technology Improvement Grant	Technology Updates to Pullman Transit's Video, Radio and Scheduling Components	Maintain existing service levels to ensure stable transit service	City of Pullman will continue to operate fixed route service at current levels
C Projects				
Garfield County	Technology Improvement Grant	Security Technology and Equipment for Fleet of Demand Response Services.	Improve technology to increase safety and increase efficiency data collection	Increase in safety monitoring and the accuracy of data collection.
Garfield County	Capital Purchase	ADA Compliant Medium-Duty Cutaway with Security Technolog	Extend local service hours to 5:00pm Monday through Friday	Expansion of weekday service to 5:00pm.
City of Pullman/ Pullman Transit	Capital Purchase	Capital procurement assistance for two electric buses in Pullman	Maintain existing service levels to ensure stable transit service	City of Pullman will continue to operate fixed route service at current levels
Columbia County Public Transportation	Technology Improvement Grant	New Demand Response Dispatch System Technology	Maintain existing service levels to ensure stable transit service	CCPT will continue operation of existing transportation services
COAST	Technology Improvement Grant	Purchase of software upgrades and vehicles monitoring devices to improve fleet safety and performance measures	Continue operation of existing transportation services	COAST will continue operation of existing transportation services