

# KFH GROUP, INC.

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## *Human Services Transportation Coordination Plan*

### Final Report

November, 2014

*Prepared for:*

*Palouse Regional Transportation  
Planning Organization*

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# Chapter 1

## Background and Overview of the Planning Process

### INTRODUCTION

This report documents the 2014 *Human Services Transportation Coordination Plan* (HSTCP) developed for the Palouse Regional Transportation Planning Organization (RTPO) and the Lewis-Clark Valley Metropolitan Planning Organization (LCVMPO). This plan updates the previous HSTCP for the Palouse region, which spans Asotin, Columbia, Garfield, and Whitman Counties, Washington, and includes the entirety of the Lewiston-Clarkston urbanized area including Lewiston, Idaho.

The report is organized into the following chapters:

- Chapter 1 provides background information, an overview of the planning process, and a summary of the previous plans.
- Chapter 2 summarizes the stakeholder engagement and public outreach activities conducted as part of the planning process.
- Chapter 3 provides an inventory of current transportation services in the region. Particular focus is on the public transit providers in the area, who were key participants in the coordinated transportation planning process.
- Chapter 4 provides an assessment of transportation needs in the region in relation to existing transit services. It includes both quantitative data (U.S. Census and American Community Survey) as well as qualitative data (input on needs from key stakeholders and public outreach meetings).
- Chapter 5 indicates the transit technologies currently in use in the region and summarizes each transit system's involvement in regional emergency management practices.
- Chapter 6 presents project prioritization, potential strategies and possible mobility management efforts to improve transportation services in the region.

- Various documents referenced through the report in the included in the Appendices.

## BACKGROUND

### Federal Requirement for Human Service Transportation Funding

On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21) that went into effect on October 1, 2012. This legislation continued the coordinated transportation planning requirements established in previous law for certain Federal Transit Administration (FTA) funding for specialized transportation. 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, the 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). Currently 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 individuals with disabilities and seniors. 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; and
- Relative priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies/activities identified.

## **Coordinated Human Service Transportation Planning in Washington State**

At the state level, the Washington State Department of Transportation (WSDOT) requires that each RTPO identify 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 contiguous counties, and for the purpose of WSDOT's Statewide Human Services Transportation Plan, each of the 14 RTPOs provide the 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 HTSCP, a document that is required by WSDOT to be updated every three years.

Washington's Agency Council on Coordinated Transportation (ACCT) was created in 1998 to coordinate affordable and accessible transportation choices for people with special needs in collaboration with state and local agencies and organizations. The ACCT serves as a state-level, inter-agency coordinating body, and has developed technical assistance tools to assist local areas in better coordinating services at the regional and local, including a template with instructions for developing a HTSCP. The 2013 template was used as a guide to develop this plan.

### **The Local Need for an Updated Plan**

A Palouse RTPO HTSCP was first developed in 2010 and updated in 2012. The updated plan in this report was needed so that transportation providers in the region could continue to be eligible for funding through WSDOT public transportation grant program, an update was needed to this plan.

This planning effort was also coordinated with the LCVMPPO, and is intended to meet the FTA requirement for a coordinated public transit-human service transportation plan for the urbanized area.

## **OVERVIEW OF THE PLANNING PROCESS**

This HSTCP was developed between May and September 2014. The process included:

- A survey of Washington State University (WSU) students was conducted in April 2014 so as to gain their input before the summer break.

- A kick-off meeting was conducted with the project steering committee in Clarkston on June 3, 2014. Individual meetings were also conducted with each committee member, on site at each transit system so that the consultant team could gain 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 185 stakeholders and their contact information was compiled.
- In July 2014, public outreach meetings were conducted in Colfax, Pullman, Lewiston, Pomeroy, and Dayton, to discuss existing services and identify unmet needs.
- Prior to the meetings, an invitation to participate in the planning process was sent to each of the 185 stakeholders. Additionally, the transit systems posted posters on vehicles and distributed flyers to their riders.
- A survey was sent to all of the known human service transportation providers in the region in August 2014.
- The 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 were reviewed.
- Unmet needs, identified through the preceding steps, were compiled and analyzed.
- Strategies for meeting the unmet needs were developed.
- The draft HTSCP was prepared and sent to the steering committee on Sept. 8 for review.
- In September 2014 the project study committee met to discuss the draft and prioritize the strategies.
- In October 2014, public outreach meetings were conducted in Colfax, Pullman, Lewiston, Pomeroy, and Dayton, to discuss and prioritize strategies.
- On November 3, 2014 the ranking committee met at Asotin PTBA headquarters to prioritize projects according to the Washington State DOT planning process requirements.
- The Palouse RTPO HTSCP was completed in November 2014.

## REVIEW OF PREVIOUS PLANS

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

- 2010 Palouse RTPO Human Services Transportation Coordination Plan
- Asotin County Public Transportation Benefit Area (PTBA): Transit Development Plan 2013-2018 and 2012 Annual Report
- Columbia County Public Transportation (CCPT): Transit Development Plan 2014-2019 and 2012 Annual Report
- Garfield County Transit (GCT) Development Plan 2013-2018 and 2012 Annual Report
- Pullman Transit: Transit Development Plan 2013-2018 and 2012 Annual Report
- I-way: 2013 Idaho Local Mobility Management Network 2B Local Mobility Plan
- Lewis - Clark Valley Metropolitan Planning Organization: Draft 2015-2019 Metropolitan Transportation Improvement Program
- US 195 Corridor Collision Analysis (Final Draft – Summer 2013)

### 2010 Palouse RTPO Human Services Transportation Coordination Plan

The previous coordination plan for the Palouse region, which did not include Lewiston in the study area, included the following strategies and projects for the 2011-13 WSDOT grant application.

#### *Tier 1 Strategies*

1. Apply for operating and capital funds from the Washington State Consolidated Grant Program.
  - “A” projects (highest priority)
    - Asotin PTBA: 2 cutaways with cameras—one replacement and one expansion vehicle;
    - Cameras for entire existing fleet
    - 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)



- CCPT: 2 cutaways – replacement vehicles
- GCT: one cross-over vehicle – expansion vehicle
- COAST: One minivan – replacement vehicle
- Pullman Transit: One ADA accessible van and one cutaway van for Senior Center – replacement vehicles
- “C” projects (lower priority)
  - Asotin County Community Services: one cutaway – replacement vehicle
  - COAST: Funding for new Mobility Management program

### *Tier 2 Strategies*

2. 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.
3. Promote ridership by broadening exposure to transit.
  - “Travel Buddy” volunteer travel training program for fixed routes.
  - “Try Transit” tokens.
  - “Ten Toes Express” volunteer-led walking program that incorporates the use of public transportation.
4. 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.
5. Expand coordination among transit providers in the region.
    - Establish a Transit Section on the PRTPO website and circulate written contributions among the operators.
    - Meet biannually to discuss regional transit priorities.
    - Attend the Southeast Washington Economic Development Association (SWEDA) meeting in the operator's own county for a short presentation to the commissioners about public transportation activities and needs.
  6. Apply for a grant to hire a Mobility Manager in order to implement regional needs.
    - A one-stop call center for information and trip planning.
    - Identify and seek unique funding options.
    - Seek retailer sponsorship.
    - Facilitate trip coordination.
    - Coordinate with external informational resources.
    - Investigate restrictions between the states of Washington and Idaho and develop strategies and solutions to address them, including new targeted legislation.
    - Explore telemedicine options for rural residents.
  7. Apply for infrastructure funds.

### *Tier 3 Strategies*

8. Increase volunteer programs.
  - Rental/Donated Cars
  - Carsharing
  - Exchange Program
  - Volunteer Drivers with a Stipend
9. Provide new services that increase mobility.
  - Add three days to Garfield County Transit's route from Pomeroy to Clarkston in Asotin County.
  - Extend the hours of Garfield County Transit's service beyond 2 p.m.

- Apply for grant funding to provide an accessible taxi 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.

10. Determine the market for increased transit services.

### **Asotin County Public Transportation Benefit Area (PTBA): Transit Development Plan 2013-2018 and 2012 Annual Report**

This plan/report provides information on the Asotin County PTBA organizational structure and current services, along with activities during 2012. It includes proposed action strategies for FY2013-2018 period that the plan states reflect the State public transportation policy objectives. Specific strategies include:

- Working with Lewiston Transit on creating a new website that provides a better understanding of services and allows customers to plan their trip through Google Maps.
- Increasing service hours by one hour at the end of the day, from 6:00 p.m. to 7:00p.m.
- Providing Saturday service.

The plan/report includes projections for operating services for the six year time 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 Public Transportation: Transit Development Plan 2014-2019 and 2013 Annual Report**

This plan/report provides information on the Columbia County Public Transportation organizational structure and current services, along with activities during 2013. It includes proposed action strategies for FY2014-2019 period that the plan states reflect the State public transportation policy objectives. Specific strategies include:

- Continuing to assist with transportation needs during local events in order to promote tourism.

- Continuing to offer transportation services in Dayton and to 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 time 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 Transit Development Plan 2013-2018 and 2012 Annual Report**

This plan/report provides information on the public transit services provided by Garfield County, including current organizational structure, current services, and activities during 2012. It includes proposed action strategies for FY2013-2018 period that the plan states reflect the State public transportation policy objectives. Specific strategies include:

- Maintaining working relationship with Garfield Aging and Disability Resource Center staff regarding sharing office space and equipment.
- Following an Asset Management Plan to assure optimal vehicle performance.
- Responding to reduction in funding by reducing service to Clarkston and Lewiston.
- Expanding training for staff.
- Considering requests resulting from Coordinated Human Service Planning efforts.

The plan/report includes projections for operating services for the six year time 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 2013-2018 and 2012 Annual Report**

This plan/report provides information on the Pullman Transit organizational structure and current services, along with activities during 2012. It includes proposed action strategies for FY2013-2018 period that the plan states reflect the State public transportation policy objectives:

- 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 time period, projecting that service hours will remain constant at 28,612 a year. It also includes a Capital Improvement Program that projects the acquisition of fourteen vehicles during the period.

### **I-way: 2013 Idaho Local Mobility Management Network 2B Local Mobility Plan**

In Idaho, locally-developed public transit and human service transportation coordination plans required under MAP-21 take the form of Local Mobility Plans developed for Local Mobility Management Networks (LMMNs) across the state. These plans are required and sponsored by the Idaho Transportation Department (ITD) and are developed and implemented in partnership with the Community Transportation Association of Idaho (CTAI). ITD uses the name "I-way" to refer to this planning initiative as well as the statewide network of transportation services and alternatives (including non-motorized modes).

From 2009 to 2013, the Lewiston urbanized area was contained within ITD District 2, LMMN 2B, which spanned the north part of Nez Perce County and all of Clearwater County. In 2013, several new LMMNs were created, and the Lewiston metropolitan area was reassigned to LMMN 2D. However, the most recently completed LMMN plans were prepared prior to this change, so the most recent Local Mobility Plans plan for Lewiston is the 2013 LMMN 2B plan.

This plan identified the following service strategies for LMMN 2B:

#### ***Local strategies:***

- 2B.L006 - Operation of mobility options throughout LMMN 2B making rural connections to towns for access by the general public, elderly and disabled populations.
- 2B.L010 - Operation of mobility options along corridors of Highway 12 and Highway 3 into Lewiston.
- 2B.L020 - Provide capital acquisition as needed for operation of mobility options throughout LMMN 2B, Strategy 2B.L006.
- 2B.L022 - Expand marketing and outreach efforts to ensure people in LMMN 2B are aware of the mobility options available to them.
- 2A.L023 - Establish a travel training program for individuals within LMMN 2B.
- 2B.L024 - Develop and maintain Park and Ride lots throughout LMMN 2B.

- 2B.L025 - Develop and maintain safe routes to schools within the communities of LMMN 2B.
- 2B.L026 - Provide capital acquisition as needed for the operation and expansion of mobility options along corridors of Highway 12 and Highway 3 into Lewiston, Strategy 2B.L010.

***Districtwide strategies applicable to LMMN 2B:***

- 2.D001 - Operation of mobility options between Moscow and Lewiston, Lewiston and Grangeville, and Grangeville and Riggins.
- 2.D002 - Maintain full-time mobility management services in District 2.
- 2.D004 - Operation of mobility options for the general public, the elderly, and the disabled to include demand response services and/or volunteer driver network district-wide.
- 2.D005 - Expand district-wide mobility options to include demand response services and/or volunteer driver networks into underserved areas.
- 2.D006 - Seek Local Match Funding through Public Funds/ Private and/or Public Sector Sponsorship/Private and/or Public Foundations Program.
- 2.D007 - Provide capital acquisition and vehicle replacement for Strategy 2.D004.
- 2.D008 - Provide capital acquisition and vehicle replacement for Strategy 2.D005.
- 2.D009 - Increase amenities at or near bus stops in all LMMNs to improve safety and access.
- 2.D013 - Improve coordination between transportation service providers to establish efficient, effective and seamless connections for all mobility options.
- 2.D014 - Operation of mobility options from communities within LMMN 2C, to communities within LMMN 2B, along the corridor of Highway 95.
- 2.D015 - Operation of mobility options from communities within LMMN 2C, to communities within LMMN 2B, along the corridors of Highways 12 & 13.
- 2.D016 - Provide capital acquisition as needed and necessary for Strategy 2.D014.
- 2.D017 - Provide capital acquisition as needed and necessary for Strategy 2.D015.

***Statewide Strategies applicable to LMMN 2B:***

- S001 - Intercity public transportation services between Coeur d'Alene and Moscow (Corridor 1)
- S002 - Intercity public transportation services between Moscow and Riggins (Corridor 2)
- S003 - Intercity public transportation services between Riggins and Boise (Corridor 5)

- S016 - Intercity public transportation services between Orofino and Lewiston (Corridor 18)

### **Lewis-Clark Valley Metropolitan Planning Organization: Draft 2015-2019 Metropolitan Transportation Improvement Program**

The LCVMPA is currently in the process of updating its Metropolitan Transportation Improvement Program (TIP) for 2015-2019.

This draft plan indicates that for FY2015, the estimated Lewis Clark UZA allocation under the FTA Section 5307 program will be \$734,238, split by population with the Idaho side receiving \$451,155, and the Washington side receiving \$283,083. Other major sources of transit funding noted in the TIP include local funding and passenger funding. The Asotin County PTBA collected \$605,118 sales tax in 2013. This type of tax for public transportation is not permitted in Idaho. The City of Lewiston's General Fund allocates approximately \$200,000 annually to transit, supplemented by some \$70,000 in program income including Medicaid, service contracted by the PBTA, gas tax refunds, and facility and employee matching. The estimated FY 2015 transit budget for Lewiston and Asotin PBTA totals \$1,714,561, with gradual increases in local and passenger revenues projected through FY 2019.

Transit capital projects included in the draft TIP include \$150,000 for a bus purchase in FY 2016, \$460,000 in facilities projects in each FY 2015, FY 2017, and 2019 and several other smaller project categories.

### **WSDOT: US 195 Corridor Collision Analysis (Final Draft - Summer 2013)**

The WSDOT prepared this study to identify and evaluate collision trends along the US 195 corridor and for making future decisions to reduce the probability of serious injuries or fatal collisions along the corridor. The draft document notes that the study is in progress, and does not represent an official WSDOT document.

The draft study includes a chapter 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 by public transportation along the corridor, on funding to support public transportation services, and on findings from the most recent Coordinated Human Services Transportation Plan for the Palouse Region.

The draft 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 the corridor. 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 and ultimately reduce collisions. The draft study includes the results of a public outreach study that showed that there is a need and a desire for public transportation services along the corridor, and as the draft plan noted there are significant opportunities for available to reduce daily trips along the US 195 corridor by improving, utilizing, and expanding regional public transportation to attract customers.



## Chapter 2

# Stakeholder Engagement and Outreach Efforts

This chapter of the Palouse Regional HSTCP describes the stakeholder involvement and other outreach activities that were a significant part of the development of the plan. The results of these activities are presented in subsequent chapters.

### STAKEHOLDER ENGAGEMENT

#### Project Steering Committee

This planning project was guided by a committee comprised of managers from each of the six public transportation systems in the study region as well as RTPPO leadership and the WSDOT public transportation project manager for the region. Appendix A provides a list of the individuals who participated on the committee during the summer of 2014. The planning consultant team met with the group at a project kick-off meeting in Clarkston on June 3, 2014.

#### Individual Stakeholder Interviews

Following the initial group meeting, individual interviews were conducted on site with the six transit systems that operate in the region. These interviews provided the opportunity to obtain their input on unmet transportation needs and opportunities to improve mobility. Individual interviews were conducted with:

- Asotin County Public Transportation Benefit Area (PTBA)
- COAST
- Columbia County Public Transportation
- Garfield County Public Transportation
- Lewiston Transit System
- 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 adjacent counties in Idaho from sources including the previous plan, web-based research, and input from providers. Ultimately, 189 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: PALOUSE REGIONAL HUMAN SERVICE TRANSPORTATION PLANNING MEETINGS

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

- Colfax (Senior Meal Site, UCC-Congregational Church): July 23, 2014
- Clarkston/Lewiston (Lewiston Community Center): July 24, 2014
- Pullman (Umpqua Bank): July 24, 2014
- Dayton (Memorial Library): July 25, 2014
- Pomeroy (Garfield County Senior Center): July 25, 2014

### Meeting Outreach

An invitation letter was developed, and distributed to the 189 stakeholders via electronic or hard copies. A copy of the invitation letters is included in Appendix C.

Other outreach efforts involved:

- News releases with information on the regional meetings,
- Posters for placement on buses and at key community locations,
- Flyers for drivers to distribute to riders.

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

## Meeting Results

The meetings attracted a total of 82 participants, including representatives from:

- Local transit operators
- Local transit users
- Private transportation providers
- Veteran service providers (including those that provide transportation)
- 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
- 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:

- Transportation services people in the community use and depend on for mobility.
- Places people in the community want to go, but there are limited or no available transportation services.

- Possible outreach efforts that would help people in the community know what transportation services are available to them.
- Possible improvements or supports that would help people in the community use available transportation services, such as travel training.

The detailed results from each meeting are included in Appendix E; the unmet needs are summarized in Chapter 5 of this plan.

In October 2014 five regional public stakeholder meetings to discuss the draft HSTP and regional priorities were scheduled and conducted:

- Dayton (Memorial Library): October 15, 2014
- Pomeroy (Garfield County Senior Center): October 15, 2014
- Clarkston/Lewiston (Lewiston Community Center): October 16, 2014
- Pullman (Umpqua Bank): October 16, 2014
- Colfax (Public Service Building): Oct 17, 2014

### **Strategy Meeting Results**

Initial strategy rankings at each meeting included:

- Pullman:
  1. Maintain Existing Services
  2. Connect Pullman and Moscow
  3. Mobility Manager Program
  4. Pullman Transit Planning Study
- Pomeroy:
  1. Maintain Existing Service
  2. Extend weekday service later in the day
  3. Expand shopper service to 5 days a week
  4. Training coordination
- Dayton:
  1. Maintain Existing Service
  2. Expand to weekend service
  3. Obtain funding for services in Walla Walla County
  4. Mobility Manager Program

- Colfax:
  1. Maintain Existing Services
  2. Employment Transportation for developmentally disabled clients in rural areas
  3. Support bicycle infrastructure
  4. Market volunteer services to potential volunteers
  
- Lewiston:
  1. Maintain Existing Services
  2. Mobility Manager Program
  3. Expand regional connections on 195 and 12 corridors
  4. Expand service hours into the evening and on weekends

## **WASHINGTON STATE UNIVERSITY OUTREACH**

In April 2014, the Palouse RTPO worked with WSU to conduct a survey of students before the end of the spring semester. During the academic year, Pullman is home to some 19,500 WSU students, and the steering committee felt 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 survey application. An analysis of responses is attached as Appendix F.

## **TITLE VI AND LIMITED ENGLISH PROFICIENCY**

As noted in the ACCT 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 chapter, 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.

The study area is home to very few persons with limited English proficiency (LEP). Based on the 2008-2012 American Community Survey 5-year estimates, the largest numbers of LEP residents – persons aged 5 or more who speak English “less than very well” include, in Whitman County: 662 Chinese speakers (approximately 1.5% of the population age 5 or more), 279 Korean speakers, 190 Arabic speakers, and 135 Spanish speakers; 128 Spanish speakers in Lewiston; and 105 Spanish speakers in

Asotin County. 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.

## Chapter 3

# Existing Transportation Services

The Palouse region, including with the Lewiston-Clarkston metropolitan area, is served by six 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, those which are based in the study area and receive FTA and/or 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, intercity bus service, school districts, Washington State University, churches, and taxicab companies.

The chapter concludes with a summary of services available by county as well as the City of Pullman and the Lewiston-Clarkston urbanized area.

The information contained in this chapter is based on site visits conducted with each of the public transportation providers in June 2014, service details available on each provider's website, data available from the WSDOT and ITD/CTAI as well as previous planning studies, information shared at the public meetings conducted in July 2014, responses to a brief survey distributed to the public and human service providers in August 2014, 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 Transit
- Lewiston Transit System
- 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 a.m. to 6:05 p.m. 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 a.m. to 6:35 p.m. The Red Line Route 1 serves Clarkston Heights and the Red Line Route 2 serves downtown Clarkston.
- The Blue Line operates from 6:05 a.m. to 7:12 p.m. Both Blue Line Route 1 and Blue Route serve downtown Clarkston and downtown Lewiston.



**Table 3-1: Public Transportation Providers Serving the Palouse Region and the Lewiston Urbanized Area**

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

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

Data Sources:

- Stakeholder interviews
- Each system's website as accessed July 2014
- WSDOT's 2012 *Summary of Public Transportation* (December 2013) and attached Transit Development Plans
- Transit Development Plan 2013-2018 and 2012 Annual Report for the City of Pullman/Pullman Transit
- Aug. 2014 survey completed by Lewiston Transit System

- 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 G.
- In another excellent example of coordination, Asotin County PTBA and Lewiston Transit System share dispatching and dispatch technology, with it all being managed by Lewiston.
- 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 \$20.00.
- 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. Asotin County PTBA also provides resources to assist local commuters with setting up a vanpool using their own vehicle.
- In FY2012 Asotin County PTBA provided 56,133 one-way passenger trips on fixed route services, 8,313 on demand response services, and 29,489 on vanpool services. In FY 2013, Asotin County PTBA provided 58,871 one-way passenger trips on fixed route services, 7,001 on demand response services, and 28,440 on vanpool services.
- Asotin County PTBA's vehicle fleet includes 7 cutaways, 15 vans, and a staff car.

### ***Budget/Funding***

Asotin County PTBA's total operating costs for FY 2012 included \$612,518 for fixed route services, \$164,321 for demand response services, and \$44,768 for the vanpool program. The FY 2013, Asotin County PTBA's total operating costs included \$497,286 for fixed route services, \$257,082 for demand response services, and \$88,500 for the vanpool program.

Asotin County PTBA funding sources include local sales tax, FTA Section 5307, vanpool and farebox revenues, State Rural Mobility and Special Needs grants, and local funds. As a PTBA, the agency receives 0.2 percent sales and use tax. This tax authorization has a sunset clause for renewal in 2015.

## **COAST Transportation**

COAST Transportation is a division of the Council on Aging and Human Services in Colfax, Washington (Whitman County). The Council on Aging & Human Services (COA&HS) is a private non-profit, public-benefit organization committed to enhancing lives and supporting communities with transportation and nutrition services. COAST Transportation provides demand response public transit and human service transportation services in Whitman, Asotin and Garfield Counties. In FY 2013, COAST provided a total of 20,402 one-way passenger trips, 11,909 of which originated in Washington State.

### *Current Services*

Most of COAST's services are provided to residents of Whitman County; however, COAST is safety net for Asotin and Garfield County residents when they have no other alternative to meet their transportation needs. COAST provides demand response transportation to those who have no alternative, but does not limit service to any demographic group, and is able to accommodate most trip requests.

Medical trips are the most frequently requested of trips, with food and grocery shopping as next most frequent. The frequent medical destinations include Spokane, Colfax, Pullman, Moscow (ID), and Lewiston-Clarkston, with medical clinics also found in Palouse (specialists), Garfield and Teko. Shopping trips are made once a month to the Spokane Valley as well to Pullman and Moscow. COAST transportation is also sometimes provided to/from the airports in Spokane and Pullman.

The communities in Whitman County where COAST riders live include Albion, Colfax, Colton, Dusty, Endicott, Ewan, Garfield, Hay, Hooper, Johnson, LaCrosse, Lamont, Malden, Oaksdale, Palouse, Pullman, Rosalia, St. John, Steptoe, Tekoe, Uniontown, and Winona. COAST provides access to life-sustaining services for elderly residents in the smaller towns, many of which no longer have a local grocery store, pharmacy, bank, and other essential needs.

COAST's services are heavily used but they are able to accommodate most trip needs; only rarely is COAST unable to provide a needed ride. That said, COAST screens each trip request to determine that the individual truly has no other alternative.

Until June 2014, COAST also served the following Idaho counties: Latah, Idaho, Clearwater, Nez Perce, and Lewis. However, Idaho Transportation Department funding was suspended, so it was necessary for COAST to suspend its transportation services in Idaho.

COAST's services are largely provided through volunteers reimbursed for mileage using their personal vehicles, although the organization owns 8 vehicles in Washington, 3 of which are lift-equipped minibuses, and employs 4 paid drivers in Washington State. COAST currently works with about 55 volunteer drivers in total, with 15-20 regularly providing service. The use of volunteers allows COAST to cost-effectively offer service at any time during which a volunteer is available, and specific hours of transportation operation are not advertised. (Office hours are Mon-Fri 8:30 am to 4:30 pm.)

The frontier nature of the counties served by COAST often means very long rides for single individuals. Volunteer-provided service is an especially effective way of stretching limited dollars to meet such transportation needs.

COAST is a Medicaid transportation provider in Whitman, Asotin, and Garfield counties for the regional broker Special Mobility Services (SMS). When medical trips are requested, COAST first screens for Medicaid eligibility, and eligible individuals are referred to SMS to schedule the service. COAST assesses Medicaid-ineligible individuals for degree of need (e.g., can their family or church can provide the service?).

COAST has a long history of rural transit/human service transportation innovation, including the use of volunteers as a cost-effective means of serving rural areas, helping to set up the Washington State ACCT volunteer policies and templates, and helping to design the Medicaid brokerage model for Washington State. COAST used to be the region's Medicaid broker before brokerage contract went to SMS in 2011.

COAST also has been an innovator in coordination, not only in operating coordinated system but also in loaning its vehicles to other community organizations to transport their own clients on occasion, with driver training provided on safe operation of the vehicle. There is no charge for short trips; the borrower is only required to refill gas. An hourly charge is applied to longer trips.

### ***Budget/Funding***

In FY 2013, COAST's total operating budget was \$756,978, \$439,047 of which covered trips originating in Washington State. COAST's major funding sources in

Washington include WSDOT (Rural Mobility General Fund, S. 5311), Medicaid (trips brokered by SMS), AltQ - Aging & Long Term Care, the regional Area Agency on Aging (for senior transportation and nutrition), and donations. COAST does not charge fares.

In September 2009, through a vote by the county commissioners, the Whitman County Unincorporated Area Transit District was created specifically for the purposes of providing vanpool services, with COAST to be the contracted operator of the system. COAST is designated on paper as the vanpool program provider, but operating funding has been unavailable. It has also been a challenge to identify enough individuals with compatible schedules – COAST tried to start a route from Rosalia to Pullman – because the major employers (including the City of Pullman, WSU, and Schweitzer Engineering Laboratories) have different shift times. COAST was able to encourage some ridesharing; however, to date, the Whitman County Unincorporated Area Transit District remains dormant.

Also as noted earlier, Idaho transportation funding was suspended in June, so COAST does not currently have the resources to provide greatly needed services in rural Idaho. Although beyond the scope of the Palouse RTPO plan, this remains a major unmet need in the larger region that spans state lines.

A challenge with providing Medicaid transportation (especially in rural areas) is that Medicaid does not pay for “deadhead” miles, and it can easily be 90 miles of deadhead to take someone from a remote area to Spokane. However, COAST has been able to recover the cost for deadhead miles by raising its Medicaid contract price.

### **Columbia County Public Transportation**

Columbia County Public Transportation (CCPT) is a county transit authority providing demand responsive 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’s vehicle fleet includes 6 cutaways, 3 paratransit vans, and 11 vanpool vans. In FY 2012, CCPT provided a total of 48,425 one-way passenger trips on demand response service and 31,370 trips in vanpools. In FY 2013, 52,962 trips were provided on demand response service and 30,594 trips in vanpools.

### *Current Services*

CCPT's general public transit hours are Monday through Friday, 7:00 am (8 am in summer) to 5:00 pm. Medical appointments that fall outside regular hours can be accommodated.

Within the city limits of Dayton, same-day general public dial-a-ride service is provided daily. One vehicle is assigned to this service, and riders call the driver directly to request a ride. The driver uses a hands-free cell phone, and thus can respond to requests as needed throughout the day. For those residents who live in Columbia County but outside Dayton's city limits, service is generally more limited. These trips are based on driver and vehicle availability.

Frequent service is operated between Dayton and Walla Walla County. Walla Walla is a frequent medical destination (averaging some 13 routine trips a day), and CCPT also transports commuters (students and workers) to the transfer center in downtown Walla Walla. CCPT will also pick people up in Waitsburg along trips to and from Walla Walla.

CCPT is also a coordinated human service transportation provider (and is in fact the only transportation provider available to the residents of Columbia County as well as the town of Waitsburg in Walla Walla County). CCPT coordinates transportation services with all of the human service agencies in Columbia County such as CPS, DSHS, Housing Authority, Aging and Long Term Care, Senior Center, etc. CCPT also coordinates transportation services with Dayton School District for the Special Education Department and internship students. CCPT provides client transportation to the clients of these agencies (although not as a contractor).

CCPT is a Medicaid provider in Columbia County as well as Waitsburg for the regional Medicaid transportation broker People for People, Inc. Medicaid trips are ideally grouped with other services at the rate of \$7.50 for a round trip. If however the appointment time does not work within any of the routine trips, CCPT will make a special trip for their client, with a \$7.50 boarding fee plus a mileage rate in order to help CCPT recover the cost in full for making a special trip. In addition, CCPT provides all transportation services for the Columbia County Health District, which includes Dayton General Hospital, Booker Rest Home, Columbia Family Clinic, Waitsburg Clinic, and Columbia County Public Health.

CCPT's vanpool program, which is open to residents of Columbia, Whitman, Walla Walla, and Garfield counties, currently has 8 active vanpools although more typically 9-10 are operational. Valley Transit, the Public Transportation Benefit Area

(PBTA) in Walla Walla County, started its own vanpool program in recent years, but CCPT still provides Walla Walla vanpool service to Little Goose Dam and Lower Granite Dam.

CCPT connects with other transportation services, providing the following regional connections Dayton to Walla Walla Regional Airport for air transportation services; Dayton to Walla Walla to the Valley Transit Transfer Center so that Dayton and Waitsburg residents can connect with Valley Transit Buses for travel around Walla Walla and College Place; and Dayton to Walla Walla to connect with Grapeline for transportation to Pasco to make connections with Greyhound, Amtrak, and the Pasco Airport.

### ***Budget/Funding***

CCPT became a county transit authority in 2005 in order to become eligible for WSDOT vanpool funding. The authority is governed by a five-member board (the three county commissioners and the mayors of Dayton and Starbuck) and is funded by a 0.4% sales tax county-wide.

In FY 2012, CCPT's total operating expenses included \$879,011 for demand response service and \$79,292 for the vanpool program. In FY 2013, CCPT's total operating budget was \$968,699 for demand response service and \$76,425 for vanpools. In addition to tax revenues, CCPT's major funding sources include FTA Section 5311, State Rural Mobility and Special Needs grants, vanpool revenue and farebox revenue.

CCPT's fare structure (Table 3-2) takes into account trip distance and, for trips within Columbia County, rider age.

**Table 3-2: CCPT General Public Fares**

Area of Service	Age of Rider	One-Way	Round-Trip
Within Dayton	60 or more	\$1.00 per day	
	59 or less	\$1.50	\$3.00
Outside of Dayton up to 15 miles	60 or more	\$1.50	\$3.00
	59 or less	\$3.00	\$5.00
Between Starbuck and Dayton	Any age	\$3.00	\$5.00
Between Dayton or Waitsburg and Walla Walla	Any age	\$5.00	\$7.50



## Garfield County Transit

Garfield County Transit provides demand response public transportation within Garfield County as well as commuter service between Pomeroy and Clarkston/Lewiston. Public transit services are operated by the County.

### *Current Services*

Garfield County Transit provides the following public transit services:

- Local dial-a-ride service is provided between 8:30 a.m. and 2:00 p.m., Monday through Friday
- Shopper services are provided from the County to Clarkston and Lewiston on Tuesday and Thursday, with departure from Pomeroy at 9:00 a.m.
- Commuter services to Clarkston and Lewiston depart from Pomeroy at 6:50 a.m. and return at 6:00 p.m. each weekday. During the summer of 2014, this service carried an average of eight one-way trips per day.
- In 2014, Garfield County Transit expanded local service to include limited Sunday service.

All services are provided on a demand response basis with 24 hour advance request for service. Garfield County Transit does not charge fares but accepts donations. Suggested donations are \$2.00 for local service and \$5.00 for service to Lewiston or Clarkston.

The County also operates non-emergency medical transportation through the Special Mobility Services Medicaid brokerage, and has a working relationship with Garfield County Hospital District to coordinate services.

Garfield County Transit's vehicle fleet includes three accessible cutaways and one crossover van. The fleet is maintained by the Garfield County Road Department. Garfield County Transit's management and dispatch staff are housed in the offices of Aging & Disability Resource Center for Garfield County in Pomeroy.

In FY2012, Garfield County Transit provided 9,294 one-way passenger trips, and in FY 2013, 10,022 trips were provided.

### ***Budget/Funding***

Garfield County Transit's total operating costs for FY 2012 were \$145,432 and for FY 2013 were also approximately \$145,000. Funding sources include FTA Section 5311, State Rural Mobility Grants, the County, human service transportation revenues, and donations.

Garfield County is an Unincorporated Transportation Benefit Area, authorized in Section 36.57.100 RCW, covering all of Garfield County. As such, Garfield County Public Transportation does not receive any sales and use tax.

### **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.

### ***Current Services***

The following is an overview of the services provided by the Lewiston Transit System:

- The West Route operates from 6:20 a.m. to 7:04 p.m., serving an area from downtown Lewiston to the Lewiston-Nez Perce County Airport.
- The East Route operates from 6:05 a.m. to 6:56 p.m., serving an area from the Lewiston Community Center to East Orchards.
- While separate systems, the Lewiston Transit System and Asotin County PTBA coordinate services so that customers can transfer between providers. Lewiston Transit System routes are included with services provided by Asotin County PTBA in a joint marketing brochure that is included in Appendix G. Lewiston Transit System also connects with the Appaloosa Express.
- In another excellent example of coordination, Asotin County PTBA and Lewiston Transit System share dispatching and dispatch technology, with it all being managed by Lewiston.
- One-way fares on the Lewiston Transit System fixed routes are \$1.00, with monthly passes available for Lewiston service area residents for \$30.00.

- Complementary paratransit service is provided through dial-a-ride services for people with disabilities who cannot access the fixed routes in compliance with the ADA.
- In FY2013 the Lewiston Transit System provided 35,887 one-way passenger trips on fixed route services and 5,754 trips on dial-a-ride services.
- The Lewiston Transit System also provides transportation for AMR for Medicaid eligible customers. In FY2013, 379 trips were provided through this service.

### *Budget/Funding*

- The Lewiston Transit System budget for FY2013 was \$607,549.
- In FY2013 the Lewiston Transit System received \$348,224 in federal Section 5307 funds and \$278,013 in local or other funds.

## **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 G:

- Since the majority of trips provided by Pullman Transit are for university students, schedules vary by route and time of year. Expanded service is Monday through Saturday, with hours of operation Monday - Friday from 6:30 a.m. to 12:00 a.m., and Saturday hours of operation from 9:15 a.m. to 12:00 a.m. during the WSU school year and 6:30 a.m. to 6:30 p.m. during the remainder of the year with modified service on most major holidays. ,
- Pullman Transit's routes A and E are the north routes serving Pullman, the university, and the downtown area; routes I and J routes are the south routes serving the south side of town, the university, and downtown area.

- The Express Routes provide service between the WSU campus and the student housing areas located to the north.
- The Night service provides limited service via the North and South routes in Pullman.
- Service is also provided in the morning and the afternoon for Pullman School District students.
- Dial-A-Ride paratransit van service for older adults and people with disabilities is operated during the same times that the bus routes operate. This service includes complementary paratransit services for people with disabilities who cannot access the fixed routes in compliance with the ADA.
- WSU students, staff and faculty can ride the Pullman Transit by presenting a valid WSU ID. In addition, all pre-kindergarten children can ride the bus free of charge when accompanied by an adult. Fares for other customers are included in Table 3-3.

**Table 3-3: Pullman Transit Fares**

	<b>Youth (K-12)</b>	<b>Adult</b>	<b>Senior</b>	<b>Disabled</b>
Standard Fare	0.30	0.50	0.30	0.30
Tokens (pack of 20)	6.00	10.00	6.00	6.00
Monthly Pass*	10.00	14.00	9.00	9.00
Semi-Annual Pass	48.00	72.00	45.00	45.00
Annual Pass	94.00	141.00	88.00	88.00
School Year Pass**	72.00	N/A	N/A	N/A
Summer Youth Pass***	24.00	N/A	N/A	N/A

\*Monthly passes valid for calendar months only

\*\*School Yr. Passes valid for school year only

\*\*\*Summer youth pass valid June - August

In FY2012 Pullman Transit provided 1,472,626 one-way passenger trips on fixed route services and 18,653 trips were provided on Dial-A-Ride. In FY2013, 1,400,710 one-way passenger trips were provided on fixed route services and 17,778 trips were provided on Dial-A-Ride.

### ***Budget/Funding***

In FY 2012, total operating expenses for Pullman Transit included \$2,866,524 for fixed route service and \$682,916 for demand response service. In FY 2013, operating expenses totaled approximately \$2,839,000 for fixed route service and approximately \$946,000 for demand response service.

Pullman Transit's funding sources include farebox revenues (which, including WSU student fees, recover approximately 62% of total fixed route operating expenses), a 2 percent local utility tax approved by voters in 1978, FTA Section 5311, and State Rural Mobility and Special Needs grants.

## **HUMAN SERVICE 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 consultant team. In August 2014, the consultant team 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 are attached as Appendix H. 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 July 2014, WSDOT's 2012 *Summary of Public Transportation*, the 2010 *HSTCP*, the 2013 *Idaho Local Mobility Management Network 2B Local Mobility Plan*, 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 while promoting their inclusion in the community in which they live and into mainstream employment. The 2010 *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 veterans 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. The vans are driven by volunteers, and the rides are coordinated through voluntary services 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 Genessee, 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).

A veteran schedules a ride 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) 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 Transit.

## **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 2010 *HSTCP*.

## **Interlink - Faith in Action Volunteer Transportation**

Interlink - Faith in Action is a private non-profit faith-based organization based in Clarkston, Washington serving Asotin County, WA and Nez Perce County, ID. Interlink coordinates volunteers from various faiths and community groups who provide services to allow seniors and others to live independently in their own homes. Among these services is transportation, primarily for seniors and people with disabilities needing 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, providing 51,882 passenger miles, transporting 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.

## **Palouse Industries**

Palouse Industries/Boost Collaborative is 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 adults with disabilities to supported employment and children with disabilities to early learning services and child care.

The 2010 *HSTCP* indicated that the agency had three vehicles, a newer ADA accessible mini-van and two older fourteen passenger maxi-vans, used to provide 170,000 trips annually. At the time, the maxi-van was also used by the YMCA after-school program in Gladish.

## **Palouse River Counseling Center**

Palouse River Counseling Center in Pullman provides mental health and chemical dependency services to adults and youth. The 2010 *HSTCP* noted that the agency had a van used to provide daily transportation to the Harvest House clubhouse. Harvest House is psychiatric rehabilitation program open weekdays from 9:30 am - 2:30 pm. In addition to van services, the 2010 *HSTCP* indicated that counselors 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 LaGrande, Oregon.

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

The Veterans Transport System operates four vehicles, all of which are wheelchair-accessible. 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 coordination relationships with other human service agency transportation providers. The program experiences challenges serving highly rural areas with dispersed population, which means many more single-person trips resulting in a higher cost per trip than is experienced in urban areas.

At the present 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.



## **Veterans Transportation Service, Spokane VAMC**

The Veterans Transportation Service of the Spokane VAMC transports eligible veterans to VA authorized medical appointments with special emphasis on those facing challenges such as wheelchair transportation and visual impairment that make conventional forms of transportation inaccessible. Whitman County is within the catchment area of this WAMC. At the present 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 (generally people with low income or disabilities). Both Washington State and Idaho fund Medicaid transportation through brokerages, organizations which 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. There is no charge to the individual rider, who must schedule the service through the broker.

The study region is covered by three Medicaid brokers:

- Service originating in Lewiston (and all of Idaho) is brokered by **American Medical Response**, a private for-profit company located in Meridian, Idaho.
- Service originating in Columbia County is brokered by **People for People**, a non-profit 501(c)3 organization based in Yakima. People for People also provides rural public and human service transportation and other community service programs in other counties beyond the study area in central Washington.
- Service originating in Asotin, Garfield and Whitman Counties are brokered by **Special Mobility Services**, a nonprofit based in 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 2010 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 about 3 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 2010 HSTCP identified the following preschool and child care centers 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.
- Community Child Care Center in Pullman has three accessible multi-function school activity vehicles. In addition to regular child-care programs, 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 SERVING OR CONNECTING TO THE PALOUSE REGION**

### **Appaloosa Express Transit**

The Nez Perce Tribe, based in Lapwai, Idaho, operates Appaloosa Express Transit, a public transportation service which 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 a.m., 8:36 a.m., 9:00 a.m., 10:05 a.m., 10:55 a.m., 11:45 a.m., 12:22 p.m., 12:50 p.m., 2:28 p.m., 3:58 p.m., 5:12 p.m., 6:40 p.m. Fares for Appaloosa Express Transit service to Lewiston is \$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 and Spokane and beyond, connecting to the national Greyhound intercity bus network, with stops in the Palouse region. Two northbound and two southbound trips per day stop in Lewiston, Pullman, and Colfax, and it is 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 Ace Hardware 610 S. Main. Based in Spokane, Northwestern Stage Lines also provides charter bus service.

### **Regional Public Transportation/SMART Transit**

Regional Public Transportation operates SMART Transit, which is general public fixed route and dial-a-ride service 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 Lewis-Clark 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 around 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 University of Idaho, Federal Transit Administration, Idaho Transportation Department TP Division, City of Moscow, and New Saint Andrews College. The western-most fixed route stop is on State Hwy 8 at War Bonnet Street (where the WalMart is) 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.

### **Reliance Transport**

Reliance Transport is a privately owned charter and excursion business based in Pullman that was started by a WSU student. In the past, Reliance Transport operated a daily shuttle between the Pullman and Moscow, but this service was discontinued in August 2013 due to low ridership. However, the company continues to provide charter services in the Inland Northwest (Colfax, Lewiston, Spokane and surrounding areas), as well as door to door wheelchair-accessible van services.

### **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 \$38.00 each way. Weekend Express service operates from Moscow and Pullman to Bellevue and Seattle on Fridays returning on Sundays (but during the summer only operates with at least 7 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 \$2.00 per one-way trip for others.

In 2013, Wheatland Express was purchased by a Seattle-based motorcoach company, Starline Luxury Coaches, but Wheatland Express operations continue to be based in Pullman.

## 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's Motor Pool coordinates vanpools from Colfax, Colton, Uniontown, 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 Women's Transit is a volunteer-operated security service for women, gay, and transgendered members of the WSU community. The program is a group effort between the WSU Coalition for Women Students, the WSU Women's Resource Center, the CougParents program, and the WSU Center for Civic Engagement. Women's Transit 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 2010 HSTCP indicated that WSU's Women's Transit uses 3 automobiles and operates the following times during the WSU academic year: Sun-Thu: 6 pm-12 midnight; Fri-Sat: 6 pm – 3 am.

## School Districts

Each of the school districts in the study area were surveyed regarding transportation service; only two replied:

- Colton School District indicated that they did not provide any of the transportation services listed in the survey.
- Pomeroy School District provides transportation to and from school, using a

fleet of 14 vehicles, between 7-8 a.m. and 3-4 p.m.

During the school year, Pullman Transit operates school “tripper” service under contract to Pullman Public School System, 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 general public.

The 2010 *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. At the time, this van was not lift equipped; when a lift van is needed, subcontracts are negotiated with COAST or the Community Child Care Center in Pullman.

## Churches

The following churches were identified in the 2010 *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 vehicle that is used to transport church members to out-of-town functions

## 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
- Lewiston:

- A Quick Taxi
- AAA Ride Cab
- ABC Taxi
- Cadillax Cab Co.
- Classic Cab
  
- Pullman:
  - A Top Notch Taxi
  - Blue Water Taxi
  - College Cabs
- Moscow - though just outside of the study region, these may also serve Pullman:
  - A Wildcat Taxi
  - A-Z Taxi
  - Black Taxi Cab of Moscow
  - Pegasus Taxi

### **Charter Bus Operators**

In addition to Northwestern Stage Lines, Wheatland Express, and Reliance Transport, 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 at least in the past has operated “Cougar Cruiser” shuttle service between Moscow and Pullman specifically for WSU football games.

## **SUMMARY OF SERVICES AVAILABLE IN EACH GEOGRAPHIC AREA**

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

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

The rural portion of Asotin County has been separated out 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 being open to anyone and focus on the local area. These services are funded by FTA, ITD or WSDOT, and local tax or county funds, and have fares that are affordable to those with limited economic means. No restrictions are placed on trip purposes.
- **Scheduled Intercity Service** – These services are designed to meet longer-distance travel needs, typically making limited fixed stops and operating 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, typically provided using sedans that do not accommodate people in wheelchairs. 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 or members, or other 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.

### **Lewiston-Clarkston Urbanized Area**

- Local Public Transportation
  - Lewiston Transit System
  - Asotin County Public Transportation Benefit Area
  - Appaloosa Express Transit
- Scheduled Intercity Service
  - Northwestern Trailways
- Taxicab Companies
  - A Quick Taxi



- AAA Ride Cab
- ABC Taxi
- Cadillax Cab Co.
- Classic Cab
- Discount Cab
- First Call Cab & Truck
  
- Organizations that limit services to their own clients or members, or other 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 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 other 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 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 other otherwise limited to specific eligibility criteria:
  - DAV Volunteer Van Network (veterans with disabilities)
  - Veterans Transport System, Walla Walla VAMC (veterans)

## **Garfield County**

- Local Public Transportation
  - Garfield County Transit
  - COAST Transportation (limited to those with no other transportation)
  - Vanpool Program of Columbia County Public Transportation
- Scheduled Intercity Service
  - Garfield County Transit (scheduled and demand response service)
- Taxicab Companies
  - none
- Organizations that limit services to their own clients or members, or other 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 other 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)

## Chapter 4

# Transportation Needs Assessment

This chapter 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 (U.S. Census and American Community Survey). Together, the qualitative and quantitative methods provides an overall needs analysis that includes the “human” side of the need for transportation services, and the numbers and data that help identify geographic areas and corridors that are most likely to support new transportation services or coordination efforts. Along with the inventory of existing resources detailed in the preceding chapter, this information was used as a base from which to identify issues and constraints, potential strategies and projects for improvement, and ultimately in the preparation of the Human Services Transportation Coordination Plan for the region.

This chapter is organized into two sections:

- Data and Information - the quantitative component of the needs assessment
- Summary of Unmet Transportation Needs and Gaps in Existing Services – as identified through the community meetings and the individual stakeholder interviews and review of demographic data.

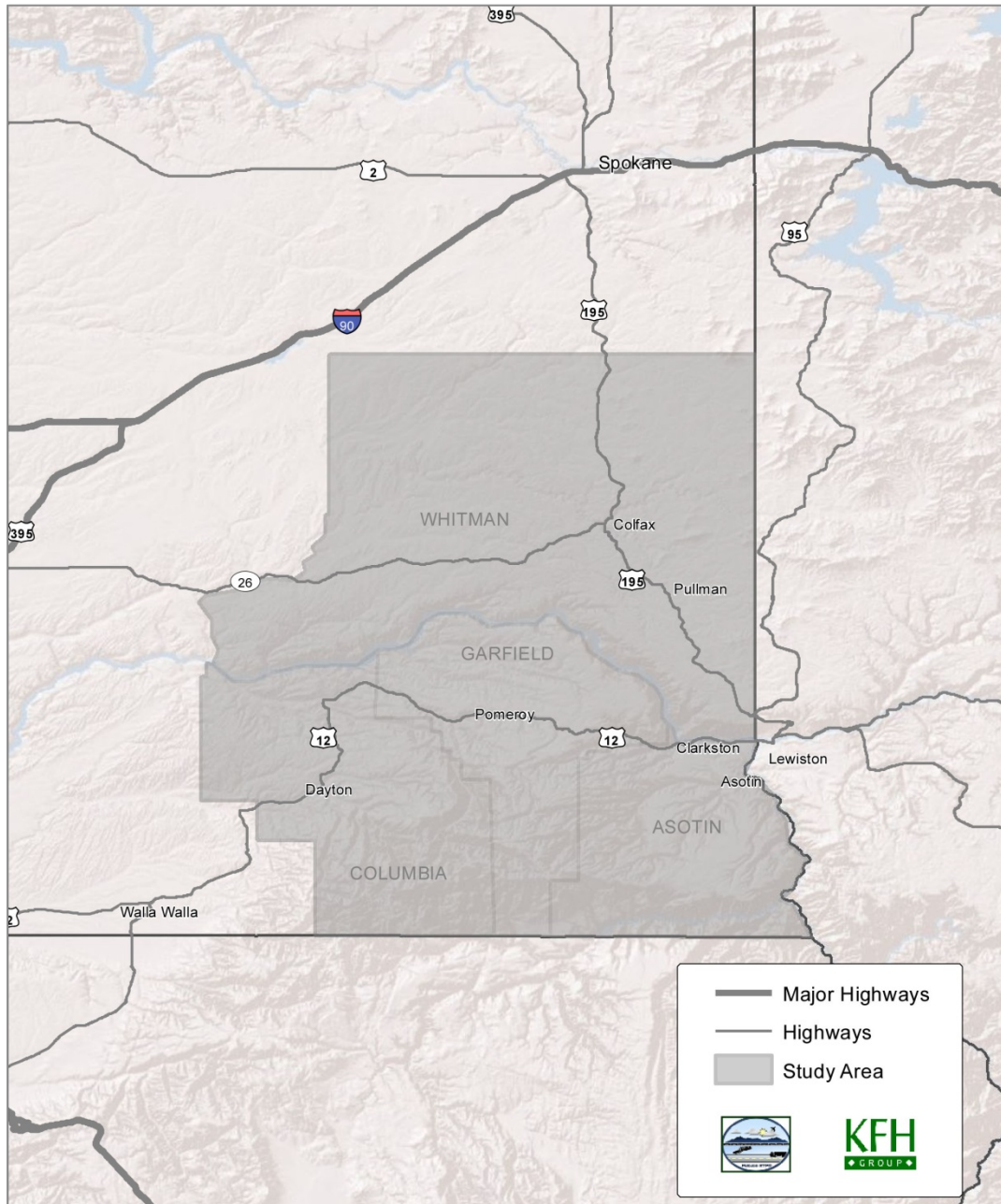
### DATA AND INFORMATION

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 and key origins and destinations.

## Population Profile

The Palouse Region of Washington covers four counties that belong to the Palouse RTPO: Whitman, Asotin, Garfield, and Columbia (Figure 4-1). The study area also includes Lewiston, Idaho.

**Figure 4-1: Palouse RTPO Planning Area**



Summary population data is provided in Table 4-1 (total county population and change in the past decade) and Table 4-2 (cities and towns).

**Table 4-1: County Population Growth, 2000-2010**

County	2000 Population (Census)	2010 Population (Census)	Percent Change 2000-2010	Land Area (Square Miles)	2010 Population Density (Persons per Square Mile)
Whitman	40,725	44,807	10.02%	2,178	20.57
Garfield	2,389	2,268	-5.06%	718	3.16
Asotin	20,555	21,696	5.55%	641	33.85
Columbia	4,071	4,112	1.00%	874	4.70
Palouse Region	67,740	72,883	7.59%	4,411	16.52

Source: U.S. Census Bureau.

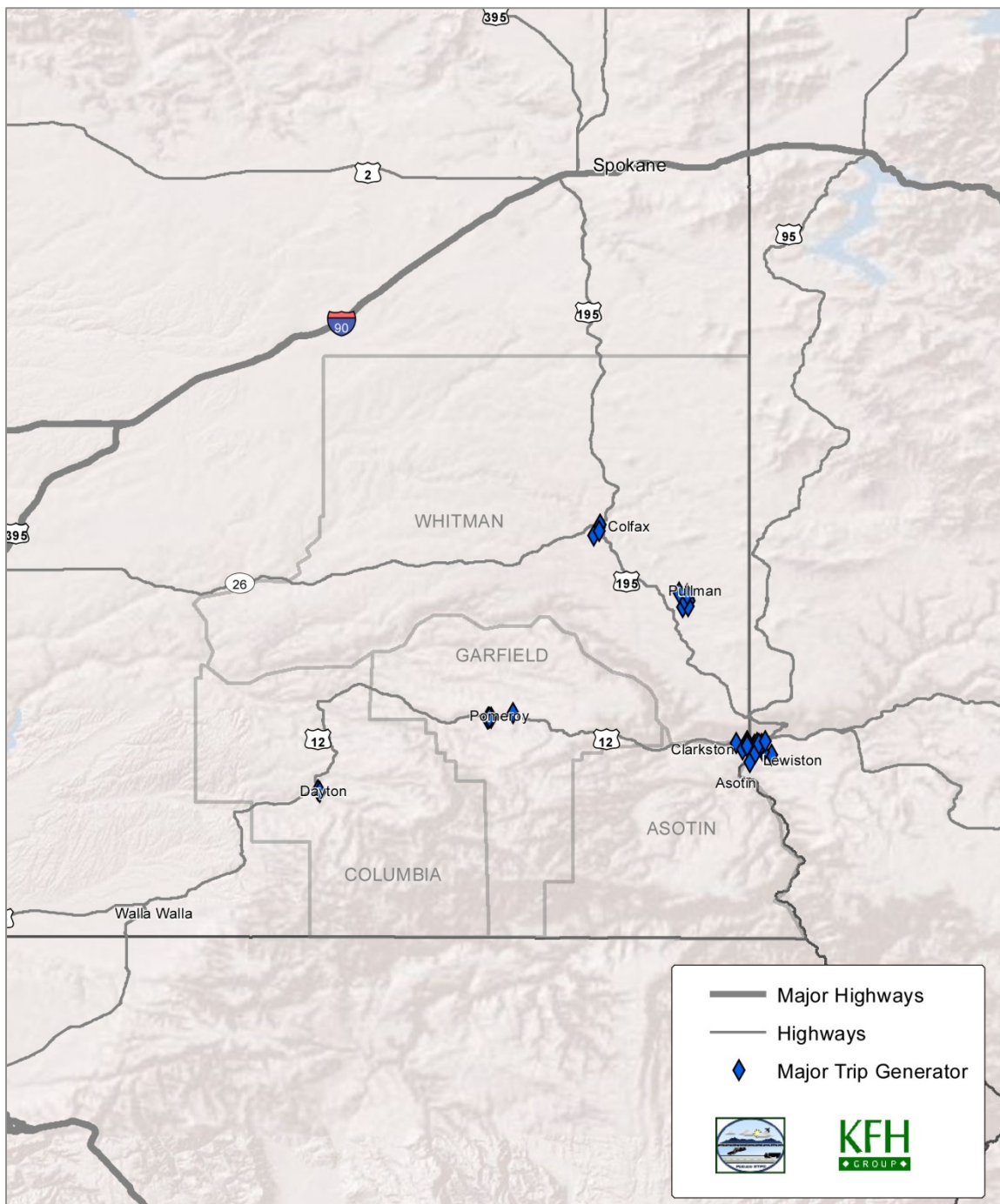
**Table 4-2: Cities and Towns Population Growth, 2000-2010**

County	Place	2000 Population (Census)	2010 Population (Census)	Percent Change 2000-2010
Whitman	Pullman	25,033	29,824	19.13%
Whitman	Colfax	2,855	2,804	-1.78%
Asotin	Asotin	1,092	1,255	14.92%
Asotin	Clarkston	7,332	7,248	-1.14%
Nez Perce, ID	Lewiston	30,871	31,926	3.41%
Garfield	Pomeroy	1,512	1,426	-5.68%
Columbia	Dayton	2,669	2,546	-4.60%

### Common Origins and Destinations

Identifying land uses and major trip generators in four county region complements the above 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 4-2 and listed by type in Appendix I.

Figure 4-2: 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 4-3 displays the population density of Block Groups across the region. As illustrated in this map, 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:

$$TDI = PD * (AVNV + AVE + AVY + AVBP)$$

*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 4-3: Population Density (Persons per Square Mile)**

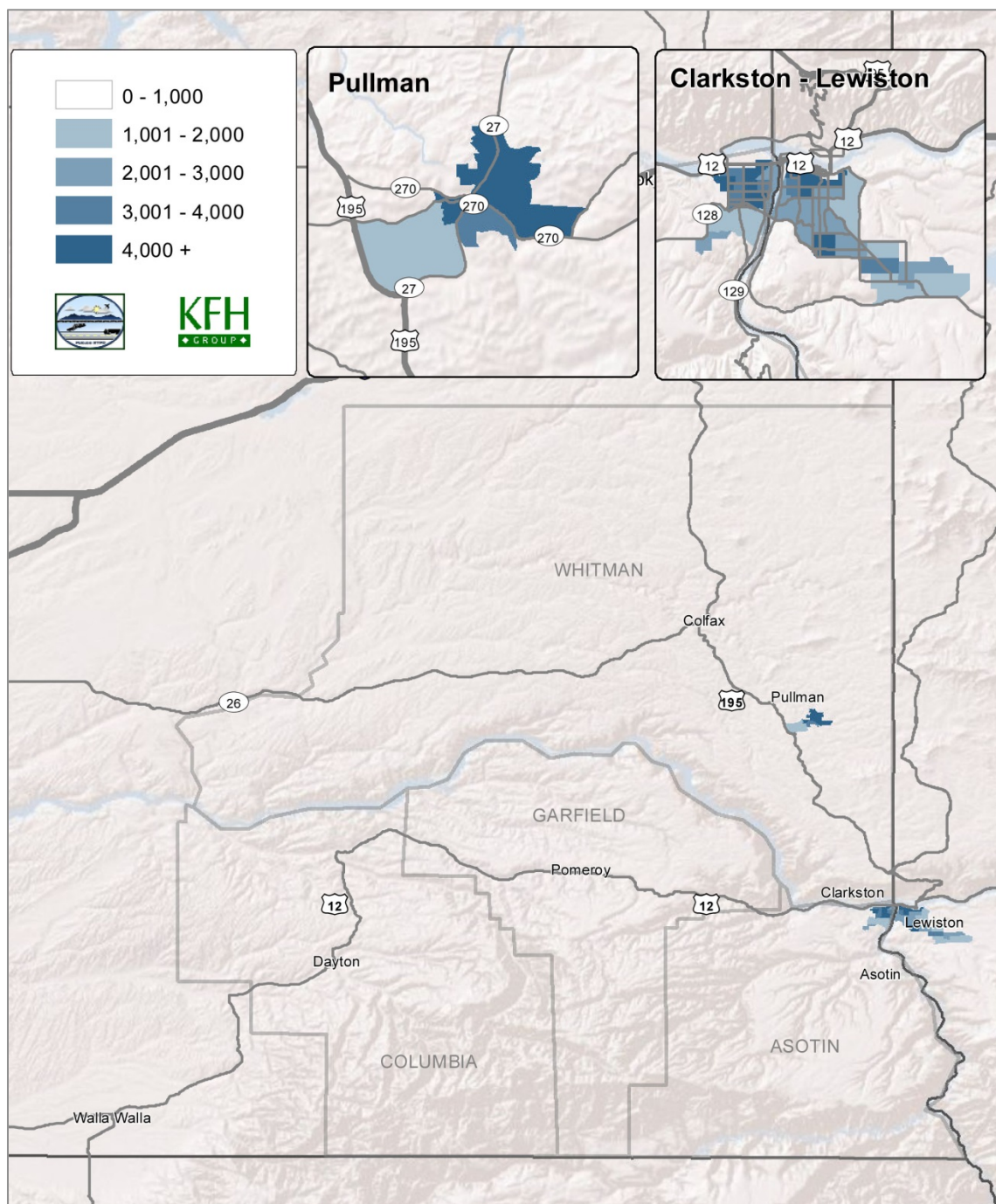
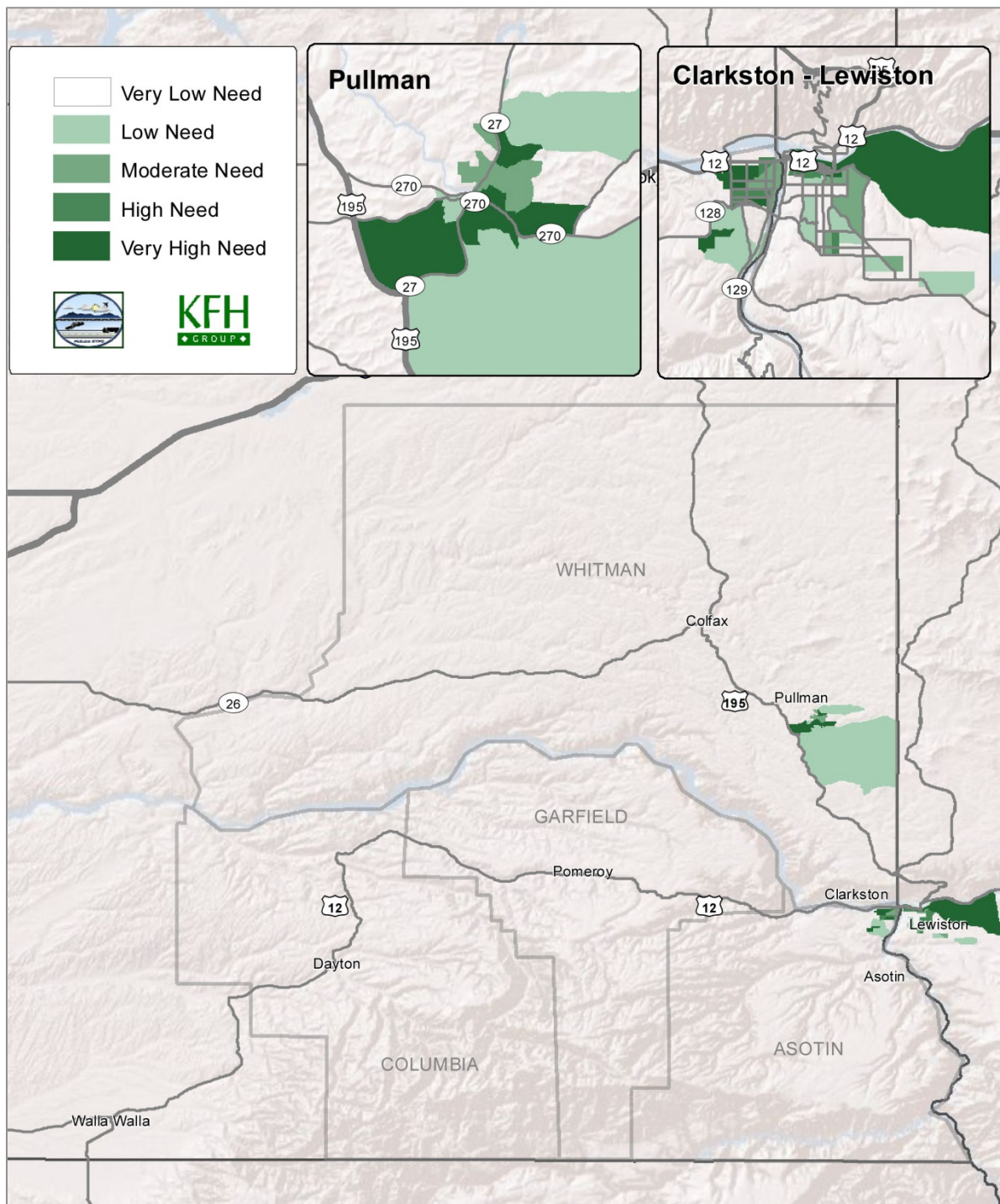


Figure 4-4 displays the TDI for the Palouse region. Based on the density of cohorts displaying characteristics of transit dependency the highest areas of need in the region are in and around Pullman and Lewiston - Clarkston.

Figure 4-4: 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 autoless 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 the 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 4-5 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.

## Autoless 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 4-6 displays the number of Autoless 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 autoless households.

## Senior Adult Population

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 4-7 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.



Figure 4-5: Transit Dependence Percentage Index

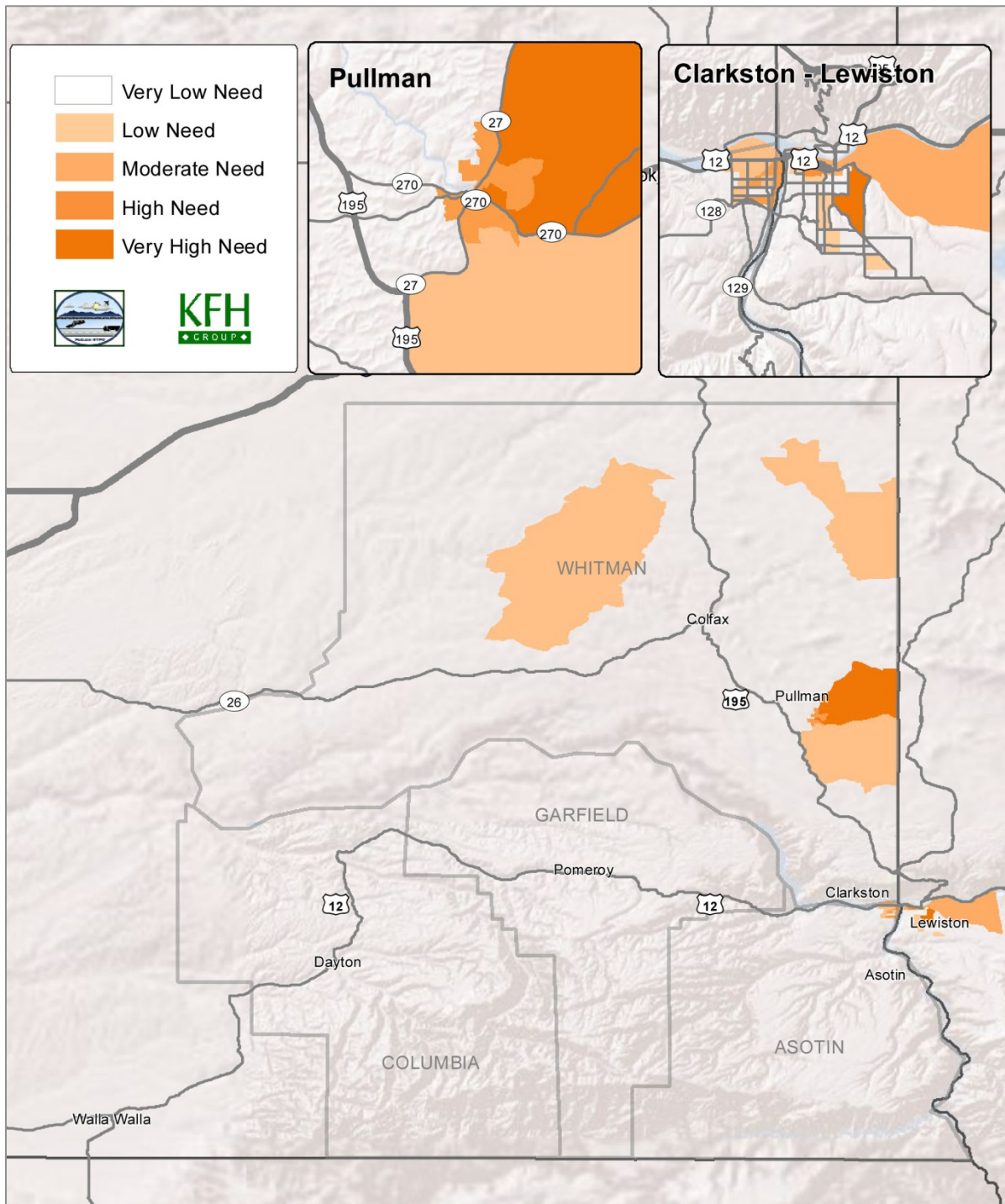


Figure 4-6: Autoless Households per Block Group

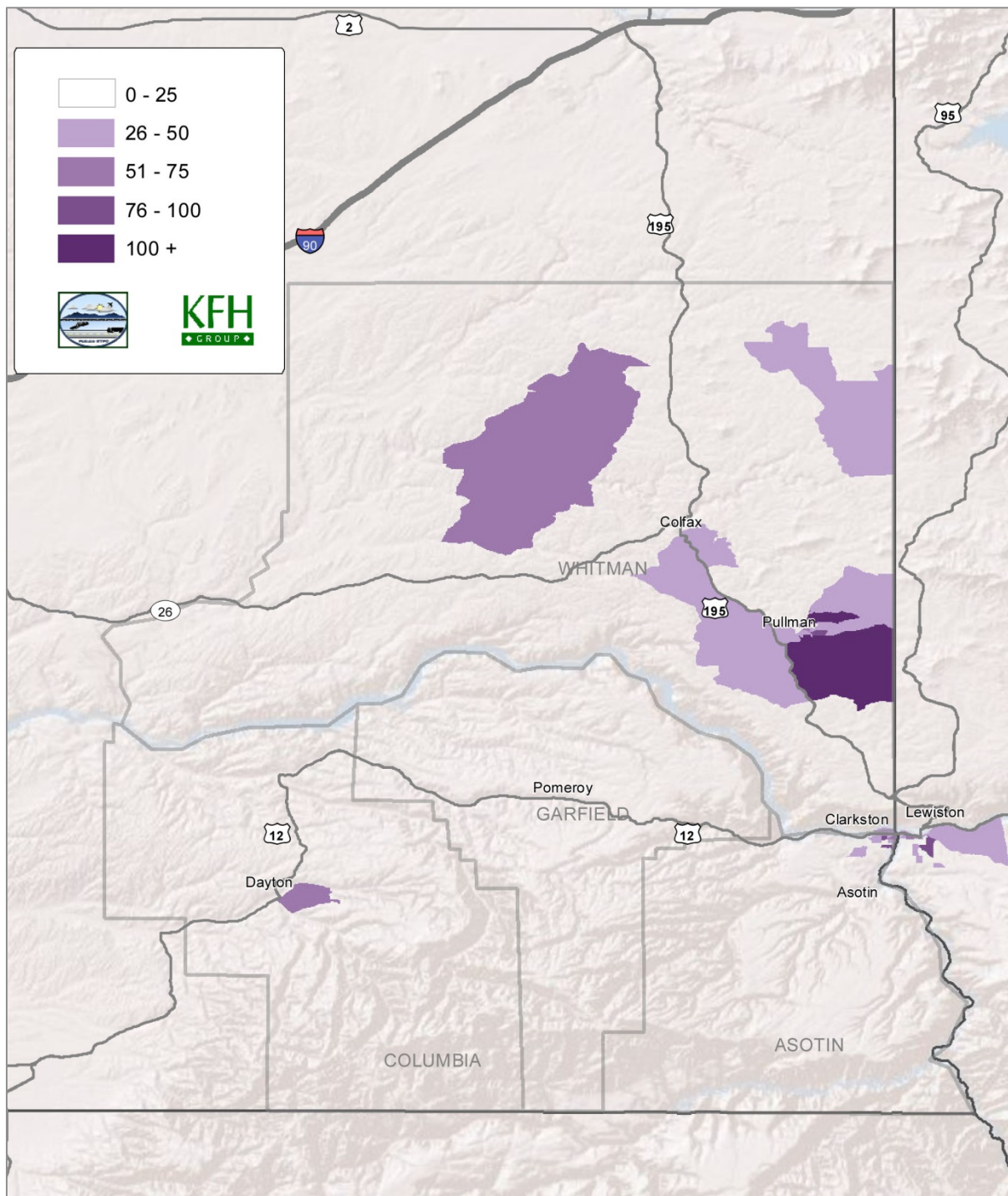
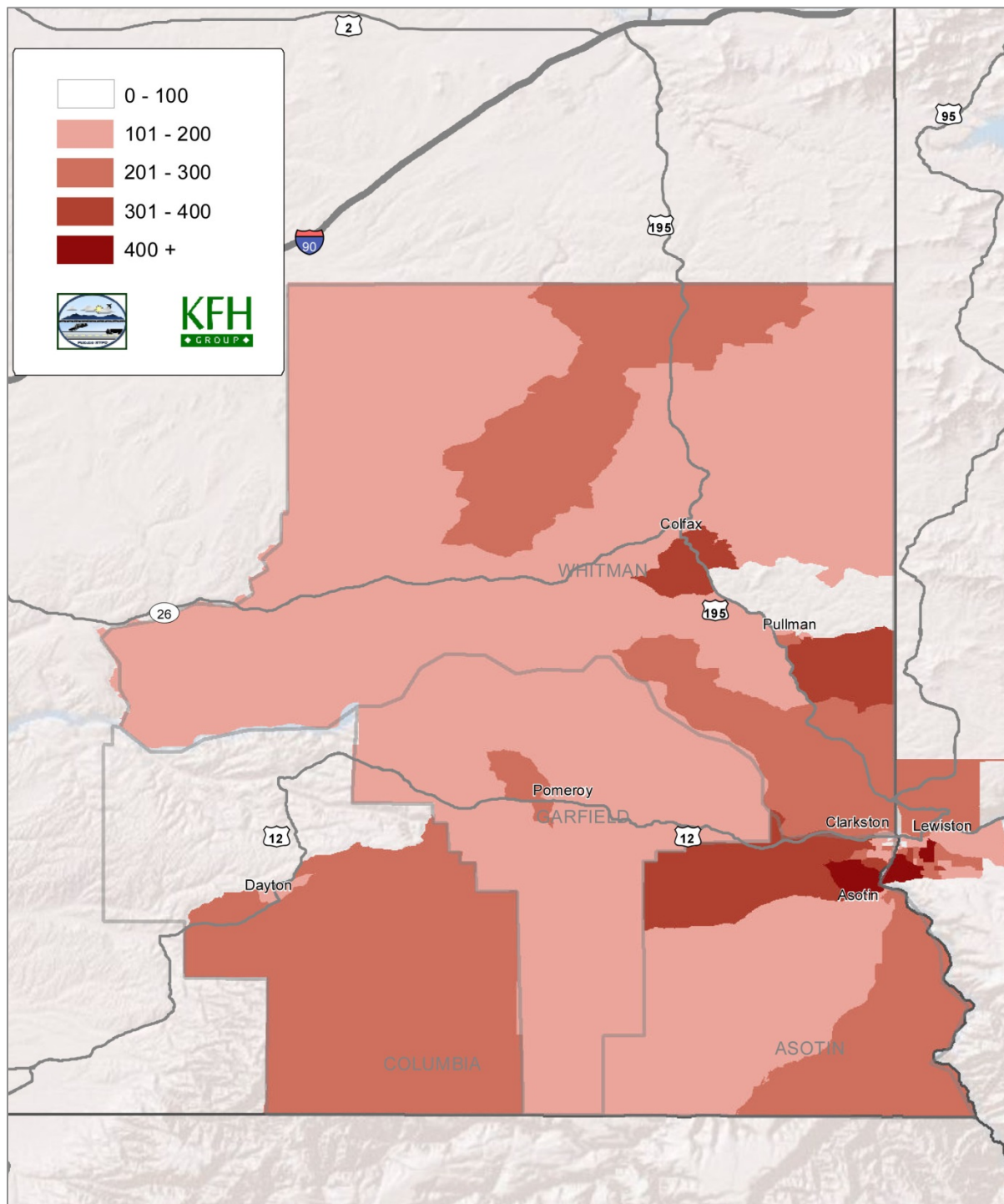


Figure 4-7: Persons over 65 Years of Age per Block Group



## **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; those with disabilities may be unable to operate a vehicle and thus 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 Lewiston – Clarkston areas (Figure 4-8).

## **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 4-9 depicts the percentage of below-poverty individuals per block group. The areas with the highest percentage of low income households are Lewiston – Clarkston, Pullman, Colfax, Dayton and rural areas in the western portion of the study area.

## **SUMMARY OF UNMET TRANSPORTATION NEEDS AND GAPS IN EXISTING SERVICES**

Table 4-3 provides a summary of the unmet transportation needs and gaps in existing services identified through the community meetings, the individual stakeholder interviews, the WSU survey, and review of demographic data. While many unmet needs and gaps are interrelated, they are grouped by common themes.



Figure 4-8: Individuals with Disabilities per Block Group

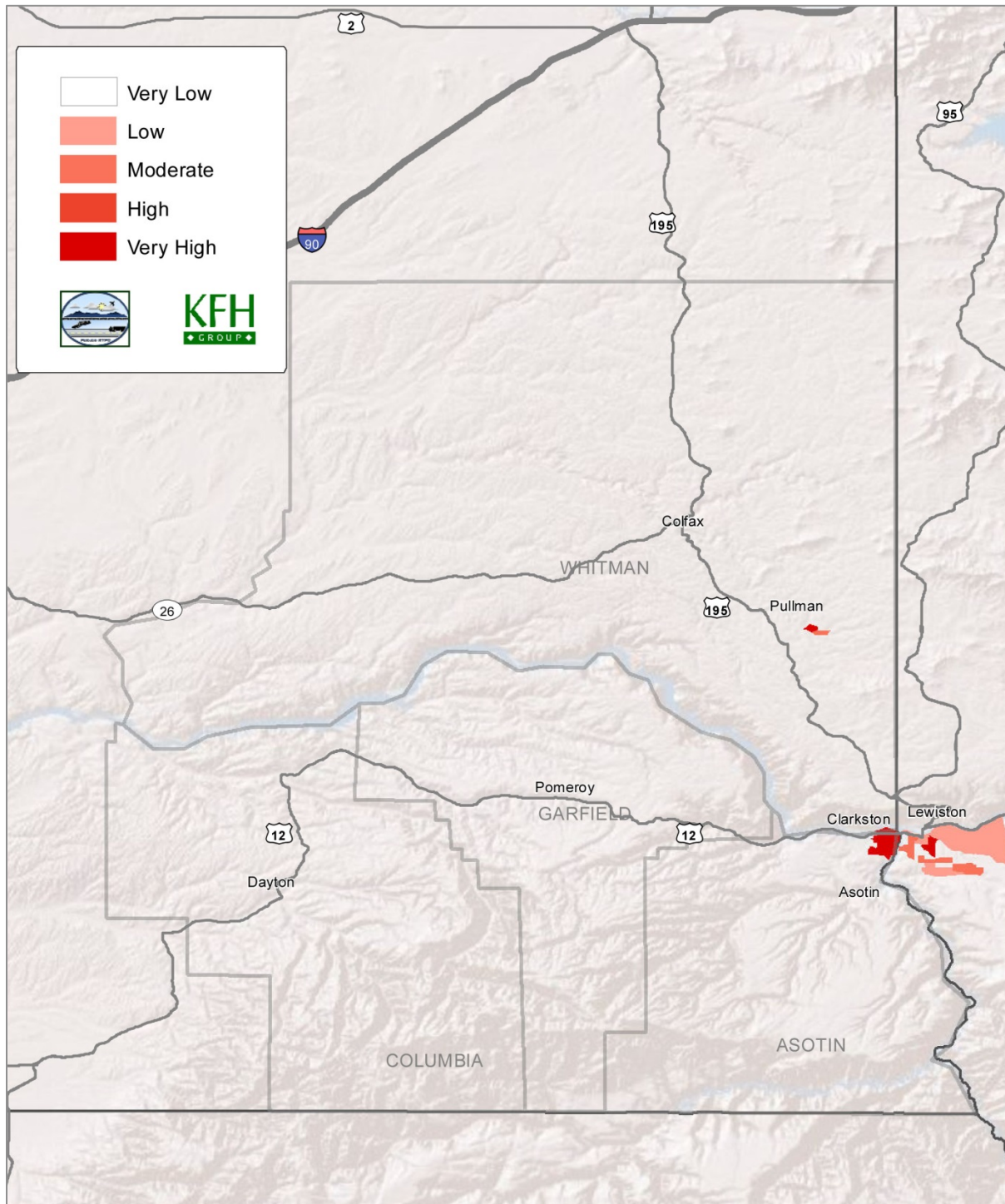
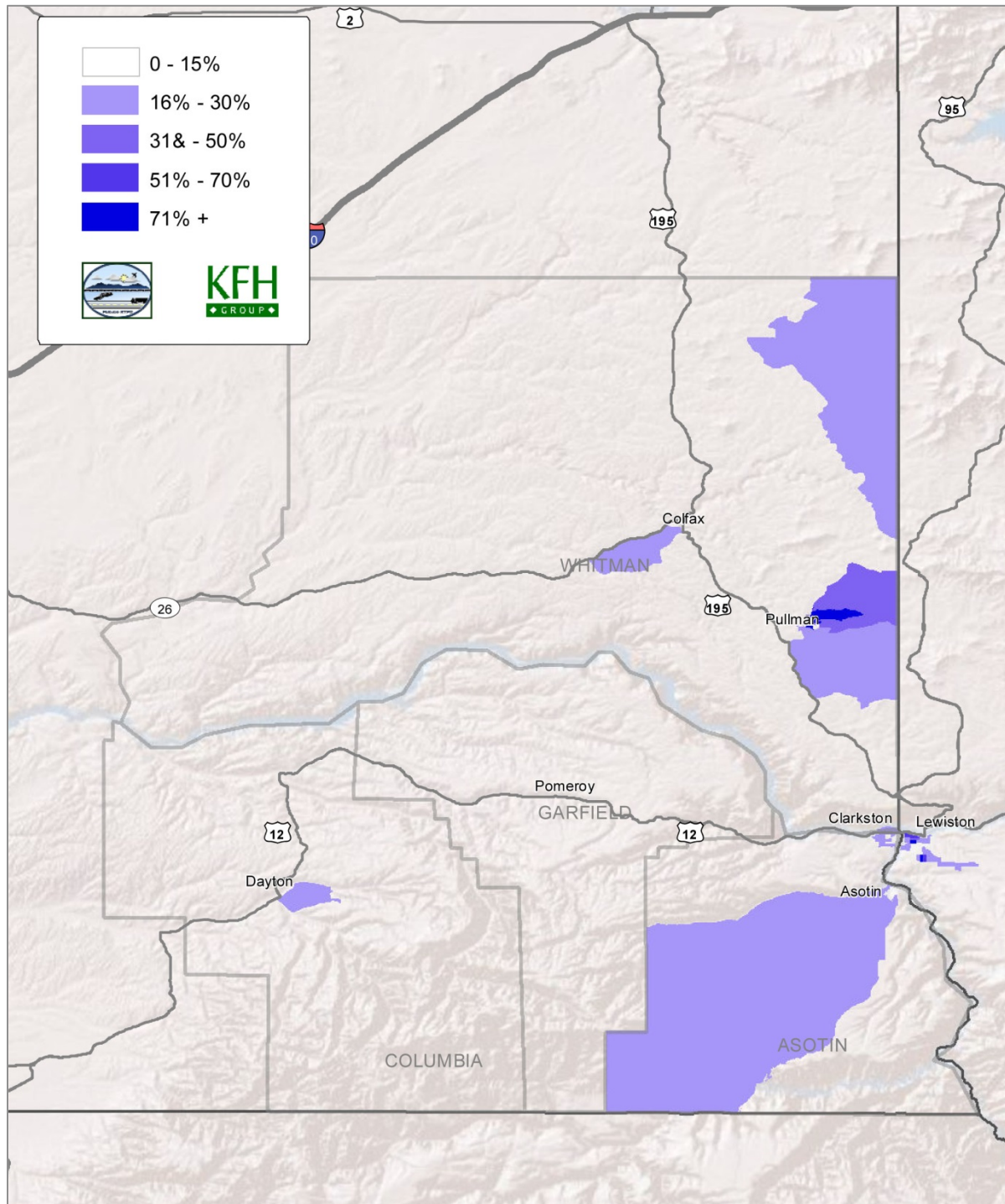


Figure 4-9: Percentage of Low Income Households



**Table 4-3: Summary of Unmet Transportation Needs/  
Gaps in Current Transportation Services**

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

<ul style="list-style-type: none"> <li>○ Rosalia</li> <li>○ Endicott</li> <li>○ Northern Whitman County</li> <li>- Park and ride services from small outlying towns into Lewiston/Clarkston.</li> </ul>
<p><b>Expanded Transportation Services to Areas Outside the Region</b></p> <ul style="list-style-type: none"> <li>- Affordable transportation options to Spokane Airport and medical appointments.</li> <li>- Additional service to Walla Walla from Pomeroy.</li> <li>- Transportation options for long distance trips from Pomeroy to the Tri-Cities region of Kennewick, Pasco, and Richland and connections to Ben Franklin Transit.</li> <li>- Expanded transportation services for veterans from Pomeroy to Walla Walla and Spokane.</li> <li>- 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.</li> </ul>
<p><b>Transportation Options for Trips Other than to Medical Services</b></p> <ul style="list-style-type: none"> <li>- Transportation for people who qualify for Non-Emergency Medicaid Transportation (NEMT) for other type of trips not covered by Medicaid.</li> <li>- Long distance trips from Colfax for recreational events (theater, shows, and tourist locations).</li> <li>- Asotin/Lewiston area: Services for foster children to visit parents in non-urbanized areas.</li> <li>- Student transportation from Asotin to Spokane.</li> <li>- Weekend service from Dayton to Lewiston for shopping needs.</li> </ul>
<p><b>Expanded Transportation Options for Employment Trips</b></p> <ul style="list-style-type: none"> <li>- Expanded regional vanpool services similar to those in place in Asotin and Columbia Counties.</li> </ul>
<p><b>Transportation Services for Same Day and Impromptu Trips</b></p> <ul style="list-style-type: none"> <li>- Premium dial-a-ride services where customer would pay higher fare.</li> <li>- Taxi services in Colfax area.</li> <li>- Accessible transportation services for unplanned non-emergency medical trips for people who use wheelchairs.</li> </ul>
<p><b>Greater Outreach on Availability of Public Transit Services</b></p> <ul style="list-style-type: none"> <li>- Expanded marketing efforts that promote that transit services are available for all types of trips, not just for medical or nutrition trips.</li> <li>- Expanded marketing efforts that promote that transit services are for the general public (not just the “senior bus”).</li> <li>- Expanded marketing campaign targeting younger population groups and students.</li> </ul>
<p><b>Greater Outreach on Value and Benefits of Public Transit Services</b></p> <ul style="list-style-type: none"> <li>- An education campaign that highlights the economic impact of current services and stresses the need for greater regional connectivity.</li> </ul>

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

#### **Other Efforts that Would Support Existing Services**

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

## Chapter 5

# Technology and Emergency Management

This chapter of the Palouse RTPO HSTCP summarizes the transit technologies currently in use in the region as well as each transit system's involvement in regional emergency management practices.

### TECHNOLOGY

#### Asotin County PTBA

Asotin County PTBA shares technology and dispatching with Lewiston Transit System, with it all being managed by Lewiston. Transit technology consists of the use of Route Match software with mobile data computers (MDC) on the vehicles. The two systems are changing their technology and eliminating the MDC and replacing them with tablets. In addition they also have automatic vehicle locators (AVL) to track where the vehicle is at any time.

#### 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 spotty 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.

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 has the capacity to 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.

## **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.

## **Garfield County Transportation**

The Garfield County Transportation 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.

## **Lewiston Transit System**

Lewiston Transit System manages the shared dispatch with Asotin County PTBA. Transit technology consists of the use of Route Match software with mobile data computers (MDC) on the demand response vehicles. The two systems are changing their technology and eliminating the MDC and replacing them with tablets. In addition they also have automatic vehicle locators (AVL) to track where the vehicle is at any time. Lewiston Transit System also has video surveillance cameras in their vehicles as well.

## **Pullman Transit**

Pullman Transit employs a CAD system (StrataGen) and has AVL for the Dial-A-Ride vans to support dispatch functions. Pullman Transit fixed-route buses have mobile data terminals, AVL, automatic stop enunciators and smart card capabilities.

## **Human Service Agencies**

The Veterans Transport System of the Walla Walla VAMC uses Route Match software.



## **EMERGENCY MANAGEMENT**

Emergency management coordination is 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 planning consultant team.

### **Asotin County PTBA / Lewiston Transit System**

Currently, neither the Asotin County PBTA nor the Lewiston Transit System collaborates with local emergency management agencies in the planning for emergency response. However, Lewiston Transit System is gearing up to develop an emergency management plan. This presents an excellent opportunity to begin collaborating 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 Washington State emergency management planning that is under way in coordination with Idaho.

COAST indicated that its own emergency management plan has been fully approved by WSDOT. COAST's plan focuses on survivability of COAST staff and their families first, then reaching out to help others. COAST has provided a bus to support firefighters.

### **Columbia County Public Transportation**

CCPT noted that emergency management is one area in which they could use some technical assistance. Columbia County's emergency management risks include flooding (which happened 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 of safety training, including mandatory trainings with all of its drivers one evening most months of the year. Dinner is provided along with a safety video, followed by hands-on training conducted by the Operations Manager. Sometimes Garfield County Transportation participates in a joint training event. For example, in May 2014, the CCPT's evening training was



conducted on “violence in the workplace.” Garfield County Transportation brought pizza and their drivers participated in the training.

### **Garfield County Transportation**

The 2010 HSTCP indicated that Garfield County Transportation has collaborated with Garfield County Department of Emergency Management, and that the January 2010 update to the Garfield County Comprehensive Emergency Management Plan identified the transit fleet as available resources.

As noted above Garfield County Transportation drivers participate in CCPT evening safety training meetings.

### **Pullman Transit**

As indicated in the 2010 HSTCP, the City of Pullman has a separate Emergency Management Plan, the role of the transit system is addressed in the plan, that Pullman Transit was involved in the development of the plan, which identifies Pullman Transit’s coordination role under the direction of the Public Works Director and highlights the potential use of the transit agency’s resources, including radio communications and public notification systems.

### **Recommendations**

For those transit systems that are not already engaged with local or regional comprehensive emergency management planning or coordination efforts, a general recommendation is to reach out to local emergency management agencies, including 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 emergency response (e.g., to help with evacuation or to provide a mobile shelter).

Each transit system should also have its own emergency management plan as part of a comprehensive safety program. A list of recommended resources to assist rural and small urban transit systems in developing their plans and training programs is attached as Appendix J.

## Chapter 6

# Development of Strategies to Meet Public Transportation Needs

### INTRODUCTION

This step of the human services transportation planning process calls for the development of strategies to meet public transportation needs, broadly identified along with a list of prioritized projects to meet the identified gaps in service. This section includes proposed strategies that were discussed with members of the project advisory in September 2014, and discussed during a series of public meetings conducted October 15-17, 2014. The list and strategies were amended based on input from the committee and public input. After agreement on strategies to be included in the plan, the committee met in November 2014 to prioritize projects according to Washington State DOT requirements.

The strategies presented in this chapter 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, and,
- Overall assessment of transportation needs.

Based on the assessment of existing transportation needs and resources, the project team developed a menu of strategies as a starting point for the selection and prioritization. These strategies will build upon the existing services, and identify new opportunities to expand mobility in the region.

Although many of the strategies typically developed through the human services transportation planning process are interrelated in their focus, the following categories were utilized for this plan:

- Overarching 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.

## OVERARCHING STRATEGIES

While many of the strategies are specific to a county or a transit system, these overarching strategies are essential for all areas of the region. 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, and using an outreach theme that conveys that transit services in the region are open to the general public.
- Continue to coordinate services and functions, using the model demonstrated by Lewiston and Asotin. 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 Transit Benefit Area (PTBA)**

- Maintain existing service levels to ensure stable transit service – the first order of business as discussed in the overarching strategies.
- Maintain coordination of services with Lewiston Transit System. This excellent model should be maintained and enhanced where possible.

- Expand to Saturday service. The issue here is the level of service. Typically Saturday service starts later and provides a lower level of service. 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.
- Procure and install additional shelters based on a rational prioritization of stops.
- Replace one fixed route bus (Red Line) and one dial-a-ride bus.

### **Columbia County Public Transportation (CCPT)**

- Maintain existing service levels to ensure stable transit service – the first order of business as discussed in the overarching strategies.
- Replace vehicles as needed to ensure service continuity. The highest priority replacement need identified by CCPT is for 2 demand response buses.
- Implement limited weekend service which could provide transportation for churchgoing, shopping, and running errands.
- Explore the possibility of alternative funding for services provided to Walla Walla County residents, as CCPT currently operates services in limited areas of Walla Walla County, which is outside of the Palouse RTPO coverage area.
- This system can be part of the U.S. Highway 12 service corridor (noted under regional strategies).

### **Garfield County Transit**

- Maintain existing service levels to ensure stable transit service – the first order of business as discussed in the overarching strategies.
- Restore the medical/shopper service from two days a week service to five days per week.
- Extend local service hours to 5:00 pm Monday through Friday.
- 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 and rebrand the service.
- This system can be part of the U.S. Highway 12 corridor (noted under regional strategies).

### **Lewiston Transit System**

- Maintain existing service
- Expand marketing of current services.
- Fixed Route AVL and tablets (Route Match) with “Route Shout” for riders
- Procure and install additional shelters based on a rational prioritization of stops.
- Expand to Saturday service. The issue here is the level of service. Typically Saturday service starts later and provides a lower level of service. 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.

### **Pullman Transit**

- Expand evening service to fulfill numerous requests for later service.

### **COAST Transportation**

- Expand service and hours between Pullman and Colfax. This could be part of a U.S. 195 corridor service corridor (noted under regional strategies). 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.
- Implement taxi service or dial a ride in Colfax area. A dial a ride service that is accessible can be supported in Colfax.

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## REGIONAL STRATEGIES

As described in the assessment of unmet transportation needs, a high priority for the region is greater connectivity so that residents can travel on public transportation in a seamless manner. Therefore a regional approach is needed that ensures the proper connections. Similar to other strategies, this will involve expansion of services that will require appropriate operating assistance and capital assistance for new vehicles.

- Implement a mobility manager program to coordinate services, marketing, planning as well as a variety of other functions in the four county region. The mobility manager would also provide support to each transit system.
- Implement greater regional connectivity between public transit services:
  - U.S. 195 Corridor: Spokane to Clarkston/Lewiston – This service would be coordinated with existing services operated by Northwest Stage Lines. Complementary service to Northwest Stage is appropriate. Implement service to Spokane and Clarkston on the 195 corridor including all of the towns along the route: Pullman, Colfax, Steptoe, Oakesdale, Rosalia and other communities as appropriate.
    - a. A variety of destinations and connections to local transit should be in place in Spokane and Clarkston/Lewiston.
    - b. Implement service to the Spokane airport.
    - c. Types of service can include commuter, shopping, medical and/or personal business.
    - d. The service should be on a scheduled basis.
    - e. Consideration should be given to vanpooling for commuter service.
    - f. Additional components can include enhanced service between Pullman/Moscow and Lewiston/Clarkston.
    - g. Accessible service is essential.
  - U.S. Highway 12 Corridor: Walla Walla, Clarkston/Lewiston, Grangeville, Bovil and Riggins – This service would connect these end points with enhanced service to Pomeroy, Dayton and Waitsburg.
    - a. A variety of destinations and connections to local transit should be in place in Walla Walla, Clarkston/Lewiston, and into Idaho.
    - b. Components of this service are in place at this time, include shopping and commuter runs.

- c. Consideration should be given to vanpooling for commuter service.
  - d. Service should be scheduled.
  - e. Possibilities exist for connections to the Tri-Cities.
  - f. Accessible service is essential.
- o Service between Moscow and Pullman - Previously operated through funding from both universities, this service was eliminated. The need remains and this service would be geared for travel between the schools but would also be designed to attract commuters and other riders.

## COORDINATION

Coordination itself is often a worthy task, but it should be remembered that the goals are increased services, mobility, and ridership. One of the approaches to those goals is coordination. Coordination itself is a tool to help attain the true goals. A key 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 in the region. These efforts will be furthered through the regional strategies that are focused on greater regional connectivity.

## TITLE VI REQUIREMENTS

As noted in the ACCT 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 Chapter 2, 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.

## COMMUNITY PROJECT PRIORITIES

As noted in the Introduction of this chapter, recommended strategies were developed and presented to the project advisory committee in September 2014 and discussed with the public through a series of public meetings conducted October 15-17,

2014 (see Appendix K for the schedule of meetings conducted, materials presented, and sign-in sheets). The priority strategies and preferred projects to address these strategies were identified and ranked by the project advisory committee during a meeting conducted in November 2014.

### **Process of Prioritizing Projects**

On Monday, November 3, 2014 the ranking committee met at Asotin PTBA headquarters to prioritize projects according to the Washington State DOT planning process requirements. The following organizations were represented at this meeting:

- Asotin County PTBA
- Garfield County Transit
- Columbia County Transit
- COAST
- Pullman Transit
- WSDOT Transit
- Palouse RTPO

Coordinated transportation was discussed using the draft Human Service Transportation Coordination Plan (HSTCP) for the Palouse RTPO as a guide to look at and receive comments upon. Several ideas were forwarded, mostly regarding options for future expansion of services, fleets and facilities. The underlying recognition from the group was that it is currently impractical to elevate specific coordination projects due to the limited funding available. The funding available is estimated to cover operating costs and equipment needs, with little remaining for other projects.

New projects were considered, with none being championed as better on an individual agency basis, nor on a regional basis, than the priorities arrived at (detailed below). With the rural nature and disbursement of systems throughout the region, little in the way of increased effectiveness was found in ranking any new endeavors above those that currently exist.

The proposed strategies all meet the described strategies due to the consistency each proposed project has in relation to the strategies themselves; the strategies were used as a template to rank the projects. The addition of a Mobility Manager, albeit a part-time position, is the result of the agencies working together towards greater coordination. It was felt that having a common resource would allow for more insight into how the systems might be able to better coordinate.



## Project Rankings

The final results of the project ranking are presented in Table 6-1. They are organized into three categories of projects:

- **“A” Projects** – These are the highest priorities for WSDOT funding in the Palouse region. This priority category include operating funding to maintain existing levels of service currently operated by CCPT, Garfield County Transit, 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 for Asotin PTBA, COAST, and CCPT, 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 for Garfield County Transit as well as a Mobility Manager Grant for the Palouse RTPO.

**Table 6-1: Palouse RTPPO Regional Funding Priorities for WSDOT Funding**

Organization	Project Name	Project Description	Strategy Addressed ( <i>see pp 6-2 to 6-6</i> )	Expected Outcomes
<b>A Projects</b>				
Columbia County Public Transportation	Operating Grant	Operating funds to sustain existing demand response service	Maintain existing service levels to ensure stable transit service	CCPT will continue operation of existing transportation services
Garfield County Transit	Operating Grant	Operating assistance for sustaining Garfield County Transit's existing services and restoring previous service levels	Maintain existing service levels to ensure stable transit service. Restore previous levels of service	GCT will continue operation of existing transportation services
City of Pullman/ Pullman Transit	Operating Grant	Operating assistance for sustaining the City of Pullman's transit division's existing fixed-route service within Pullman	Maintain existing service levels to ensure stable transit service	City of Pullman will continue to operate fixed route service at current levels
COAST	Operating Grant	Operating assistance for sustaining COAST's existing services	Maintain existing service levels to ensure stable transit service	COAST will continue to operate transit service at current levels
<b>B Projects</b>				
Asotin County PTBA	Vehicle Grant	One ADA Compliant Cutaway Vehicle - replacement vehicle	Maintain existing service levels to ensure stable transit service	Asotin County PTBA will continue to operate fixed route service at current levels
COAST	Vehicle Grant	One ADA Compliant Cutaway Vehicle - replacement vehicle	Continue operation of existing transportation services	COAST will continue operation of existing transportation services
Garfield County Transit	Service Expansion Grant	Provide additional 1,300 hrs. of local service	Extend local service hours to 5:00pm Monday through Friday	Expansion of weekday service to 5:00pm.
Columbia County Public Transportation	Vehicle Grant	Capital assistance to replace two demand response cut-away buses	Replace vehicles as needed to ensure service continuity	CCPT will continue operation of existing transportation services

**Table 6-1: Palouse RTPO Regional Funding Priorities for WSDOT Funding (Continued)**

Organization	Project Name	Project Description	Strategy Addressed ( <i>see pp 6-2 to 6-6</i> )	Expected Outcomes
<b>C Projects</b>				
Garfield County Transit	Technology Improvement Grant	Provide security cameras and DVR systems for all GCT vehicles	Improve technology to increase safety and increase efficiency data collection	Increase in safety monitoring and the accuracy of data collection.
Palouse RTPO	Mobility Manager Grant	Mobility Management part-time position	Implement a mobility manager program to coordinate services	Greater coordination of services and planning, as well as additional support for each transit system.