# QUADCO

# Coordinated Public Transit
# **Human Services**
# **Transportation Plan**
# **2014**

## **Adams, Grant, Kittitas & Lincoln**

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## Introduction

The Federal Transit Authority requires the establishment of locally developed and coordinated Human Service Transportation Plans for special needs transportation programs. In addition, Washington State Department of Transportation Consolidated Grant program applicants are required to participate in the planning process with their local Regional Transportation Planning Organization (RTPO) or Metropolitan Planning Organizations (MPO). These plans identify the transportation needs of individuals with disabilities, older adults, youth, veterans, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. Washington Revised Code RCW 47.06B.012 defines "persons with special transportation needs." A person with special transportation needs means those persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation.

QUADCO RTPO was authorized as a part of the 1990 Growth Management Act to ensure local and regional coordination of transportation plans. The QUADCO RTPO identified that the 4-County Community Transportation Planning Team is comprised and constitutes the primary special needs transportation within Adams, Grant, Kittitas and Lincoln Counties. The 4-County Community Transportation Planning Team is responsible for the following:

1. Obtain input representing public, private, and non-profit transportation and human services providers and participation by members of the public
2. Identify the transportation needs of individuals with disabilities, older adults, veterans, youth, and people with low-incomes.
3. Assess the existing transportation resources, needs and service gaps of Adams, Grant, Kittitas and Lincoln counties of Washington
4. Provide strategies for meeting identified local needs
5. Prioritize transportation services for funding and implementation
6. Maximize the utilization of resources while minimizing duplication of services
7. Ensure compliance with Federal transportation laws.

## Stakeholder Description

The 4-County Community Transportation Planning Team provides input to QUADCO, the Regional Transportation Planning Organization for Adams, Grant, Kittitas, and Lincoln counties, on the Human Service Transportation Plan. The group provided the framework for the development of the original coordinated transportation plan for QUADCO for 2006, 2010 and updated 2014 plans.

Since the inception of the 4-County Community Transportation Planning Team, the group has met on a regular basis to not only provide support for the development of the Human Services Transportation Plan, but also to coordinate resources, share information, collaborate on projects and improve efficiencies in providing transportation to the special needs populations within the four-county area.

The focus for the 4-County Community Transportation Planning Team meetings in 2014 has been to address the following:

1. Provide the community with information on the planning requirements for the development of QUADCO Human Service Transportation Plan including identification of targeted stakeholders, project milestones, and timelines.
2. Identify of community members that need to be involved.
3. Recruit and select special needs representatives from each county to serve on the 4-County Community Transportation Planning Team.
4. Create a distribution list for surveys, invitation list for community forums, and determine the locations to conduct the community forums.

To recruit representatives from each county, Community Educational Meetings were held in each of the counties. Local representatives selected from each of the four counties agreed to meet regularly in Moses Lake to develop a coordinated and prioritized transportation plan to address the transportation needs for persons with disabilities, older adults, youth, veterans, and individuals with low incomes.

The 2014 Human Services Transportation Plan was created with the assistance, input and guidance of the 4-County Community Transportation Planning Team. Organization participants include:

- Aging and Adult Care of Central Washington
- American Legion, Moses Lake
- City of Reardan
- Department of Social and Health Services, Moses Lake
- Department of Social and Health Services, Spokane
- Elmview
- Employment Security Department
- Grant Transit Authority
- HopeSource
- Kittitas County
- Lincoln County Developmental Disabilities
- Lincoln County WSU Cooperative Extension
- Okanogan County Transportation & Nutrition
- Opportunities Industrialization Center of Washington
- People For People
- Rural Resources Community Action
- Special Mobility Services, Inc., Inc.
- Washington State Department of Transportation

## Methodology

### Planning

Planning for the 2014 QUADCO Human Services Transportation Plan update began in March 2014 and continued through December 2014, during which time the following activities took place:

1. The 4-County Community Transportation Planning Team identified the stakeholders who would conduct outreach to people with disabilities, seniors, youth, veterans and low-income people.
2. Contact was made with each County Office of Emergency Management (OEM) to discuss how transportation for people with special needs would be addressed in an emergency.
3. Memorandums of Understanding between the County OEMs and transportation providers were discussed
4. People For People surveyed providers on their planned and existing technology improvements for provision of transportation services
5. Surveys and existing strategies to engage individuals with special needs were reviewed, paper and online surveys were developed
6. Research and networking took place to obtain or confirm current or updated contact information when needed
7. General education about the HSTP to build community awareness of the planning process were shared through email distributions, forums, outreach events and planning team attendance at agency meetings and/or community meetings
8. Outreach activities were planned, including community forums

Each method was designed to inform the special needs population about the HSTP and to gather information about the transportation resources and needs within the county.

The Washington State Department of Transportation provided funding and guidance to develop this HSTP plan under the guidance of the QUADCO RTPO. People For People was named as the HSTP contracting agency to provide the plan update.

The 4-County Community Transportation Planning Team reviewed the draft 2014 QUADCO County Human Services Transportation Plan and provided ongoing feedback during the draft development. This provided opportunity for the Planning Team to identify strategies to meet public transportation needs, identify opportunities for coordination, and develop the process for ranking transportation projects for the Washington State Department of Transportation Public Transportation Consolidated Grant Application. The final draft 2014 QUADCO Human Services Transportation Plan was presented at the October 30th, 2014 meeting, and approved by the QUADCO RTPO.

### Media

Local media provided an opportunity to share with the community the purpose of the HSTP, inform the public of upcoming Community Forums and invite input regarding the transportation needs of people in each county. For each county, multiple methods were used to reach the special needs population for community forums. See below the methods used in each county:

- Adams
    - Othello Senior Center – flyers distributed to seniors at facility
    - Othello City Hall – advertisement placed in the Othello Outlook Community Shopper PSA
    - Adams County Public Works – advertisement placed in the Ritzville Adams County Journal
    - H.E. Gritman Senior Center – advertisement placed in the Ritzville Adams County Journal
- Grant
    - Grand Coulee Senior Center – flyers distributed to seniors at facility
    - Moses Lake Senior Center – flyers distributed to seniors at facility
    - Mattawa City Hall – flyers emailed to City Hall for posting. Additional media included PSA in Mattawa area news
    - Moses Lake Fire Department – PSA in local newspaper, flyers, personal invitations of community partners
    - Ephrata City Hall – PSA in local newspaper, flyers, personal invitations of community partners, and personal letter to Director
    - Quincy Senior Center – flyers distributed to seniors at facility
- Kittitas
    - Hal Holmes Center – advertisement placed in the Ellensburg Daily Record and in the Ellensburg Craigslist community section, and flyers posted at the Hal Holmes Center for the general public
    - WorkSource Center – advertisement placed in the Ellensburg Daily Record and in the Ellensburg Craigslist community section, and flyers posted at Hal Holmes Center
    - Upper Kittitas Senior Center – flyers distributed to seniors at facility
    - HopeSource – distributed information
    - Kitt Fam – flyers and surveys distributed to Kitt Fam network of providers
- Lincoln
    - Davenport Senior Center – advertisement placed in the Lincoln Advertiser, Harrington Biz Facebook Page and flyers posted in City Hall and community Library

## Data Collection

Data collection began in May 2014 and continued through September, as highlighted below. Surveys were provided in English and Spanish. Paper copies were provided as well as access to an online survey. The surveys were distributed through the 4-County Community Transportation Planning Team, transportation drivers, and key stakeholder groups. The online survey link was sent to transportation and human service providers and stakeholder throughout the four-county region.

The combined efforts of all four counties contributed to the distribution of over 6,500 surveys to the special needs individuals, or those who help to serve the special needs population. In Adams County, we provided over 1,200 surveys to service provider drivers, social service agencies, and the community hospital. In Grant County, over 2,500 surveys were distributed to community colleges, libraries, municipal offices, social service offices, senior centers and health centers. Over 1,500 surveys were distributed at social service agencies, health centers, youth facilities, adult activity centers, and transportation agencies for Kittitas County. In Lincoln County, the focus for survey distribution included service provider drivers, senior centers, and post offices. Total

distribution of surveys in Lincoln County was over 1,300. This outreach resulted in the completion of 741 surveys throughout the four counties.

## Reaching Special Needs Populations

A variety of strategies were employed to reach the special needs population including public forums, presentations at community events, one-on-one contact, public announcements, interviewing drivers, and interviewing health and human service providers.

The 4-County Community Transportation Planning Team organized community meetings that were comprised of social service agencies such as Department of Social and Health Services, senior centers, government agencies, school districts, social service case managers and others that address the needs of people who are low income, youth, elderly, veteran, and people with disabilities. Community organizations serving individuals with special needs assisted in the distribution and collection of surveys as well as hosting community transportation forums and presentations. Information and surveys were available in English and Spanish, online, and additional assistance was available upon request for individuals to fully participate. The following chart provides a summary of outreach by community agencies.

| 2014 Outreach – Special Needs Populations | | | |
|---|---|---|---|
| **Special Needs Representation** | **Sponsoring Agency** | **County** | **Activity** |
| General Public & Individuals with Special Needs | Moses Lake Fire Department | Grant | Forum |
| | Hal Holmes community Center | Kittitas | Forum |
| | Othello Senior Center | Adams | Forum |
| | Moses Lake Senior Center | Grant | Forum |
| | Putnam Centennial Center | Kittitas | Forum |
| | Davenport Senior Center | Lincoln | Forum |
| | WorkSource Kittitas County | Kittitas | Forum |
| | Othello City Hall | Adams | Forum |
| | Ephrata City Hall | Grant | Forum |
| | Mattawa City Hall | Grant | Forum |
| Individuals with Disabilities | Elmview | Kittitas | Survey |
| | Grant County Dev. Disabilities | Grant | Survey |
| | Lincoln County Dev. Disabilities | Lincoln | Survey |
| | Central Washington University-ABLE | Kittitas | Survey |
| | Service Alternative-Employment | Grant/Adams | Survey |
| | ADDS | Kittitas | Survey |
| | Grant Integrated Services | Grant | Survey |
| | Kittitas County Drug Court | Kittitas | Survey |
| | New Alliance Counseling | Lincoln | Survey |
| | McKay Healthcare & Rehab Ctr | Grant | Survey |
| | Kittitas Valley Health Care | Kittitas | Survey |
| Older Adults | Hearthstone Cottage | Kittitas | Survey |
| | Grand Coulee Senior Center Board | Grant | Forum, Survey |
| | Adult Activity Center | Kittitas | Forum, Survey |
| Youth | Inspire Child Center | Grant | Family Night, Survey |
| | Bright Beginnings for Kittitas County | Kittitas | Survey |
| | WSU – 4-H Youth Development | Kittitas | Survey |
| | DSHS – Child Protective Services | Kittitas | Survey |
| | OIC of Washington | Kittitas | Survey |
| | Kittitas Co. Juvenile Court Services | Kittitas | Survey |
| Veterans | Veterans Stand Down | Grant | Booth, Survey |
| | Grant Co. Veterans Advisory Board | Grant | Presentation, Survey |

| | | | |
|---|---|---|---|
| | American Legion Post 209 | Grant | Presentation, Survey |
| | Employment Security – Veterans | Grant/Adams | Presentation, Survey |
| | American Legion – VFW | Kittitas | Survey |
| Individuals with low-incomes | Mattawa Area Food Bank | Grant | Survey |
| | Northwest Justice Project | Grant/Adams | Survey |
| | WorkSource Moses Lake | Grant | Forum, Survey |
| | OIC of Washington | Grant | Presentation, Survey |
| | Columbia Basin Health Assoc. | Adams | Presentation, Survey |
| | WSU- Cooperative Extension | Lincoln | Survey |
| | Community Health of Central WA | Kittitas | Survey |
| | FISH | Kittitas | Survey |

Transportation Providers distributed and collected surveys from their riders.

- **People For People**, providing Adams, Grant, and Lincoln counties with special needs transportation, participated in the distribution and collection of rider surveys as well as interviews with the drivers
- **HopeSource**, serving Kittitas County, participated in the distribution and collection of rider surveys. HopeSource drivers were interviewed on where they see the most need for transportation options.
- **Grant Transit Authority (GTA),** transit provider for Grant County, participated in the distribution and collection of rider surveys.
- **Special Mobility Services** provides the Community Connector for Adams and Lincoln counties and participated in the distribution and collection of rider surveys.
- **City of Ellensburg,** with the support of Elmview, shared the results of their transportation survey.

During the data collection process, People For People participated in local activities and events to distribute surveys and interview individuals directly on their transportation resources and needs. The outreach strategy was modified to take full advantage of community events and opportunities. Examples include: Mule Days in Reardan (Lincoln County); Family Nights at Head Start Child Development Centers and asking parents of Migrant and Seasonal Head Start children about their transportation needs; Hosting a table at local farmers' markets in Grant County; Connecting with ABLE (Access, Belonging, Learning, and Equality), a student organization on the campus of CWU whose goal is to provide a friendly environment for people with disabilities on campus and to advocate for students with disabilities; Meeting with veterans and organizations representing veterans. Outreach efforts were designed to identify the current transportation options available to individuals with special needs, identify unique challenges and barriers, identify how transportation is meeting their needs, and what needs are not addressed.

## Community Forums and Outreach Efforts

Community forums and outreach efforts were held throughout the four-county area. Each forum and/or outreach event focused on identifying the transportation needs for the underserved populations. Community members, human service providers, users of services and transportation representatives identified current transportation services, common points of origin and destination, and the unmet transportation needs for persons with disabilities, older adults, youth, and individuals with low incomes. Current transportation providers also attended the meetings and helped to educate those in attendance about the current services available.

Outreach efforts were held in the following locations:

Adams County

- Adams County Public Works
- American Legion
- H.E. Gritman Senior Center
- Othello City Hall
- Othello Senior Center
- Ritzville Hospital

Grant County

- Big Bend College Community Outreach Booth
- Boys and Girls Club
- Coulee City Medical Clinic
- Coulee City Senior Center
- Ephrata City Hall
- Ephrata Farmers Market
- Ephrata School District
- Ephrata Senior Center
- Family Services of Grant County
- Grand Coulee Senior Center
- Mattawa City Hall
- Mattawa Harvest Community Meeting
- Moses Lake Senior Center
- Moses Lake Farmers Market
- Moses Lake Fire Department
- Moses Lake Skill Center
- SL Start
- Quincy Senior Center
- WorkFirst
- WorkSource

Kittitas County

- Bright Beginnings
- Elmview
- FISH Food Bank
- Hal Homes Center (AM & PM Meeting Times)
- KIT FAM Community Meetings
- WorkSource Center
- Upper Kittitas County Senior Center

Lincoln County

- Big Red Barn Farmers Market
- Davenport Food Bank
- Davenport Senior Center
- Family Resource Center of Lincoln County
- Harrington Senior Center
- Lincoln/Adams WSU Extension
- Lincoln County Developmental Disabilities
- Lincoln County Hospital
- Mule Days
- Northeast Washington Alliance Counseling Services
- Odessa Meal Site/Community Center
- Odessa Memorial Healthcare Center
- Seven Bays Community Center
- Sprague Meal Site
- Veterans Board of Lincoln County
- Wilbur Senior Center

## Surveys

Human Services Transportation surveys were distributed in English and Spanish by individual service providers to individuals with special needs. Individuals were also provided an option to complete the survey online in English or Spanish. A total of 708 English and 33 Spanish surveys were returned and compiled to identify the individual's points of origin and destination, transportation resources used, their primary need for transportation, and unmet transportation needs. The surveys provide valuable information on what transportation resources are being used and how transportation providers can better respond to the needs of individuals within their community.

A Service Provider Survey was distributed to agencies that provide services to individuals with special needs. The Service Provider Survey asked each agency to describe the transportation needs of their clients including current services used and the unmet needs. The survey was mailed and a link was also provided to either complete the survey online or return the paper survey by mail. The results of these surveys provided invaluable insight due to direct contact with clients. Information was gathered from service providers who serve at-risk and low-income youth, Limited English Proficient individuals, youth, low-income, seniors, veterans, individuals with disabilities, individuals receiving services from Department of Social and Health Services, senior centers, churches, social service agencies, food banks, housing authorities, mental health providers, school districts, health clinics and transportation providers. The survey was designed to determine how many individuals need transportation to access their services, what current transportation service is used, and what the unmet transportation needs and/or barriers are for individuals with special needs.

**QUADCO Survey Results**

| County | English Surveys | Spanish Surveys |
|---|---|---|
| **Adams** | 59 | 6 |
| **Grant** | 393 | 27 |
| **Kittitas** | 109 | 0 |
| **Lincoln** | 147 | 0 |
| **Service Provider Surveys Returned*** | **31** | **0** |

***Service provider surveys were provided from stakeholders and organizations serving special needs population in one or more counties.**

## Statistical Data Analysis

A number of data sources were utilized to quantify the number of people with special needs residing in Adams, Grant, Kittitas and Lincoln counties. The U.S. Census provided valuable data to calculate the number of people who are low income, disabled, 18 years of age and older, and 65 years of age and older. Other sources included the Department of Health, Office of Financial Management, Office of Superintendent of Public Instruction, and the Department of Social and Health Services. Additional information was obtained from the Lincoln County 2012 Public Transportation Feasibility Study and the 2014 City of Ellensburg Public Transit Update.

For purposes of this report, general definitions of people with special needs include the following:

- Low Income: The official poverty measurement has two components - poverty threshold (income levels) and the person's income that is compared with these thresholds. If a person's total income is less than the threshold, the person is considered low-income. The poverty thresholds are not adjusted for regional, state or local variation in the cost of living.
- Elderly: Individuals 65 years of age or older
- Youth: Individuals 18 years of age or younger
- Person with Disability: The restriction in participation that results from a lack of fit between the individual's functional limitations and the characteristics of the physical and social environment.

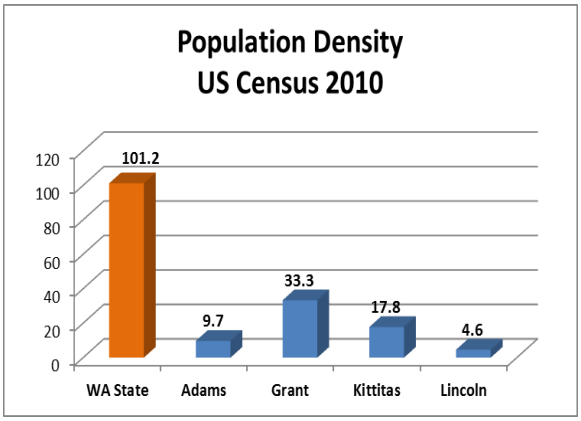
- Veterans: People who have served in active military duty as a member in a branch of the armed forces of the United States
- Limited English Proficient: English is not their primary language and indicates on the U.S. Census that they speak English less than very well.

## Demographics & Planning Area

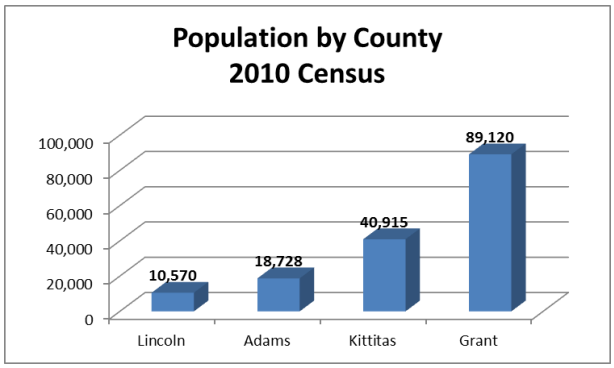
The Human Services Transportation Plan for QUADCO encompasses four unique counties within Central Washington. The QUADCO region consists of Adams, Grant, Kittitas and Lincoln counties. The area stretches from the rugged timbered Cascade Mountains to the gentle rolling hills along the Columbia River. The diverse geography affords a wide range of agricultural crops from dry land wheat to apple orchards. The population is as diverse as the land. The population ranges from college professors to the farm laborers that toil in the fields to harvest the bountiful crops.

**Population Density**

The four counties comprise 14% of Washington's land area with a total of 9,214 square miles, but represent less than 2.36% of Washington's population with 159,333 residents[1]. The area is rural with about 45% of the residents living outside incorporated cities and towns. The population density (see table[2]) reflects the rural and isolated nature of the four counties. Grant County has the highest population density at 33.3 persons per square mile followed by Kittitas County at 17.8 persons per square mile, Adams County at 9.7 persons per square mile, and the most sparsely populated county is Lincoln County at 4.6 persons per square mile. Washington State has a population density of 101.2 persons per square mile.

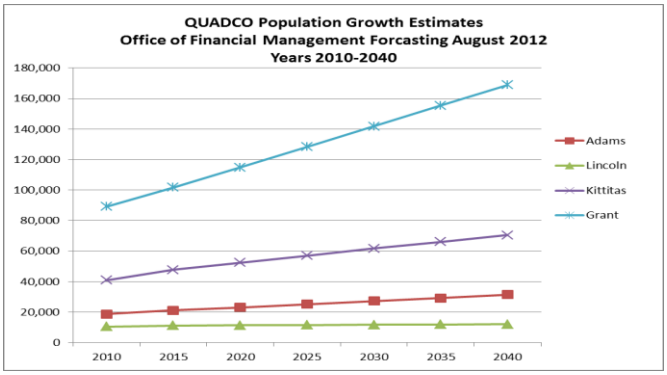



As a major producer of agriculture products, there are miles and miles of soft rolling fields of produce, pasture, and open land. It is also miles between individual homes and basic services. The four counties represent 8,496 miles of roadway, which equates to approximately 21% of all the roads in the state.[3] The sparsely populated region has few transportation resources, but high social service and transportation needs for individuals with disabilities, older adults, youth, veterans, and individuals with limited incomes to access community resources. Grant County has the largest population at 89,120 and Lincoln County has the lowest number of individuals residing in the county at 10,570[4] (see Table).



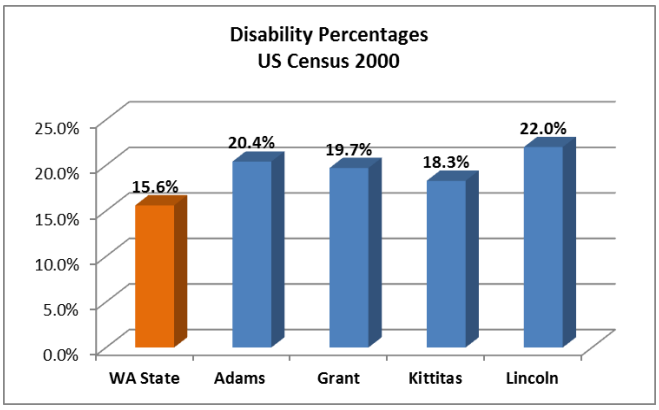

[1] US Census 2010.
[2] US Census 2010.
[3] Joint Transportation Committee, QUADCO Presentation 2008. http://www.leg.wa.gov/JTC/Meetings/Documents/QuadcoPresentation111208.pdf
[4] 2010 U.S. Census

The four counties continue to experience population growth[5] (see Table). Kittitas County with beautiful forests, mountain streams, and alpine lakes has attracted the resort development of Suncadia and is home to Central Washington University. Grant County has the Columbia River crossing through the region providing hydro-electric power, irrigation, and recreation. These features have attracted major employers to the region. It is expected that by the year 2040, Grant County will almost double in population to increase to 168,810 residents.[6]



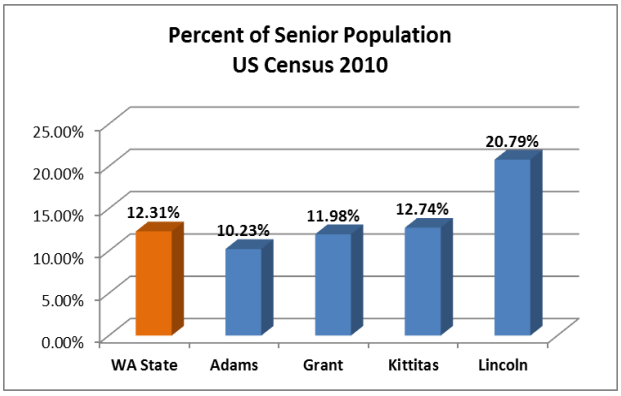

## Persons with Disabilities

In 2008, the American Community Survey (ACS) changed the way it asks about disability questions, the Census Bureau does not encourage data users to make comparisons between the 2008 disability estimates and prior estimates. The most accurate data is from the 2000 US Census. In comparison to the state, each of the four counties has a higher percentage of individuals with disabilities. Lincoln County has the highest overall percentage of the four-county area with 22% of the individuals that reside in Lincoln County having a disability. Adams and Grant counties, also have a high percentage of individuals with disabilities at 20.4% and 19.7% respectively. With the state average of 15.6% of the total population one in five individuals that reside in Lincoln County, Adams County, or Kittitas County has a disability.



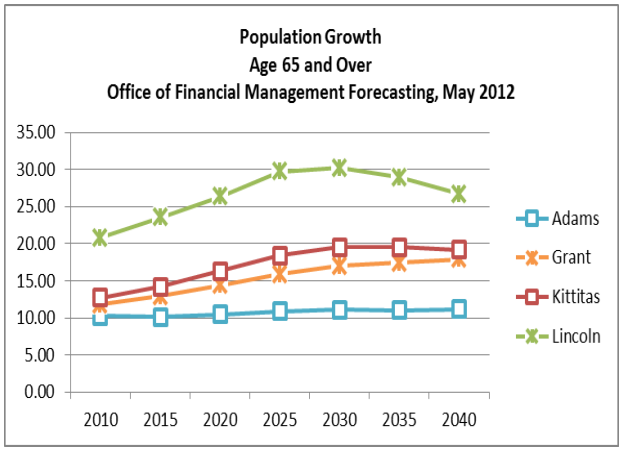

## Older Adults

The population of older adults, age 65 years and older, is located throughout the four-county region and represents almost 20,000 individuals Since the 2000 U.S. Census the older adult population has increased 20% from 16,000 individuals to 19,997. Lincoln County has the highest percentage of elder residents with 20.79% overall and Adams County with the lowest percentage of elder residents with 10.23% (see table). Older adults have resided and worked in their communities throughout their lives and have since retired to remain in small, isolated towns and unincorporated regions of the counties.



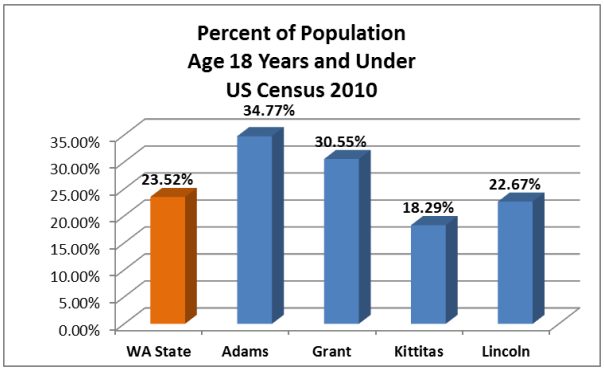

[5] Office of Financial Management, State of Washington, August 2012
[6] Office of Financial Management, State of Washington, May 2012

The Office of Financial Management (OFM) forecasts substantial increases in the population growth for residents 65 years and older in the four-county area (see Table). Retirees from Western Washington are attracted to the lower cost of housing and the rural areas with less congestion that Eastern Washington has to offer. With this increase in population, the need for transportation will increase. The older population, through surveys, have indicated that they want to remain independent in their own homes and "age-in-place" and that transportation is especially needed during the winter months when roads are icy and it gets dark early. The increase in the older adult population increases the need for transportation to provide access to health care, social services, and basic services. Due to limitations in funding, the anticipated increase will place stress on the transportation services that currently unable to meet all of the needs.

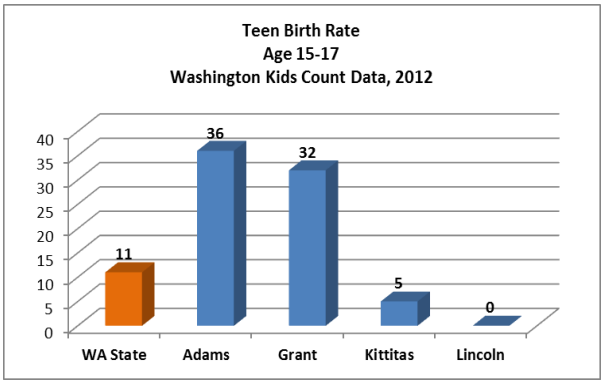



## Youth

There are 43,617 youth (age eighteen and under) that reside in the four-county area. Adams County has the highest percentage of youth of any county in the state at 34.7%. Grant and Adams counties have a high percentage of students that qualify for free or reduced lunch as well as many that are identified as migrant students.



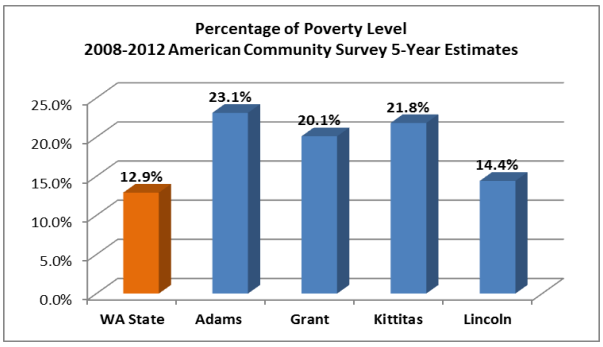

In addition to high percentages of youth, economically disadvantaged youth, and migrant students, Adams and Grant counties have high percentages of teen birth rates (see Table). Adams County has the highest teen (17 years and younger) birth rate of any county in the state at 36 births per 1,000 females ages 15 to 17 as compared to 11 per 1,000 for Washington State. Grant County ranks as the fourth in the state with a teen birthrate at 32 births per 1,000 females ages 15 to 17.[7] Having high teen birth rates in Adams and Grant counties, increases the need for youth transportation to access healthcare, social services, child care, and alternative education.




[7] Teen Birth Rate, Age 15-17, Washington Kids Count, 2012

## Low Income

The four-county area has higher than the state average for households that are living below the poverty threshold. The official poverty measurement has two components – poverty threshold (income levels) and the person's income that is compared to these thresholds. The poverty thresholds are not adjusted for regional, state, or local variation in the cost of living. The American Community Survey (2008-2012) has identified that 23.1% of Adams County's population lives in poverty. Individuals that meet the poverty threshold in Adams, Kittitas, and Grant counties is almost double the Washington State poverty level of 12.9% (see Table).




In addition to having a high number of individuals and families that who are living in poverty, the per capita income is extremely low in each county in comparison to Washington State. Adams County has the lowest per capita income of any county in Washington State with only $16,539 per capita income in comparison to the state per capita income of $30,661. Grant County has one of the lowest per capita income rates of only $20,324 (see Table). The Columbia Basin that consists of Grant and Adams counties is a thriving agricultural hub in the region. The agricultural industry with field work and production factories offers individuals with low skills and educational levels seasonal employment and low wage jobs. Individuals from Mexico have migrated to the region for the employment opportunities that are available in the agricultural industry. Grant and Lincoln counties have high percentages of Migrant Seasonal Farm Workers. With the production of wheat, apples, potatoes and other row crops there is an increasing need for agricultural workers. The agriculture industry has brought a flow of Migrant Seasonal Farm Workers (MSFW) from Mexico to the region over the last 60-year period. The migrant workers consist of those who are first generation that have settled out but don't speak the language; those who are second generation and speak the language and have some formal education; and those who may make their home in the area, but migrate as the need arises. The work is seasonal, with low-pay, and few benefits; families struggle to provide for the basics. For individuals living in below the poverty thresholds, the high cost of gas and car insurance makes it difficult to commute daily to work and to access health and human services.

| Per Capita Income<br>2008-2012 American Community Survey | |
|---|---|
| **County** | **Per Capita** |
| Adams | $16,539 |
| Grant | $20,324 |
| Kittitas | $22,542 |
| Lincoln | $25,154 |
| **WASHINGTON** | **$30,661** |

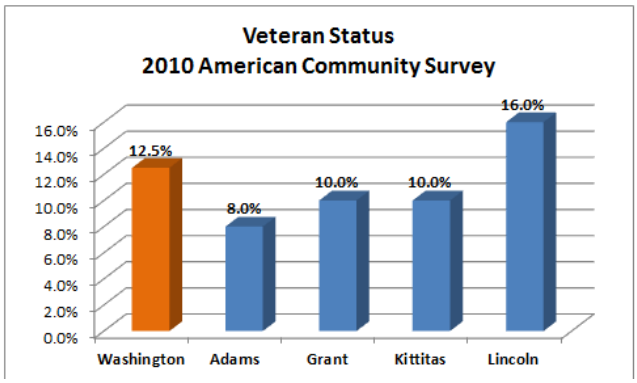
See the following chart regarding the calculations the US Census uses to identify poverty thresholds. Note that poverty thresholds are used for statistical purposes, whereas poverty guidelines are used for administrative services to determine eligibility for social service programs.

| Poverty Thresholds for 2013 by Size of Family and Number of Related Children Under 18 Years | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Size of family unit | Related children under 18 years | | | | | | | | |
| | None | One | Two | Three | Four | Five | Six | Seven | Eight or more |
| One person (unrelated individual) | | | | | | | | | |
| Under 65 years | 12,119 | | | | | | | | |
| 65 years and over | 11,173 | | | | | | | | |
| Two people | | | | | | | | | |
| Householder under 65 years | 15,600 | 16,057 | | | | | | | |
| Householder 65 years and over | 14,081 | 15,996 | | | | | | | |
| Three people | 18,222 | 18,751 | 18,769 | | | | | | |
| Four people | 24,028 | 24,421 | 23,624 | 23,707 | | | | | |
| Five people | 28,977 | 29,398 | 28,498 | 27,801 | 27,376 | | | | |
| Six people | 33,329 | 33,461 | 32,771 | 32,110 | 31,128 | 30,545 | | | |
| Seven people | 38,349 | 38,588 | 37,763 | 37,187 | 36,115 | 34,865 | 33,493 | | |
| Eight people | 42,890 | 43,269 | 42,490 | 41,807 | 40,839 | 39,610 | 38,331 | 38,006 | |
| Nine people or more | 51,594 | 51,844 | 51,154 | 50,575 | 49,625 | 48,317 | 47,134 | 46,842 | 45,037 |
| Source: U.S. Census Bureau. | | | | | | | | | |

## Veterans

The veteran population consists of individuals that require access to veteran services. The age, experiences, disabilities, and exposure to hazards varies widely among the veteran population. The percentage of veterans statewide consists of 12.5% of the population. Lincoln County with a total population of 10,570 has 16% of that population that are veterans.

Transportation to Veteran's Administration facilities is a critical need for former military personnel seeking medical, behavioral and other care they have earned and are entitled to as a result of their service. The chart highlights locations of Veteran Administrative services throughout Washington State for veterans and their lack of availability of locations in all four counties.

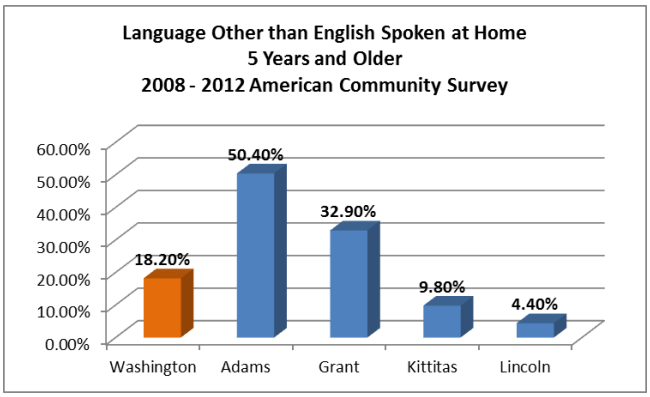



**Washington** [edit]

| Service | City | Facility |
|---|---|---|
| **VA Medical Center** | Seattle | VA Puget Sound Health Care System - Seattle Division |
| | Spokane | Mann-Grandstaff VA Medical Center |
| | Tacoma | VA Puget Sound Health Care System - American Lake Division |
| | Vancouver | Portland VA Medical Center - Vancouver Campus |
| | Walla Walla | Jonathan M. Wainwright Memorial VA Medical Center |
| **Integrated Clinical Facility** | Yakima | Mental Health Outreach Clinic |
| **Community Based Outpatient Clinic** | Bellevue | Bellevue CBOC |
| | Bremerton | Bremerton CBOC |
| | Chehalis | South Sound CBOC |
| | Colville | Colville Rural Health Clinic |
| | Federal Way | Federal Way CBOC |
| | Mount Vernon | Mount Vernon CBOC |
| | Port Angeles | Port Angeles CBOC |
| | Republic | Republic Rural Health Clinic |
| | Richland | Richland CBOC |
| | Seattle | North Seattle CBOC |
| | Tonasket | Tonasket Rural Health Clinic |
| | Wenatchee | Wenatchee CBOC |
| | Yakima | Yakima CBOC |

## Limited English Proficient

As a rich agricultural region, Adams and Grant counties attract a large Migrant Seasonal Farmworker labor force consisting largely of immigrants from Mexico that speak little or no English, have limited education, and work for low-wages and account for the high rate of poverty. Adams and Grant counties have high percentages of individuals that are considered Limited English Proficient (LEP). Washington State has 18.20% of individuals that are considered Limited English Proficient. In comparison, Adams County has a very high percentage (50.40%) of individuals that are considered Limited English Proficient. This is followed by Grant County at 32.90% Limited English Proficient. Kittitas County and Lincoln County have less than the state average at 9.80% and 4.40% (see Table).




Even though the counties share the common description of being rural communities with significant transportation needs, each has unique demographics, service providers, origins and destinations. Within the four counties a significant percentage of individuals fall into one or more of the special needs categories.

- Persons with a disability (5 years of age and older)
- Persons 65 years of age and older
- Persons under 18 years of age
- Persons whose incomes that fall below poverty level
- Persons who are veterans

The social and economic conditions of the rural communities create the necessity for coordinated transportation services to meet the unique needs. The four-county area has communities with populations that are some of the most disadvantaged in the state with high poverty and low-wage jobs.

## Workforce Transportation

The majority of individuals who are in the workforce are commuting alone to work (see table below). With an agricultural based economy, there are areas that have a high percentage of the workforce that work from home. Grant County has 6.4% of its workforce that works from home with the state average of 5.3%. Though people may choose to drive themselves over obtaining transportation from another party, not all drivers have a driver's license, a reliable car, funds and/or stable health necessary for driving.

**Workforce Travel Commute Data**

*2012 American Community Survey*

| County | Workers 16 years and Over | Mean Commute Time Minutes | % of Drive Alone Workers | % of Carpool Workers | % of Public Transit Users | % of Walk to Work | % Using Other Means | % That Work at Home |
|---|---|---|---|---|---|---|---|---|
| Adams | 7,195 | 16.6 | 73.8% | 12.1% | 0.5% | 5.7% | 2.9% | 5.1% |
| Grant | 36,198 | 18.8 | 75.0% | 11.7% | 0.9% | 3.4% | 2.6% | 6.4% |
| Kittitas | 18,359 | 21.6 | 71.5% | 9.2% | 1.0% | 8.3% | 4.8% | 5.2% |
| Lincoln | 4,486 | 21 | 73.0% | 7.4% | 0.4% | 8.7% | 4.7% | 5.8% |
| WA STATE | 3,127,950 | 25.5 | 72.4% | 11.1% | 5.7% | 3.5% | 2.1% | 5.3% |

## Adams County Demographics

Adams County is a predominately rural community in southeastern Washington. The county measures at 1,925 square miles with 9.7 persons living per square mile, ranking it 14th in size among all Washington State counties. Adams County is home to 18,728 individuals living with a median income of $41,798 per household. A large portion of the individuals living in Adams County are employed in the agriculture and farming sectors. The county is rich in agriculture including apple and cherry orchards, potato farms, and wheat fields. Additional areas of employment include food processing plants that contribute to a large percentage of the county's financial profile. Although the financial potential is great, the per capita income for the county was $16,539 compared to $30,661 for Washington State with 23.1% of the population living below the poverty line, including 47.6% of those under age 18 and 6.85% of those 65 years of age or older.[8]

| Adams County Population* | |
|---|---|
| Hatton | 101 |
| Lind | 564 |
| Othello | 7,364 |
| Ritzville | 1,673 |
| Washtucna | 208 |

All figures from U.S. Census 2010
*Population table represents some of the most populated areas of the county. Not all population counts are included in figures above.

### Youth

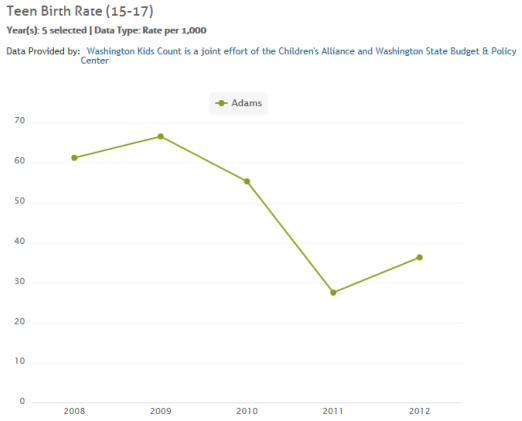
In Washington State, Adams County ranks first with the highest percentage of youth, 18 year of age and younger. Adams County's youth population is 34.77% of the total county with 6,512 youth.[9] The American Community Survey 2008-2012 indicates that 43.6% of the households in Adams County include households with children under the age of 18, in which 19.1% are "female head of household'. Of the households with children, 32.4% are considered living at or below the poverty level compared to the Washington State average of 20.8%. Transportation services are necessary for youth to maintain good health and quality of life. Some of the medical needs for Adams County youth include medical specialists, therapists, nutrition services, medical supplies, medical transportation and more accessible health and medical information.

Additional evidence of economically disadvantaged youth is the high number who qualify for free or reduced lunch. Othello School District is the largest school district in Adams County, and 80% of the students qualify for free or reduced lunch (see table below). Youth and low-income youth represent a significant population that needs transportation resources.

| Youth Data - Adams County | | | | | | |
|---|---|---|---|---|---|---|
| *Sources: Office of Superintendent of Public Instruction, 2012-2013* | | | | | | |
| **School Districts By County** | **Student Enrollment** | **Free or Reduced Lunch** | **Special Education** | **Drop Out 2009-2010** | **Transitional Bilingual** | **Percent Migrant** |
| Benge | 11 | 0.0% | 45.5% | NA* | 0.0% | 0.0% |
| Lind | 193 | 60.6% | 10.4% | 2.5% | 10.9% | 15.5% |
| Othello | 3838 | 80.0% | 11.7% | 4.2% | 37.0% | 11.3% |
| Ritzville | 345 | 40.0% | 11.0% | 7.0% | 0.0% | 0.0% |
| Washtucna | 71 | 42.3% | 16.9% | 0.0% | 0.0% | 0.0% |

[8] US Census, 2010.
[9] American Community Survey, 2008-2012 Estimates.

Adams County has the highest birth rate of teens ages 15-17 of any county in the state, with 36 births per 1,000 teen mothers, as compared to Washington State at 11 per 1,000.[10] While the teen birth rate has declined it still remains triple the state average. In counties with relatively few people, a small number of teen births may have a significant effect on rates from year to year. With Adams County having the highest teen birth rate in Washington State,[11] transportation poses additional challenges for young parents. Young teen parents need to access social services, health care, and to transport children to child care in order to complete their educational goals.




## Elderly

Adams County's largest percentage of residents 65 year of age and older is located in the communities of Lind, Washtucna, and Ritzville. According to the Office of Financial Management's Forecasting May 2012 report, Adams County's elderly population is anticipated to grow from 10.23% in 2010 to 21.13% in 2040 as a percentage of the total county population.

Elder persons residing in Adams County look to community services to provide transportation to meet their basic needs. In the county, there are five senior centers, located in Lind, Mattawa, Othello, Ritzville, and Washtucna. These senior centers provide necessary services to prevent social isolation and unhealthy living, and can provide medical information specific to the elder community.

Transportation services in Adams County are designed to help transfer older persons to and from social services, medical and health care services, meal programs, senior centers, shopping and recreational activities and are available to persons with no other means of transportation.[12] Over 87% of persons who completed the Human Service Transportation Plan Survey for Adams County indicated they were 65 years of age or older; of which 39% of individuals surveyed indicated they needed transportation for medical services. Being over the age of 65 and living in a rural community can mean increased difficulty for daily living activities, such as those mentioned above.

## People with Disabilities

Adams County has an average disabled population of 20.4%, or about one in five. This is higher than the state average of 15.6%. The disabled population in Adams County is fairly evenly distributed throughout the vast miles with the highest percentage at 24.1% in Ritzville.[13] An estimated 42.9% of the labor force is estimated to be considered disabled.[14] In 2008, the American Community Survey (ACS) changed the way it asks about disability. Because of the conceptual differences between the 2007 and 2008 ACS disability questions, the Census Bureau does not encourage data users to make comparisons between

[10] The data used for this measure come from Center for Health Statistics, Washington State Department of Health (DOH), Birth Data. Data were downloaded on February 24, 2014 from http://www.doh.wa.gov/DataandStatisticalReports/VitalStatisticsData/BirthData/BirthTablesbyTopic.aspx (Demographic Table A10).

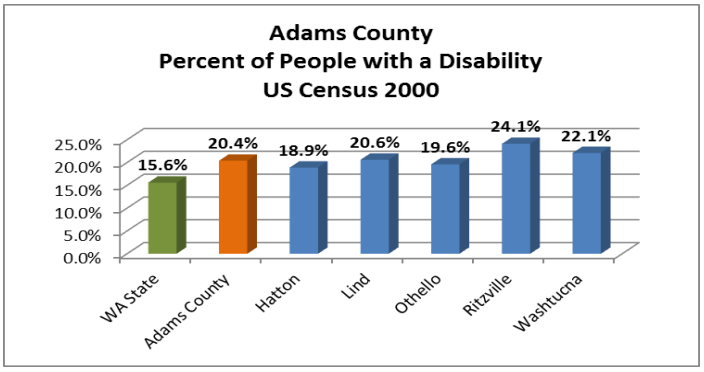
[11] Department of Health, Washington State 2008

[12] Aging and Adult Care of Central Washington. http://www.aaccw.org/transportation-assistance/

[13] U.S. Census, 2000

[14] U.S. Census Bureau, 2008-2012 American Community Survey

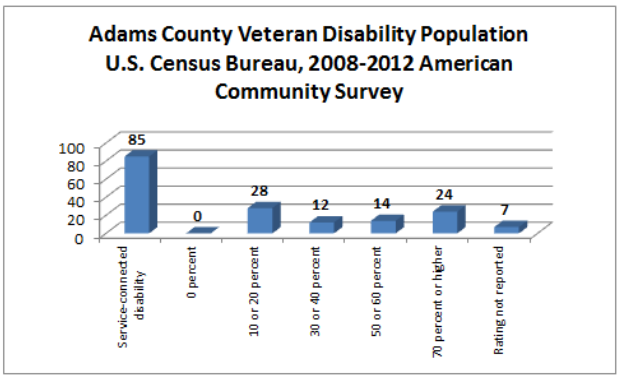
the 2008 disability estimates and prior ACS disability estimates (such as the 2010 Census Bureau statistics and those used in prior HSTP Plans).[15]




## Veterans

According to the 2008-2012 American Community Survey 5 Year Estimates, there are 901 veterans who reside in Adams County. The majority of veterans served in the Vietnam Era at 43.4% of the veteran population. 93.2% of the veteran population is male. Majority of veterans are between the ages of 55 and 64 at 28% of the veteran population, 24.3% are over the age of 75. Veterans are returning to the homeland with many mental and physical ailments that can be a barrier to independence, with needs for transportation.

In Adams County, there are 85 veterans that have a service related disability. The following chart shows the breakdown of the service connected disability, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.[16] A zero percent rating means that a disability exists and is related to the veteran's service, but is not so disabling that it entitles the veteran to compensation payments.[17] This population represents a portion of the special needs population that may experience transportation as a barrier to receive veteran's services.




Transportation to veteran facilities continues to be a challenge for this population. The closest facilities are located outside of Adams County. One option for veterans seeking transportation assistance in the Adams County is to reach out to the closest DAV (Disabled American Veterans) Hospital Service Coordinator in Walla Walla, Tacoma, or Spokane which could require individuals to travel over 200 miles per round trip. The DAV operates a fleet of vehicles around the country to provide free transportation to Veterans Administration medical facilities for injured and ill veterans. However, one driver is covering a large area on limited days per week and only servicing a part of in Adams County.

## Low Income

Adams County ranks number one in the four counties as the lowest per capita income at $16,539, as compared to Washington State's average of $30,661.[18] According to the 2008-2012 American

[15] Brault, Matthew W., "Review of Changes to the Measurement of Disability in the 2008 American Community Survey," September 22, 2009; pp 2 and 12.

[16] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[17] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[18] American Community Survey, 2012 – 5 Year Estimates

Community Survey Estimates, 23.1% of the population is considered to be living in poverty. Of the working population, 54.8% are living at or below the poverty level in Adams County. There are 9,902 individuals at 200% of poverty threshold level.

The use of Department of Social and Health Services within the county is an indicator of how these residents are receiving assistance with daily living activities. In April of 2013, the DSHS Office released the ESA Program Briefing book, indicating there were 5,271 clients that were receiving basic food assistance, 481 clients receiving Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 75 clients who receive a State Supplemental Payment (SSP). As indicated in the survey results for Adams County, 24.2% of the population surveyed use transportation services to DSHS and social service appointments.

## Survey Results

Individuals with special needs had the opportunity to complete a survey in English or Spanish to indicate their transportation needs. Results from the Human Service Transportation Survey show that Adams County individuals with special needs reported multiple modes of transportation being utilized. The majority of those surveyed were using their own or borrowed vehicle; having family, friends, volunteers, or program staff members drive them; walking; or utilizing transportation provided by People For People or Grant Transit Authority. Adams County residents indicated the following:

The means of transportation used (able to choose all that apply)

- Own or Borrowed Vehicle (45.45%)
- Family, Friends, Volunteers or Program Staff Own vehicle (36.36%)
- People For People (30.91%)
- Walk (23.64%)
- GTA Transit (18.18%)

The primary reason for needing transportation (able to choose multiple reasons):

- Don't have an available car (46.51%)
- Disability (32.56%)
- Older adult and don't drive (20.93%)
- Use public transit by choice (23.26%)
- Can't afford to drive (16.28%)

Transportation is needed for the following services (able to choose five)

- Medical and Dental Appointments (40.91%)
- Work (36.36%)
- DSHS – Social Services (27.27%)
- Visit with Family and Friends (20.45%)

Where they need to go (able to choose five destinations)

- Moses Lake (78.57%)
- Othello (52.38%)
- Warden (26.19%)
- Spokane (23.61%)
- Pasco (16.67%)

**23.26% indicated that they have been required to relocate to access basic services due to the lack of transportation.**

## Adams County Current Transportation Services

**Non-Emergency Medical Transportation – Broker:** Individuals that are Medicaid eligible and need transportation to an approved health care appointment may qualify for Non-Emergency Medical Transportation (NEMT). NEMT services are available through Special Mobility Services, Inc., the Regional Broker for Adams County. Brokers screen clients and the trip for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, mileage reimbursement, non-profit providers, Cabulance, commercial bus, train, and air. Reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2013 to June 30, 2014, 39,896 rides were provided for eligible services for clients in Adams, Grant, and Lincoln Counties.

**People For People** provides paratransit (demand response) services in Adams County to special needs populations. Washington State Department of Transportation (WSDOT) provides grant funding for transportation services to special needs individuals and the general public. People For People has three ADA accessible vehicles to serve Adams County. Transportation is provided for individuals with special needs to access health care, nutrition, social services, education, job training, work, and other community services. People For People provides intercity service in Adams County for the general public that allows connections to Grant Transit Authority. The chart below indicates the historical boardings People for People has provided for Adams County.

| | 2010-2011 | | 2011-2012 | | 2012-2013 | | 2013-2014 | |
|---|---|---|---|---|---|---|---|---|
| | Boardings | Miles | Boardings | Miles | Boardings | Miles | Boardings | Miles |
| Adams | 13,263 | 78,060 | 13,372 | 87,299 | 12,134 | 93,387 | 13,418 | 111,889 |

**Greyhound Bus Line:** Greyhound provides limited commercial bus line transportation in the Grant County region. Northwest Trailways partners with Greyhound to provide service in Ritzville.

**Northwestern Trailways**: Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Wenatchee, Everett, Seattle, Tacoma, Omak, Ellensburg, Ephrata, Quincy, Boise, Moses Lake, McCall, Grangeville, Lewiston, Moscow, Pullman, Ritzville, Quincy, and Spokane.

**Wheatland Express** provides services similar to the Greyhound Bus Line with a connection in Washtucna. Routes are available to Colfax, Seattle, Pullman, and Moscow.

**Special Mobility Services, Inc.** provides bus services to the general public between Ritzville and Spokane through funds received from WSDOT.

**Aging and Adult Care of Central Washington** provides transportation services by contracting with People For People for seniors to access services to remain healthy and live independently.

**Volunteer Chore Services** is a program administered through Catholic Charities of Spokane. Volunteers assist low-income seniors by providing rides to medical appointments and other essential errands. Service is limited and contingent upon the Volunteer Chore Services having a volunteer to match the needs of the client.

**CubaExpress Taxi** is located in Othello has service available for Othello, Warden, and Royal City Monday through Friday 4:00 a.m. to 12:00 a.m.; Saturday 8:00 a.m. to 10:00 p.m.; Sunday 8:00 a.m. to 5:00 p.m.

**School District Transportation**

Each school district within Adams County provides transportation services to students within their district boundaries. School districts provide their own equipment, driver training, maintenance, and operations. The state allocates funds to each school district based on the number of students needing transportation and their distance from school (see Table).

| Adams County School District Transportation | | | | |
|---|---|---|---|---|
| Office of Superintendent of Public Transportation 2013-2014 | | | | |
| **School District** | **OSPI Transportation Allocation**** | **Number of Students***** | **Student Trips** | **Per Trip Reimbursement** |
| **Benge** | $65,036 | 30 | 5,400 | $12.04 |
| **Endicott*** | $195,382 | 111 | 19,980 | $9.78 |
| **Lacross*** | $198,482 | 43 | 7,740 | $25.64 |
| **Lamont*** | $48,106 | 74 | 13,320 | $3.61 |
| **Lind** | $757,077 | 463 | 83,340 | $9.08 |
| **Odessa*** | $267,257 | 149 | 26,820 | $9.96 |
| **Othello*** | $916,061 | 3084 | 555,120 | $1.65 |
| **North Franklin*** | $1,224,128 | 2,051 | 369,180 | $3.32 |
| **Ritzville*** | Ritzville and Lind are transportation cooperative. All data is reported under Lind. | | | |
| **Sprague*** | $89,524 | 39 | 7,020 | $12.75 |
| **Warden*** | $219,568 | 343 | 61,740 | $3.56 |
| **Washtucna*** | $145,624 | 46 | 8,280 | $17.59 |
| **From OSPI 2013-2014 "Transition Allocation"<br>***From OSPI Fall 2013-2014 Student Detail Report | | | | |
| *School district information is shared with another county. | | | | |

This allocation does not cover all transportation expenses and school districts must supplement their state allocation with local funds. Therefore, school districts must prioritize services to transport student to and from school and limit transportation for after-school activities. For all districts within the state of Washington, Special Education Students are provided with transportation as part of their Individualized Education Program and are transported within one radius mile.

## Adams County Common Origins

People with special needs are located throughout Adams County. Origins where the individuals begin their trip include rural locations at individual residences and smaller towns and communities, low-income housing, senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, and nursing homes.

## Adams County Common Destinations

People with special needs have wide array of reasons why transportation access is a barrier in their lives. For some individuals it may be income related, others indicated that the county is rural, and it is difficult to travel the distances when relying on friends and family. There are also individuals who have legal reasons for a loss of their driver's license. In Adams County, accessing medical and dental services, social services and employment are the greatest reasons for individuals with special needs require transportation options.

Medical and Dental Services: Individuals with special needs require transportation from rural locations to access health care services that are available in Othello, Ritzville, and Mattawa. The recent addition of Leah Layne Dialysis Clinic in Othello allows patients to receive dialysis treatment locally. Also, individuals with appointments for specialty health care, often requires traveling outside the four-county area to Seattle, Wenatchee, Spokane, or Yakima. Bureau of Primary Health Care has designated areas within the four-county area as Medically Underserved Areas (MUA). This designation identifies the area as having shortages of primary medical care, dental or mental health providers. Othello service area in Adams County is a designated MUA.

Social Services: Transportation is needed for individuals to access social service agencies that include Department of Social and Health Services (DSHS), chemical dependency treatment, food banks, senior nutrition sites, child care, and Community Action Agencies for Low-Income Heating and Energy Assistance Program (LIHEAP). 24.2% surveyed individuals indicated that DSHS and social services were tied for the third highest need for transportation services in the county.

| Adams County Services (distance in miles) | | | | | | | |
|---|---|---|---|---|---|---|---|
| **City** | **DSHS** | **WorkSource** | **Community Action Agency** | **Hospital** | **Social Security Office** | **Senior Center** | **County Courthouse** |
| **Benge** | 69 | 71 | 74 | 27 | 87 | 27 | 27 |
| **Hatton** | 40 | 41 | 44 | 18 | 97 | 19 | 19 |
| **Lind** | 40 | 41 | 44 | 18 | 79 | 0 | 17 |
| **Othello** | 25 | 26 | 29 | 0 | 92 | 0 | 0 |
| **Ritzville** | 43 | 45 | 47 | 0 | 63 | 0 | 0 |
| **Washtucna** | 64 | 66 | 69 | 28 | 88 | 0 | 28 |

Daily Living Activities: For someone without transportation, obtaining transportation for daily living activities means coordinating with existing transportation services or having family or friends provide transportation for grocery shopping, banking, legal services, the post office and courts appointments.

Employment: Major employers in the region include agricultural production plants in Othello and the Othello School District. The table below identifies that the major employers are centralized in Othello and Ritzville. Employees must travel from other rural and less populated areas in Adams County for employment. For the working poor, transportation to employment is critical to retaining employment. Seasonal farmworkers require transportation to a variety of locations, many of which change throughout the year.

| **Adams County** | | |
|---|---|---|
| **Top Employers** | | |
| Adams County Development Council, October 2012<br>http://www.adamswadevelopment.com/ | | |
| **Employer** | **City** | **# of Employees** |
| McCains | Othello | 520 |
| Othello School District | Othello | 482 |
| Simplot French Fries | Othello | 416-440 |
| Columbia Basin Health Association | Othello | 250 |
| Wal-Mart | Othello | 180-200 |
| Adams County | Ritzville | 180 |
| Othello Community Hospital | Othello | 150 |
| Columbia Colstor | Othello | 86 |
| Ritzville School District | Ritzville | 75 |
| SVZ Juices | Othello | 61 |

## Adams County Unmet Needs

Immediate service: With just one taxi provider in the county, immediate transportation services are very limited.

Youth Transportation: Due to the rural nature of the county, youth must travel long distances for recreation and schooling. School districts provide transportation to and from school and also for athletes to participate in sporting events. For youth with special needs, there are limited buses that accommodate disabilities, though available through sharing of the fleet. In addition, Adams County has the highest percentage of young teen parent population in the state. The teen-parent population needs to access social services, health care and to be able to transport children to child care in order to complete their education.

Elderly Transportation: Although transportation services are available and designed to help the elderly remain healthy and to "age-in-place" with transportation for health care and nutrition, transportation is limited for the elderly to be able to participate in spiritual, social, and recreational activities.

Marketing/Education: Understanding the service schedules, eligibility, and connection times are difficult for individuals.

Medical Appointments for Low Income: The Human Service Transportation Survey identified that 40.91% of respondents use transportation for medical and dental appointments. Though transportation is available for clients that are Medicaid eligible, many clients are not Medicaid eligible. Only 28.2% of the population is utilizing this service. There are many residents who have incomes and health conditions that prohibit transporting themselves to medical appointments.

Access to services within larger communities: The Human Service Transportation Survey identified that individuals need to access services in the larger communities and outside Adams County. The most needed destinations include: Moses Lake, Othello, Warden, Spokane, and Pasco.

## Grant County Demographics

Grant County is comprised of 2,660 square miles and is the state's fourth largest county. The county is diverse with opportunity ranging from agriculture, farming, and food processing to manufacturing and hydro-electric services. Grant County's main industries remain agriculture and food processing (See land use map in appendix). Whereas the majority of the land is comprised of crop lands, primarily forage hay, grain corn, wheat, potatoes and apples, there are vast areas of open space in this rural county.

In additional to agriculture and food production, Grant County's advances in electricity and fiber optic networks, combined with easy access to Interstate 90, has made the county attractive to some large technology software and manufacturing firms. Microsoft, Yahoo, Intuit, Dell, Sabey, Vantage and Server Farm Realty have created data centers in the county. The influx of data center companies to Grant County has helped to add a new layer of diversity to the local economy.[19] Other companies that have recently established in Moses Lake are Aviation Technical Services, AstaReal/Fuji Chemicals (Pharmaceutical and Medicine Manufacturing), Amway/Nutrilite (Specialty Food Manufacturing) Pacific Coast Canola Project (Grain and Oilseed Milling), and SGL Automotive Fibers (carbon fibers for BMW Auto).

| Grant County Population | |
|---|---|
| Coulee City | 562 |
| Desert Aire | 1,626 |
| Electric City | 968 |
| Ephrata | 7,664 |
| George | 501 |
| Grand Coulee | 988 |
| Hartline | 151 |
| Krupp/Marlin | 48 |
| Mattawa | 4,437 |
| Moses Lake | 20,366 |
| Quincy | 6,750 |
| Royal City | 2,140 |
| Soap Lake | 1,514 |
| Warden | 2,692 |
| Wilson Creek | 205 |

*Population table represents the most populated areas of the county. Not all population counts are included in figures above.

Grant County is sprinkled with population pockets, making it home to communities of different sizes, from the largest city of Moses Lake to the smallest town of Marlin (also known as Krupp) which has a population of 48. Marlin has the lowest population of any incorporated municipality in Washington State. In total, Grant County's population is made up of 89,120 individuals with 33.3 persons per square mile. The chart to the right identifies the most populated areas throughout the county. Although Grant County is more densely populated, the population's financial picture does not differ much from Adams County. The median income for a family is $45,531 and per capita income for the county was $20,324, compared to $30,661 for Washington State, with about 20.1% of the population living below the poverty line, including 28.6% of those under age 18 and 8.7% of those ages 65 and over. [20] There are 34,879 households out of which 34.3% had children under the age of 18 living with them. With most of the population located in areas with limited resources, transportation is crucial for vulnerable populations.

[19] Employment Security Department, Grant County Profile. Don Meseck. October 2013. https://fortress.wa.gov/esd/employmentdata/reports-publications/regional-reports/county-profiles/grant-county-profile

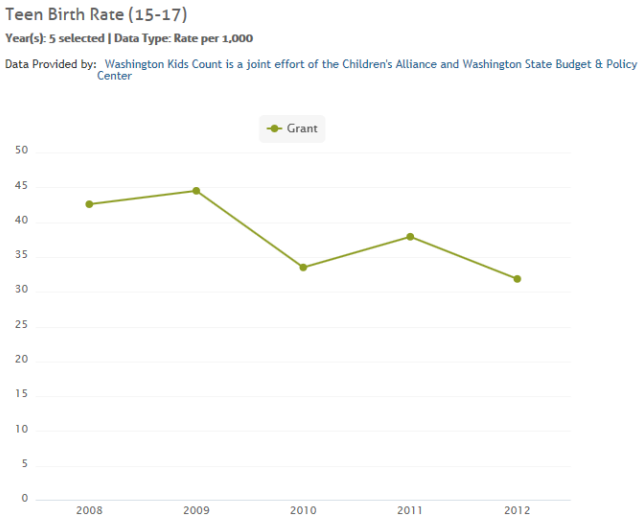
[20] U.S. Census Bureau, 2008-2012 American Community Survey

## Youth

Grant County is ranked number three in the state with youth representing over one third of the total population.[21] As indicated by the 2008 Biennial Health Assessment by the Health District of Grant County, the county has a high number of youth hospitalizations and unintentional injuries.[22] Grant County Health District established a coalition, Safe Kids Grant County, comprised of public, private and voluntary organizations, is working to prevent accidental injuries to children ages 14 and under by stimulating changes in attitudes, behavior, and the environment.[23] The goals of the coalition are to reduce childhood drowning's associated with lack of life jacket use, reduction in pedestrian injuries and bicycle head injuries associated with lack of helmet use, safety knowledge, or unsafe walking/biking environments, and to reduce child passenger injuries associated with improper car seat and booster seat use.[24] Grant County Health Department has partnered with many police, fire and municipal offices, schools and available health care providers in order to provide this service to lower the number of youth hospitalizations and injuries in the county.

Grant County Health District also provides care coordination services for children with special health care needs.[25] This service is provided because the county is considered rural based on the Census Bureau's definition of Urbanized Areas and Clusters. Unfortunately, there are few services available for children with special health care needs and it can be difficult for parents to navigate the medical system to provide adequate care. Due to the rural nature of the county, transportation and lack of medical facilities within the county are barriers to quality of life for these children.

In comparison to other Washington State counties, Grant County has the fourth highest birth rate amongst teenagers ages 15-17.[26] In 2012, Kids Count Data Center identified 32 births per 1000 females between the ages 15-17. Although this number has decreased since 2008, it is still significantly higher than the state average at 11 births per 1000 families (see Table).




The Grant County school districts have a high percentage of students who qualify for free or reduced lunch as well as many that are identified as migrant students. Moses Lake School District is the largest school district in Grant County with 7,898 students and just over 61% of the students qualify for free or reduced lunch. Royal School District has identified that 100% of their students qualify. Quincy School District has 83.1% that

[21] U.S. Census Bureau, 2008-2012 American Community Survey

[22] The Health of Grant County, 2008 Biennial Health Assessment. Grant County Health District. Pages 24-26. http://www.granthealth.org/_content/PH/2008AssessmentReportpublic.pdf

[23] http://www.granthealth.org/safekids.html

[24] http://www.granthealth.org/safekids.html

[25] The Health of Grant County, 2008 Biennial Health Assessment. http://www.granthealth.org/_content/PH/2008AssessmentReportpublic.pdf

[26] Kids Count Data, 2012. http://datacenter.kidscount.org/

qualify and in Wahluke 99% qualify for free or reduced lunch.[27] Quincy and Wahluke have a significant number of migrant students whose families need transportation to work in the seasonal agricultural industry. Youth, low-income youth, and migrant students represent a significant population that needs transportation resources.

| Youth Data - Grant County | | | | | | |
|---|---|---|---|---|---|---|
| *Sources: Office of Superintendent of Public Instruction, 2012-2013* | | | | | | |
| **School Districts By County** | **Student Enrollment** | **Free or Reduced Lunch** | **Special Education** | **Drop Out 2009-2010** | **Transitional Bilingual** | **Percent Migrant** |
| Moses Lake | 7,898 | 61.6% | 13.1% | 7.5% | 8.8% | 3.9% |
| Quincy | 2,716 | 83.1% | 10.8% | 8.1% | 36.7% | 16.2% |
| Royal | 1,541 | 100.0% | 11.4% | 4.8% | 43.5% | 7.5% |
| Soap Lake | 397 | 100.0% | 14.6% | 1.1% | 15.9% | 0.0% |
| Wahluke | 2,106 | 99.0% | 12.7% | 5.3% | 58.0% | 20.6% |

Family Service of Grant County provides Head Start services. Due to funding limitations, Family Services of Grant County no longer provides transportation for children to attend Head Start. Families that cannot afford to transport their child to and from school are not able to participate in Head Start.

## Elderly

The older adult population, defined as those 65 years of age and older, is located throughout Grant County and predictions from the American Community Survey indicate that there will be 24,723 individuals by 2040. The state average older adult population is at 12.31%. Grant County has an average senior population of 11.98%, but several communities have 20% to 25% of their residents 65 years of age and older. The highest percentage of older adults resides in the small, isolated towns outside of the larger populated areas of Moses Lake and Ephrata. The small towns in the county that have the a high percentage of older adults are Soap Lake at 24%, Grand Coulee at 20.4%, Coulee City at 23.5%, Hartline at 14.6%, and Wilson Creek at 29.8%.[28] Many of the seniors reported in the community forums the need transportation for health care, shopping, visiting friends and relatives, and to access social services.

> *"I live alone, no support system and feel trapped and alone."*
>
> *- Survey Client Comment*

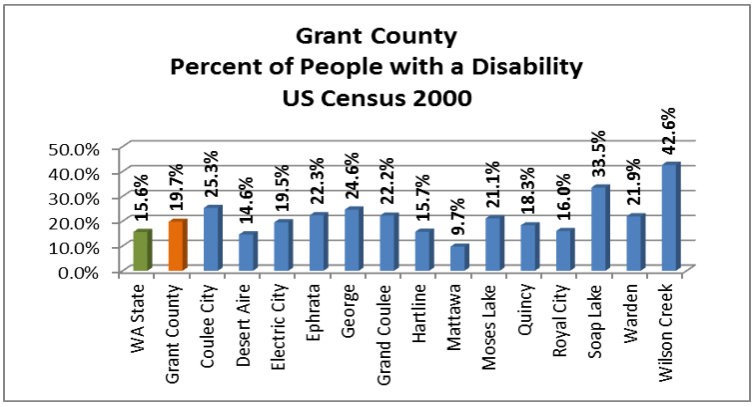
Elder persons residing in Grant County reported in the 2014 Human Service Transportation Survey that they utilize their own vehicle, Grant Transit Authority, People For People, or have friends or relatives transport them. In the county, there are seven senior centers located in Ephrata, Grand Coulee, Moses Lake, Quincy, Royal City, Soap Lake, and Warden. These senior centers provide services to prevent social isolation and other services. Seniors provided feedback during the public forums indicating the need for transportation services in order to attend social activities and nutritional meals at the senior centers. Seniors also indicated that during the winter months transportation is especially needed when road conditions are unsafe and night time driving is difficult.

[27] OSPI, 2012-2013
[28] U.S. Census 2010

According to the 2014 Human Service Transportation Surveys provided to the special needs population, seniors indicated that there were a number of reasons they depend on transportation. 31.43% of respondents identified that they use public transit by choice, while others cannot afford to drive or have no other means of transportation. Many of the seniors in this community rely heavily on the transportation systems that are available. Public transit, door to door services, and dependence on families and friends are utilized to access their basic needs. Of those surveyed, 46.69% of individuals use transportation to access medical and dental appointments.

## People With Disabilities

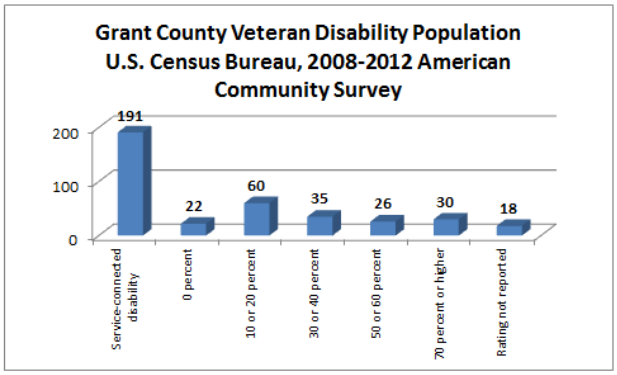
Grant County has over 13,000 individuals with disabilities with an overall average in the county at 19.7% in comparison to the state average of 15.6%. The highest concentrated areas are in the rural areas such as Wilson Creek with 42.6%, and Soap Lake at 33.5%. (See Table)




In 2008, the American Community Survey (ACS) changed the way it asks about disability. Because of the conceptual differences between the 2007 and 2008 ACS disability questions, the Census Bureau does not encourage data users to make comparisons between the 2008 disability estimates and prior ACS disability estimates (such as the 2010 Census Bureau statistics and those used in prior HSTP Plans).[29]

## Veterans

According to the American Community Survey 5 Year estimates, there are 5,994 veterans who reside in Grant County. 95.5% of the estimated veteran population is male. The 26.9% of veterans are between the ages of 55 and 64 and 21.7% are over the age of 75. In Grant County, there are 191 veterans that have a service related disability. This chart shows the breakdown of the service connected disability meaning the disability was a result of disease or injury that incurred or was aggravated during active military service.[30] A zero percent rating means that a disability exists and is related to the veteran's service, but is not so disabling that it entitles the veteran to compensation payments.[31] Veterans represent a portion of the special needs population that may experience transportation as a barrier to receive necessary services.




[29] Brault, Matthew W., "Review of Changes to the Measurement of Disability in the 2008 American Community Survey," September 22, 2009; pp 2 and 12.

[30] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[31] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

Transportation to veteran facilities continues to be a challenge for the Grant County veteran population. Veteran service offices located within Grant County are challenged with keeping personnel to attend the office and assist local veterans with their needs. Because of the instability of the office in Moses Lake, veterans must travel outside of the county to receive services. Veterans Administration facilities are needed for former military personnel seeking medical, behavioral and other care. One option for veterans seeking transportation assistance in Grant County is through the DAV (Disabled American Veterans) Hospital Service Coordinator in either Walla Walla or Spokane. The DAV operates a fleet of vehicles to provide free transportation to Veterans Administration medical facilities for injured and ill veterans.

## Low Income

According to the 2008-2012 American Community Survey Estimates, there are over 20.1% of individuals living below the poverty threshold. Grant County poverty rates vary throughout the county. The county per capita income of $20,324 is significantly lower than the state average per capita income of $30,661. For Grant County the median income of $52,472 is also lower than the median income for Washington State that is at $59,374. While some residents of Moses Lake have livable wages, others within this city and the smaller communities of Grant County are impacted by high poverty rates. 15% of working families are considered to be living in poverty countywide.

> *I thought I had to be low income to be able to use the services in Grant County.*
> *-Comment from Community Member*

The use of the Department of Social and Health Services (DSHS) in the county is an indicator of how these residents are receiving assistance with daily living activities. In April of 2013, the DSHS office released the ESA Program Briefing book, indicating there were 22,208 clients receiving basic food assistance, 2,208 clients receiving Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 370 clients who receive a State Supplemental Payment (SSP).

## Survey Results

Results from the Human Service Transportation Survey showed that Grant County individuals with special needs that completed the survey were able to identify all modes of transportation being utilized.

Grant County residents indicated the following:

The means of transportation used (able to choose all that apply)

- Own or Borrowed Vehicle (53.89%)
- GTA Transit (40.75%)
- Family, Friends, Volunteers or Program Staff Own vehicle or Borrowed vehicle (29.49%)
- People For People (21.45%)
- Walk (20.42%)

The primary reason for needing transportation (able to choose multiple reasons):

- Don’t have an available car (32.70%)
- Use public transit by choice (31.43%)
- Disability (27.30%)
- Can’t afford to drive (21.27%)
- Older adult and don’t drive (20.63%)

Transportation is needed for the following services (able to choose five)

- Medical and Dental Appointments (46.69%)
- Work (38.25%)
- Food and Clothing Shopping (26.81%)
- Visit Family and Friends (19.28%)
- School – Training (18.96%)
- DSHS – Social Services (15.66%)

Where they need to go (able to choose five destinations)

- Moses Lake (77.01%)
- Ephrata (40.90%)
- Wenatchee (39.40%)
- Spokane (27.79%)
- Quincy (11.94%)
- Soap Lake (11.94%)

**10.03% indicated that they have been required to relocate to access basic services due to the lack of transportation.**

## Grant County Current Transportation Services

Grant County has a variety of transportation services with some with distinct eligibilty requirements. The services range from door-to-door service for medical appointments to a bus pass provided by DSHS for a client to search for work. In addition to gathering information on current services, surveys asked riders about their usage and social service agencies what services their clients are currently using. These existing services include relying upon friends and family, to receiving gas vouchers, riding Grant Transit Authority, getting volunteer assistance for transportation, and utilizing other services.

**Grant Transit Authority,** the public transportation provider for Grant County, started with a demonstration grant in 1995 and in 1996 voters passed a 2/10 of one percent tax increase to fund public transit services in Grant County. Grant Transit Authority provided 287,722 rides in 2013 with their fixed, deviated routes, and paratransit for special needs individuals who cannot utilize the fixed-route system.

Three transfer locations, Surf-N-Slide Water Park in Moses Lake, Big Bend Community College, and the Ephrata Transportation Center, are used to provide vital connections in rural Grant County that include route-to-route and mode-to-mode transfers.

Grant Transit Authority partners with People For People, Washington State Department of Transportation, Confluence Health, and the Columbia Basin Cancer Foundation to meet critical health care needs for residents in Grant County that are available in Wenatchee and not in Grant County. Grant Transit Authority subcontracts with People For People to provide ADA paratransit and other special needs transportation in Grant County. People For People receives grant funding from the Washington State Department of Transportation to assist with operating costs. Grant Transit Authority developed a vanpool program in 2005 and currently has 15 vanpool groups in operation. The program provides vans for commuters who share a similar commute pattern and where transit may not be an option. Grant Transit Authority's fleet consists of 24 accessible coaches, 11 accessible cutaways, and 17 vanpool vans.

**Non-Emergency Medical Transportation - Brokered Transportation** pays for transportation services for non-emergency medical visits for qualified individuals. Individuals must be Medicaid eligible and have no other way to reach an approved medical service. Assistance is provided through a Regional Broker. Special Mobility Services is the Regional Broker for Adams, Grant, and Lincoln Counties. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, mileage reimbursement, volunteer drivers, non-profit providers, cabulance, commercial bus, train, and air. Normally, reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2013 to June 30, 2014, 39,896 rides were provided for eligible services for clients in Adams, Grant, and Lincoln Counties.

**Park and Ride Lots** are provided by the Washington State Department of Transportation. Grant County has one lot in George and three in Moses Lake. These locations can be used by commuters and riders connecting to and from Grant Transit Authority.

| Grant County Park and Rides | | | | |
|---|---|---|---|---|
| **City** | **Location** | **Approx. Parking Spaces** | **Lot Name** | **Transit** |
| **George** | I-90 exit 149, George MiniMart (Greyhound Station) | 36 | George Park & Ride | Grant Transit Authority |
| **Moses Lake** | Randolph Road & Hwy 17 | 22 | Port of Moses Lake, South Section | |
| | I-90 & SR 17 | 26 | I-90 & SR 17 | |

http://www.wsdot.wa.gov/choices/parkride.htm

**People For People** provides paratransit (demand response) services in Grant County to special needs populations. Washington State Department of Transportation provides grant funding for transportation services to special needs individuals and the general public. People For People has 19 ADA accessible vehicles serving the Grant County area. In addition to paratransit services, the Washington State Department of Transportation (WSDOT) consolidated grant program provides funding to serve special needs populations and general public. People For People provides transportation for individuals that live outside the Grant Transit Authority service area. Service is provided for individuals with special needs to access employment, job training, education, health care, nutrition, social services, and other vital community services. The chart below indicates the historical boardings People for People has provided for Grant County.

| | 2010-2011 | | 2011-2012 | | 2012-2013 | | 2013-2014 | |
|---|---|---|---|---|---|---|---|---|
| | Boardings | Miles | Boardings | Miles | Boardings | Miles | Boardings | Miles |
| Grant | 9,550 | 116,743 | 8,799 | 97,379 | 11,319 | 102,906 | 10,714 | 108,200 |

**Family Services of Grant County** provides Head Start services and only supports transportation for Family Service of Grant County student field trips. They no longer offer pick up or return services for students to attend Head Start program services. Transportation of low-income children is now dependent upon parents or guardians, many of whom lack access to transportation.

**School District Transportation**

Each school district within Grant County provides transportation services to students within their district boundaries. School districts provide their own equipment, driver training, maintenance, and operations.

The state allocates funds to each school district based on the number of students needing transportation and their distance from school (see Table).

| Grant County School District Transportation<br>Office of Superintendent of Public Transportation 2013-2014 | | | | |
|---|---|---|---|---|
| **School District** | **OSPI Transportation Allocation*** | **Number of Students**** | **Student Trips** | **Per Trip Reimbursement** |
| **Coulee-Hartline*** | $233,771 | 190 | 34,200 | $6.84 |
| **Ephrata*** | $751,972 | 1,939 | 349,020 | $2.15 |
| **Grand Coulee Dam*** | $381,997 | 817 | 147,060 | $2.60 |
| **Moses Lake** | $2,454,978 | 6,209 | 1,117,620 | $2.20 |
| **Quincy** | $922,717 | 2368 | 426,240 | $2.16 |
| **Odessa*** | $267,257 | 149 | 26,820 | $9.96 |
| **Othello*** | $916,061 | 3,084 | 555,120 | $1.65 |
| **Royal** | $591,258 | 1,535 | 276,300 | $2.14 |
| **Soap Lake** | $237,039 | 479 | 86,220 | $2.75 |
| **Wahluke** | $627,360 | 1902 | 342,360 | $1.83 |
| **Warden*** | $219,568 | 343 | 61,740 | $3.56 |
| **Wilson Creek*** | $208,501 | 172 | 30,960 | $6.73 |
| *From OSPI 2013-2014 "Transition Allocation"<br>**From OSPI Fall 2013-2014 Student Detail Report | | | | |
| *School district information is shared with another county. | | | | |

This allocation does not cover all transportation expenses and school districts must supplement their state allocation with local funds. Therefore, school districts must prioritize services to transport student to and from school and limit transportation for after-school activities. For all districts within the state of Washington, Special Education Students are provided with transportation as part of their Individualized Education Program.

**Greyhound Bus Line:** Greyhound provides limited commercial bus line transportation in the Grant County region. Northwest Trailways partners with Greyhound to provide service in Ephrata, Quincy, and Moses Lake.

**Northwestern Trailways**: Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Wenatchee, Everett, Seattle, Tacoma, Omak, Ellensburg, Ephrata, Quincy, Boise, Moses Lake, McCall, Grangeville, Lewiston, Moscow, Pullman, Ritzville, Quincy, and Spokane.

**Apple Line (Kittitas, Grant, Chelan, Okanogan)**
In a partnership with the Washington State Department of Transportation, Northwestern Trailways is the transportation provider for daily, regularly scheduled bus service between Omak, Wenatchee, Quincy and Ellensburg. The service also connects with Greyhound for service to Seattle. Connections can then be made from Grant Transit Authority to the Apple Line in Quincy.

**Amtrak** provides passenger rail service for their Empire Builder route from Spokane through Ephrata, Wenatchee, Leavenworth, Everett, Edmonds, and Seattle. The route provides limited (un-staffed) daily service from Ephrata.

**Care & Share of Grand Coulee** provides transportation assistance in the form of bus tickets or gas vouchers for emergencies only. They serve several small towns such as Elmira, Heartline, Coulee City, Wilbur, Coulee Dam, Elmer City, Electric City, and Belvedere. The service is supported with donations and provides a one-time emergency-only service. This service is provided in Grant, Douglas, Lincoln, and Okanogan counties as their motto is "we touch the four corners of these counties."

**Skill Source Learning Center** provides eligible clients assistance with gas vouchers, bus passes, and gift cards for gas at Wal-Mart or Safeway.

**Grant County Integrated Services** is a collection of five unique community services. These community agencies provide much needed services to vulnerable populations. One of the support services they provide is transportation to eligible individuals.

**Opportunities Industrialization Center** assists eligible clients with gas vouchers and provides education on how to use public transportation.

**Serve Moses Lake** provides assistance to eligible clients with bus passes. To be considered eligible individuals must schedule an appointment and provide picture identification and proof of circumstances requiring transportation assistance.

**Ephrata Senior Center** provides eligible seniors with transportation to community events by means of a Washington State Department of Transportation granted vehicle. Transportation is provided for a low fee to attend the community events typically located in the surrounding areas including Soap Lake and Moses Lake.

**Grand Coulee Senior Center** utilizes a wheelchair accessible vehicle that is operated by People For People and a volunteer driver to provide transportation for seniors to attend social activities and shopping in Spokane as well as to provide other trips for socialization.

**Moses Lake Senior Center** has a wheelchair accessible vehicle that provides transportation for seniors to attend the senior nutrition program at the center.

**Housing Authority of Grant County** provides Grant Transit Authority bus passes for clients who are receiving services. Funding comes through homeless local, state, and federal funding.

**Salvation Army of Moses Lake** provides assistance with gas. A $15 voucher once in a 12-month period to individuals with a Washington State Driver's License, with funding provided through donations. The numbers of individuals vary each year based on the amount of donations raised for the service.

**Scabland Taxi & Delivery Service** is a private for-profit provider of taxi service. Scabland Taxi is locally owned and has been in service with five insured vehicles for over 11 years. Current fares are $2.50 pick-up, $2.50 per mile (cash only).

**Pack's Taxi & Delivery Service** requires customers to fill out a form with service type online. They provide services 24 hours a day and 7 days a week with a $2.50 pick-up charge and a rate of $2.50 per mile.

## Grant County Common Origins

People with special needs are located throughout Grant County. The 2014 Human Service Transportation Survey identified common origins where the individuals begin their trip. The origins include rural locations at individual residences, smaller towns and communities, low-income housing, senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, medical facilities and nursing homes.

## Grant County Common Destinations

The transportation needs of Grant County's special needs population vary widely from residents who live within close proximity to basic services, to those who must travel hours to reach a medical facility. Community forums, client surveys and interviews with service agencies provide a description of the current destinations within the county.

Medical Related Appointments: Medical and dental appointments was identified as the highest need at 46.69% of the persons surveyed. This includes primary care, cancer treatment, dialysis, dental, and mental health. These appointments include traveling to Wenatchee or Spokane. One survey comment included, "Right now the transportation between Moses Lake and Wenatchee would be the most beneficial to me." Grant County is considered by the U.S. Department of Health and Human Services as a Medically Underserved Area (MUA). This designation identifies the area as having shortages of primary medical care, dental or mental health providers.

Education: Transportation is required to attend Big Bend Community College (Moses Lake), classes to receive GED and ongoing training especially for those of low income and youth. Education includes post-secondary, English as a Second Language (ESL) classes, Adult Basic Education (ABE), after-school programs and visits to the library. On July 1, 2014, Moses Lake School District opened the Columbia Basin Skills Center that provides students with vocational skill training and a summer school exploratory program.

Employment: Employment not only includes going to work, but also obtaining employment through WorkSource appointments and job training. Lack of reliable transportation is a significant barrier for clients who are job searching, receiving training and taking other steps to achieve self-sufficiency through sustained employment. Survey results indicated that there are significant needs for

transportation for individuals to and from employment. This chart identifies Grant County's top employers.

| Grant County Top Employers | | |
|---|---|---|
| **Company** | **City** | **FTE's** |
| **Genie Industries, Inc.** | Moses Lake | 1400 |
| **Moses Lake School District** | Moses Lake | 951 |
| **Grant County PUD** | Ephrata | 722 |
| **Grant County Government** | Ephrata | 633 |
| **Wal-Mart** | County Wide | 615 |
| **LambWeston/BSW** | Warden | 500 |
| **Samaritan Healthcare** | Moses Lake | 473 |
| **ConAgra Foods, Inc.** | Quincy | 460 |
| **REC Silicon** | Moses Lake | 450 |
| **J.R. Simplot Co.** | Moses Lake | 375 |
| *http://www.grantedc.com/demographics/largest-employers Updated June 2014 | | |

According to the Grant County Labor Area Study, June 2014 report published by the Employment and Security Department, "countywide, the number of unemployed residents fell from 3,390 in June 2014 to 2,510 in June 2014." Although these numbers are not seasonally adjusted, in two years the unemployment rate has dropped from 8.1% to 5.7%. Some of the industries affecting this unemployment rate are manufacturing, construction, professional and business services, and leisure and hospitality. Grant County continues to be one of the top agricultural producers in the state.

Senior Services: Riders benefit from nutrition programs, foot care, exercise, case management and other services available at senior centers. Also, picking up medications at a pharmacy is an ongoing activity that is critical and challenging for those without their own form of transportation. Individuals at the community forums indicated that most elderly and seniors have their own transportation, but often need transportation during inclement weather and nighttime because of limited vision. Transportation is also needed when traveling out of their familiar towns. In order for seniors to remain in their rural homes, transportation is needed to access basic services.

> "I need transportation because I am on a fixed income and have a disability."
>
> *--Comment from Survey*

Nutrition: Transportation to senior meal programs, food banks, and grocery stores are a critical daily living necessity for those without the means to travel on their own. For example, a food bank employee shared how she relied on transportation at her location, but was discontinued and not restored.

Recreation, spiritual and social activities: Throughout the process of gathering information, it was reported to be very important for individuals to remain connected to friends and families with activities that include visiting their loved ones in a long-term care facility, attending church, and other social activities that improve the health and well-being of community members with special needs.

Social Service Appointments. Attending social service appointments is essential for low income individuals working on improving their situation through Department of Social and Health Services, conducting job search activities, and attending training classes. The following chart identifies the distance individuals must travel to access services in Grant County.

| Grant County Services (distance in miles) | | | | | | | |
|---|---|---|---|---|---|---|---|
| **City** | **DSHS** | **WorkSource** | **Community Action Agency** | **Hospital** | **Social Security Office** | **Senior Center** | **County Courthouse** |
| **Ephrata** | 21 | 20 | 20 | 0 | 49 | 0 | 23 |
| **Mattawa** | 59 | 57 | 56 | 40 | 70 | 0 | 50 |
| **Moses Lake** | 0 | 0 | 0 | 0 | 68 | 0 | 0 |
| **Quincy** | 40 | 37 | 36 | 0 | 31 | 0 | 18 |
| **Royal City** | 34 | 32 | 31 | 33 | 64 | 0 | 33 |
| **Soap Lake** | 24 | 24 | 24 | 24 | 55 | 0 | 6 |
| ***Data includes information from most common destinations** | | | | | | | |

Services beyond Grant County: While Moses Lake and Ephrata are the top destinations within Grant County, the city of Spokane was also listed as a top destination. This is because many resources are only available in Spokane, such as the Veterans Administration Clinic, specialty health care, job training, shopping and other services that are not available within Grant County.

## Grant County Unmet Needs

Surveys of individuals with special needs were conducted. One of the questions asked was if they are using transportation services, and are those services meeting their needs. 29% indicated "no." Unmet needs are listed below:

- Improved transportation service provider connections: Due to the rural nature of the county, coordination between service providers is a regular part of transportation for many riders. Though connections do occur between Grant Transit Authority, Special Mobility Services, Inc., People For People and Spokane Transit, individuals requested improved service. This is due to wait times that are excessive for someone with medical challenges, and limited pick up and drop off locations.
- Marketing/Education: Understanding the service schedules, eligibility, and connection times proved difficult to individuals.
- Location of services: Not all areas of Grant County receive Grant Transit Authority (GTA) services. Individuals that reside outside the GTA service area must identify alternative transportation or try to reach the GTA service area.
- Additional Service: Requests made by riders and social service agencies include expanded service hours/days, expanded routes, and the need to make multiple stops. There is also a need to request and receive service within the same day. Even though service may be available in some areas, there are requests for more hours of service and longer service days.

## Kittitas County Demographics

Kittitas County is located in central Washington State between the Cascade Mountains and the Columbia River. Kittitas County geographic region covers 2,297 square miles, making it the eighth largest county in the state, with a population density of 17.8 persons per square mile[32] compared to Washington State at 101.1 persons per square mile. Kittitas County is home to 40,915 individuals with the over 40% of the residents living in unincorporated areas of the county. The largest city is Ellensburg and is also the county seat (see Table). Kittitas County has a median household income of $41,739. The per capita income is $22,542 and is significantly lower than the per capita income of $30,661 for Washington State. The county has 21.8% of the population living at or below the poverty level, including 15.8% of those under age 18 and 4.8% of that age 65 or over.[33] There are 21,803 households out of which 24% had children under the age of 18 living with them.

| Kittitas County Population* | |
|---|---|
| Cle Elum | 1,872 |
| Easton | 478 |
| Ellensburg | 18,174 |
| Kittitas | 1,381 |
| Ronald | 308 |
| Roslyn | 893 |
| Thorp | 240 |
| Vantage | 74 |

U.S. Census 2010
*Population table represents the most populated areas of the county. Not all population counts are included in figures above.

The main industries in the county include agriculture, manufacturing and public funded services, including Central Washington University (CWU). Kittitas County has a strong agricultural base with hay, cattle, sheep, and a growing fruit industry. The economy is strongly supported by the agricultural industry and the presence of Central Washington University.

According to Cappex, a firm with a website containing reviews of colleges and universities, CWU is a medium sized campus and has 10,750 students enrolled in classes. The students make a large financial impact on the city of Ellensburg. The university offers remedial services for students with disabilities, academic and career counseling, employment services for part time positions, job placement for graduates, on-campus daycare services, library, on-campus housing and meal plans. One of the comments on the Cappex site indicates, "There are many activities on and off campus. Our recreational center has great outdoors trips, a great gym with workout classes and a rock wall. You can float the river, bike, hike, and walk around town. Visit People's pond in the spring and the beginning of fall. CWU is in Ellensburg and there are so many activities that include the great outdoors."[34] Ellensburg and CWU are uniquely positioned and nestled in the best geographic location in the county with close access to the Interstate 90 for traveling to other parts of the state.

Kittitas County, along with the other counties in the four-county region, has an agricultural characteristic that has been around for many decades. Starting in the 1980's to present, there has been a steady increase in apple and pear orchards. Auvil Orchard, one of the largest, is located in an isolated area of Kittitas County. Along the banks of the Columbia River with over a thousand acres of fruit, Auvil Orchard is 50 miles from the nearest city of Ellensburg. With a large number of migrant seasonal farm workers during the harvest season of August to October, transportation is a costly necessity.

[32] US Census 2010.
[33] U.S. Census Bureau, 2008-2012 American Community Survey
[34] https://www.cappex.com/colleges/Central-Washington-University

## Youth

Within Kittitas County, 18.29% are youth (age eighteen and under). The school districts throughout Kittitas County provide transportation for students to attend school and for out-of-the-area sports events. Ellensburg School District has seen an increase in the number of migrant students. Easton, Ellensburg, and Kittitas School Districts have experienced an increase in the need for Transitional Bilingual services for students with Limited English Proficiency. This reflects the expansion of tree fruit production that requiring more farm labor to care for the trees and harvest the produce. As indicated below, the number of students by district shows that the highest enrollments are in Ellensburg School District and the lowest in Damman School District.

| Youth Data - Kittitas County | | | | | | |
|---|---|---|---|---|---|---|
| *Sources: Office of Superintendent of Public Instruction, 2012-2013* | | | | | | |
| **School Districts By County** | **Student Enrollment** | **Free or Reduced Lunch** | **Special Education** | **Drop Out 2009-2010** | **Transitional Bilingual** | **Percent Migrant** |
| Cle Elum - Roslyn | 927 | 42.2% | 11.3% | 3.9% | 1.4% | 0.0% |
| Damman | 47 | 0.0% | 6.4% | NA* | 0.0% | 0.0% |
| Easton | 89 | 61.8% | 11.2% | 0.0% | 13.5% | 0.0% |
| Ellensburg | 2,981 | 39.1% | 13.6% | 5.1% | 6.8% | 1.2% |
| Kittitas | 671 | 48.6% | 15.2% | 2.0% | 6.6% | 0.0% |
| Thorp | 122 | 46.7% | 16.4% | 2.6% | 0.0% | 0.0% |

Youth and service providers who completed the 2014 Human Service Transportation Plan survey indicated that youth need transportation for after-school activities, job training activities, and to attend educational opportunities in Yakima at the Yakima Valley Technical Skills Center.

Washington State University established the 4-H Youth Development program that has served the Kittitas County since 1916[35] and runs from October through September of each year for youth ages 8 to 19. Projects in the Kittitas County include social sciences, family and consumer sciences, plant sciences, livestock and animals, as well as many others. These projects provide learning opportunities for the 4-H members. Programs such as the 4-H Youth Development are necessary in rural communities as they help to build leaders in the community and encourage them to make a difference where they live. Although this program is available, not all students are able to take advantage of community resources such as this due to the lack of transportation.

WorkSource Kittitas County, with OIC of Washington, offers an employment and training program for low-income eligible youth that have barriers to graduating. Through WorkSource, individuals are provided assistance with building their basic math and literacy skills, while identifying career opportunities and preparing them for the world of work. Individuals need transportation in order to participate in the employment and training program.

[35] http://ext100.wsu.edu/kittitas/youth/

Bright Beginnings provides Head Start for Kittitas County and parents must drop off and pick up their child. Since Head Start is designed for low-income families, the cost of fuel is a major issue for children to attend. Sometimes families have to decide on whether they take their child to school or eat. There are children that eventually have to be dropped from the Head Start program, due to the number of missed days.

## Elderly

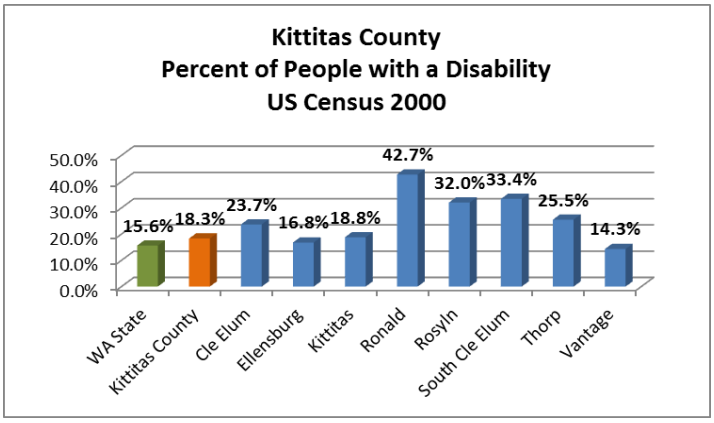
Kittitas County's older adult (65 years of age and older) population is similar to the state average at 12.74% for Kittitas County and 12.31% for Washington State. The Upper County communities of Cle Elum, Roslyn, and Ronald have a higher percentage of older adults. Historically, these are individuals who have resided and worked in the communities throughout their lives and have since retired.

There are only two senior centers located in Kittitas County that offer senior meals and activities for seniors. The Adult Activity Center is a senior center located in Ellensburg. The Putnam Centennial Center is a senior center located in Cle Elum. The senior centers are a place where elders can gather and socialize, receive a nutritious meal, and maintain a quality of life. HopeSource is able to offer limited services throughout the county to provide transportation for members of the elderly community who are unable to drive.

Seniors attending presentations and forums for Special Needs Transportation identified that transportation from rural locations to the larger communities of Cle Elum and Ellensburg is needed. Transportation to Yakima and Seattle are needed for health care appointments. The elderly also reported that in order to maintain a residence in their communities and rural areas, transportation is required in order to "age in place."

## People With Disabilities

Kittitas County (see table) has an overall percentage of persons with disabilities at 18.3% of the total population. The areas with the highest concentration are in the "Upper Kittitas County" areas of Cle Elum, Ronald, Roslyn, Thorp, and South Cle Elum. Ronald has the largest number of individuals with disabilities at 42.7%. The area with the lowest population is located in Vantage at 14.3%, which also has a low senior population with only 5.7% of their population 65 years of age and older.

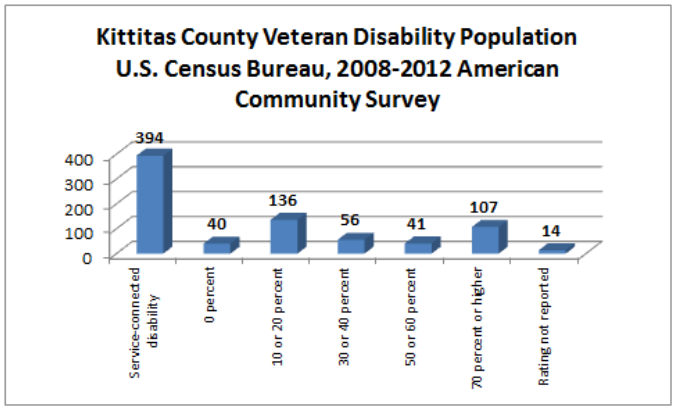



In 2008, the American Community Survey (ACS) changed the way it asks about disability. Because of the conceptual differences between the 2007 and 2008 ACS disability questions, the Census Bureau does not encourage data users to make comparisons between the 2008 disability estimates and prior ACS disability estimates (such as the 2010 Census Bureau statistics and those used in prior HSTP Plans).[36]

[36] Brault, Matthew W., "Review of Changes to the Measurement of Disability in the 2008 American Community Survey," September 22, 2009; pp 2 and 12.

## Veterans

According to the American Community Survey 5 Year estimates indicate there are 3,669 veterans who reside in Kittitas County. 93.7% of the estimated veteran population is male. The majority of veterans are between the ages of 55 and 64 at 28.2% of the veteran population, 18.7% are over the age of 75. The chart shows the breakdown of the service connected disability for veterans in Kittitas County, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.[37] A zero percent rating means that a disability exists and is related to the veteran's service, but is not so disabling that it entitles the veteran to compensation payments.[38] This population represents a portion of the special needs population that may experience transportation as a barrier to receive veteran's services.




Transportation and veteran facilities are not located in Kittitas County. The veterans resources provided by the County Veterans Coalition in Kittitas County includes financial assistance, life skills counseling, mental health counseling, transitional housing, transportation assistance, and VA benefits and entitlements assistance. If additional medical services or other services not listed above are needed, veterans have to travel outside of their county.

An additional option of transportation for services for veterans is provided by the DAV (Disabled American Veterans). Services can be arranged by a Hospital Service Coordinator located in either Walla Walla or Spokane. The DAV operates a fleet of vehicles around the country to provide free transportation to Veterans Administration medical facilities for injured and ill veterans.

## Low Income

According to the 2008-2012 American Community Survey Estimates, 21.8% of the population is living below the poverty threshold. There are 26,141 individuals who are between the ages of 18-64, of those 6,687 are living below the poverty level. These numbers include the general population plus the number of students that make Kittitas County their temporary home during the school year. The county per capita is $33,031 while the median income is $41,739 compared to Washington State per capita of $30,661 and median income of $59,374.

The use of the Department of Social and Health Services (DSHS) in the county is also an indicator of how residents are receiving assistance with daily living activities. In April of 2013, the DSHS office released the ESA Program Briefing book, indicating there were 5,702 clients receiving basic food assistance, 527 clients receiving Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 70 clients who receive a State Supplemental Payment (SSP).

[37] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[38] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

The surveys conducted in the area compliment the statistics gathered. Transportation is needed for people with special needs and those of low income, including college students. There are a variety of reasons that an individual does not have their own form of transportation. Many respondents identified as having several factors leading them to not having transportation, such as not owning a car and being too ill to drive.

## Survey Results

Results from the Human Service Transportation Survey showed that in Kittitas County individuals with special needs that completed the survey were able to identify modes of transportation being utilized.

Kittitas County residents indicated the following:
The means of transportation used (able to choose all that apply)

- HopeSource (56.19%)
- Walk (33.33%)
- Own or Borrowed Vehicle (31.48%)
- Family, Friends, Volunteers or Program Staff Own vehicle or borrowed vehicle (28.57%)
- Central Transit (21.90%)
- Senior Services (14.29%)

The primary reason for needing transportation (able to choose five reasons):

- Medical and Dental Appointments (43.01%)
- Food (34.41%)
- Senior Centers (32.26%)
- Counseling and Behavioral Health (19.35%)
- Job Training and Job Search (11.83%)
- Church and Religious Activities (11.83%)

Where they need to go (able to choose five destinations)

- Ellensburg (83.33%)
- Yakima (31.11%)
- Cle Elum (27.78%)
- Seattle (18.89%)
- Kittitas (12.22%)

**13.83% indicated that they have been required to relocate to access basic services due to the lack of transportation.**

## 2014 City of Ellensburg Public Transit Update & Survey

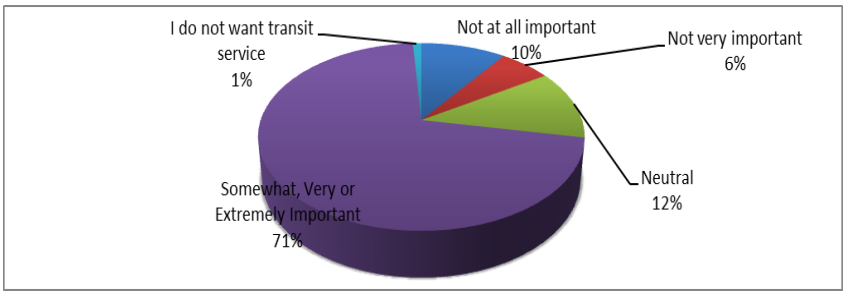
In addition to the Human Service Transportation Survey, the following information is an excerpt of the 2014 City of Ellensburg Public Transit Update.

> *The City of Ellensburg has invested resources in determining the need for Public Transit in the City and the support of the community for Public Transit. Two studies were conducted with Council oversight and citizen input—a public transportation feasibility study and public transit development plan. The feasibility study concluded that public transit was feasible in the City and that there was sufficient public support to warrant further development. The conclusions of the Transportation Development Plan were:*
>
> - *There is sufficient latent demand to warrant on-going and improved transit service in Ellensburg.*
> - *The community believes adequate transit service is important and will benefit the community.*

- *There are reasonable and financially feasible service alternatives to serve the needs found in this study and there are funding and structural alternatives that will provide financially sustainable operations.*
- *The service levels and potential ridership are comparable to other similar communities in the Pacific Northwest.*
- *The community is supportive of the concepts and proceeding on a course to improve transit in Ellensburg.*

*Total rides provided in 2014 have exceeded the rides provided in 2013 with four and a half months remaining in the year. Projecting ridership based on 2012-2013 rides for those months indicates an overall 2014 increase of 33% in ridership compared to 2012. Central Transit is growing, being used and accessed by students and the general population. Students use the system to shop, eat at restaurants, attend community events, while people in the community hop on board to access the University and the resources it offers.*

*More than 915 responses were received, 310 were received via the Internet collection and 605 were received through the written responses. The results represent nearly a 5% sample of the population of Ellensburg and Central Washington University. While survey respondents were self-selecting, this sample size is large enough to fairly represent the views and opinions of the community.*

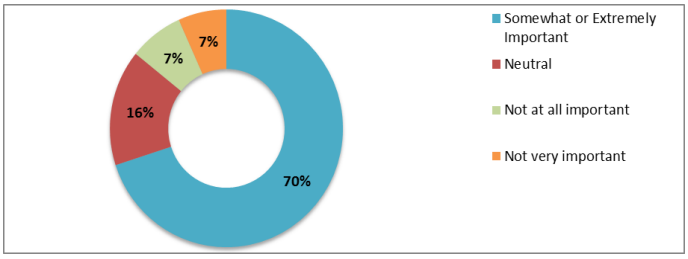



*In total, 71% of people surveyed believe that it is somewhat, very, or extremely important that there is a public transit service in Ellensburg. Of the people surveyed who lived within the city limits of Ellensburg, and have an income of $10,000 or less, 78% said they think it is somewhat, very, or extremely important that there is a public transit service in Ellensburg.*

*In total, 68% of people surveyed believe it is either somewhat or extremely important that there is a public transit service available from the City of Ellensburg to locations such as Cle Elum and Yakima. Another 12% have a neutral opinion; therefore, the percent of supporters could be as high as 80%.*

*70% of respondents who live within the city limits of Ellensburg and have an income of $10,000 or less, believe that it is somewhat or extremely important that there is a transit service available to surrounding towns, such as Cle Elum or Yakima.*

**Income of $10,000 or Less**



## Kittitas County Current Transportation Services

A variety of transportation services are available within Kittitas County and many of the options have specific eligibility requirements or are available to a certain population for a specific purpose. Surveys of clients and social service agencies indicate that clients currently use these services for their transportation needs.

**HopeSource.** HopeSource Transit Systems (HTS) operates the Demand Response (Dial a Ride) door to door service for the special needs sector of the population. The services run Monday through Friday from 7:00 AM to 6:00 PM in both the Upper and Lower Kittitas County. Rides for this service must be scheduled 48 hours in advance. HTS has two buses dedicated to servicing the Upper County, one runs door to door in the Upper County while the other is a shuttle connecting both the Upper and Lower County making six runs daily. HTS dedicates four buses to the lower county one of which makes three stops in the City of Kittitas, Monday thru Friday. The Dial a Ride service is instrumental in providing clients with access to medical, social service, employment, and senior nutrition programs which make up 82% of the overall rides. The remaining 18% percent of trips is comprised of shopping, banking, and recreation. A significant amount of transportation needs would not be met without the support that HopeSource provides. HopeSource's Demand Service provided 19,736 rides during FY 2013, serving 610 individuals throughout Kittitas County. HopeSource projects the increased ridership of 6% from 2013 to 2014 will be eclipsed by another 12% increase in ridership from 2014 to 2015 as the population ages and the economy remains unstable.

HTS also operates **Central Transit**, a fixed-route service that operates from 7:00 AM to 9:23 PM seven days a week. Central Transit is critical to meeting the transportation needs of the City of Ellensburg and provides a system consistent with the project strategies in the Transportation Plan. Central Transit provided 34,060 trips in 2012 and 31,603 in 2013. Ridership for 2014 is anticipated to reach over 50,700. Total rides provided in 2014 have exceeded the rides provided in 2013 with three months remaining in the year. Projecting ridership based on 2012-2013 rides for those months indicates an overall 2014 increase of 49% in ridership compared to 2012 and a 60% increase over 2013. Central Transit is growing, being used and accessed by students and the general population.

**Elmview** is a non-profit located in Ellensburg and serves clients in Yakima and Kittitas counties. Elmview provides services to individuals with disabilities assisting them to gain independence, self-reliance, and become active participants in their communities. Elmview provides transportation to access employment, community events, social services, and to meet the individual's primary needs. Because of limited resources, Elmview is unable to meet the transportation needs of all program participants.

**Non-Emergency Medical Transportation – Brokered Transportation**

Washington State Medicaid clients with a Provider One card and without the means to transport themselves to health care appointments may be eligible. The health care service must be covered by the Medicaid coverage under a client's benefit services package. Assistance is provided through a Regional Broker. People For People is the Regional Broker for the Kittitas County. People For People's Client Service Representatives screen clients for eligibility and then arrange the most appropriate and least costly form of transportation assistance. Transportation assistance may include: public bus, commercial bus, train, gas voucher, client and volunteer mileage reimbursement, non-profit providers, for-profit providers, wheelchair van or accessible vehicle, or taxi.

| Medicaid Transportation by Type | |
|---|---|
| January - December 2013 | |
| Trip Type | Trips |
| AMBULATORY RIDE | 2,324 |
| COMMERCIAL BUS | 2 |
| GAS VOUCHER CLIENT | 1,242 |
| LODGING | 39 |
| MILEAGE CLIENT ASSOCIATE VEHICLE | 211 |
| NON-AMBULATORY RIDE | 626 |
| PUBLIC BUS (PARATRANSIT) | 2 |
| VOLUNTEER AGENCY | 445 |
| **Total Trips** | **4,891** |

**Hospice Friends,** located in Ellensburg, provides transportation for anyone living in Kittitas County who is elderly or is facing a life threatening illness. The primary focus is transportation to chemotherapy/radiation treatments in Yakima. Hospice Friends trains volunteers to provide individualized transportation as needed. Service accessibility is limited depending upon weather conditions and the availability of volunteers. Seattle and Wenatchee are not are served by Hospice Friends at present time.

**Ellensburg Adult Activity Center** has a vehicle for the purpose of trips and tours for their population. Service fares are dependent upon the length of trip and the number of persons on the bus. Services are provided primarily to seniors with an ADA accessible vehicle. Transportation is provided to approximately 15 unduplicated riders each year.

**Rodeo Town Taxi** operates within the county with three vehicles.

**Kittitaxi** began service in March of 2014 with two vehicles that operate within Kittitas County. The flat fee is $10.00 per trip within Ellensburg and the immediate area and $20.00 per trip outside Ellensburg.

**School District Transportation**

Each school district within Kittitas County provides transportation services to students within their district boundaries. School districts provide their own equipment, driver training, maintenance, and operations. The state allocates funds to each school district based on the number of students needing transportation and their distance from school (see Table).

| Kittitas County School District Transportation<br>Office of Superintendent of Public Transportation 2013-2014 | | | | |
|---|---|---|---|---|
| **School District** | **OSPI Transportation Allocation*** | **Number of Students**** | **Student Trips** | **Per Trip Reimbursement** |
| **Cle Elum** | $327,501 | 794 | 142,920 | $2.29 |
| **Damman** | Transportation by Ellensburg | | | |
| **Easton** | $79,292 | 93 | 16,740 | $4.74 |
| **Ellensburg** | $831,517 | 1,743 | 313,740 | $2.65 |
| **Kittitas** | $236,222 | 360 | 64,800 | $3.65 |
| **Thorp** | $62,371 | 95 | 17,100 | $3.65 |

*From OSPI 2013-2014 "Transition Allocation"
**From OSPI Fall 2013-2014 Student Detail Report

This allocation does not cover all transportation expenses and school districts must supplement their state allocation with local funds. Therefore, school districts must prioritize services to transport student to and from school and limit transportation for after-school activities. For all districts within the state of Washington, Special Education Students are provided with transportation as part of their Individualized Education Program.

**Airporter Shuttle to Seattle (Kittitas, Yakima and King County)**

Since 2003, the Central Washington Airporter has offered residents of Central Washington the option of riding over Snoqualmie Pass to get to Seattle instead of driving. Medical procedures, other care or services not locally available, hazardous winter weather conditions affecting departures from the Yakima Air Terminal or a desire to fly from Sea-Tac Airport, as well as access to downtown Seattle and the Seattle Convention Center are all within reach because of five daily round-trips. Services are not available on Easter, Thanksgiving, and Christmas. (See table for routes and fares)

| | ADULT | | YOUTH | |
|---|---|---|---|---|
| **To/From Sea-Tac** | **OW** | **RT** | **OW** | **RT** |
| Yakima Air Terminal | $42.50 | $85 | $37.50 | $75 |
| Red Lion Yakima | $40 | $80 | $35 | $70 |
| Quality Inn - Ellensburg/ CWU Starbucks | $35 | $70 | $30 | $60 |
| Cle Elum Shell | $30 | $60 | $25 | $50 |
| North Bend | $21 | $42 | $16 | $32 |
| **To/From Seattle Convention Ctr** | **OW** | **RT** | **OW** | **RT** |
| Yakima Air Terminal | $47.50 | $95 | $42.50 | $85 |
| Red Lion Yakima | $45 | $90 | $40 | $80 |
| Quality Inn - Ellensburg/ CWU Starbucks | $40 | $80 | $35 | $70 |
| Cle Elum Shell | $35 | $70 | $30 | $60 |
| North Bend | $26 | $52 | $21 | $42 |
| **Intercity Service** | **OW** | **RT** | **OW** | **RT** |
| Yakima Airport - Ellensburg | $11.50 | $23 | $9.50 | $19 |
| Yakima Red Lion - Ellensburg | $10 | $20 | $8 | $16 |
| Yakima Airport - Cle Elum | $18.50 | $37 | $13.50 | $27 |
| Yakima Red Lion - Cle Elum | $17 | $34 | $12 | $24 |
| Cle Elum - Ellensburg | $7 | $14 | $5 | $10 |
| North Bend - Yakima Airport | $30.50 | $61 | $25.50 | $51 |
| North Bend - Yakima Red Lion | $29 | $58 | $24 | $48 |
| North Bend - Ellensburg | $22 | $44 | $17 | $34 |
| North Bend - Cle Elum | $17 | $34 | $12 | $24 |

KEY
OW - One Way
RT - Round Trip
ADULT - Ages 16 and over
YOUTH - Ages 2-15
CHILD Fare - Under 2 ride free

**Greyhound Bus Line:** Greyhound provides limited commercial bus line transportation in the Kittitas County region, serving the city of Ellensburg.[39] Accommodations are available for passengers with disabilities.

**Northwestern Trailways**: Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Spokane, Wenatchee, Everett, Seattle, Tacoma, Omak, Ellensburg, Ephrata, Quincy, Boise, McCall, Grangeville, Lewiston, Moscow, Pullman and Spokane.

**Apple Line (Kittitas, Grant, Chelan, Okanogan)**
In a partnership with the Washington State Department of Transportation, Northwestern Trailways is the transportation provider for daily, regularly scheduled bus service between Omak, Wenatchee, Quincy and Ellensburg. The service also connects with Greyhound for service to Seattle. Connections can then be made from Ellensburg to Yakima by using the Yakima-Ellensburg Commuter.

**Yakima Ellensburg Commuter.** The Yakima-Ellensburg Commuter is operated by Central Washington Airporter with funding from Washington State Department of Transportation (WSDOT), Yakima Transit, and Central Washington University (CWU). The service was started in November 2011 with a grant from WSDOT provided to HopeSource. The grant was transferred to Yakima Transit in June 16, 2014. Changes were made to the schedule upon the switchover, effectively reducing the service and increasing fares. The Commuter operates seven roundtrips when CWU is in session and six round trips when CWU is not in session. Fares increased from $4 to $5 for a single on-way trip and from $125 to $150 for monthly passes.

On an annualized basis, the service provides approximately 45,000 passenger trips over 142,991 miles and 4,810 service hours. Passengers trips associated with higher education are approximately 65% of total ridership, mainly consisting of individuals who either work at or attend either Yakima Valley Community College or Central Washington University. The other 35% of passengers are typically individuals who work in one of the communities, need access to life services (medical, dental, social services, etc.), or are simply visiting friends or family. The service operates between the Yakima Airport and Central Washington University. The service operates Monday – Friday from 6 AM-6 PM.

[39] http://www.wsdot.wa.gov/Choices/SouthCentral/

## Kittitas County Common Origins

People with special needs are located throughout Kittitas County. Origins where the individuals begin their trip include rural locations at individual residences and smaller towns and communities, low-income housing, senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, and nursing homes. Transportation is needed for individuals that are released from detention facilities like the county jail located in Ellensburg.

## Kittitas County Common Destinations

People with special needs have a variety of reasons why they are transportation disadvantaged. Income, legal reasons may lead to a loss of license, illness can result in the lack of ability to drive and a permanent disability results in relying upon others to travel to daily living activities. The surveys showed that for those using transportation services, it is a much needed resource that benefits their daily life. 42.68% indicated that transportation improves their ability to meet medical and health care needs. For those that do use the available transportation services, 75.27% indicated that it is meeting their needs. This is more than a 20% increase over the 2010 HSTP plan results.

Major Employers in the region include Central Washington University and Kittitas Valley Community Hospital. For the working-poor, transportation to employment is imperative to retain employment.

| **Kittitas County** | | |
|---|---|---|
| **Top Employers** | | |
| **Kittitas County Chamber of Commerce** | | |
| **Employer** | **City** | **# of Employees** |
| Central Washington University | Ellensburg | 2137 |
| Kittitas Valley Community Hospital | Ellensburg | 525 |
| Kittitas County | Ellensburg | 360 |
| Ellensburg School District | Ellensburg | 350 |
| Twin City Foods, Inc. | Ellensburg | 350 |
| Anderson Hay and Grain | Ellensburg | 315 |
| City of Ellensburg | Ellensburg | 250 (95 Seasonal) |
| Fred Meyer | Ellensburg | 202 |
| Elmview | Ellensburg | 200 |
| Cle Elum-Roslyn School District | Cle Elum | 130 |

The transportation needs within Kittitas County vary depending upon whether an individual with special needs resides in the urban setting of Ellensburg, or the smaller communities of Ronald and Roslyn. Therefore, some transportation needs may occur within a mile of a person's residence, where others may travel over an hour each way. The county line extends all the way up Snoqualmie Pass, a mountainous region towards Seattle. In order to determine the transportation needs of the area, community forums were held, surveys were conducted, and individual interviews held with senior

centers members, community members and other service providers. The transportation needs within the county are summarized into the following categories:

Social, Health, and Legal Services: Accessing social services health care and legal services requires transportation. The special needs populations often lack transportation and are therefore unable to access the services that could improve their health and well-being. Geographically, services are generally located in the larger cities or towns, but may be miles from smaller communities or rural locations. Kittitas County is considered by the U.S. Department of Health and Human Services as having Medically Underserved Populations (MUP). This designation identifies the area as having shortages of primary medical care, dental or mental health providers for low-income populations in Cle Elum and low-income, migrant, and homeless populations in East Kittitas County.

The following chart identifies the distances individuals must travel to access services.

| Kittitas County Services (distance in miles) | | | | | | | |
|---|---|---|---|---|---|---|---|
| **City** | **DSHS** | **WorkSource** | **Community Action Agency** | **Hospital** | **Social Security Office** | **Senior Center** | **County Courthouse** |
| **Ellensburg** | 0 | 0 | 0 | 0 | 36 | 0 | 0 |
| **Kittitas** | 6 | 6 | 6 | 6 | 39 | 7 | 7 |
| **Roslyn** | 30 | 30 | 4 | 31 | 63 | 4 | 4 |
| **Cle Elum** | 27 | 27 | 0 | 28 | 60 | 0 | 0 |

Medical Appointments: People with special needs requested medical related transportation as their top destination when surveyed and during the community forums. This included transportation to doctor appointments, pharmacy, dental appointments, dialysis, cancer treatment and specialists located out of the area. It was also determined that transportation is even needed to Yakima county for non-specialty doctor appointments due to many local doctors not accepting new patients.

Job Training, Social Service Appointments and School. For clients of low income, receiving job training, attending social service appointments and school can be impossible for those who do not have the financial means for a vehicle, insurance and/or have a driver's license.

Daily Living Activities: Every day individuals with special needs require transportation to participate in volunteer activities, conduct bank business, go grocery shopping, drop off children at daycare and be enrolled in school and attend appointments.

## Kittitas County Unmet Needs

Meeting the needs of people with special needs has been a priority for the people in Kittitas County. In 2003, Central Washington Disability Resources conducted a Transportation Needs Assessment in Kittitas County, resulting in the *Kittitas County Transportation Needs Assessment Analysis and Data Report of Special Needs Populations*. The assessment focused on determining whether a need for transportation exists in special needs populations. Seniors, people with disabilities, and persons with low-income participated in the survey. Approximately 1500 surveys were dispersed with a return rate of 64%. The assessment found the following:

- 16.36% of seniors, people with disabilities, veterans and people with low-income living in the county are not getting their transportation needs met;
- 42.86% indicated that public transportation would improve their ability to meet their health and medical needs;
- 78.16% indicated that they use available public transportation and it improves their ability to shop and simply accomplish the daily activities of life;

Though transportation services do exist, the current services are not meeting all the needs within the county, as described below.

Public Transportation. The results of the recent public transit survey conducted in 2014 identified that public transportation is important to have a public transit service in Ellensburg and to other locations such as Cle Elum and Yakima:

- 71% of people surveyed believe that it is somewhat, very, or extremely important that there is a public transit service in Ellensburg. Of the people surveyed who lived within the city limits of Ellensburg, and have an income of $10,000 or less, 78% said they think it is somewhat, very, or extremely important that there is a public transit service in Ellensburg.

- In total, 68% of people surveyed believe it is either somewhat or extremely important that there is a public transit service available from the City of Ellensburg to locations such as Cle Elum and Yakima. Another 12% have a neutral opinion; therefore, the percent of supporters could be as high as 80%.

Additional Service. Requests made by riders and social service agencies are for expanded current service hours/days, expanded routes and the ability to request and receive service within the same day. Even though service may be available in some areas, there are requests for more hours of service and longer service days.

Locations without Transportation. Within Kittitas County there are locations that people with special needs frequent, but do not have the transportation to access. Many indicated a need to travel to neighboring counties for service. And other locations included court appointments, church services, and community events.

Access to services within larger communities. Ellensburg offers many of the services for the special needs population. Though HopeSource provides Central Transit, there was an indication that many of the special needs individuals need transportation to a Central Transit bus stop in order to use this service.

Marketing: Understanding the service schedules, eligibility, and connection times can be difficult to individuals. For those surveyed, 30% indicated they are unaware of the services available to assist with transportation.

Head Start: Families are in need of transportation for their children to participate in Head Start. Head Start requires that children maintain regular attendance, and if they are unable to establish regular attendance they are withdrawn from the program. Without dependable and affordable transportation, low-income children miss too many days and are withdrawn from Head Start. Transportation is needed for children to attend and for parents to fully participate in the parent education and support services.

## Lincoln County Demographics

Lincoln County's geological demographics are very similar to that of Adams County. The majority of the land is used for agricultural purposes and few areas are considered open space, while even fewer square miles are populated. Lincoln County was 2nd in the state and 2nd in the nation for total wheat production. Other crops include barley, canola, seed crops, wine grapes, organic vegetables, and berries. Cattle are third in sales value for commodities produced in Lincoln County. The county measures at 2,317 square miles and is considered eighth largest county in the state.[40] Lincoln County has a population of 4.6 persons living per square mile. Lincoln County is home to 10,507 individuals with a median income for a family of $45,563.[41] According to the 2008-2012 American Community Survey Estimates the per capita income for the county was $25,154 compared to $30,661 for Washington State with 12.60% of the population living below the poverty line, including 24.7% of those under age 18 and 19.8% of those ages 65 or over.[42] Of the 4,422 households in Lincoln County, 23.5% had children under the age of 18 living with them.

Slow population growth over the last decade has limited the economic growth of the county thereby reducing support for services dependent upon existing population.[43] While Lincoln County has experienced overall growth just under 4% (see Table), the overall growth as a county does not reflect the realities of certain communities, as some cities' populations have decreased.[44] For example, Reardan's population is currently 571 which is a decrease from the 2000 US Census population of 608.

| Lincoln County Population* | |
|---|---|
| **Almira** | **284** |
| **Creston** | **236** |
| **Davenport** | **1,734** |
| **Harrington** | **424** |
| **Odessa** | **910** |
| **Reardan** | **571** |
| **Sprague** | **446** |
| **Wilbur** | **884** |

**U.S. Census 2010**
*Population table represents the most populated areas of the county. Not all population counts are included in figures above.

Lincoln County is acutely aware of the challenges in their community and utilizes their health department to measure health amongst their population. The Lincoln County Community Health Assessment, last published in 2012,[45] presents an accurate description of what is taking place in the community. Nutrition and health care are big concerns for the county, especially for elderly, youth and pregnant women. Each year, approximately 100 births are to Lincoln County residents, in which nine out of ten occur in Spokane County, because of a lack of local medical facilities.[46] Public transportation is very limited in Lincoln County for those seeking basic services. Some transit opportunities are available in the county for the elderly and for disabled persons. Most transportation service is between homes and social services or medical centers.

[40] Employment Security Department, Lincoln County Profile.
[41] US Census 2010
[42] U.S. Census 2010
[43] Employment Security Department, Lincoln County Profile.
[44] US Census 2010
[45] Lincoln County Health Coalition, 2012 Community Health Assessment. http://www.co.lincoln.wa.us/Health%20Department/2012%20CHA%20Report.pdf
[46] Lincoln County Health Coalition, 2012 Community Health Assessment. http://www.co.lincoln.wa.us/Health%20Department/2012%20CHA%20Report.pdf

## Youth

In Lincoln County 22.6% of the population are youth, age 18 years and younger. The percentage of youth population in Lincoln County is similar to Washington State's percentage of youth at 23.52%. Lincoln County has over 1900 students enrolled in public school. Eight school districts are small and range from the smallest, Sprague School District with 75 students, to the largest, Reardan-Edwall School District with 611 students.

The percentage of students who qualify for "special education" is on par with the entire state. Lincoln County's average is 11.68% compared to state average of 12.7% for special education enrollment. Also, the average number of youth who qualify for Free or Reduced Lunch is 45%, compared to the state average of 44.9%. Poverty and special needs present significant challenges for youth living in a region miles from resources.

| Youth Data - Lincoln County | | | | | | |
|---|---|---|---|---|---|---|
| *Sources: Office of Superintendent of Public Instruction, 2012-2013* | | | | | | |
| **School Districts By County** | **Student Enrollment** | **Free or Reduced Lunch** | **Special Education** | **Drop Out 2009-2010** | **Transitional Bilingual** | **Percent Migrant** |
| Almira | 95 | 42.1% | 11.6% | NA | 0% | 0% |
| Creston | 101 | 34.7% | 18.8% | 0.0% | 0% | 0% |
| Davenport | 537 | 52.5% | 12.7% | 2.9% | 0% | 0% |
| Harrington | 101 | 54.5% | 12.9% | 0.0% | 0% | 0% |
| Odessa** | 201 | 40.8% | 12.9% | 4.4% | 0% | 0% |
| Reardan-Edwall | 611 | 43.2% | 11.5% | 3.3% | 4% | 0% |
| Sprague | 75 | 49.3% | 14.7% | 0.0% | 0% | 0% |
| Wilbur | 250 | 43.6% | 9.6% | 0.0% | 0% | 0% |

**Odessa school district is split amongst multiple counties.

Due to the remote and rural locations of households, Lincoln County Health Department offers families of children with special health care needs access to a Public Health Nurse for coordination to increase access to health care. The Public Health Nurse can assess both the child's and the family's needs, help plan medical care, and assist in finding resources to obtain services. The nurse is available to meet with the family in their home or other chosen location for consultation.[47]

Youth in Lincoln County are in need of transportation to access after-school activities and to access work and educational opportunities outside their community. The community forums identified that youth with disabilities lack transportation options to attend job training, educational activities, and work.

## Elderly

Lincoln County has a high percentage of elder residents with 20.79% overall as compared to the Washington State average of 11.2%. The small-town populations of Creston, Davenport, Harrington, Odessa and Sprague have over twice the state average with almost 25% of the residents 65 years of age

[47] Lincoln County Health Department. http://www.co.lincoln.wa.us/Health%20Department/community/specialneeds.htm

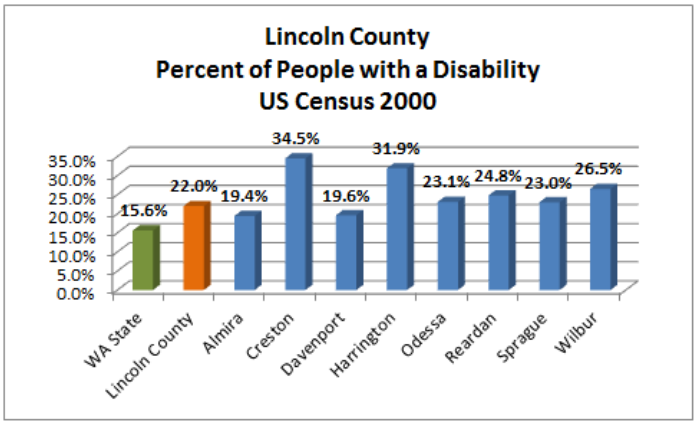
and older.[48] According to the Office of Financial Management Forecasting Report from May 2012, Lincoln County has a high percentage of elder residents with an anticipated growth of 26.71% from 2010 to 2040, compared to the Washington State anticipated growth of 21.13%.

Elder persons residing in Lincoln County seek out community services to provide transportation to meet their basic needs. In the county, there are three senior centers, located in Davenport, Odessa, and Sprague. These senior centers provide necessary services to prevent social isolation and unhealthy living.

Another indication of the high number of seniors in this county is the fact that 92.41% of the 2014 Human Service Transportation Plan (HSTP) community surveys returned in Lincoln Counter were completed by seniors. 28.57% indicated the reason they need transportation is due to being "an elder or senior citizen and I don't drive." Many seniors are "aging in place" after being long-time residents of the Lincoln County. According to the Employment Security Department Lincoln County Profile, updated in September of 2013, one of the areas that elders needed transportation is for employment as 29.2% of the workforce in the county is 55+ years old. The 2014 HSTP surveys indicated that transportation to medical and dental appointments was a top priority for this community coming in at 48.70%. Due to the lack of local medical and dental resources, many seniors are traveling outside of their communities to Spokane, at 80.77%, Davenport, or Grand Coulee to receive medical care.[49]

## People with Disabilities

Lincoln County has the highest percentage of disabled individuals in the four-county area with 22% of individuals having a disability, according to Census 2000, the most recent data available for this county. The communities of Lincoln County have a disabled population between 19.4% and 34.5 %.( See Table) Creston and Harrington are communities with a high percentage of older residents who are also disabled. In Creston has 34.5% of residents are disabled and in Harrington the percentage is 31.9%. Both are rural and isolated communities that are miles from the nearest medical specialists.




In 2008, the American Community Survey (ACS) changed the way it asks about disability. Because of the conceptual differences between the 2007 and 2008 ACS disability questions, the Census Bureau does not encourage data users to make comparisons between the 2008 disability estimates and prior ACS disability estimates (such as the 2010 Census Bureau statistics and those used in prior HSTP Plans).[50] Additionally, disability information became unavailable in certain counties. Lincoln County was one of the areas in which information was no longer available.

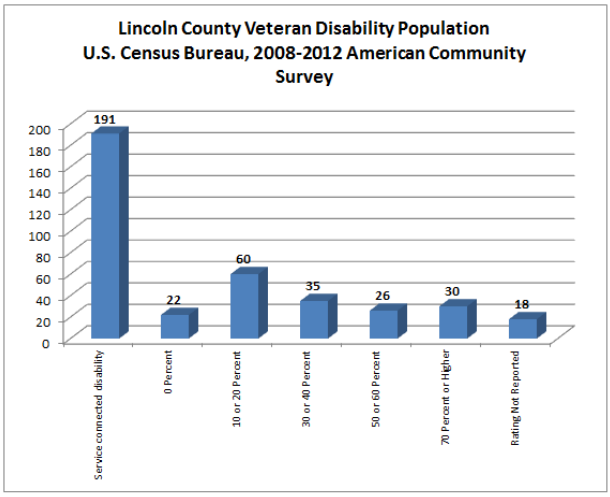
[48] U.S. Census, 2000

[49] 2014 Lincoln County Human Service Transportation Survey Results

[50] Brault, Matthew W., "Review of Changes to the Measurement of Disability in the 2008 American Community Survey," September 22, 2009; pp 2 and 12.

## Veterans

The age, experiences, disabilities, and exposure to hazards of veterans varies widely and makes it difficult to summarize their needs. However, according to the American Community Survey 5 Year estimates, there are 1,328 veterans who reside in Lincoln County. 94.9% of the estimated veteran population is male. The majority of veterans are senior citizens now-- between the ages of 55 and 74, at 55% of the veteran population, and 24% are over the age of 75. The following chart shows the breakdown of the service-connected disability, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.[51] A zero percent rating means that a disability exists and is related to the veteran's service, but is not so disabling that it entitles the veteran to compensation payments.[52] This population represents a portion of the special needs population that may experience transportation as a barrier to receive veteran's services.




## Low Income

According to the 2008-2012 American Community Survey (5 Year Estimates), 14.4% of the population lives below the poverty threshold. During 2006-2010, more than one in 10 individuals (12.1%) in the county lived below the 100% federal poverty level and three in 10 lived below the 200% federal poverty level. Among children, nearly one in four (21.5) lived below the 100% federal poverty level. The proportion of Lincoln County residents living in poverty below the 200% federal poverty level was significantly higher than the 2010 statewide proportion (33%).[53] The county's per capita income of $25,154 and the median income of $45,563, are lower than Washington State per capita income of $30,661 and median income of $59,374.

The use of the Department of Social and Health Services (DSHS) in the county is an indicator of how these residents are receiving assistance with daily living activities. In April of 2013, the DSHS office released the ESA Program Briefing book, indicating there were 1,102 clients or 10.48% of the county population is receiving basic food assistance, 109 clients receiving Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 33 clients who receive a State Supplemental Payment (SSP).

Lincoln County completed the "Lincoln County Transportation Feasibility Study" in 2012. The study surveyed 566 residents, 5% of the total population of Lincoln County. In the surveys, 84.33% reported that public transportation services were important. When asked if county tax dollars should fund public transportation, 38.91% responded yes; 27.82% responded no; and 33.27% responded not sure. When

[51] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[52] Evaluation of New Content on the 2008 American Community Survey: Service-Connected Disability Status and Ratings, Kelly Ann Holder. August 2009.

[53] Lincoln County Health Coalition, 2012 Community Health Assessment. http://www.co.lincoln.wa.us/Health%20Department/2012%20CHA%20Report.pdf

asked who needs public transportation, the majority supported transportation for seniors and individuals who are disabled. The community identified the need for transportation for seniors and individuals with disabilities; however, only 39% thought public tax dollars should fund public transportation with 33% undecided.

## Survey Results

Results from the Human Service Transportation Survey showed that Lincoln County individuals with special needs that completed the survey were able to identify all modes of transportation being utilized.

Lincoln County residents indicated the following:
The means of transportation used (able to choose all that apply)

- People For People (44.93%)
- Own or Borrowed Vehicle (41.30%)
- Family, Friends, Volunteers or Program Staff Own vehicle or Borrowed vehicle (36.96%)
- Walk (35.51%)
- Community Shuttle (33.33%)

The primary reason for needing transportation (able to choose multiple reasons):

- Don't have an available car (40.34%)
- Disability (32.77%)
- Older adult and don't drive (28.57%)
- Can't afford to drive (26.05%)
- Use public transit by choice (24.37%)

Transportation is need for the following services (able to choose five)

- Medical and Dental Appointments (48.70%)
- Visit with family and friends (45.22%)
- Food and clothing shopping (40.87%)
- Recreational Activities (25.22%)
- Work (16.52%)

Where they need to go (able to choose five destinations)

- Spokane (80.77%)
- Davenport (49.23%)
- Grand Coulee Dam (36.15%)
- Wilber (21.54%)
- Seattle (18.89%)

**16.36% indicated that they have been required to move to access basic services due to the lack of transportation.**

## Lincoln County Current Transportation Services

**Non-Emergency Medical Transportation - Brokered Transportation.** DSHS pays for transportation services for non-emergency medical visits for qualified individuals. Individuals must be Medicaid eligible and have no other way to reach an approved medical service. Assistance is provided through a Regional Broker. Special Mobility Services, Inc. is the Regional Broker for Lincoln County. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, client and volunteer mileage reimbursement, non-profit providers, Cabulance, commercial bus, train, and air. Reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2009 to June 30, 2010, the service provided 3219 rides for eligible services and clients in Lincoln County.

**People For People** provides paratransit (demand response) services in Lincoln County to special needs populations. Washington State Department of Transportation provides grant funding for transportation services to special needs individuals and the general public. People For People has four ADA accessible vehicles serving Lincoln county area. In addition to paratransit services, the Washington State Department of Transportation (WSDOT) consolidated grant program provides funding to serve special needs populations and general public. People For People's Community Connector bus service provides free intercity transportation for special needs populations and the general public between Coulee Dam, Grand Coulee, Wilbur, Creston and Davenport, where passengers can then transfer to a bus route operated by Special Mobility Services, Inc. (their Connector Route) that travels between Davenport, Reardan and Spokane. The chart below indicates the historical boardings People for People has provided for Lincoln County.

| | 2010-2011 | | 2011-2012 | | 2012-2013 | | 2013-2014 | |
|---|---|---|---|---|---|---|---|---|
| | Boardings | Miles | Boardings | Miles | Boardings | Miles | Boardings | Miles |
| Lincoln | 6,436 | 56,475 | 8,438 | 70,423 | 9,400 | 93,183 | 8,905 | 84,075 |

**Special Mobility Services, Inc.,** Provides bus services to the general public between Davenport and Spokane through the current Washington State Department of Transportation funding cycle of 2013-2015. Special Mobility Services, Inc. also provides a volunteer driver program to transport individuals to medical appointments.

**School District Transportation**

Each school district within Lincoln County provides transportation services to students within their district boundaries. School districts provide their own equipment, driver training, maintenance, and operations. The state allocates funds to each school district based on the number of students needing transportation and their distance from school (see Table).

| Lincoln County School District Transportation | | | | |
|---|---|---|---|---|
| Office of Superintendent of Public Transportation 2013-2014 | | | | |
| School District | OSPI Transportation Allocation* | Number of Students** | Student Trips | Per Trip Reimbursement |
| Almira | $167,538 | 117 | 21,060 | $7.96 |
| Creston | $187,715 | 113 | 20,340 | $9.23 |
| Davenport | $385,804 | 390 | 70,200 | $5.50 |
| Grand Coulee Dam* | $381,997 | 817 | 147,060 | $2.60 |
| Harrington | $131,674 | 108 | 19,440 | $6.77 |
| Odessa* | $267,257 | 149 | 26,820 | $9.96 |
| Reardan Edwall* | $630,315 | 623 | 112,140 | $5.62 |
| Ritzville* | | | | |
| Sprague | $89,524 | 39 | 7,020 | $12.75 |
| Wilbur | $246,310 | 196 | 35,280 | $6.98 |
| Wilson Creek* | $208,501 | 172 | 30,960 | $7.00 |
| *From OSPI 2013-2014 "Transition Allocation" **From OSPI Fall 2013-2014 Student Detail Report | | | | |
| *School district information is shared with another county. | | | | |
| Ritzville and Lind are a transportation cooperative. All data is reported under Lind SD. | | | | |

This allocation does not cover all transportation expenses and school districts must supplement their state allocation with local funds. Therefore, school districts must prioritize services to transport student to and from school and limit transportation for after-school activities. For all districts within the state of Washington, Special Education Students are provided with transportation as part of their Individualized Education Program and are transported within one radius mile.

**Volunteer Chore Services** is a program administered through Catholic Charities of Spokane. Volunteers assist low-income seniors by providing rides to medical appointments and other essential errands. Service is limited and contingent upon the Volunteer Chore Services office having a volunteer to match the need of the client.

**Aging and Adult Care of Central Washington** provides services by contracting with People For People for senior transportation services. Priority of service is to transport individuals to nutrition sites and medical appointments.

**Care & Share of Grand Coulee** provides transportation assistance in the form of bus tickets or gas vouchers for emergencies only. They serve several little towns all clustered together such as Elmira, Heartline, Coulee City, Wilbur, Coulee Dam, Elmer City, Electric City, Belvedere. The service is supported by donations only and is a one-time emergency-only service. This service is provided in Grant, Douglas, Lincoln and Okanogan counties as their motto is “we touch the four corners of these counties”.

**Northwestern Trailways**: Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Spokane, Wenatchee, Everett, Seattle, Tacoma, Omak, Ellensburg, Ephrata, Quincy, Boise, McCall, Grangeville, Lewiston, Moscow, Pullman and Spokane.

## Lincoln County Common Origins

People with special needs are located throughout Lincoln County. Origins where the individuals begin their trip include rural locations at individual residences and smaller towns and communities, low-income housing, senior housing, correctional facilities, assisted living, and nursing homes. Transportation is needed for individuals that are released from detention facilities such as the county jail located in Davenport.

## Lincoln County Common Destinations

The transportation needs within Lincoln County are heavily focused on medical appointments due to the limited medical services located within the towns. Community forums, client surveys and interviews with service agencies provide a description of the current requested destinations within the county.

Medical Appointments: Just over forty-eight percent of individuals who completed the survey reported medical-related transportation as their top destination. This included transportation to doctor appointments, pharmacy, dental appointments, dialysis, cancer treatment and specialists located out of the area. The area of Wilbur is considered by the U.S. Department of Health and Human Services as a Medically Underserved Area (MUA). This designation identifies the area as having shortages of primary medical care, dental or mental health providers.

> "At least Monday through Friday service it would be nice to have more than just one round trip each day."
>
> *--Comment from Survey*

Transportation beyond Lincoln County: Due to the limited services within the county, riders need transportation to Spokane and adjacent counties. Some riders can go to Spokane with current transportation, which provides the opportunity to stay all day in the city.

Social Services: Veterans Affairs Services, employment office, community college, courthouse, senior centers and rehabilitation centers were all discussed as being important destinations. As shown in the chart below, traveling to services is a challenge, especially during winter months in inclement weather on narrow snowy roads.

| Lincoln County Services (distance in miles) | | | | | | | |
|---|---|---|---|---|---|---|---|
| **City** | **DSHS** | **WorkSource** | **Community Action Agency** | **Hospital** | **Social Security Office** | **Senior Center** | **County Courthouse** |
| **Almira** | 77 | 125 | 125 | 42 | 79 | 12 | 41 |
| **Creston** | 57 | 104 | 104 | 21 | 59 | 9 | 21 |
| **Davenport** | 36 | 83 | 83 | 0 | 38 | 0 | 0 |
| **Harrington** | 50 | 97 | 97 | 14 | 51 | 14 | 14 |
| **Odessa** | 74 | 121 | 121 | 0 | 75 | 0 | 38 |
| **Reardan** | 23 | 71 | 71 | 13 | 25 | 13 | 13 |
| **Sprague** | 37 | 107 | 107 | 37 | 39 | 0 | 37 |
| **Wilbur** | 65 | 113 | 113 | 30 | 67 | 0 | 30 |

Employment: Lincoln County has 69.4% of the residents working within the county and 29.6% work outside of Lincoln County. Major employers in the region are in the education and healthcare industries. For the working-poor, transportation to employment is critical to retaining employment

| Lincoln County Top Employers | |
|---|---|
| **Employer** | **City** |
| Lincoln Hospital | Davenport |
| Reardan-Edwall School District | Reardan |
| Odessa Memorial Healthcare Center | Odessa |
| Lincoln County | Davenport |
| Davenport School District | Davenport |
| Wilbur School District | Wilbur |
| Odessa School District | Odessa |
| Harrington School District | Harrington |
| Creston School District | Creston |
| Almira School District | Almira |

## Lincoln County Unmet Needs

Surveys of individuals with special needs were conducted. One of the questions asked if they are using transportation services, are those services meeting their needs. 82.5% indicated "yes". Individuals identified that there is a need for more transportation services for individuals with special needs.

Travel to other areas. Individuals need additional service to access health care, veteran services, shopping, education, work, and social services in Spokane. Spokane is able to provide services that are not available within Lincoln County. SMS provides service to Spokane on their Connector Route but the service is infrequent. Riders reported that it is difficult for individuals with special needs to figure out how to use Spokane Transit to get around the city. Many riders explained that the current schedule requires that they stay all day, and this is not feasible for those who are medically frail. The current service has to deny service to riders when the bus is at capacity.

Additional Transportation Service: Individuals with special needs requested service on holidays, weekends, and more options throughout the week. The lack of local taxi providers makes it difficult for residents to obtain additional transportation at any expense.

Youth and Youth with Disabilities: It is difficult for students (and those who are recently graduated) who have disabilities to travel beyond their home town for work, training and additional education. It is also difficult for youth to participate in after-school activities, work, and educational opportunities outside of their community.

Hospital Discharge: The Lincoln County Hospital has difficulty with hospital discharges. Currently, when a patient that doesn't have transportation is discharged the ambulance is used to transport the individual home. This is tying up the ambulance and the highly trained EMT (Emergency Medical Technician) that is not able to respond to a serious medical emergency.

## QUADCO Transportation Needs and Gaps

In completing an inventory of transportation services that are available in the four-county area, it is clear that the majority of the population lacks access to any form of public or private transportation. Twenty-seven school districts are located throughout the four-county area and provide 4,904,064 passenger trips with a transportation allocation of $8,851,692,[54] but they are only able to provide students transportation to and from school with limited transportation for after-school activities.

Other agencies that provide transportation services include Department of Social and Health Services, Head Start, Columbia Basin Health Association, Volunteer Chore Services, Aging and Adult Care of Central Washington. Health Care Authority, through the Non-Emergency Medical Transportation program, provides transportation, but only for Medicaid eligible clients with an approved medical service, therefore not allowing for other necessary errands such as grocery shopping or banking.

For-profit transportation providers include Greyhound, Amtrak, Northwestern Trailways, Airporter Shuttle, MedStar and taxis. Fees tend to be cost prohibitive to the low-income community and service is limited. Greyhound only provides service in Ellensburg and Moses Lake. Amtrak only provides service in Ephrata. Northwestern Trailways provides service in Moses Lake, Ephrata, Quincy, Ritzville, and Ellensburg. Northwestern Trailways links with Greyhound service in Ellensburg. Lincoln County does not have a local taxi provider. Grant County has two taxi providers, but with limited-affordable service to areas outside of Moses Lake. Kittitas County has two taxi providers that have service for Ellensburg and limited service that is affordable outside of Ellensburg.

Grant Transit Authority is the only Public Transportation Benefit Area (PTBA) in the four-county region. With a .2% of the sales tax to provide transportation throughout the county, the Grant Transit Authority (GTA) is not able to meet all of the needs of the community.

Non-profit transportation providers are able to provide essential transportation service with grant funds from Washington State Department of Transportation. HopeSource provides individuals with special needs with transportation in Kittitas County. People For People provides fixed-route service and door-to-door service for the most vulnerable in Adams, Lincoln, and Grant County where Grant Transit Authority is not able to provide service. Special Mobility Services, Inc. provides a fixed-route service for individuals in Lincoln and Adams counties to reach Spokane. In order to provide these essential transportation services, non-profits must compete every two years for funding that doesn't meet all of the needs of the most vulnerable individuals that reside in the four-county rural areas. Elmview provides transportation services using funds from other sources.

> "Preservation of existing transportation is very important, because riders have made "Life Choice" decisions based on the current transportation resources."
> --*Comment from Survey*

Though services may be available, significant gaps in service exist as noted by the response from those who completed the transportation surveys conducted for this plan.

[54] OSPI, August 2010

## Coordination of Transportation

The 4-County Community Transportation Planning Team, with representation from transportation providers and social service providers, has worked collaboratively to identify needs and reduce duplication of transportation. Additionally, the current work that the 4-County Community Transportation Planning Team has done in the communities, including forums, has identified additional opportunities for collaboration. These include planning activities to coordinate services for Okanagan County with Lincoln County Community Connector to provide services to Spokane. Additionally, transportation providers are working with the Colville Tribe to coordinate transportation services from Lincoln County to Spokane. Discussions are underway with Ben Franklin Transit to coordinate services at a transfer station for riders to access services from Othello and Connell to Pasco. Employers in Quincy are working with transportation providers to help bring workers from Wenatchee to Quincy.

## Duplication of Services for All Counties

Many providers of transportation operate with local, state, and/or federal funding. Funding is provided for specific projects in the county to meet the prioritization of transportation needs. Coordination of transportation can be difficult as the needs in each county vary, and it can be difficult to match service routes and times based on the community priorities and accessibility.

The following are areas that services may be coordinated to avoid duplication.

**Funding Source Restrictions:** Various sources of funding restrict different transportation service to specific populations for specific purposes based on community priorities. Funding may not be made available in areas where the service is not a community priority. This can result, for instance, in one county desiring transportation to an adjacent county, but such transportation is not a priority of the adjacent county so the service cannot be funded.

**Training and Maintenance:** School districts, transit, paratransit, and other transportation providers operate their own training programs for drivers and own maintenance programs for vehicles.

**Eligibility:** Each transportation system has different eligibility requirements for riders based on funding source restrictions.

**Purchasing:** Each transportation system purchases their own equipment and vehicles.

**Reporting and Usage:** Federal, state, and local funds that are used for transportation have different restrictions and reporting requirements.

Areas of duplication are opportunities to develop strategies to work with transportation providers to collaborate and coordinate transportation resources. Coordination of transportation resources creates efficiencies that lower overall costs and allows for more services to be provided.

## Role of Technology

QUADCO Regional Transportation Planning Organization does not have an Intelligent Transportation System (ITS) Architecture. ITS architecture can be described as a regional transportation system that is comprised of several sub-systems that are planned, implemented and operated by multiple jurisdictions and agencies. Including communication technologies into the transportation infrastructure is critical to ensure the safety and mobility of the area transportation network. ITS architectures are solutions to improve the functionality, safety and cost-effectiveness of transportation systems. Technology projects will utilize the Washington State ITS Architecture. For the 2014 Human Service Transportation Plan, a Public Transportation Technology survey was completed by transportation providers to identify their current technology and future technology needs for improving transportation services.

**Grant Transit Authority**

Grant Transit Authority (GTA) currently has a multiple line phone system, radios, and onboard video cameras. GTA utilizes Trapeze software to track ridership, miles, and service hours. Trapeze is also used for the scheduling and dispatching trips. Fleet Max is utilized to track maintenance and fueling. GTA will be reviewing new software in 2016. GTA has a recently updated website for customers to receive rider alerts.

**People For People**

People For People is making the transition from Trapeze software to RouteMatch to track ridership, miles, and service hours. Additionally, RouteMatch will help design routes and facilitate dispatching and scheduling rides. Each vehicle will be equipped with Mobile Data Terminals to record each trip origin and destination. The RouteMatch service will assist in minimizing “no shows” with a call to the rider reminding them of their pickup time. RouteMatch will have GPS to identify where each vehicle is located at all times. People For People has emergency cellphones for all drivers to use in case of an emergency. Vehicles are equipped with Gatekeeper video cameras and radios.

**Special Mobility Services, Inc.**

Special Mobility Services, Inc. (SMS) operates with a five line phone system for callers with voice mail capability. SMS has developed an internal software program to track ridership, miles, service hours, maintenance, and fueling. SMS doesn’t have any formal software for routing or scheduling. Grey Hawk Technology is used with mobile data units and cell phones for dispatching. The Grey Hawk Technology provides real-time tracking of vehicle location, speed, and messaging.

An important aspect of providing transportation services is the use of appropriate technology. In order to provide efficient services, technology is used for scheduling demand-response trips, communicating with drivers, and ensuring safe transport of the special needs population. Lincoln, Grant, Adams and Kittitas Counties will follow the Moving Washington Three-Pillar Investment and Prioritization Strategy. The pillars are 1) to operate efficiently, 2) manage demand, and 3) add strategic capacity. This helps to promote projects that improve the existing transportation system with the use of technology, reduce congestion, and offer commuters additional choices and incentives for carpool/vanpool .

Technology is critical to increasing efficiencies when used to coordinate transportation operations, design routes, catalog vehicle maintenance and efficiently log in client information. Specific transportation-related technology is in place today to assist with the efficient implementation of

programs. Dispatching software, in-route vehicle locating, cameras on buses, radio systems, eligibility software, and cost allocation programs all contribute to safe, efficient, cost-effective programs.

In continuing to improve the efficiency of transportation, for both riders & operators, technology plays a critical role. Benefits of appropriate technology include reduced wait time when a client is making an appointment, streamlined eligibility process, tracking shared funding streams and improving the communication with drivers.

## Emergency Management

Transportation plays a key role in disaster preparedness, response, and recovery. Transportation providers within Lincoln, Grant, Adams, and Kittitas counties are involved in addressing emergency management issues. Each county has their own emergency management plan and local methods for evacuation, providing transportation for emergency responders, sheltering, and sharing knowledge of public transportation infrastructure. Listed below is a summary of each county and how emergency management addresses transportation of the special needs population during an emergency.

### Adams County Emergency Management

Adams County's emergency management plan is currently in draft form and being reviewed by the State. The draft of the Adams County Emergency Management Plan includes Emergency Support Functions. The ESF 13A speaks to evacuation and movement during an emergency. The purpose of this section is: *To effectively provide for evacuation of all or part of the local jurisdiction's population to areas of safety or shelter*. In order to carry out this evacuation, other agencies may participate, including private, public or volunteer.

Special populations are included in the general concept of operations:

#### Concept of Operations

A: General, Section 4: Refusal of citizens to participate may occur even though an evacuation order is implemented. Every effort should be made to convince them to evacuate, but there can be no forced evacuation accept when it involves the safety of minors, or persons greatly disabled; these individuals may be removed for their own physical protection. Emergency Management will coordinate planning for evacuations of special populations. Adams County Mental Healthcare and other human service agencies may be called to assist in the evacuation process for critical incident stress management.

## Grant County Emergency Management

Grant County has an emergency management plan in effect that was most recently updated in 2012 and is currently being updated.[55] Grant County Emergency Management protects the citizens and guests of Grant County through coordinated emergency planning, response, mitigation and recovery for all hazards, natural or human caused. The special needs population and transportation providers are referenced in two specific areas of the plan.

### Special Needs Population

As referenced in ESF 6, Human Service program will identify special populations within the event area:

- *Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.*
- *Human service agencies coordinate victims' incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm's way to safe shelter.*

### Transportation

ESF 1 refers directly to the role transportation plays during an emergency. Support agencies such as Emergency Management, Grant Transit Authority and the Public Schools are referenced as playing a role. The use of these agencies is dependent upon their availability and the status of Memorandums of Understanding.

### Emergency Information

To assist with the dissemination of information to the public, 2-1-1 is utilized as a resource. 2-1-1 is a toll-free information and referral line that assists the community with accessing social service resources. During an emergency, 2-1-1 provides information so that the community may call to obtain resources, information about the emergency and venues for receiving assistance.

[55] http://www.co.grant.wa.us/em/HTM/CEMP.htm

## Kittitas County Emergency Management

The Kittitas County Sheriff's Department of Emergency Management as well as other County and municipal departments work with Washington State agencies to plan, equip, train for, and practice its response to emergency situations. Kittitas County updates and maintains the County Comprehensive Emergency Management Plan to ensure effective coordination of all available transportation resources in the event of a disruptive event or disaster. Due to the unique geography of the Kittitas County area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

1. Wildfire
2. Flood
3. Severe weather
4. Earthquake
5. Hazardous Materials incident

These hazards can interrupt transportation by damaging not only the road system but also the facilities that house the equipment, and/or affecting the personnel who provide transportation. Current process for transportation and evacuation is that the special needs population should call the Office of Emergency Management or Sheriff's Office in an emergency.

The primary concern of the OEM is to transport people out of their homes if necessary in the middle of an emergency. They will take with the individuals their medications/medical equipment if the individual has it ready with them. However, it is not the responsibility of the OEM to gather these items in an emergency. They will transfer the individual to the care of the Red Cross and Red Cross staff and volunteers work with the local hospital and pharmacies to make sure each person has their medical needs met.

Biggest area of concern is the relay of information. This is the biggest concern with evacuations since the area can be so rural that no service is available, such as phone, internet and in some cases television. Radio services may be the only services in places.

Identifying the best way to relay information to this population in order to effectively and safely evacuate individuals is one of the biggest needs for this office.

- Educating the public about what to do in the case of an emergency.
- How to prepare your home for evacuation, fire, flooding etc.
- What necessary belongings to have ready in the case that you will be transported by the OEM or a partner of OEM
- If able to evacuate and have the capacity to transport oneself, the best timing for evacuation for your area. This can be prolonged if your location only has one way in and one way out. These areas are more difficult to effectively evacuate in the case of an emergency.

OEM and Red Cross have a great relationship with the local DSHS office in Ellensburg for the County. They work very closely together to identify the needs of the area. Coordination with HopeSource for county wide special needs population. In addition, OEM has a great partnership with local school districts to use the buses in an evacuation situation.

In an evacuation situation, the sheriff's office takes direction from the fire authorities. If they indicate it is not safe to enter an area to evacuate the public, the OEM and Sheriff's office do not enter the facility.

Kittitas County's emergency management plan is administered through the Kittitas Sheriff's office. [56] Kittitas County is prepared for emergency evacuation of its disabled citizens with the "understood" cooperation of both HopeSource (whose buses have wheelchair ramps) and the local school district buses. Kittitas County has created four levels of incident severity with pre-determined responses.

The Kittitas County Comprehensive Emergency Management Plan was approved in 2012.[57]

**Level 0 -** addresses daily emergency response covered by emergency service agencies operating in the county.

**Level 1 -** addresses unusual occurrences which are short term in nature and limited in scope. At this level, a command post will be established to coordinate existing local resources without outside help, to expand dispatch, and activate the EOC, if needed. *First responder has option to activate Plan Level I protocols which provides unique direction and controls to ensure effective multi-agency coordination.*

**Level 2 -** addresses situations larger in scope which require mutual aid resources and/or special procedures for dealing with the emergency. Establishes single jurisdiction/multi-agency events for broader applications of ICS protocols to ensure coordination, and establishes a command post if site specific and may activate the EOC as appropriate. *Sheriff/Director of Emergency Management/Chief Law Enforcement Officer may order activation of Plan Level 2 based on (using best information available) the assessment of the nature and scope of situation, which forecasts extraordinary commitment of local emergency response.*

**Level 3 –** addresses even broader scope community emergencies with long term impact, representing significant threat to life, property and/or the environment, and requiring a substantial commitment of personnel, equipment and facilities and considerable help. Multi-jurisdictional/multi-agency events require unified command/effective coordination, and EOC should be activated for this purpose. *Board of County Commissioners/Mayors/ City Councils may activate this Plan by proclamation of an emergency with the following guidelines: incident (based on best information available) has occurred which threatens life, property or environment whose scope and nature exceeds the ability of the local government to respond effectively to the needs of the community without imposing emergency powers. (Level 2 resources are inadequate.)*

**Level 4 –** Are recovery activities, including long term reconstruction of public facilities, detailed damage assessment (joint local/state/federal teams), debris clearance, establishment of disaster assistance centers, and community restoration projects. *The legislative body with recommendation of either the Incident Commander/Sheriff/Director of Emergency Management or Chief Law Enforcement Office may terminate the response phases (Levels 1, 2, and 3) and move into a disaster recovery mode.*

[56] http://www.co.kittitas.wa.us/sheriff/emergency.asp

[57] Kittitas County Sherriff's Office. http://www.co.kittitas.wa.us/sheriff/emergency.aspx

## Lincoln County Emergency Management

The Comprehensive Emergency Management Plan of 2009 was approved December 2009 and is in effect. It covers Lincoln County, the towns of Almira, Creston, Harrington, Odessa, Reardan and Wilbur and the cities of Davenport and Sprague. Within the 211 page document, transportation is a component with the purpose of mobilization and coordinated operation of emergency transportation services and facilities for effective utilization during an emergency. Support agencies include Lincoln County DEM, County & City Law Enforcement Agencies, Local School Districts and the Washington State Department of Transportation.

Emergency Support Function #1 includes support agencies such as Lincoln County DEM, county & city law enforcement agencies, local school districts and the Washington State Department of Transportation. All provide for the mobilization and coordinated operation of emergency transportation services and facilities for effective utilization during an emergency. During an emergency/disaster condition or hazard, the ability to move supplies and people, particularly those with special needs such as being physically challenged, is a concern. Lincoln County Transportation Services is listed as the support agency to provide emergency transportation services for those people with special needs and the physically challenged. When an officer conducts an evacuation an evacuation checklist is utilized. On that checklist the officer is instructed to determine if transportation assistance is requested for any family members with special needs. Lincoln County is vulnerable to the natural hazards of the Pacific Northwest.

According to the Lincoln County Comprehensive Emergency Management Plan 2013, the following hazards have been identified as having occurred or have the realistic potential to occur in Lincoln County; however this list may not be all inclusive of the hazards that may occur.

*Natural Disasters:*

Wild land fires
Floods
Droughts
Windstorms
Earthquakes
Severe Weather
Tornadoes
Winter Storms
Ice storms
Snow storms, drifting
Flash Flooding
Thunderstorms
Lightning, wind, hail and rain.

*Technological / Man-made Disasters*:

Dam Failures
Terrorism / Sabotage
Hazardous Materials Incidents
Utility Outages
Explosions
Urban Fires
Civil Disturbances

Mobility Dependent Populations More Vulnerable to Natural Hazards

### Emergency Transportation Coordination

The location established for coordination of information and establishment of policy from legislative authorities during a disaster situation is the Emergency Operations Center, or EOC. The EOC for Lincoln County is located in the Lincoln County Sheriff's Office at 404 Sinclair, Davenport, Washington. The

Lincoln County Department of Emergency Management (DEM) is responsible for the administration and overall coordination of the emergency management program for Lincoln County and the cities of within the county. Within the Lincoln County Department of Emergency Management, the following responsibilities are outlined Emergency Support Function #1: Transportation:

**PRIMARY AGENCY:**
Lincoln County Public Works Department
City Public Works Departments
**SUPPORT AGENCIES:**
Lincoln County DEM
County & City Law Enforcement Agencies
Local School Districts
Washington State Department of Transportation

**The comprehensive emergency management plan for transportation provides for** the mobilization and coordinated operation of emergency transportation services and facilities for effective utilization during an emergency. The plan outlines procedures for the evacuation, movement and relocation of all or part of the population from any stricken or threatened emergency or disaster area within the county to locations providing relative safety and shelter. Evacuation and movement involves coordination of multiple agencies and emergency functions; and may require significant Warning and Emergency Public Information activities. It also requires close coordination with mass care and sheltering functions.

The Incident Commander (IC) of an emergency scene has the authority to call for an emergency evacuation to protect the life and health of the population immediately threatened**.** The respective Law Enforcement Agency of an affected jurisdiction is in charge of evacuation operations. The Legislative Authority of each jurisdiction has the ultimate responsibility for any and all evacuations, especially for any evacuation that has the potential to be long term, could pose negative economic impacts or is not immediately threatening the health and safety of the populace. Local officials do not have the legal authority to require residents to evacuate their homes. Any emergency or disaster situation could require the need for evacuation. Specific local hazards that may require evacuation activities include; wildfires, urban fires, dam failures, flooding, and hazardous materials transportation and facility incidents.

## Planning Assumptions

1. Private vehicles will provide the means of movement for the majority of people in the evacuation zone. Public transportation resources will be utilized to evacuate those without other means of transportation.
2. Certain facilities may require specific plans for evacuation operations, such as hospitals, nursing homes and jails. These facilities should develop internal evacuation plans and identify any special resources they need to accomplish their tasks.

## Limitations

An emergency or disaster could require the evacuation of a large number of people in or near a threatened or stricken area. The operation of a major evacuation may be difficult, especially in rural areas, due to compromising factors like the isolation of an area, the difficulty of providing adequate and timely warning and limited transportation routes and capabilities. Operations could be further complicated for those individuals who are at risk medically, the elderly and the handicapped.

SOURCE: LINCOLN COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN 2013 (TOWN OF ALMIRA, TOWN OF CRESTON, CITY OF DAVENPORT, TOWN OF HARRINGTON, TOWN OF ODESSA, CITY OF SPRAGUE, TOWN OF WILBUR).

## Strategies to Meet Transportation Needs

### Measurement Tool for Prioritization of Community Priorities

To assist in prioritizing service strategies and projects, the 4-County Community Transportation Planning Team identified five key elements used as the *Measurement Tool for Prioritization*. These five elements were used to rank projects submitted to Washington State Department of Transportation for funding for Lincoln, Grant, Adams and Kittitas counties.

**Preservation:** Ensure that current transportation resources that are effective and efficient are not eliminated or reduced.

**Meets the Needs:** Transportation services need to meet the identified needs of the target population.

**Coordination:** Assure non-duplication and coordination of existing transportation resources.

**Effectiveness:** Transportation services need to be available, accessible, and adaptable to meet the needs.

**Cost Efficiency:** Identify cost-efficiency by ridership, miles, and hours, but also by the ancillary savings and the return on investment. Providing transportation for individuals to become employed has a cost savings when compared to the cost of welfare.

### Transportation Service Plan

In addition to the Measurement Tool for Prioritization, the following framework summarizes the goals of achieving mobility, providing quality transportation services, and ensuring efficiency through coordination. This plan supports the following goals, objectives and projects:

Provide access to transportation that strengthens communities and promotes self-sufficiency and general welfare of special needs populations.

**1. Sustain and increase transportation services to the special needs populations.**

*Demand Response Paratransit Services for Persons with Disabilities, older Adults, Youth, Veterans and Individuals with Low Income:* Provide persons with disabilities, older adults, youth, veterans and individuals with low incomes with transportation to access healthcare, nutrition, employment, shopping and activities that improve their quality of life.

- Adams County—County wide service
- Lincoln County—County wide service
- Kittitas County—County wide service
- Grant County—Services where current ADA and fixed route and route deviated transportation does not meet the needs of the vulnerable populations

*Fixed Route and Route Deviated Transportation:* Provide special needs population and general public with consistent and reliable transportation to access core human services, healthcare, shopping, employment, and social activities by connecting isolated communities and connecting across counties.

- Adams County—County wide service

- Lincoln County—County wide service and where current ADA and fixed route transportation does not meet the needs of the general public.
- Kittitas County—County wide service
- Grant County—Services where current ADA and fixed route and route deviated transportation does not meet the needs of the general public.

*Worker Transportation:* Provide transportation services through fixed route, route deviated, demand response, van pools, and worker driver programs to provide employees with cost-efficient transportation to employment.

- Adams County—County wide service
- Grant County—County wide service
- Kittitas County— County wide service
- Lincoln County—County wide service

*Medicaid Transportation:* Provide transportation to non-emergency medical services to eligible clients with fixed route, route deviated, paratransit, and volunteer driver transportation.

- Adams County—County wide service
- Grant County—County wide service
- Kittitas County— County wide service
- Lincoln County—County wide service

**2. Promote safe and accessible transportation services for special needs populations by educating and advocating specific benefits to the consumers.**

*Client Education and Advocacy:* Provide one-on-one, group, and community training on transportation services that are available and how to access services.

- Adams County—County wide service
- Grant County—County wide service
- Kittitas County— County wide service
- Lincoln County—County wide service

*Capital Equipment that Promotes Access and Safety:* Purchase and maintain ADA compliant vehicles, facilities and real estate, shelters, technology, and signage to accommodate special needs.

- Adams County
- Grant County
- Kittitas County
- Lincoln County

**3. Accommodate consumer needs by linking and coordinating transportation and human services for efficient utilization of resources.**

*Special Needs Coalition:* Provide on-going evaluation, coordination and integration of social service and transportation resources to serve more people with special needs.

- Adams County
- Grant County
- Kittitas County
- Lincoln County

*Transportation coordination and Integration:* Create an integrated community transportation system through coordination of public transit and private/public transportation providers with human service providers.

- Adams County
- Grant County
- Kittitas County
- Lincoln County

*Coalition to Coalition:* Build partnerships with the surrounding Regional Transportation Planning Organizations to collaborate across jurisdictions.

- Adams County
- Grant County
- Kittitas County
- Lincoln County

**Capital Equipment and technology that Promotes Transportation Efficiencies:**

Maintain, update, and purchase technology that coordinates and integrates transportation and human service resources for mobility options.

- Adams County
- Grant County
- Kittitas County
- Lincoln County

| 4-County Service Providers—QUADCO Approved Project Ranking Funding Years 2015-2017 | | | | | | | |
|---|---|---|---|---|---|---|---|
| "A" PROJECTS (SIX TOTAL "A" PROJECTS) | | | | | | | |
| Agency | Title of Project | Type of Project | Service Area | Is the project new/expanded/ Preservation | Project Descriptions | Estimated Funds Requested | Estimated Matching Funds |
| Grant Transit Authority | Preservation of Existing Fixed-Route Express Service from Moses Lake to Warden based Agricultural Processing Plants. | Operating - fixed route | Grant County | Preservation | Preservation of Fixed-Route Express Transportation Service for the general public with an emphasis on low-income, predominately Hispanic production plant workers. Warden receives services four times daily, seven days per week. | $160,000 | $160,000 |
| HopeSource | HopeSource Transit System Dial-a-Ride | Operating - demand response | Kittitas County | Preservation | HopeSource Dial-a-Ride is an existing demand response door-to-door operating service supporting the special needs population of Kittitas County. | $1,125,250 | $125,028 |
| HopeSource/City of Ellensburg | Central Transit - a fixed route public transit system serving the people in the City of Ellensburg | Operating - fixed route | Ellensburg, WA | Preservation | Sustain fixed route public transit system in the City of Ellensburg - Central Transit | $548,888 | $199,286 |
| Special Mobility Services, Inc. | Continue existing deviated fixed-route service between Davenport and Spokane and between Ritzville and Spokane to provide rural residents access to needed urban services and opportunities. | Operating - route deviated | Lincoln, Adams, and Spokane Counties | Preservation | The routes will serve the general public and will utilize one vehicle traveling twice a day between Davenport and Spokane on Mondays, Wednesdays, and Fridays via Hwy 2 and between Ritzville and Spokane on Tuesdays and Thursdays via Hwy 90. The service will accommodate route deviations of up to two miles to allow greater rider access. | $227,785 | $25,309 |
| People For People | Mobility Management Preservation for Adams, Grant and Lincoln Counties | Mobility Management | Adams, Grant and Lincoln Counties | Preservation | The Mobility Management Preservation for Adams, Grant, and Lincoln Counties project will preserve the Mobility Coordinator-Travel Trainer position that will continue to serve the special needs population and general public. This position is responsible for the coordination of transportation and human resources and increase public awareness. | $141,088 | $15,677 |

| 4-County Service Providers—QUADCO Approved Project Ranking Funding Years 2015-2017 | | | | | | | |
|---|---|---|---|---|---|---|---|
| "A" PROJECTS (SIX TOTAL "A" PROJECTS) | | | | | | | |
| Agency | Title of Project | Type of Project | Service Area | Is the project new/expanded/ Preservation | Project Descriptions | Estimated Funds Requested | Estimated Matching Funds |
| People For People | Adams, Grant & Lincoln Counties - Preservation of Rural Special Needs Transportation | Operating - fixed route, route deviated, demand response, employment options | Adams, Grant and Lincoln Counties | Preservation | This project will preserve demand response and deviated fixed-route service which will include: Sustain fixed route services from Grand Coulee to Davenport, from Othello to Moses Lake, and the Health Express Shuttle from Moses Lake to Wenatchee. Sustain demand response door-to-door and curb-to-curb services to the elderly and to persons with disabilities living in Adams and Lincoln counties and in Grant County where transit services are not available. | $1,434,377 | $159,370 |

| 4-County Service Providers—QUADCO Approved Project Ranking Funding Years 2015-2017 | | | | | | | |
|---|---|---|---|---|---|---|---|
| "B" PROJECTS (SIX TOTAL "B" PROJECTS) | | | | | | | |
| Agency | Title of Project | Type of Project | Service Area | Is the project new/expanded/ Preservation | Project Descriptions | Estimated Funds Requested | Estimated Matching Funds |
| Grant Transit Authority | Purchase Two Replacement ADA Compliant Buses | Capital - Vehicle | Grant County | Replacement | Purchase of two ADA compliant replacement buses that will allow Grant Transit Authority the ability to maintain fixed-route service levels without mechanical disruptions. The replacement vehicles have 390,276 and 446,772 current miles and are consistent with the GTA Fleet Replacement Plan. | $288,000 | $72,000 |
| Special Mobility Services, Inc. | Purchase one small bus to expand deviated fixed-route service between Davenport and Spokane to provide rural residents with access to vital services. | Capital - fleet expansion | Adams, Lincoln and Spokane Counties | Fleet Expansion | This project will provide a larger sized (22-24 passenger) bus to expand the Davenport Connector Route, a deviated fixed route service between Spokane and Davenport. The service provides needed transportation to the general public and the elderly, people with disabilities, and people with low-incomes. | $120,000 | $6,000 |
| Special Mobility Services, Inc. | Expand deviated fixed route service between Davenport and Spokane to provide rural residents access to needed urban services and opportunities | Operating - route deviated | Lincoln and Spokane Counties | Expand Service | The Davenport-Spokane Connector Route serves the general public and travels twice a day between Davenport and Spokane on Mondays, Wednesdays, and Fridays via Hwy 2. The service expansion being requested in this project would expand service to five days per week, and would allow three round trips one day a week. | $101,439 | $5,072 |

| 4-County Service Providers—QUADCO Approved Project Ranking Funding Years 2015-2017 | | | | | | | |
|---|---|---|---|---|---|---|---|
| "B" PROJECTS (SIX TOTAL "B" PROJECTS) | | | | | | | |
| Agency | Title of Project | Type of Project | Service Area | Is the project new/expanded/ Preservation | Project Descriptions | Estimated Funds Requested | Estimated Matching Funds |
| People For People | Replacement Vehicles to Sustain Special Needs Transportation in Adams, Grant and Lincoln Counties | Capital - vehicle | Adams, Grant and Lincoln Counties | Replacement | This project will replace six aging 14-passenger light duty cutaway van chassis vehicles with three 14-passenger light duty ADA vehicles and three 28+2 medium chassis ADA vehicles equipped with radios, video equipment, Mobile Data Terminals, and GPS technology. | $561,586 | $140,421 |
| People For People | Lincoln County Community Connector Expansion Project | Operating - deviated fixed route | Lincoln County | Expand Service | The Lincoln County Community Connector Expansion Project will provide additional express runs to the existing Grand Coulee-Davenport Connector that currently operates three (3) days per week providing two runs per day. This will add two additional days of service increasing service to five (5) per week and add an additional mid-day run one day per week. | $138,320 | $7,280 |

## Acronyms/Lexicon

| | |
|---|---|
| 211 | 2-1-1 is an easy-to-remember phone number for people to call for health and human service information and referrals and other assistance to meet their needs. |
| 711 | The Federal Communications Commission has adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. |
| ABLE | Access, Belonging, Learning, and Equality (ABLE) is a student organization on the campus of Central Washington University, the goal of which is to provide a friendly environment for people with disabilities on campus and to advocate for students with disabilities. |
| ACCT | Agency Council on Coordinated Transportation |
| ADA | Americans with Disabilities Act |
| BRT | Bus Rapid Transit |
| CAA | Community Action Agency |
| CEMP | Comprehensive Emergency Management Plan |
| DOT | US Department of Transportation |
| DSHS EmGIS | Washington State Department of Social and Health Services Emergency Geospatial Information System |
| FTA | Federal Transit Administration |
| GPAC | Grants Policy Advisory Committee of Washington State Department of Transportation |
| GTA | Grant Transit Authority |
| Grow America Act | A proposed four-year, $302 billion surface transportation authorization to replace MAP-21, which expires September 2014. |
| HSTP | Human Services Transportation Plan |
| Infrastructure Deficit | It has been more than 10 years since a long-term surface transportation reauthorization bill |
| JARC | Job Access and Reverse Commute Program |
| LEP | Limited English Proficient |
| MAP-21 | Moving Ahead for Progress in the 21st Century |
| MPO | Metropolitan Planning Organization |
| NEMT | Non-Emergency Medical Transportation |
| OFM | Office of Financial Management |
| PTBA | Public Transportation Benefit Area |
| QUADCO | Regional Transportation Planning Organization consisting of these 4 counties: Adams, Grant, Kittitas and Lincoln in Washington State |
| RTPO | Regional Transportation Planning Organization |
| SHSTP | State Human Services Transportation Plan |
| Title VI | Title VI of the Civil Rights Act of 1964 - ensuring equal opportunity |
| VA | US Veterans Administration |
| WSDOT | Washington State Dept. of Transportation |

## Appendix

People For People is an equal opportunity employer and provider of services. Auxiliary aids and services are available upon request to persons with disabilities.

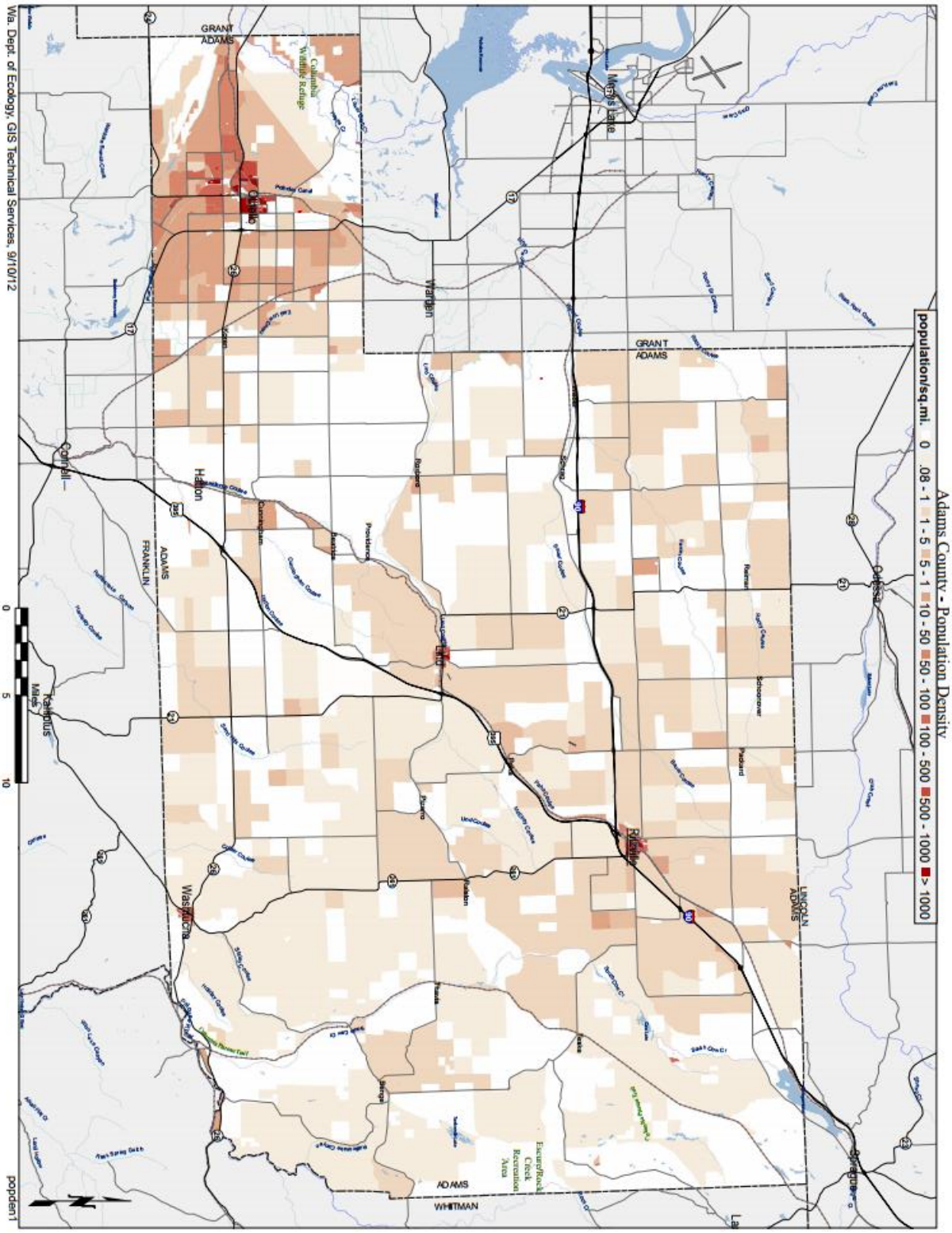
### Title VI Policy

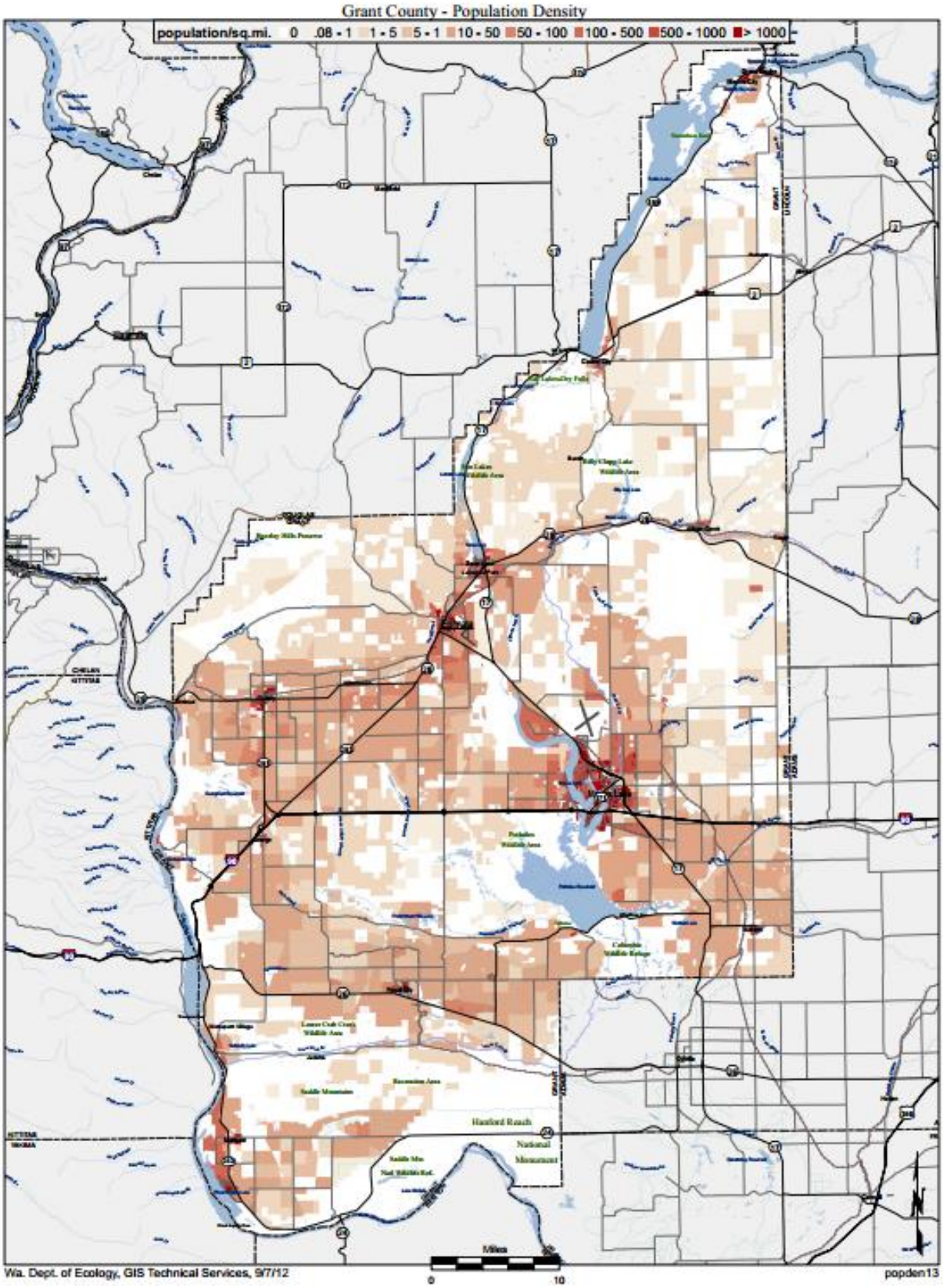
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. It is People For People's policy to assure that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any of its programs or activities receiving Federal financial assistance. For additional information regarding Title VI compliant procedures and/or information regarding People For People's non-discrimination obligations, please contact:

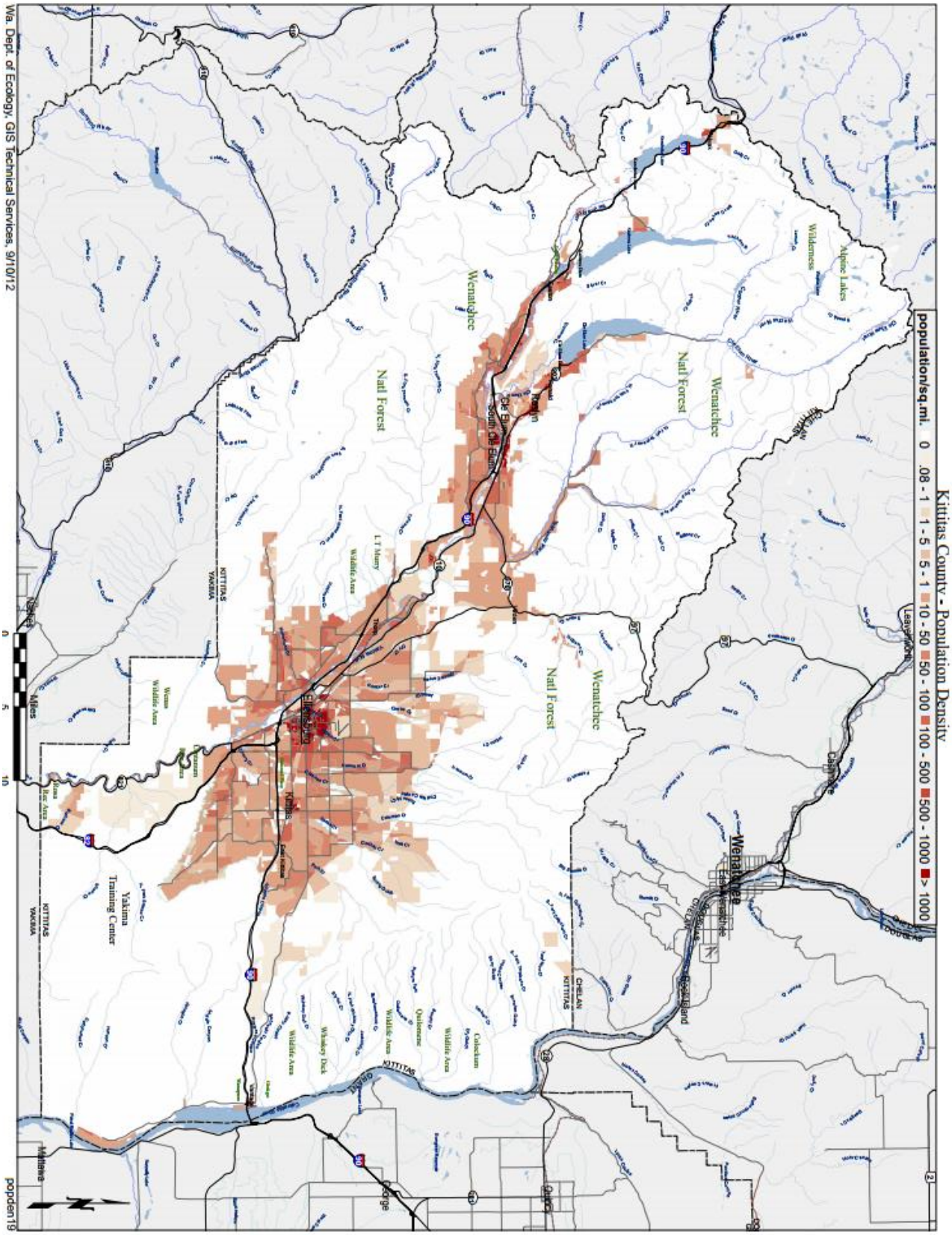
Human Resource Representative
People For People
304 West Lincoln
Yakima, WA 98902
(509) 248-6726

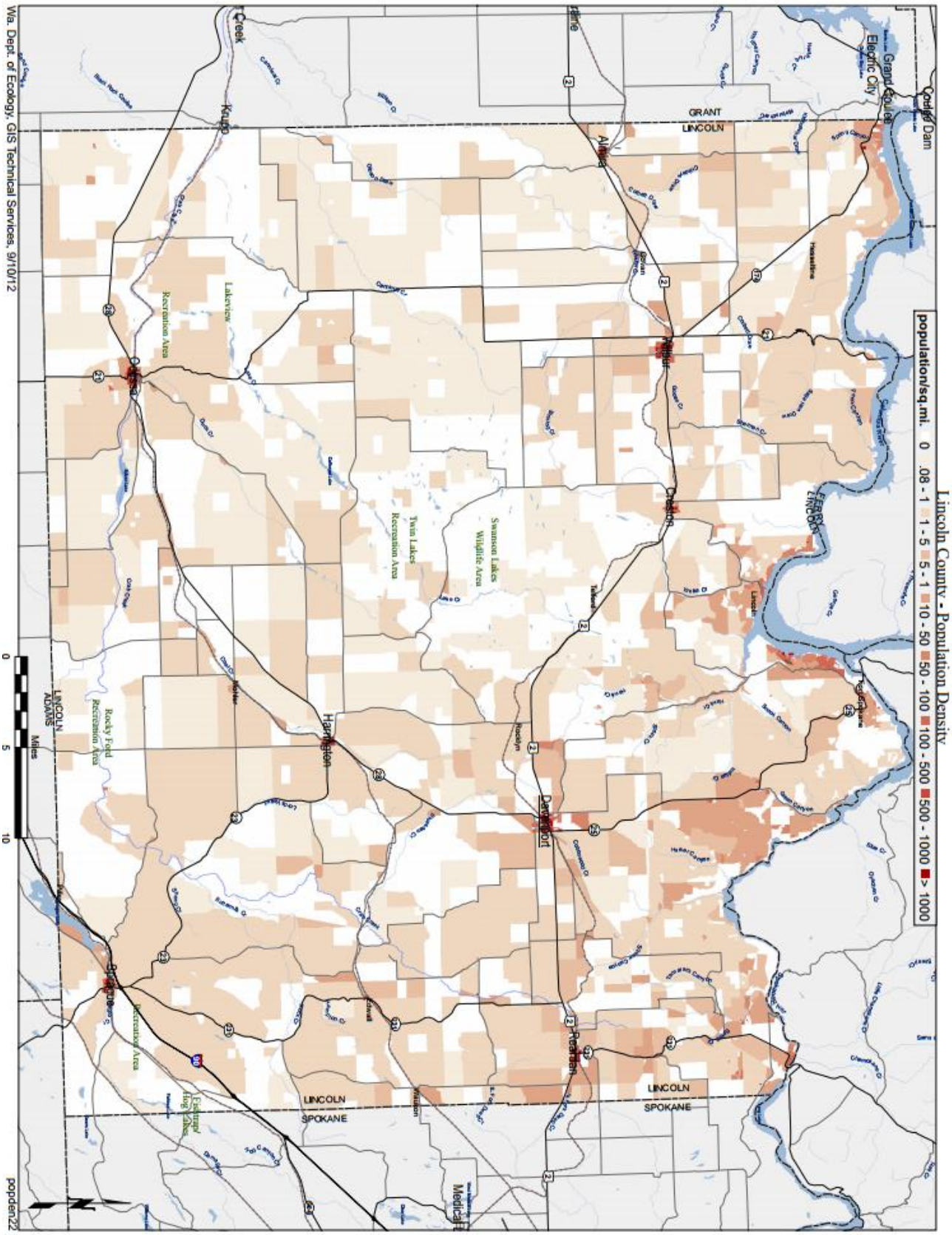
## QUADCO Population Density by County

The population density maps are produced from the Census 2010 Block GIS polygon data coverage and population tables. Census block areas are reduced in size where they overlap public lands and government trust areas (Major Public Lands) and commercial forest land (parcel Land Use 2010). Population density values are then averaged by square mile of remaining census block area. Census block areas having population totals of zero are shown in white on the maps as are Major Public Land areas and commercial forests. These areas include parks, designated forests, wilderness, military training sites, and wildlife refuges. Tribal reservations within counties are delineated with an angled cross-hatch overlay. County and city population totals can be obtained from the Washington State Office of Financial Management (OFM) at http://www.ofm.wa.gov/pop/smallarea/default.asp#estimates.


Adams County - Population Density
population/sq.mi.
0
.08 - 1
1 - 5
5 - 1
10 - 50
50 - 100
100 - 500
500 - 1000
> 1000
Wa. Dept. of Ecology, GIS Technical Services, 9/10/12
popden1
Mesa
Lind
Ritzville
Washtucna
Othello
Hatton
Connell
Kahlotus
Warden
Schrag
Sprague
Cunningham
Pronto
Revere
Ewan
Pleasant View
Schoonover
Pedland
Benge
Tokio
Hooper
Pinto
Hunter
Tekoa
Rosalia
Ewan
Rock Creek Recreation Area
Columbia Wildlife Refuge
GRANT
ADAMS
FRANKLIN
LINCOLN
ADAMS
WHITMAN
ADAMS
0
5
10
Miles

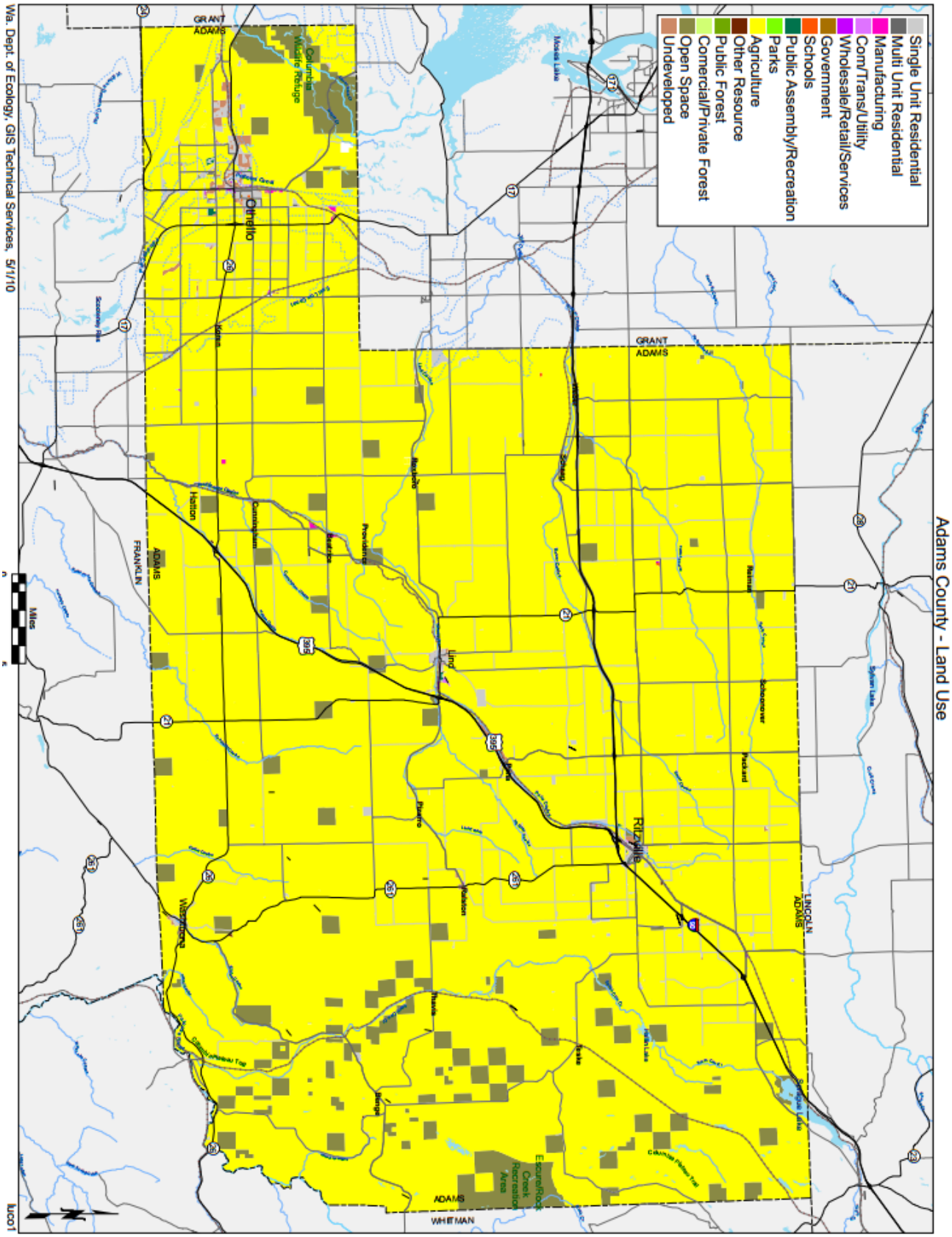

Grant County - Population Density
population/sq.mi. 0 .08 - 1 1 - 5 5 - 1 10 - 50 50 - 100 100 - 500 500 - 1000 > 1000
Wa. Dept. of Ecology, GIS Technical Services, 9/7/12
Miles
0
10
popden13


Kittitas County - Population Density
population/sq.mi. 0 .08 - 1 1 - 5 5 - 1 10 - 50 50 - 100 100 - 500 500 - 1000 > 1000
Wenatchee
Natl Forest
Alpine Lakes
Wilderness
Ellensburg
Cle Elum
South Cle Elum
Roslyn
Kittitas
Thorp
Cashmere
Leavenworth
Cashmere
Chelan
Cowiche
Selah
Yakima
Yakima Training Center
Moxee
Wenatchee
East Wenatchee
Rock Island
Quincy
Ephrata
Moses Lake
Mattawa
Wildlife Area
Whiskey Dick
Quilomene
Colockum
Reflection
Lake Easton
Lake Cle Elum
Lake Kachess
Lake Keechelus
Lake Nelson
Lake Cashmere
Lake Chelan
Lake Entiat
Lake Roosevelt
Lake Sammamish
Lake Washington
Lake Sawyer
Lake Tapeto
Lake Kapowsin
Lake Ohanapecosh
Lake Tanwax
Lake Ozette
Lake Quinault
Lake Crescent
Lake Cushman
Lake Sylvia
Lake Aldwell
Lake Mills
Lake Pleasant
Lake Quillayute

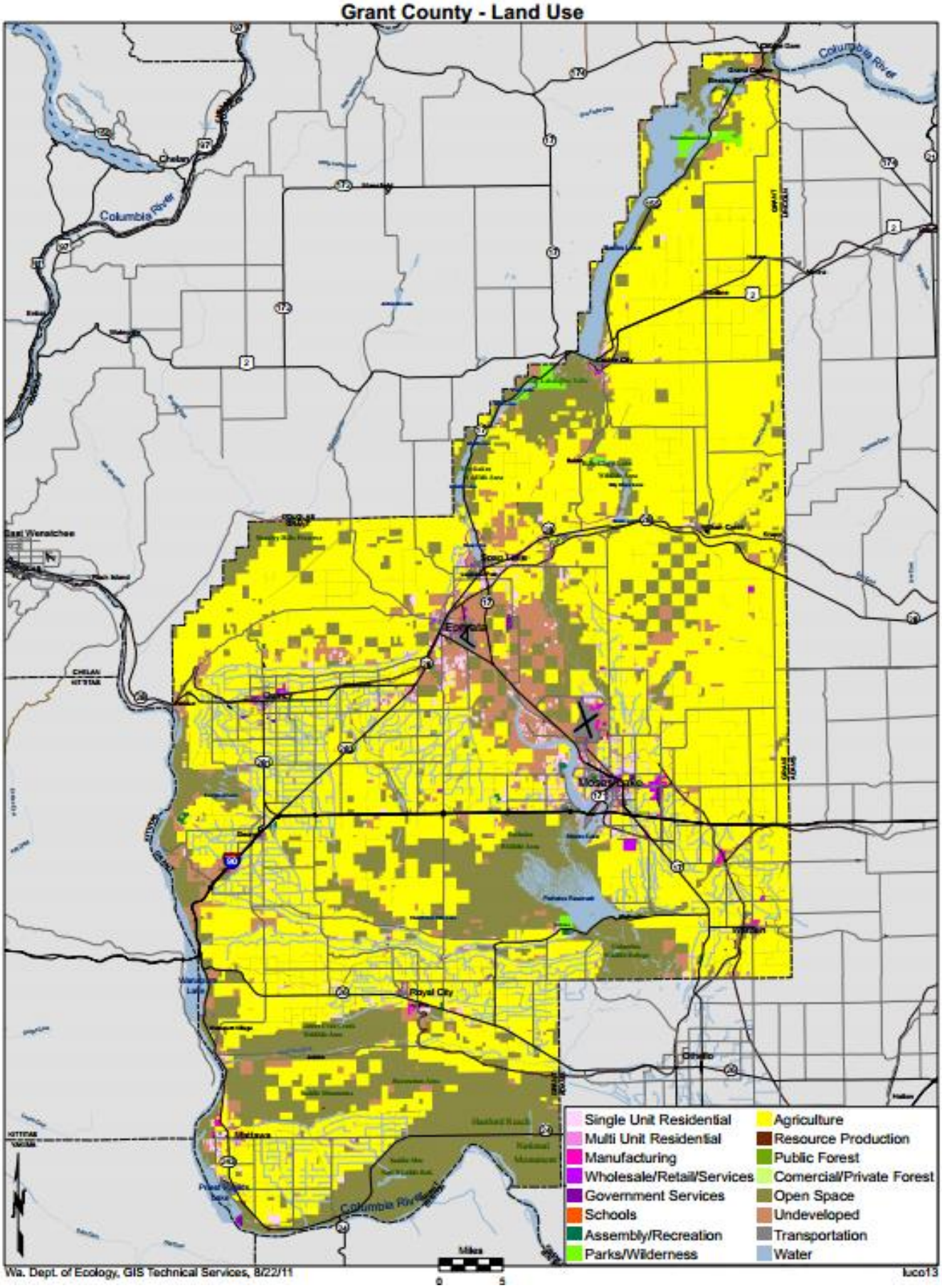

Lincoln County - Population Density
population/sq.mi. 0 .08 - 1 1 - 5 5 - 1 10 - 50 50 - 100 100 - 500 500 - 1000 > 1000
Grand Coulee Dam
Electric City
GRANT
LINCOLN
Creek
Krupp
Lakeview
Recreation Area
Twin Lakes Recreation Area
Swanson Lakes Wildlife Area
Harrington
Davenport
Reardan
LINCOLN
ADAMS
Rocky Field Recreation Area
Recreation Area
LINCOLN
SPOKANE
Miles
0
5
10
Wa. Dept. of Ecology, GIS Technical Services, 9/10/12
popden22

## QUADCO Land Use by County

Generalized land use areas from parcel data for counties that currently have digital tax parcels. Asotin, Garfield and Whitman Counties use digitized land use footprint areas from aerial photos. Land Use attribute coding from the Department of Revenue land use codes are grouped into simplified categories for display purposes. Some land use area codes depicted on these maps were developed using Public Land boundaries or 2006/2009 NAIP 18 inch resolution, digital, orthophotos.


Adams County - Land Use
Single Unit Residential
Multi Unit Residential
Manufacturing
Com/Trans/Utility
Wholesale/Retail/Services
Government
Schools
Public Assembly/Recreation
Parks
Agriculture
Other Resource
Public Forest
Comercial/Private Forest
Open Space
Undeveloped
Miles
Wa. Dept. of Ecology, GIS Technical Services, 5/1/10
GRANT
ADAMS
Columbia
Wildlife Refuge
Othello
Hatton
Connell
Providence
Revere
Ling
Ritzville
Schoonover
Packard
Pleasant
Plaza
Washington
Hooper
Lind
Pinto
Mesa
Escure/Rock Creek Recreation Area
FRANKLIN
WHITMAN
LINCOLN
395
90
17
26
24
261
21
23

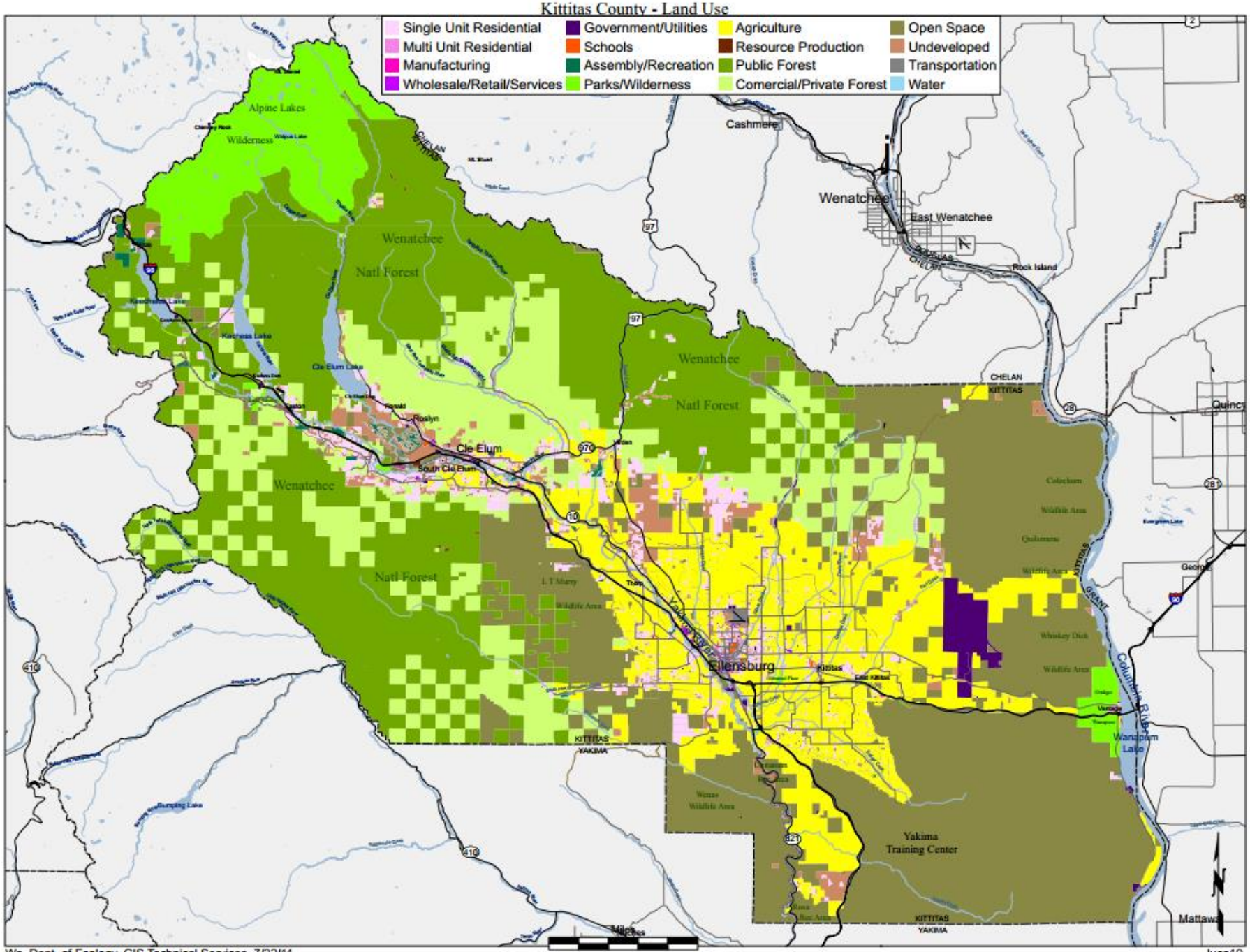
# Grant County - Land Use




Wa. Dept. of Ecology, GIS Technical Services, 8/22/11

luco13

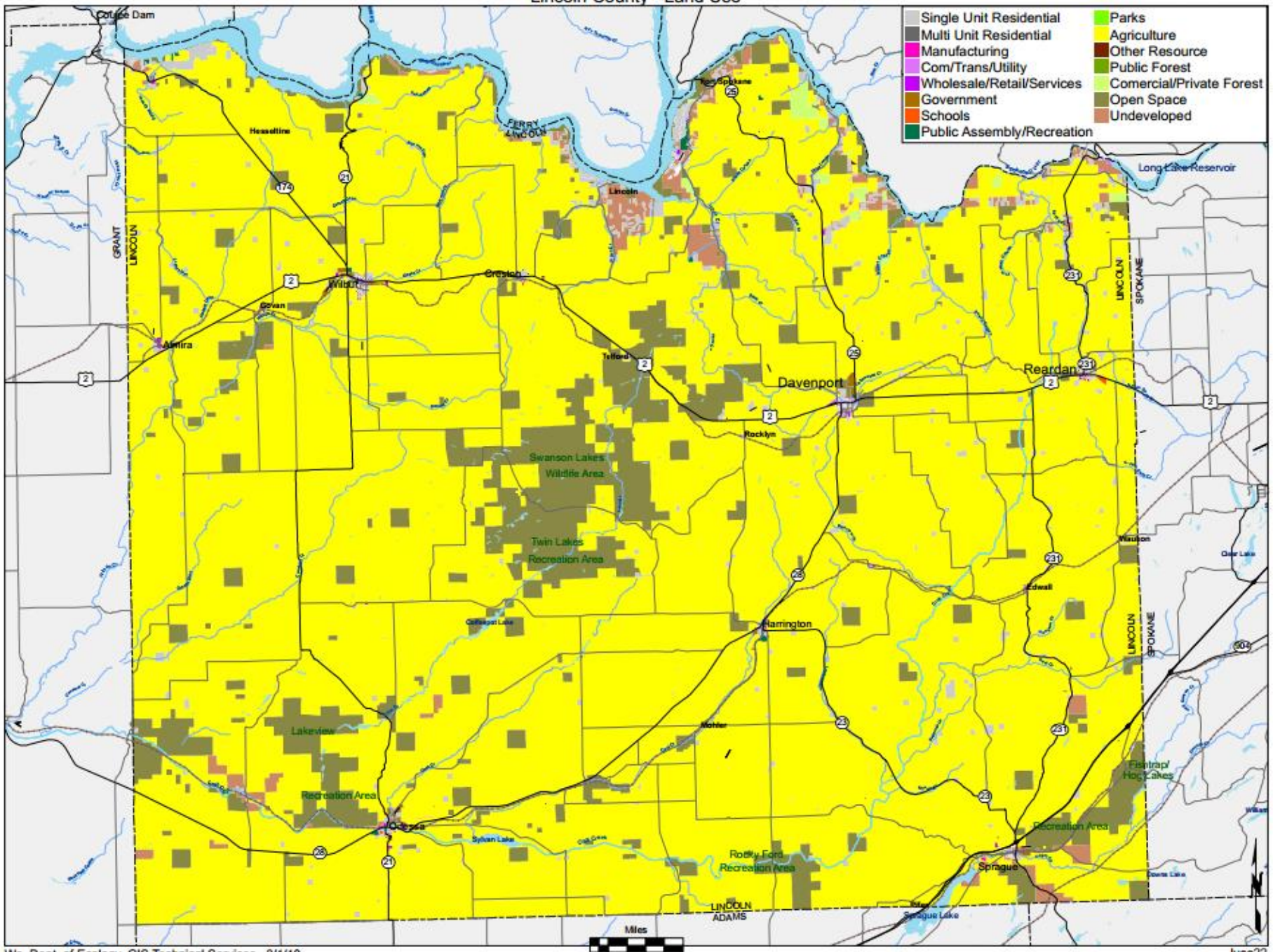
# Kittitas County - Land Use




Wa. Dept. of Ecology, GIS Technical Services, 7/22/11

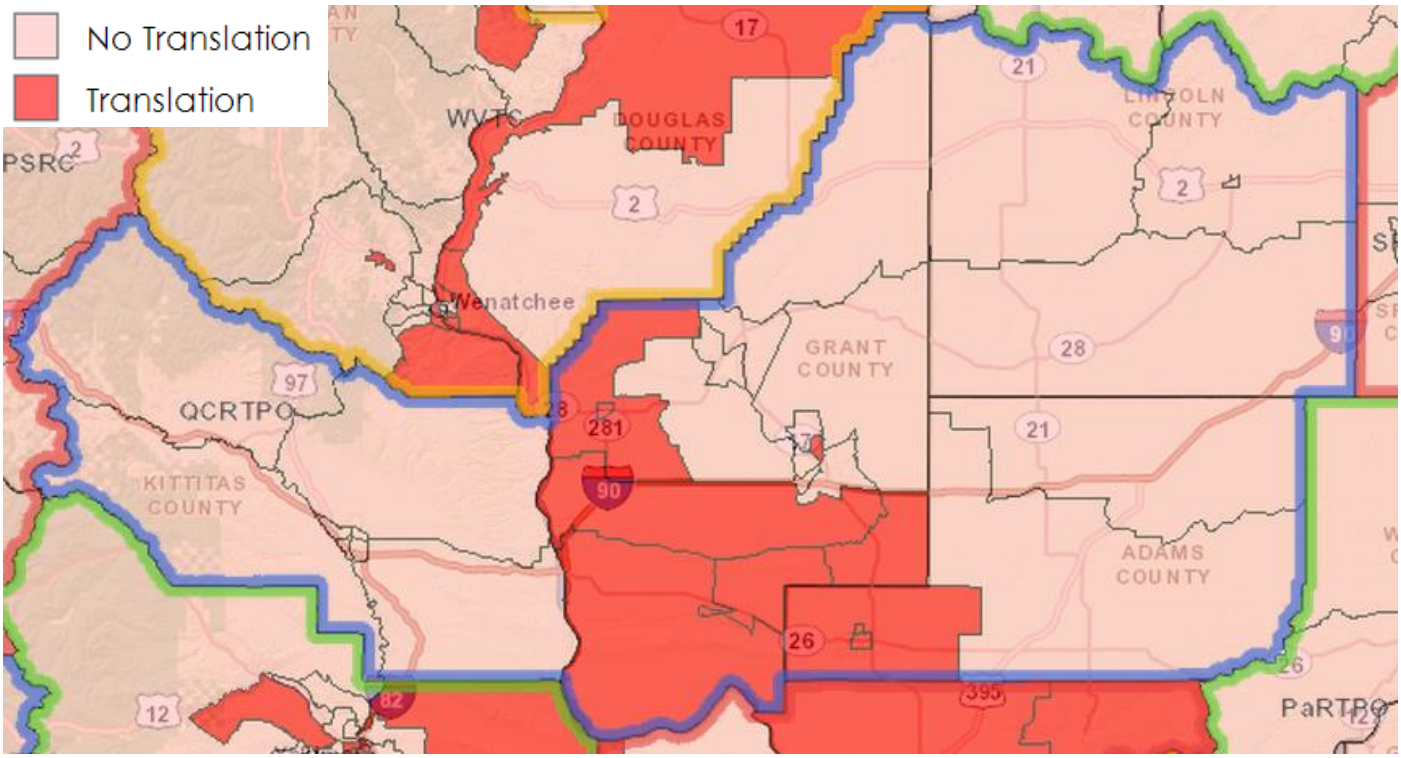
luco19

# Lincoln County - Land Use



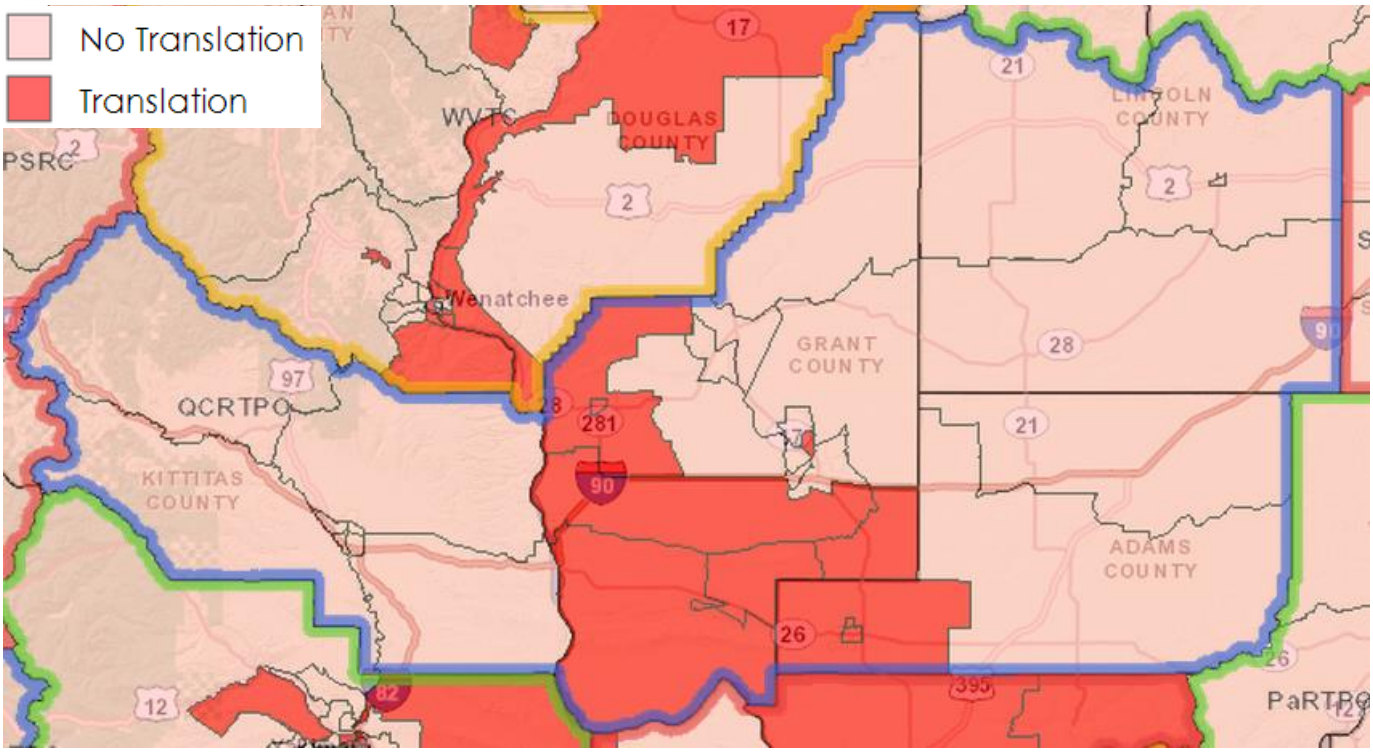
## QUADCO Limited English Proficiency – Spanish, Indo/European, Asia/Pacific Island, Other

This service supports the WSDOT ALPACA application by displaying language data derived from the American Community Survey 2006-2010 (US Census) at the block group, tract, and county levels. See for more documentation http://www.census.gov/acs/www/data_documentation/documentation_main



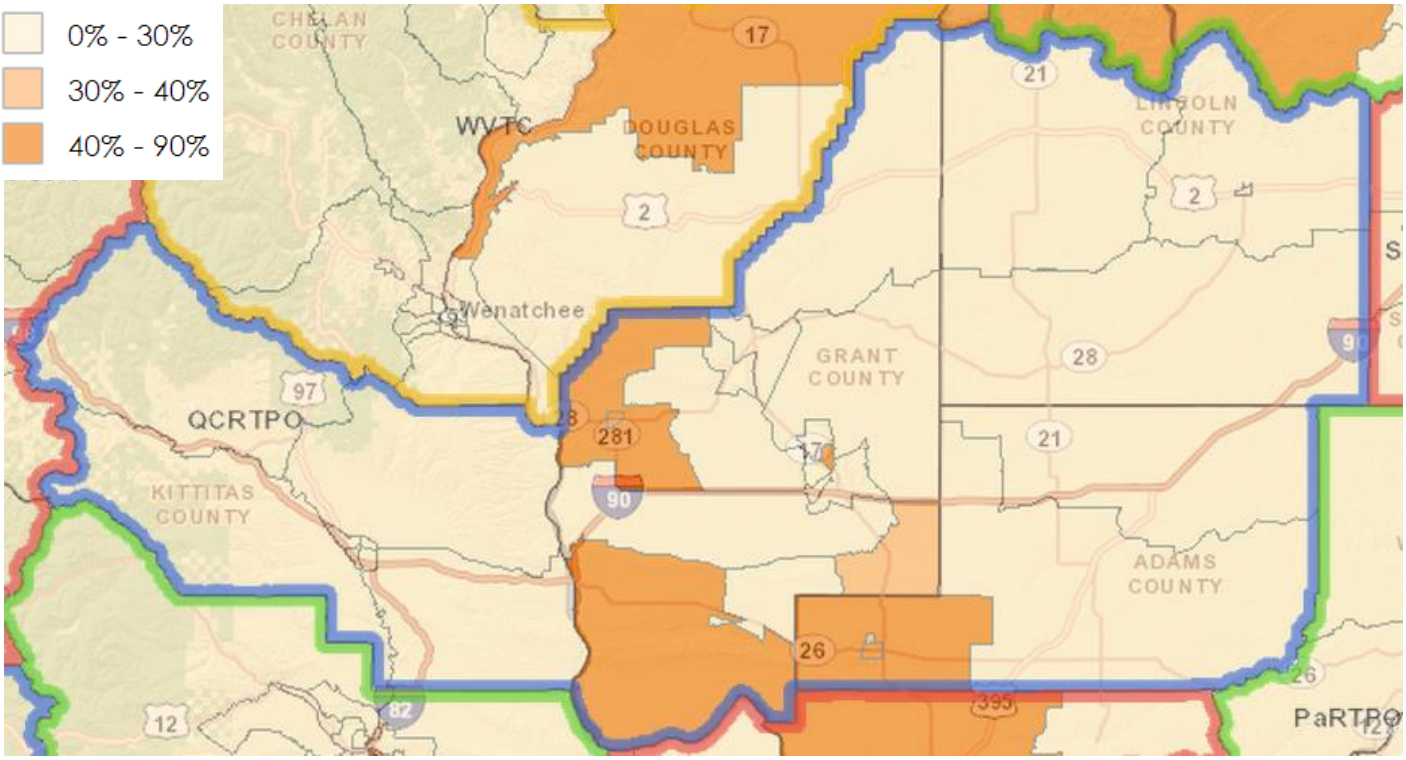
## QUADCO Limited English Proficiency – Spanish

This service supports the WSDOT ALPACA application by displaying language data derived from the American Community Survey 2006-2010 (US Census) at the block group, tract, and county levels. See for more documentation http://www.census.gov/acs/www/data_documentation/documentation_main/



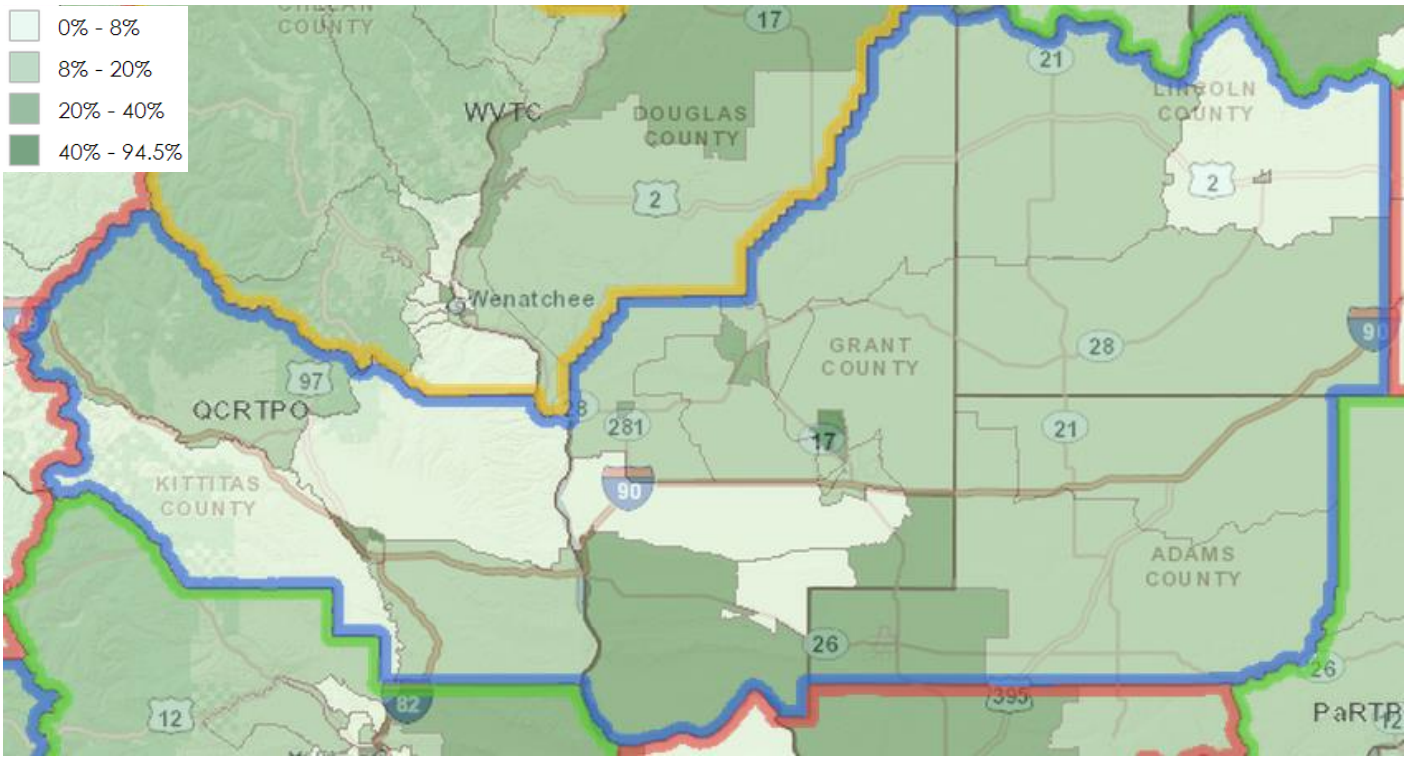
## QUADCO Minority

This service supports the WSDOT ALPACA application by displaying Race and Minority data derived from the American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/acs/www/data_documentation/documentation_main



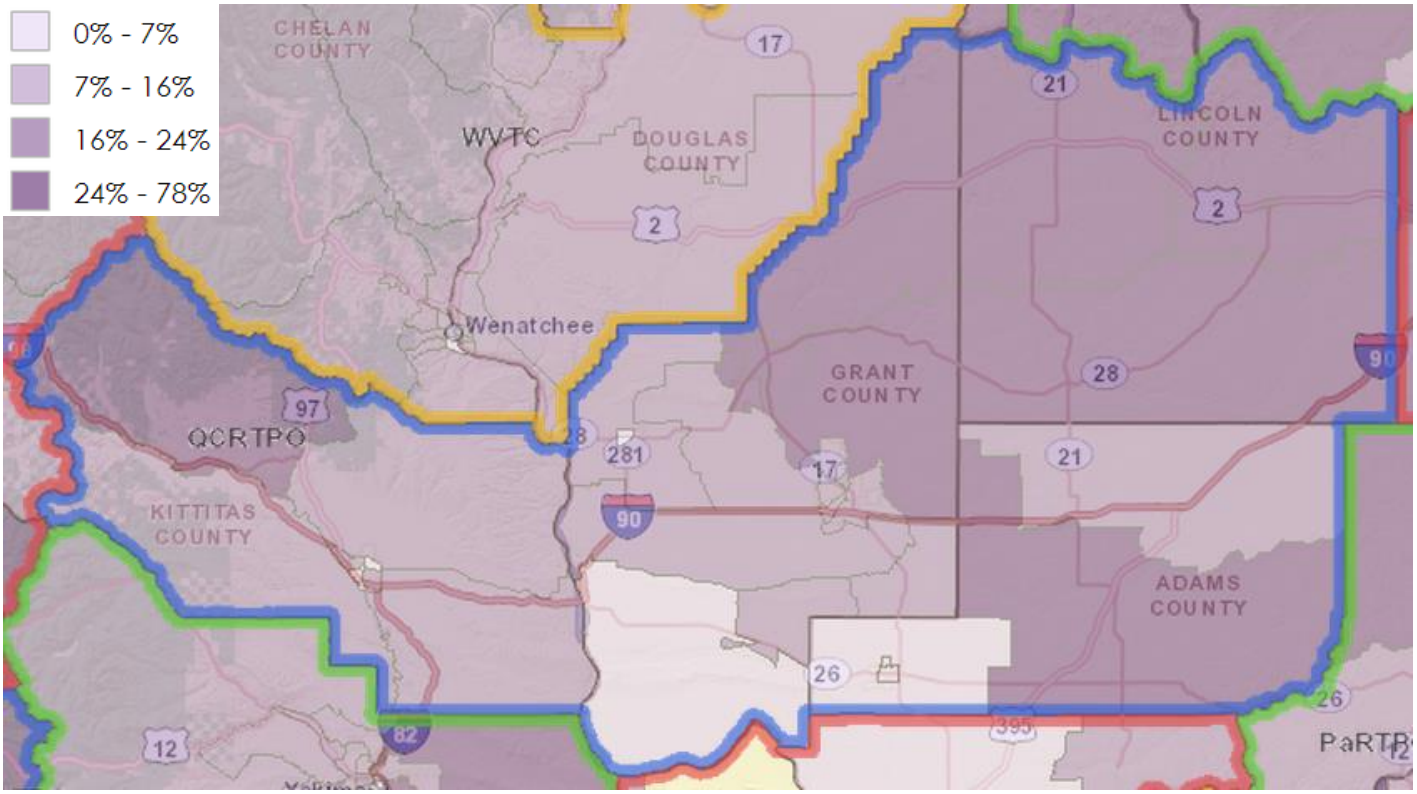
## QUADCO Poverty

This service supports the WSDOT ALPACA application by displaying Poverty or Median Income data derived from the American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/acs/www/data_documentation/documentation_main



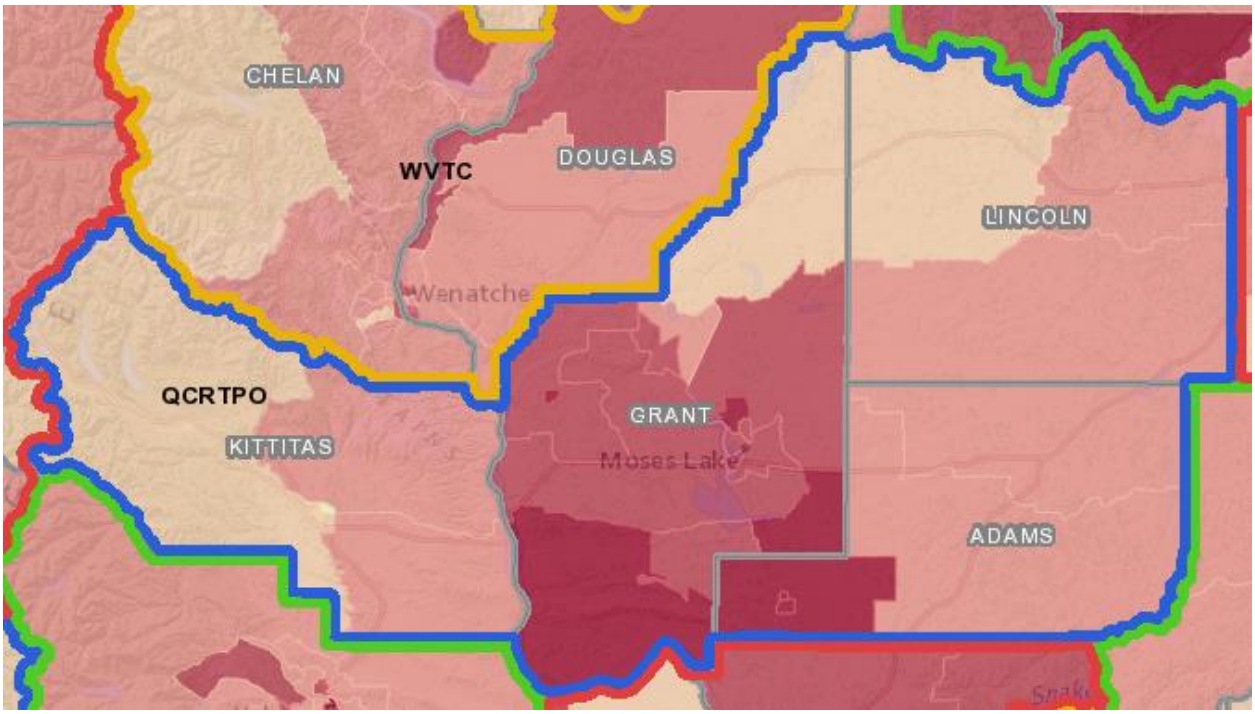
## QUADCO Veterans

This service supports the WSDOT ALPACA application by displaying Veterans data derived from the American Community Survey (US Census) at the block group, tract, and county levels. For more documentation see http://www.census.gov/acs/www/data_documentation/documentation_main/



## QUADCO Percent Population Under 18

This map service shows the population under 18 in the United States in 2012. The age classification is based on the age of the person in complete years. This map identifies areas where there are concentrations of children. In the United States, 23.6% of the population are under 18 years of age. The data shown is from Esri's 2012 Updated Demographics. The map adds increasing level of detail as you zoom in, from state, to county, to ZIP Code, to tract, to block group data. This map shows Esri's 2012 estimates using Census 2010 geographies.




**USA Population Younger than Age 18 (Mature Support)**

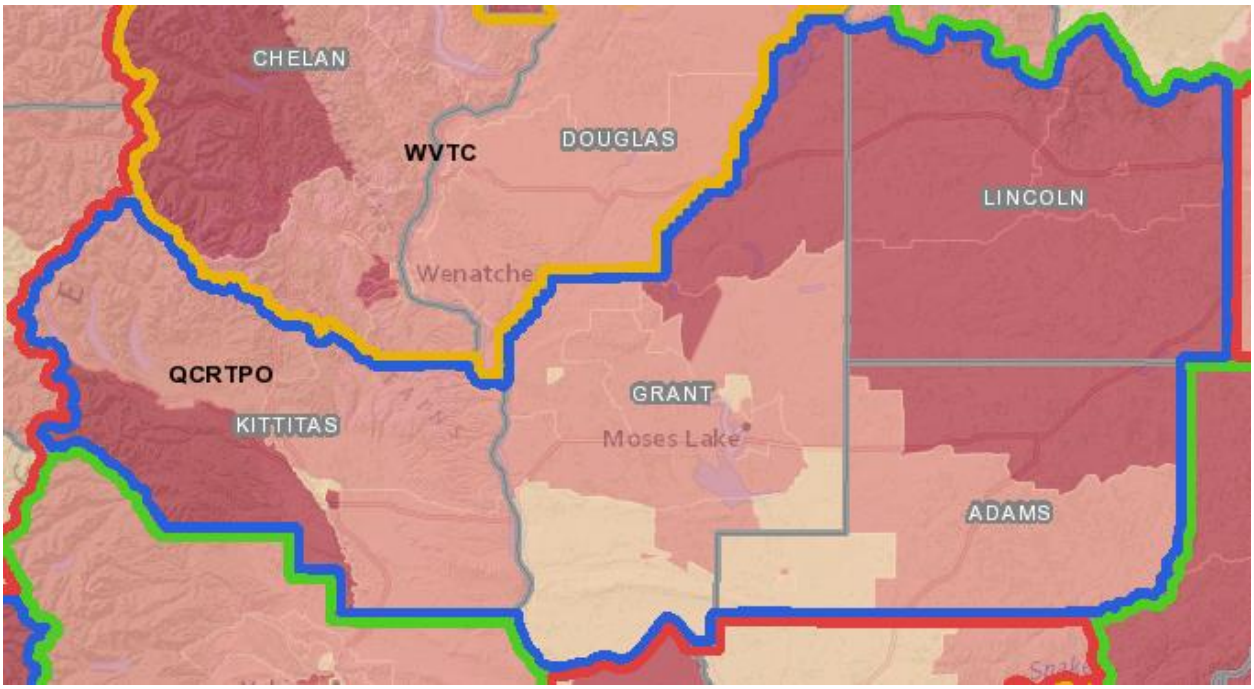
Percent Population Under 18

Tracts

- 33.1% or more
- 26.1% to 33%
- 20.1% to 26% (US Avg: 23.6%)
- 13.1% to 20%
- 13% or less
- No population

## QUADCO Percent Population Over 65

This map service shows the population age 65 and older in the United States in 2012. The age classification is based on the age of the person in complete years. This map identifies areas where there is a concentration of people of retirement age. In the United States, 13.5% of the population is age 65 or older. The data shown is from Esri's 2012 Updated Demographics. The map adds increasing level of detail as you zoom in, from state, to county, to ZIP Code, to tract, to block group data.  This map shows Esri's 2012 estimates using Census 2010 geographies.




**USA Population Older than Age 64 (Mature Support)**

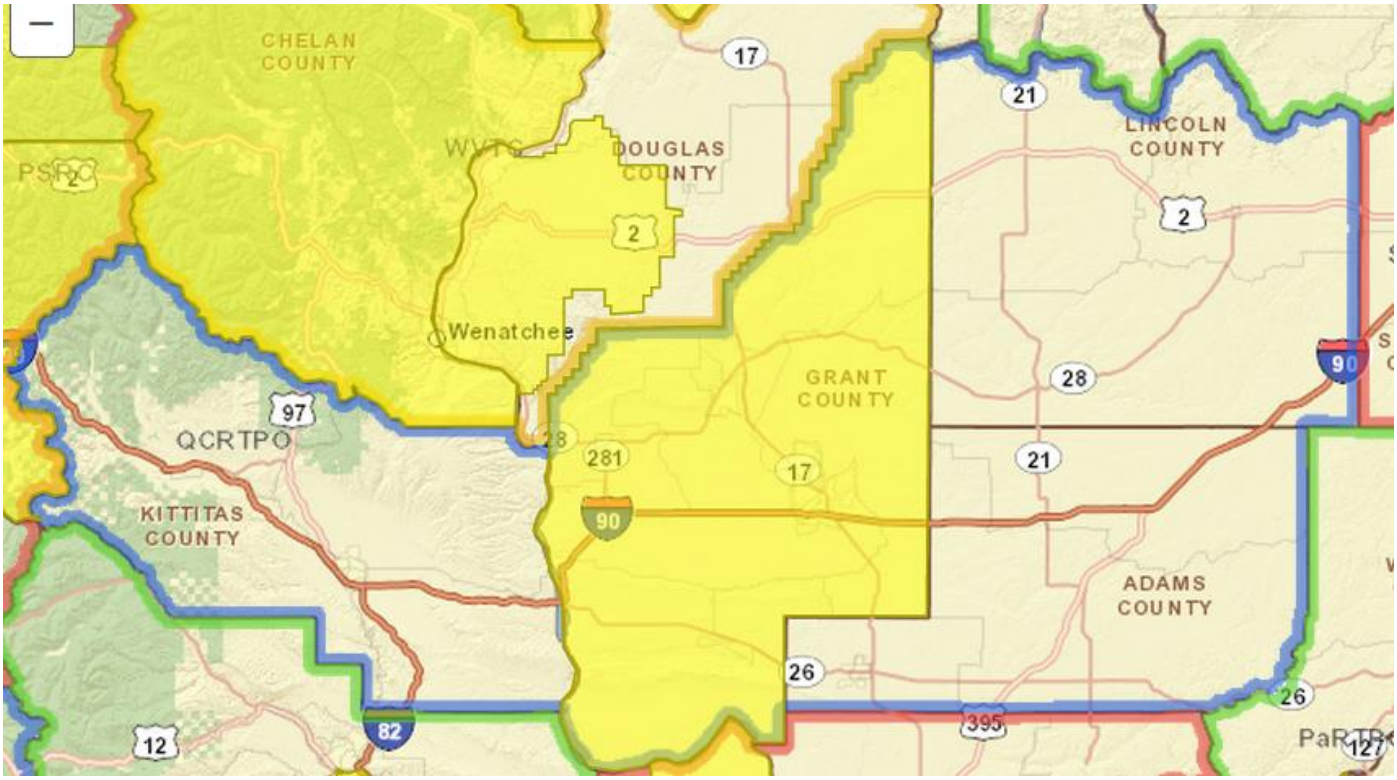
Percent Population 65 and Older

Tracts

- 27.1% or more
- 19.1% to 27%
- 10.1% to 19% (US Avg: 13.5%)
- 2.1% to 10%
- 2% or less
- No population

## QUADCO Public Transportation Benefit Areas (PTBA)

This service supports the WSDOT ALPACA application by displaying PTBA data. The data is stewarded by the WSDOT Public Transportation Division. If you have any questions about this data, please contact Lise Hensdill, GIS & CTR Data and Analysis Manager - gosse@wsdot.wa.gov - (360)705-7386. The yellow shaded area indicates the locations where a PTBA exists within the RTPO.



## Survey Sample

Surveys were provided to each of the counties with identical questions. Unique survey web addresses were provided for each of the counties for online participation. Below you will see an example of the Adams County Survey.

**Would you like to take this survey on-line?**
www.surveymonkey.com/s/NTWR5Y3

**4 County Community Transportation Planning Team –ADAMS County**

**Your opinion is important to determine the transportation needs in your community. *Please complete only one survey.***

**I need transportation because: (Choose all that apply)**

- ❑ I am an elder or senior citizen, and I don't drive
- ❑ I am disabled
- ❑ I am homeless
- ❑ I am too ill to drive
- ❑ I don't have a car/ my car does not run
- ❑ I don't have a driver's license /my license is suspended
- ❑ I don't have auto insurance
- ❑ I am ineligible for transportation services
- ❑ Transportation isn't available when I need it
- ❑ I can't afford to drive
- ❑ I can't drive in inclement weather or after dark
- ❑ I use public transit by choice
- ❑ Other _____

**I currently use the following means of transportation: (Choose all that apply)**

- ❑ My Vehicle/ borrowed vehicle
- ❑ Bicycle/ motorbike
- ❑ GTA Transit
- ❑ Carpool/Rideshare
- ❑ Dial-A-Ride/Paratransit
- ❑ Family, Friends, Volunteers, Program Staff
- ❑ Greyhound
- ❑ People For People/Connectors
- ❑ Medicaid (Provider One) Transportation
- ❑ Mobility Device (wheelchair, motorized scooter, etc.)
- ❑ School Bus
- ❑ Senior Services
- ❑ Shuttle/van provided by church or assisted living
- ❑ SMS Community Shuttle
- ❑ Employer provided transportation
- ❑ Taxi Service
- ❑ Walk
- ❑ Other _____

**I need transportation for the following services: (Check your top 3 choices)**

- ❑ Assisted living
- ❑ Banking
- ❑ Childcare
- ❑ Church/Religious
- ❑ Community/Cultural
- ❑ Counseling/Behavioral Health
- ❑ Court/Legal
- ❑ Drug/Alcohol Treatment
- ❑ DSHS/Social services
- ❑ Elder/Senior Services
- ❑ Family and Friends
- ❑ Food bank
- ❑ Food/Clothing shopping
- ❑ Job Training/Job search
- ❑ Medical/Dental Appointments
- ❑ Nutrition/Meal programs
- ❑ Pharmacy
- ❑ Physical Therapy
- ❑ Recreational activities
- ❑ Senior centers
- ❑ School/training
- ❑ Vocational Rehabilitation
- ❑ Work
- ❑ WorkSource Appointments
- ❑ Other_____

**I need to go to: (Check your top 3 choices)**

- ❑ Benge
- ❑ Cunningham
- ❑ Ellensburg
- ❑ Hatton
- ❑ Lind
- ❑ Moses Lake
- ❑ Othello
- ❑ Pasco
- ❑ Quincy
- ❑ Ralston
- ❑ Richland
- ❑ Ritzville
- ❑ Royal City
- ❑ Spokane
- ❑ Stratford
- ❑ Warden
- ❑ Washtucna
- ❑ Wenatchee
- ❑ Yakima
- ❑ Other _____

Adams County

**Do you feel that the current transportation services available are adequate for your needs and the needs of your community?** ☐ **Yes** ☐ **No**

**Are you currently using available transportation services?** ☐ **Yes** ☐ **No**

**If "Yes", what transportation services have you used in the past three months?** _____

_____

**If you currently use transportation service, is it meeting your needs?** ☐ **Yes** ☐ **No**
**If no, how can it be improved?**_____

**Have you been required to move to access basic services due to lack of transportation?**
☐ **Yes** ☐ **No**

**Please indicate how often you need transportation on the following days. (Check all that apply)**

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---|---|---|---|---|---|---|---|
| Never | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Occasionally | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Frequently | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Always | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Please indicate how often you need transportation during the following times (Check all that apply)**

| | Morning | Afternoon | Evening |
|---|---|---|---|
| Never | ☐ | ☐ | ☐ |
| Occasionally | ☐ | ☐ | ☐ |
| Frequently | ☐ | ☐ | ☐ |
| Always | ☐ | ☐ | ☐ |

**Please indicate what kind of transportation services would improve your access to the following needs**

| | None | Additional Transit Services | Services with extended hours | Door-to-Door services | Help with fuel/ insurance costs |
|---|---|---|---|---|---|
| Medical/ Healthcare | ☐ | ☐ | ☐ | ☐ | ☐ |
| Employment opportunities | ☐ | ☐ | ☐ | ☐ | ☐ |
| Community/Social Services | ☐ | ☐ | ☐ | ☐ | ☐ |
| Shopping & daily activities | ☐ | ☐ | ☐ | ☐ | ☐ |
| Participation in social activities | ☐ | ☐ | ☐ | ☐ | ☐ |

**For <u>mapping purposes only</u>, please identify your pick-up location if you were to use transportation services.**

_____

**Address or Crossroad** **City** **Zip Code**

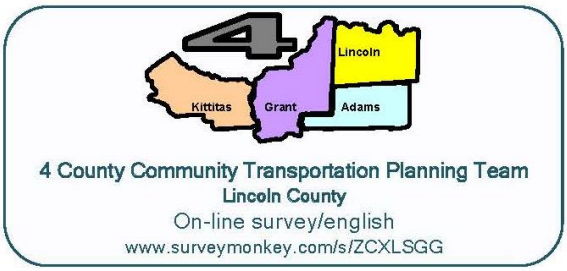
**Comments:** _____

_____

**Thank you for completing this survey. If you have any questions, please contact:**
Bob Walsh at 843 Kittleson Rd., Moses Lake, WA 98837 or bwalsh@pfp.org
P:(509) 765-9249 Fax:(509) 793-1919. Please return surveys by mail, fax or email by June 27th.

Adams County

Sticker flyers were provided to the the population of each county at community events, forums and outreaches to encourage online survey participation. Below you will see a sample of the Lincoln County survey sticker flyers.



# 4-County Service Provider Survey | 2014

**Please prove the following information:**

Name of Organization _____

Name of Program _____

Street Address, City, State, Zip _____

Telephone _____ Contact Name _____

E-mail _____

Days/Hours of Operation _____

Description of Services _____

_____

Approximate number of clients that need transportation services _____

Client characteristics that need transportation services (Check all that apply)

- ☐ Elder or senior
- ☐ Disabled
- ☐ Homeless
- ☐ No car/inoperable car
- ☐ No driver's license
- ☐ Unable to drive due to health
- ☐ No auto insurance
- ☐ Cannot afford to drive

Clients need transportation to: (Check all that apply)

- ☐ Banking
- ☐ Childcare
- ☐ Community/cultural Events
- ☐ Court/Legal Appointments
- ☐ Drug/Alcohol Treatment
- ☐ Dental
- ☐ Education
- ☐ Elder/Senior Services
- ☐ Employment
- ☐ Food Bank
- ☐ Grocery Shopping
- ☐ Job Training/Job Search
- ☐ Medical Appointments
- ☐ Recreational Activities
- ☐ Social Service Appointments
- ☐ Vocational Rehabilitation
- ☐ WorkSource Appointments

Where do you see the greatest need for transportation: (Check your top 3 choices)

- ☐ Banking
- ☐ Childcare
- ☐ Community/cultural Events
- ☐ Court/Legal Appointments
- ☐ Drug/Alcohol Treatment
- ☐ Dental
- ☐ Education
- ☐ Elder/Senior Services
- ☐ Employment
- ☐ Food Bank
- ☐ Grocery Shopping
- ☐ Job Training/Job Search
- ☐ Medical Appointments
- ☐ Recreational Activities
- ☐ Social Service Appointments
- ☐ Vocational Rehabilitation
- ☐ WorkSource Appointments

When do your clients generally need transportation? (Monday, Tuesday, Wednesday etc.)

(Days, Morning, Afternoon, Evening, Overnight)_____

What general locations (city, town, area) do your clients need transportation from and to?

From: _____ To: _____

What transportation is available for your clients? (Check all that apply)

- ☐ Grant Transit Authority
- ☐ SMS Community Shuttle
- ☐ People For People
- ☐ Friend/Relative
- ☐ Central Transit
- ☐ Elmview Transportation
- ☐ Volunteer Driver
- ☐ Private/Agency Van Shuttle
- ☐ Employer sponsored
- ☐ Gas Voucher
- ☐ Bus Voucher
- ☐ Taxi Service
- ☐ School Bus
- ☐ Van Pool
- ☐ Provider One (Medicaid)
- ☐ Yakima-Ellensburg Community
- ☐ Dial-A-Ride/Paratransit
- ☐ Other _____

If your agency or program provides transportation or support for transportation please complete the following questions. If your agency or program doesn't provide transportation or support for transportation you have completed the survey.

Check the type of service you provide:

- ☐ Public Transit
- ☐ Door to Door
- ☐ Volunteer Driver
- ☐ Van Shuttle
- ☐ Bus service
- ☐ Gas Voucher
- ☐ Bus Voucher
- ☐ Taxi Service
- ☐ Other_____

Rider Eligibility Criteria: _____

Characteristics of the clients that are provided with transportation resources:

- ☐ Seniors
- ☐ People with disabilities
- ☐ Children/Students
- ☐ Limited/Low-Income

Service Fee:

- ☐ No Fee to Client
- ☐ Discounts Available
- ☐ Flat Rate
- ☐ Mileage Rate
- ☐ Sliding Scale

Purpose of the Rides:

- ☐ Medical/health care
- ☐ Employment
- ☐ Volunteer Activities
- ☐ Religious Events
- ☐ Other _____
- ☐ Social/Recreational
- ☐ Education
- ☐ Childcare
- ☐ Shopping

# Agenda

**Welcome:**

- Sign-in Sheet
- Introductions
- Purpose of the Meeting

**Project Description**

- Purpose and Goals
- Project Timeline

**Transportation Needs**

- What are common points of origin?
- What are common destinations?
- What transportation services and resources are currently available?
- What are the unmet transportation needs?

**Transportation Needs**

- Recommendations

**Human Service Transportation Plan**

People For People provides the oversight to update the Coordinated Transit – Human Service Transportation Plan.

**Purpose:** The Human Service Transportation Plan identifies the transportation needs of individuals with special transportation needs. The special needs population includes individuals with disabilities, older adults, youth, veterans, and low-income individuals.

The Human Service Transportation Plan will include input from stakeholders through the use of surveys and public forums in order to find common points of origin, common destinations, current transportation resources, unmet transportation needs, and address how to improve mobility options.

**Timeline:** People For People will conduct Community Forums and collect surveys online as well as hard copies through the month of June 2014.

The draft Human Service Transportation Plan will be posted on the People For People website at www.pfp.org by August 29.

**Contact:** People For People, Deb Estrada at destrada@pfp.org or 509-248-6726.

Flyers were provided in both English and Spanish for all counties and corresponding outreach and forum dates as provided within the body of the HSTP plan.

Kittitas County

Coordinated Public Transit - Human Services Transportation Plan 2014

## Community Forums on Transportation

Community members are encouraged to attend a forum to discuss the transportation needs of Kittitas County.

**Tuesday, June 17 at 10 am & 6 pm**
Hal Homes Community Center
209 N. Ruby Street, Ellensburg

**Wednesday, June 25 at 1:30 pm**
WorkSource Center
309 E. Mountain View Avenue, Ellensburg

**Thursday, June 26 at 1 pm**
Upper Kittitas County Senior Center
719 E. Third Street, Cle Elum