

# Quad County Regional Transportation Planning Organization (QUADCO)

## 2022

# Coordinated Public Transit – Human Services Transportation Plan



Adams, Grant, Kittitas, and Lincoln Counties  
Washington State

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# Chapter One - Introduction

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## Background

Most people take their mobility for granted because they are able to get into a car, walk, or take a bus to get to where they need to go. Others, however, because of age, disabling condition, or income status have compromised mobility and as a result they do not have immediate access to services or programs they need. In such cases, alternative transportation methods are required. This Coordinated Public Transit – Human Services Transportation Plan (HSTP) examines the accessibility needs of these populations and where they need to go in the four-county region of Adams, Grant, Kittitas, and Lincoln counties. The plan concludes with a list of transportation needs, solutions, and a prioritization methodology for ranking projects designed to address these needs. This planning study is being conducted by the non-profit organization People For People, under contract with the Quad County Regional Transportation Planning Organization (QUADCO).

## What This Plan Will Accomplish

QUADCO will use this HSTP to identify public transportation needs and improvements for people with low incomes, disabilities, seniors, youth, and veterans. The HSTP outlines how these improvements should be prioritized for funding and implementation. Additionally, information in this HSTP will be used in the next update of Washington State Department of Transportation's (WSDOT) Statewide Human Services Transportation Plan.

The primary objectives of this planning effort include:

- Identify human services transportation deficiencies throughout the QUADCO region.
- Develop strategies and recommendations to improve access and enhance mobility for populations with disabilities, or other barriers.

## How Improvements Were Identified

A robust public outreach program was used to develop this HSTP and identify the public transportation needs and improvements for the QUADCO region. The 4-County Community Transportation Planning Team (4-County Team) provided their expertise throughout this process. Stakeholders were invited to four virtual Stakeholder Meetings held throughout the QUADCO region. The general public was invited to participate in seven separate public forums/open houses and asked to fill out surveys designed to gather their ideas on needs and improvements for public transportation services. Out-of-jurisdiction partners were contacted for individual interviews to see if there were any overlapping needs. These various sources of information were coordinated and used to develop this HSTP and identify proposed projects to meet the needs of the region.

## The Target Group – Populations with Alternative Transportation Needs

This HSTP identifies public transportation needs and improvements specifically for individuals



with disabilities, or who are facing other barriers. This may include financial barriers, or barriers related to their age. Individuals with alternative transportation needs are defined in RCW 81.66.010 as 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 appropriate transportation. For the purposes of this planning effort, this definition includes

people with low incomes, disabilities, seniors, youth, and veterans.

### What is the 4-County Team?

The 4-County Community Transportation Planning Team (4-County Team) is a subcommittee of QUADCO that is composed of a coalition of agencies who work toward improving transportation services for persons with alternative transportation needs in Adams, Grant, Kittitas, and Lincoln counties. The 4-County Team meets regularly to support development of the HSTP by providing oversight and guidance. In addition to developing the HSTP, the 4-County Team shares information and coordinates resources and projects. This coordination helps enhance transportation access, minimizes any duplication of services, and facilitates the most appropriate and cost-effective transportation services possible within available resources.

This 4-County Team subcommittee has supported development of QUADCO’s HSTP in 2006, 2010, 2014, 2018 and this current 2022 version. During development of the 2022 HSTP, the 4-County Team met several times to provide input, review, and recommendation of the plan to QUADCO for approval. Members of the 4-County Team also assisted with the following planning activities:

1. Identified the stakeholders that should be involved in developing the HSTP.
2. Gathered input from stakeholders and the general public.
3. Identified transportation needs for individuals with alternative transportation needs.
4. Documented current transportation services and resources.
5. Developed strategies for meeting the identified transportation needs, in order to maximize resources and minimize duplication of services.
6. Considered compliance with Federal transportation laws of all proposed strategies.

Members on the 4-County Team represent transportation service providers, social service providers, health service providers, and other agencies that are interested in improving transportation services for persons with alternative transportation needs. The 4-County Team membership, that helped to create this HSTP, included the following agencies:

- |  |                                     |
|--|-------------------------------------|
| Adams County Board of Commissioners          | Grant Transit Authority             |
| Adams County Development Council             | HopeSource                          |
| Adams County Emergency Management            | Kittitas County Health Network      |
| Adams County Integrated Health Care Services | Kittitas County Healthcare          |
| Adams County Journal                         | Lincoln County Commissioners Office |
| Adams County Public Works                    | Merit Resource Services             |
| Aging and Long-Term Care                     | NCW Libraries                       |
| Big Bend Community College                   | Odessa School District              |
| Boys and Girls Club of the Columbia Basin    | OIC                                 |
| Central Transit                              | OSPI ESD 101                        |
| Central Washington Disability Resources      | Othello School District             |
| Central Washington University                | Quincy Valley Chamber of Commerce   |
| City of Moses Lake                           | Reardan-Edwall School District      |
| Columbia Basin Herald                        | Ritzville Food Pantry               |
| Comprehensive Healthcare                     | Shoemaker Manufacturing             |
| Developmental Disabilities Administration    | SkillSource                         |
| East Adams Rural Healthcare – Ritzville      | Special Mobility Services           |
| Family Services of Grant County              | Town of Odessa                      |
| FISH Community Food Bank                     | Town of Reardan                     |

## The Composition of QUADCO

The towns, cities, and counties within Adams, Grant, Kittitas, and Lincoln counties make up QUADCO (see Table 1 and Figure 1). QUADCO’s Council includes duly elected officials and staff that represent each jurisdiction within the four-county region and who are technically proficient in public policy, planning, and/or engineering. QUADCO’s Transportation Policy Board, which has representation from regional jurisdictions, port districts, public transportation, rail service, private business, and the Washington State Department of Transportation (WSDOT), provides recommendations to the Council on transportation policies and decisions. The WSDOT regions that are within QUADCO include parts of North Central Region, South Central Region, and Eastern Region.

The lead planning agency for QUADCO is provided by each of the four counties, with each county public works department taking a two-year turn to provide these services. The lead planning agency in 2022 was Kittitas County Public Works Department.

**QUADCO Council Member Jurisdictions - Table 1**

<u>Adams County</u>	Hatton	Lind	Othello	Ritzville	Washtucna
<u>Grant County</u>	Coulee City	Coulee Dam	Electric City	Ephrata	George
	Grand Coulee	Hartline	Krupp	Mattawa	Moses Lake
	Quincy	Royal City	Soap Lake	Warden	Wilson Creek
<u>Kittitas County</u>	Cle Elum	Ellensburg	Kittitas	Roslyn	South Cle Elum
<u>Lincoln County</u>	Almira	Creston	Davenport	Harrington	Odessa
	Reardan	Sprague	Wilbur		



## Human Services Funding Sources

The primary funding sponsors of human services transportation include public transportation agencies, WSDOT's Consolidated Grant Program, and state and federally funded human services programs.

QUADCO area transportation providers that receive direct tax support to operate public transportation services include Grant Transit Authority (GTA), Central Transit, and Yakima Transit. Additional public transportation services are provided by the non-profit agencies HopeSource, People For People, and Special Mobility Services. These non-profit agencies are dependent on the Consolidated Grant Program and state and federal human services programs to fund transportation services.

This HSTP focuses on projects that are eligible for WSDOT's Consolidated Grant Program. Any QUADCO project that is submitted to WSDOT for these grant funds must be included in this HSTP. Additionally, QUADCO must adopt a HSTP once every four years in order for the agencies and jurisdictions in the region to be eligible to apply for federal and state public transportation funding through the Consolidated Grant Program. WSDOT also requires applicants that are seeking funds through this program to participate in developing the regional HSTP to ensure it is an inclusive and coordinated process.

The Consolidated Grant Program funds projects that improve public transportation within and between rural communities, provide transportation services between cities, and purchase new buses, and equipment to provide public transportation service for seniors, persons with disabilities, youth, low income, and veterans.

WSDOT's Consolidated Grant Program includes several different funding sources under one application. These funding sources include:

- State Special Needs
- State Rural Mobility
- Federal Transit Administration 5310 (Transit for seniors and people with disabilities)
- Federal Transit 5311 (Rural Transit)
- Federal Transit Administration 5339 statewide apportionment (Capital funding for bus and bus facilities)



**State Special Needs:** This grant provides public transportation for persons who, because of their age (youth or seniors), disabilities, veteran status, or income status, are unable to provide or purchase their own transportation. Awards are made through a competitive grant application process to non-profit providers of transportation services for the elderly and persons with disabilities. Transit agencies that provide additional public transportation services for people with alternative transportation needs are awarded formula-based grants.

**State Rural Mobility:** This grant is to improve transportation in rural areas where public transportation is limited or does not exist, a lifeline for many rural citizens who rely on public transportation to hold jobs and maintain their independence. Funds are awarded through a competitive grant application process to transportation providers in areas not served by transit agencies. Formula grants are awarded to rural and small city transit agencies.

**Federal Transit Administration 5310:** This competitive grant process provides capital and operational support to enhance mobility for seniors and individuals with disabilities for public agencies and non-profit agencies serving urban and rural areas.

**Federal Transit Administration 5311 (Rural Transit):** This competitive grant process provides transportation providers funding for capital, operating, and planning activities for public transportation in rural areas (areas with fewer than 50,000 residents).

**Federal Transit Administration 5339:** This grant provides funding to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.



## Chapter Two – HSTP Development Process

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### Outreach to Populations with Alternative Transportation Needs Schedule of Activities

Planning activities for the 2022 QUADCO Coordinated Public Transit Human Services Transportation Plan (HSTP) update took place from January through August 2022. These activities included:

1. 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.
2. The 4-County Community Transportation Planning Team (4-County Team) assisted in the identification of the stakeholders who would provide input on transportation needs and solutions for populations with alternative transportation needs.
3. Stakeholders were identified that serve populations with alternative transportation needs. Stakeholders (See Table 1) within each county included:
  - a. Employment Providers
  - b. Education & Youth Services
  - c. Healthcare
  - d. Transportation Providers
  - e. Government Entities
  - f. By/For People with Disabilities
  - g. By/For People with Low-Incomes
  - h. By/For Older Adults
  - i. By/For Veterans
  - j. Other: Media, Library, Tribes
4. The 4-County Team and community stakeholders assisted with the outreach and distribution of surveys to people with low incomes, disabilities, seniors, youth, and veterans.
5. Stakeholders were surveyed to identify the lasting effects of COVID-19 on the needs and impacts on transportation services and for populations with alternative transportation needs.
6. Outreach activities were planned and conducted, including virtual stakeholder meetings that were conducted via Zoom, and community open houses that took place throughout the four counties at local community centers and public meeting sites.
7. Transportation providers assisted by surveying current riders.
8. The Office of Emergency Management was contacted for each county to determine the contact and if there were any changes or updates to their emergency management plans.

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

Each activity was designed to inform the populations with alternative transportation needs about the 2022 HSTP and to gather information about the transportation resources and needs within each county.

The 4-County Team reviewed the draft 2022 HSTP and provided feedback during the draft development. This provided opportunities for the 4-County Team to review strategies to meet public transportation needs, identify opportunities for coordination, and develop the process for ranking transportation projects for the WSDOT Public Transportation Consolidated Grant application. The final draft HSTP will be presented to QUADCO for approval.

## **Stakeholder Involvement**

The 4-County Team helped identify stakeholders who were then invited to participate in the HSTP development. The stakeholders included individuals who have alternative transportation needs (people with low incomes, disabilities, seniors, youth, and veterans) as well as representatives of individuals who have alternative transportation needs. Stakeholders were also chosen that have a good understanding of the typical travel patterns in their communities for work or school and recognize improvements needed to provide access to necessary services such as health care, social services and, governmental agencies.

Stakeholders were encouraged to participate in the development of this 2022 HSTP through several different methods including:

1. Provide information for the HSTP by filling out a stakeholder HSTP survey.
2. Encourage current or potential public transportation users to fill out a Rider HSTP survey.
3. Attend one of four different virtual Stakeholder Meetings targeting stakeholders within each of QUADCO's counties.
4. Attend one of five Public Open Houses within each of QUADCO's Counties.

Table 1 lists the stakeholder organizations that were invited to participate in the HSTP development, the type of alternative transportation need(s) they represent, and the county they are located in. The organizations with representation at a Stakeholder Meeting or Open House are highlighted in Table 1.

**Table 1**  
**Stakeholders and Organizations Invited to Participate in HSTP Development**  
*(organizations that attended a Stakeholder Meeting or Open House are highlighted)*

<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
Employment Providers	<p><b>Adams County:</b> SkillSource; WorkSource Central Basin</p> <p><b>Grant County:</b> WorkSource Central Basin; Express Employment Professionals; Total Employment and Management; Columbia Basin Job Corps; Best Human Resources Solutions, Inc.</p> <p><b>Kittitas County:</b> Kittitas County Chamber of Commerce; People For People; United Way of Central WA; Department of Social and Health Services; HopeSource</p> <p><b>Lincoln County:</b> The Women's Business Center - ESD (Self-Employment Assistance Program – SEAP); WorkSource Colville</p>
Education & Youth	<p><b>Adams County:</b> School Districts (Benge, Endicott, Lacrosse, Sprague-Lamont, Lind-Ritzville, North Franklin, Odessa, Othello, Warden, Washtucna); Inspire Development Centers; NE WA ESD 101 Center For Early Childhood Services; Juvenile Services of Adams County; WSU – Grant/Adams County Extension; 4-H Youth Development</p> <p><b>Grant County:</b> School Districts (Coulee-Hartline, Ephrata, Grand Coulee Dam, Moses Lake, Quincy, Royal City, Soap Lake, Wahluke, Warden, Wilson Creek); Big Bend Community College; Work First; WSU Grant-Adams College; Grant County Youth Services Center – Ephrata; Family Services of Grant County</p> <p><b>Kittitas County:</b> School Districts (Kittitas, Ellensburg, Cle Elum/Roslyn, Easton, Thorp, Ellensburg Christian); Central Washington University; WSU Extension Bright Beginnings for Kittitas County; Youth Services – Kittitas County; Cascade Prevention Coalition; Kittitas County Juvenile Court Services; Upper County Cooperative Preschool; Creative Kids Learning Center; HopeSource (YHPD); WA State Dept. of Children, Youth and Families; City of Ellensburg Parks and Recreation; Ellensburg Youth Baseball &amp; Softball; Kittitas Valley Jr. Soccer Association</p> <p><b>Lincoln County:</b> NE WA ESD 101 Center for Early Childhood Services; ESD 101 ECEAP; School Districts (Almira, Coulee Hartline, Creston, Davenport, Harrington, Lincoln Adams, Odessa, Reardan-Edwall, Sprague, Wilbur Creston); Lincoln County; Juvenile Court Services; Lincoln County; Interagency Coordinating Council; 4-H Youth Development</p>

**Table 1 - Continued**  
**Stakeholders and Organizations Invited to Participate in HSTP Development**  
*(Organizations that attended a Stakeholder Meeting or Public Open House are highlighted)*

<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
Medical providers	<p><b>Adams County:</b> Columbia Basin Health Association, CBHA – Early Support for Infants and Toddlers; Othello Community Hospital; East Adams Rural Healthcare/Hospital; Integrated Healthcare Services</p> <p><b>Grant County:</b> Samaritan Healthcare; Moses Lake Community Health Center; Quincy Valley Medical Center; Quincy Valley Medical Center – Physical Therapy; Quincy Community Health Center; Coulee Medical Center; Grand Coulee Physical Therapy; Columbia Basin Health Association; Columbia Basin Hospital; Grant County Health District; Assured Home Health and Hospice; Confluence Health; Lakeside Dental; Jacobsen Dental; Renew: Grant Behavioral Health &amp; Wellness; Community Choice; New Hope/Kids Hope Domestic Violence; Sexual Assault &amp; Crime Victim Services</p> <p><b>Kittitas County:</b> Community Health of Central Washington; Hospice Friends; Kittitas Valley Healthcare; Kittitas County Public Health; Comprehensive Healthcare; Merit Resources; Mountain View Dental Center; Big County Family Dental; Barth Clinic; Open Door Health Clinic; Care Net Pregnancy Center of Kittitas County; Central Washington Pediatric Dentistry; Kittitas County Health Network</p> <p><b>Lincoln County:</b> Lincoln Hospitals &amp; Clinics; Lincoln County Health Department; Lincoln County Alcohol Drug Center and Prevention Services; NE WA Alliance Counseling Services; Odessa Memorial Healthcare Center; Providence Sacred Heart Children’s Hospital</p>
Transp. Providers	<p><b>Adams County:</b> People For People; Special Mobility Services; Grant Transit Authority; Othello Transportation Department; Ritzville Transportation Department; East Adams Rural Healthcare Care-A-Van Transport; Catholic Charities Eastern Washington; NW Trailways; ESD 101</p> <p><b>Grant County:</b> Grant Transit Authority, People For People, Special Mobility Services, OIC, Veterans Transportation Program, Catholic Charities Eastern Washington, Randel, NW Trailways, Scabland Taxi, Amtrak, ESD 101, 105, 171</p> <p><b>Kittitas County:</b> HopeSource; Grant Transit Authority; Bellair Charters; ESD 105, 123 and 171; Rodeo Town Taxi; Greyhound; NW Trailways; KC Cab; Central Transit; Central Washington Driving; Hospice Friends; Veterans Transportation Program; Ellensburg Public Transit Advisory Committee (PTAC); People For People</p> <p><b>Lincoln County:</b> People For People; Special Mobility Services; NW Trailways; DOT Colville Confederated Tribes; Veteran Transportation Program; Catholic Charities Eastern Washington; ESD 101</p>
Government Entities	<p><b>Adams County:</b> Adams County Economic Development Council; Adams County Commissioners; City Mayor (Hatton, Othello, Ritzville, Washtucna, Lind, LaCrosse, Lamont, Odessa)</p> <p><b>Grant County:</b> Grant County Commissioners; Grant County Public Works; City Mayors (Coulee City, Coulee Dam, Electric City, Ephrata, George, Grand Coulee, Hartline, Krupp, Matawa, Moses Lake, Quincy, Royal City, Soap Lake, Warden, Wilson Creek)</p> <p><b>Kittitas County:</b> City Councils and Public Works Depts. (Ellensburg, Cle Elum, South Cle Elum Kittitas, Roslyn); Kittitas County (Commissioners)</p> <p><b>Lincoln County:</b> Lincoln Co. (Commissioners); Lincoln Co, Economic Development Council; City Mayors (Almira, Creston, Davenport, Harrington, Odessa, Reardan, Sprague, Wilbur)</p>

**Table 1 - Continued**  
**Stakeholders and Organizations Invited to Participate in HSTP Development**  
*(Organizations that attended a Stakeholder Meeting or Public Open House are highlighted)*

<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
By/For People With Disabilities	<p><b>Adams County:</b> DSHS – Developmental Disabilities Admin.; Informing Families; Integrated Health Care Services; Grant/Adams Parent to Parent; Aging &amp; Adult Care of Central Washington</p> <p><b>Grant County:</b> Community Living; Informing Families; DSHS DDA; SL Start/Compass; Entrust Community Service;; Goodwill Industries; Parent to Parent; Aging &amp; Adult Care of Central Washington</p> <p><b>Kittitas County:</b> Elmview; Central WA Disability Resources; DSHS; Parent-To-Parent; HopeSource; Sunridge Ranch Trellis Center; ALTC</p> <p><b>Lincoln County:</b> DSHS – DDA; Vocational Rehabilitation; Lincoln County Child and Family Services; The ISAAC Foundation; Elmview; People For People; AACCW</p>
By/For People With Low Income	<p><b>Adams County:</b> DSHS; Othello Food Bank; The Food Pantry; Food Bank Roy Fish; ESD/WorkSource Center</p> <p><b>Grant County:</b> DSHS; SkillSource; WorkSource; SL Start and Associates; City Food Banks (Ephrata Mattawa, Quincy, Royal City, Soap Lake); Housing Authority of Grant County; OIC; Community Services of Moses Lake; Salvation Army</p> <p><b>Kittitas County:</b> People For People; FISH Food Bank; Apoyo, Community Outreach and Life Skills Center; Crestview Terrace Apartments; Housing &amp; Homelessness Network; HopeSource</p> <p><b>Lincoln County:</b> City Food Banks (Reardan, Harrington, Sprague); Davenport Care &amp; Share Food Bank and Thrift Store; Lincoln County WIC; ESD/WorkSource enter</p>
By/For Seniors	<p><b>Adams County:</b> DSHS; RSVP; Lind Senior Center; Adult Day Services; Othello Senior Center; H.E. Gritman Senior Center; Avalon Care Center; People For People; Aging &amp; Adult Care of Central Washington</p> <p><b>Grant County:</b> RSVP; DSHS; Columbia Crest Care &amp; Rehabilitation; Brookdale Hearthstone; Assured Home Health and Hospice; Pioneer Village Senior Apartments; City Senior Centers (Grand Coulee, Soap Lake, Ephrata, Coulee City, Quincy); Sage Brush Seniors; People For People; AACCW</p> <p><b>Kittitas County:</b> RSVP &amp; Volunteer Center of Kittitas County; DSHS; People For People; Adult Activity Center of Ellensburg; Putnam Centennial Center; Senior Life Resources NW; Aging &amp; Long Term Care</p> <p><b>Lincoln County:</b> DSHS; RSVP &amp; Volunteer Center of Kittitas County; City Senior Center (Davenport, Sprague, Wilbur); Serene Meadows; Odessa Memorial Healthcare Center; Volunteer Chore; Aspen Quality Care Inc.; People For People; Aging &amp; Adult Care of Central Washington</p>
By/For Veterans	<p><b>Adams County:</b> Veterans of Foreign Wars; Adams County Veterans Resources; VA Medical Center</p> <p><b>Grant County:</b> SSVF; American Legion; Veterans of Foreign Wars; Vietnam Veterans of America; DAV; ESD</p> <p><b>Kittitas County:</b> Kittitas County Veterans Coalition; American Legion; HopeSource; Veterans of Foreign Wars; Veterans Counseling of Central Washington; DAV; WorkSource</p> <p><b>Lincoln County:</b> American Legion; Down the Stretch Ranch; VA Medical Center</p>

**Table 1 - Continued**  
**Stakeholders and Organizations Invited to Participate in HSTP Development**  
*(Organizations that attended a Stakeholder Meeting or Public Open House are highlighted)*

<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
Other	<p><b>Adams County:</b> Ritzville Journal; Columbia Basin Herald; Mid-Columbia Libraries; East Adams Library District</p> <p><b>Grant County:</b> City Chamber of Commerce (Grand Coulee, Coulee Dam, Ephrata, Soap Lake, Quincy, Moses Lake, Coulee City); Columbia Basin Herald; Moses Lake Public Library; Ephrata Public Library; NCW Libraries; Wanapum Tribe; Serve Moses Lake</p> <p><b>Kittitas County:</b> N/A</p> <p><b>Lincoln County:</b> Davenport Public Library; Sprague Public Library; Rural Resources; Odessa Chamber of Commerce; Horizon Credit Union; Davenport Good Neighbor Pharmacy</p>

***Stakeholder Meetings***

Four different Stakeholder Meetings, also known as Mobility Summits, were held virtually via Zoom to obtain stakeholder input. The COVID-19 pandemic had an impact in how the meetings were held in 2018, these meetings were held in-person. In 2022 update, these meetings were held via Zoom. The Stakeholder Meetings began with presentations by transportation providers who described the existing transportation services available in the area. The stakeholders at the Stakeholder Meetings then identified transportation barriers and unmet transportation needs present in their communities and have an impact on the mobility of persons with alternative transportation needs. Stakeholders provided information regarding the long-term effects of COVID-19 regarding individuals with alternative transportation needs and the general public accessing needed resources, and changes to service delivery, and the need for transportation. Stakeholders also identified with possible solutions for barriers and unmet transportation needs. The identified solutions were ranked by attendees to determine the top four priorities.

Appendix A – Stakeholder Meeting Minutes provides a summary of each meeting, including a list of attendees, who the attendees represent, and the major outcomes of these meetings. Appendix B - Stakeholder and Public Meeting Notices shows the flyers and agendas used to invite stakeholders to the Stakeholder Meetings. Table 2 below indicates the Stakeholder Meetings by county, the date it was held, and the number of attendees.

<b>Table 2</b>		
<b>Stakeholder Meetings and Attendance</b>		
<i>County</i>	<i>Date</i>	<i>Number of Stakeholders</i>
Adams	3/14/2022	19
Grant	3/16/2022	18
Kittitas	3/21/2022	20
Lincoln	3/22/2022	14
TOTAL Stakeholder Attendance		71

**Stakeholder HSTP Survey**

The stakeholder Human Services Transportation Plan (HSTP) survey was conducted to gather additional data on mobility needs for persons with alternative transportation needs and to identify what transportation services are currently used. Both hardcopy surveys and an on-line link to the electronic version of the survey were distributed. The surveys were distributed at Stakeholder Meetings, Public Open Houses, community gatherings, and the stakeholder email distribution lists. Appendix C - HSTP Surveys and Results shows an example of the stakeholder survey as well as the summarized results. Table 3 below shows the type of stakeholder organization the survey respondent represented.

<b>Table 3</b>								
<b>QUADCO HSTP</b>								
<b>Stakeholder Survey Returns</b>								
<i>County</i>	<i>Completed Surveys</i>	<i>Types of Organizations Respondents Represent</i>						
		<i>Education and Youth</i>	<i>Medical</i>	<i>Transportation</i>	<i>Government</i>	<i>By/For People with Disabilities</i>	<i>By/For People with Low Income</i>	<i>By/For Seniors</i>
Adams	7	3	2		1			1
Grant	6	1	2		2		1	
Kittitas	8	1	2	2		1	1	1
Lincoln	4				4			
Total	25	5	6	2	7	1	2	2

## Outreach to Users and the General Public

### *HSTP Surveys*

HSTP surveys were distributed in English and Spanish by stakeholders and transportation service providers to individuals with alternative transportation needs. Individuals were also provided an option to complete the survey online in English or Spanish. Appendix C - HSTP Surveys and Results show examples of the general public surveys and summarized results for each county in the QUADCO region.

A total of 199 English and five 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 provided valuable information on what transportation resources are being used and how transportation providers can better respond to the needs of individuals within their community. The number of responses collected per county is summarized in the Table 4 below.

<i>County</i>	<i>English Surveys</i>	<i>Spanish Surveys</i>	<i>Total</i>
Adams	34	1	35
Grant	106	4	110
Kittitas	42	0	42
Lincoln	17	0	17
Total	199	5	204

### *Public Forums/Open Houses*

Seven public forums/open houses were held to provide an opportunity for the general public to meet with service providers and give their input on transportation service gaps and unmet transportation needs for persons with alternative transportation needs. Advertisement of the public forums/open houses were created to engage underrepresented and unresponsive populations. Notices, in both English and Spanish, were posted in newspapers of record for each county. The notices were posted in the Ritzville Adams County Journal (Adams County), the Columbia Basin Herald (Grant County), the Daily Record (Kittitas County), and the Davenport Times (Lincoln County). Flyers, in both English and Spanish, were posted at post offices, Chambers of Commerce, public libraries, City Halls, and grocery stores in each of the four counties. The meeting notices, in both English and Spanish, were posted to People For People's social media page. These public forums/open houses were advertised in newspapers, social media, and in flyers posted at public sites throughout the different QUADCO communities. The advertisements and flyers provided a contact phone number and email address if persons were unable to

attend any of the public forums/open houses but wanted to provide their input in this process. Those persons were then provided a Zoom meeting link to attend virtually.

Appendix B - Stakeholder and Public Meeting Notices shows the flyers and meeting announcements used to invite the general public to a public forum/open house. Table 5 indicates each public forum/open house's location, the date it was held and the number of attendees at each location.

<i>County</i>	<i>City</i>	<i>Date</i>	<i>Number of Attendees</i>
Adams	Ritzville	3/31/2022	4
	Othello	4/04/2022	11
Grant	Moses Lake	4/07/2022	8
	Grand Coulee	3/24/2022	12
Kittitas	Ellensburg	4/06/2022	14
	Cle Elum	3/30/2022	6
Lincoln	Davenport	3/28/2022	4
Total Public Attendance			59

## **Outreach to Out-of-Jurisdiction Partners**

After the outreach with stakeholders and the public was concluded, the out-of-jurisdiction partners were contacted. Individual interviews were held with the representatives of each Regional Transportation Planning Organization (RTPO). The following were contacted.

- Benton-Franklin Council of Governments
- Chelan-Douglas Transportation Council
- Northeast Washington RTPO
- Okanogan Council of Governments
- Palouse RTPO
- Puget Sound Regional Council
- Spokane Regional Transportation Council
- Yakima Valley Council of Governments

These RTPOs were selected because they all share a boarder with the QUADCO RTPO. In all conversations there was a strong sense of camaraderie between the different RTPOs. All had a strong sense of working together in order to provide the needed transportation services to the rural populations that they all share. Details of topics discussed with each RTPO follows.

### ***Benton-Franklin Council of Governments***

The Benton-Franklin Council of Governments identified two new concerns with their riders and stakeholders that had not been previously identified in their prior update. Their

stakeholders would see it as beneficial if Ben Franklin Transit went fare-free. They also felt there was a need for a new specialty transportation service that would help deliver food from food banks to individuals. There was an overlapping desire by both RTPOs to maintain the connection via the Adams, Benton, Franklin Community Connector that is currently being served by People For People.

### ***Chelan-Douglas Transportation Council***

The Chelan-Douglas Transportation Council has not seen a significant change in identified gaps in service from their last update. There is still a need to transport riders from Grant County to Wenatchee where they access specialized medical services. Grant Transit Authority and People For People are currently providing transit services in and out of Wenatchee.

### ***Northeast Washington RTPO***

The surveys received during the preparation of this HSTP showed no interest in accessing cities within Ferry, Stevens, and Pend Oreille counties. This is most likely due to the rural and remote nature of these three counties. Individuals living in these counties mostly sought access to Spokane, Washington. The Spokane and Colville Tribes have transit services into Spokane as well as Coulee Dam. There may be potential for coordination of transit schedules with the Colville Tribal Transit with the access point at Coulee Dam.

### ***Okanogan Council of Governments***

Based upon the outreach the Okanogan Council of Governments has performed with this recent update, it appears that the current connections between the two RTPOs is working well. It is recommended that Okanogan County Transportation and Nutrition, People For People, and Special Mobility Services continue to coordinate schedules together to ensure individuals have easy access to Wenatchee and Spokane. Individuals living in these RTPOs need transportation to access the specialty medical care located in Wenatchee and Spokane.

### ***Palouse RTPO***

There were no overlapping needs identified between Adams and Whitman counties.

### ***Puget Sound Regional Council***

The Puget Sound Regional Council focused their outreach on community meetings. Through this outreach they determined there is a high need for transportation to medical care or other wellness centers such as grocery stores and pharmacies. Many individuals living in the QUADCO region need access to Seattle for specialty medical care.

### ***Spokane Regional Transportation Council***

The City of Spokane is a hub for individuals seeing specialty medical services. One example is the Mann-Grandstaff VA Medical Center in Spokane, which is a regional hospital serving

Eastern Washington. Individuals from Lincoln, Grant, and Adam counties travel to Spokane for these services. Riders access transportation through Special Mobility Services and People For People. SMS has two fixed routes within the QUADCO area that transports into Spokane. People For People has one fixed route that transports into Spokane.

### ***Yakima Valley Council of Governments***

There were no new needs identified during the most recently update. There is a continued need for access to transportation between Kittitas and Yakima counties. Individuals living in Kittitas County need access to Yakima County for employment, post-secondary education, healthcare, and air travel. Yakima County residents need access to Central Washington University. The Yakima-Ellensburg Commuter provides access for individuals in Kittitas and Yakima counties. The Yakima Valley Council of Governments is an advocate for passenger rail access in Yakima as well as air travel, which could be used to access the rural cities in QUADCO with the larger hubs such as Yakima, Wenatchee, Moses Lake, Tri-Cities, and Spokane.

## **Future Coordination Efforts**

QUADCO will continue to engage stakeholders and persons with alternative transportation needs through the next biennium (July 1, 2023 through June 30, 2025). The 4-County Community Transportation Planning Team (4-County Team) will act as a subcommittee for QUADCO in this capacity.

The 4-County Team meetings will generally take place on a quarterly basis or as needed in order to fulfill the work required to provide oversight and guidance for the creation and implementation of QUADCO's HSTP. Due to the fact that 4-County Team members are spread across a large geographical area, the meetings will include conference call and/or virtual capability.

In addition to the 4-County Team, separate Stakeholder Meetings/Mobility Coalitions will be held in different parts of the QUADCO region to provide separate forums for transportation, health, and social service providers to discuss their clients' unique mobility issues that may be different from other parts of the QUADCO Region. This more focused discussion of their part of the QUADCO region will be facilitated by a transportation provider from that county. Representatives from the Stakeholder Meetings/Mobility Coalitions will attend 4-County Team meetings to report on their discussions and share best practices to help improve mobility in other parts of the QUADCO Region. In Adams, Grant, and Lincoln counties, People For People will organize the future meetings as part of the Mobility Management grant for those counties. In Kittitas county, People For People will coordinate future meetings in the event they are contracted to perform the update of future HSTP projects.

The next planned update of the HSTP will be in 2026. There are three instances that would trigger a meeting of the 4-County Team subcommittee of QUADCO to determine if the HSTP will be updated prior to 2026.

- Significant changes in population.
- Changes to regulations or legislature that would see an expansion of funding or a decrease in funding.
- Significant changes to transportation providers for the region.

## Meeting Title VI and LEP Requirements

### ***Title VI Statement***

People For People is an equal opportunity employer and provider of employment and training and other services. It is People For People’s policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any federally funded programs or activities. Any person who believes his/her Title VI protection has been violated may file a complaint with People For People’s Human Resource Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, or to provide material in an alternate format please contact: Human Resource Representative, People For People, 304 West Lincoln, Yakima, WA 98902, (509) 248-6726, TTY 711

### ***Advertising Public Meetings***

Seven public forums/open houses were held to provide an opportunity for the general public to meet with service providers and give their input on transportation service gaps and unmet transportation needs for persons with alternative transportation needs. These public forums/open houses were advertised in newspapers and in flyers posted at public sites throughout the different QUADCO communities. The advertisements and flyers provided a contact phone number and email address if persons were unable to attend any of the public forums/open houses but wanted to provide their input in this process. Those persons were then provided a zoom meeting link to attend virtually. See Appendix B – Stakeholder and Public Meeting Notices for examples of the meeting advertisements.

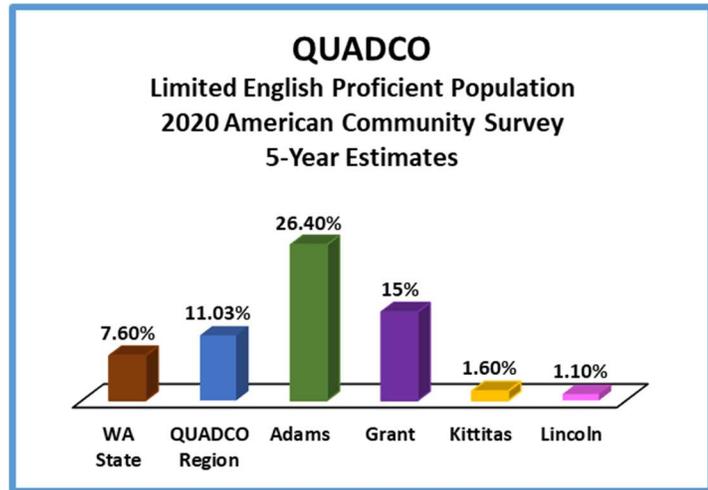
### ***Limited English Proficiency***

The term Limited English Proficient (LEP) refers to any person, age five and older, who reported speaking English less than “very well” as classified by the United States Census Bureau. The term English-proficient refers to people who reported speaking English only or “very well.”



To assure the HSTP development process included meaningful access by LEP persons, People For People had bilingual staff member(s) available to translate oral and written information into Spanish at all Stakeholder Meetings, public forums/open houses and related meetings. Additionally, all surveys distributed throughout the QUADCO region were written in both English and Spanish. Surveys were used as the major tool to obtain public input on transportation gaps and needed improvements. Through this effort, five surveys returned were the Spanish version of the survey. This is two percent of the total of 204 survey responses received. The QUADCO

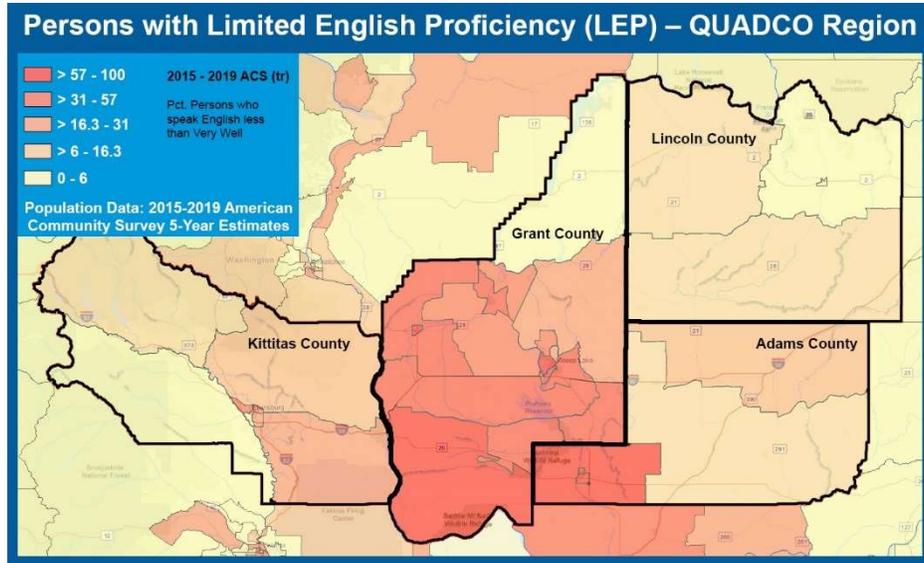
region has 18,769 LEP residents, which is 11.03 % of the QUADCO population that is five years and older. This is considerably higher than the LEP average of 7.6% for all of Washington State. Of the four counties in QUADCO, Adams County has the highest level of LEP population of 26.4%. Grant County has the next highest level of 15%. Kittitas County ranks third with a LEP population level of 1.6 %. Lincoln County has the lowest LEP population level of 1.1 %.



The Table and Map below show details regarding the LEP population in the QUADCO region.

Location	Population 5 Years & Older	Language Spoken By Limited English Proficient Population				Total LEP Population
		Spanish	Indo-European Languages	Asian & Pacific Islander Languages	Other Languages	
Adams County	17,840	8,902 (49.9%)	196 (1.1%)	71 (0.4%)	428 (2.4%)	9,597 (53.8%)
Grant County	89,190	30,325 (34%)	1,962 (2.2%)	535 (0.6%)	89 (0.1%)	32,911 (36.9%)
Kittitas County	44,946	2,202 (4.9%)	494 (1.1%)	405 (0.9%)	225 (0.5%)	3,326 (7.4%)
Lincoln County	10,176	122 (1.2%)	102 (1%)	61 (0.6%)	0 (0%)	285 (2.8%)
QUADCO	162,152	41,551 (25.6%)	2,754 (1.7%)	1,072 (0.7%)	742 (0.5%)	46,119 (28.4%)
Washington State	7,057,853	599,918 (8.5%)	282,314 (4%)	430,529 (6.1%)	91,752 (1.3%)	1,404,513 (19.9%)

<sup>[1]</sup> Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, United States Census Bureau Population Estimates Program, <https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml#>



## Chapter Three – QUADCO Region Summary

### Physical Description

The QUADCO region stretches across Central and Eastern Washington from the top of Snoqualmie Pass to the Inland Empire just west of Spokane. The terrain varies from mountains to dry lands, with major rivers and lakes scattered throughout the region. It includes Adams, Grant, Kittitas, and Lincoln counties, three Legislative Districts (9, 12, and 13) and three WSDOT regions (Eastern, North Central and South Central). This area's physical features are conducive to highly productive agricultural lands and popular recreation destinations, resulting in a region that is generally very rural and low in population density.

<i>County</i>	<i>Total Area in Square Miles</i>	<i>Ranking of Size Compared to all WA Counties</i>
Adams	1,925	14
Grant	2,680	4
Kittitas	2,297	8
Lincoln	2,311	7

The QUADCO region covers a large land area that is 9,213 square miles in size. This is 14% of the state's total land area. The majority crops grown in this region are hay, fruit, grain, corn, wheat, potatoes, and wheat. Additionally, cattle grazing lands are prevalent in Kittitas and Lincoln counties.

The four counties in this region are predominately rural in character and large in land area. Adams County measures 1,925 square miles in land area and ranks 14<sup>th</sup> in size among all 39 Washington counties. Grant County is 2,680 square miles in land area and ranks 4<sup>th</sup> in size among all 39 Washington counties. Kittitas County is 2,297 square miles in land area and ranks 8<sup>th</sup> in size among all 39 Washington counties. Lincoln County is 2,311 square miles in land area and ranks 7<sup>th</sup> in size among all 39 Washington counties.

### Demographics

#### ***Number of Residents***

Although QUADCO is rural and generally low in population density, the combination of all four county populations is 174,949. There are a significant number of residents needing transportation services. These residents tend to be spread out with 46.3% residing in unincorporated areas as compared to the statewide average of 34.6% of residents residing in unincorporated areas.

<sup>2</sup> QUICKFACTS WASHINGTON. United States Census Bureau, July 2021

Grant County has the greatest concentration of people with 100,800 residents, which is 57.6% of QUADCO’s population. Kittitas County ranks second highest in population with 45,225 residents, which is 25.8% of QUADCO’s population. Adams County is third in population with 20,900 residents, which is 11.9% of QUADCO’s population. Lincoln County is fourth in population with 10,900 residents, which is 6.2% of QUADCO’s population.

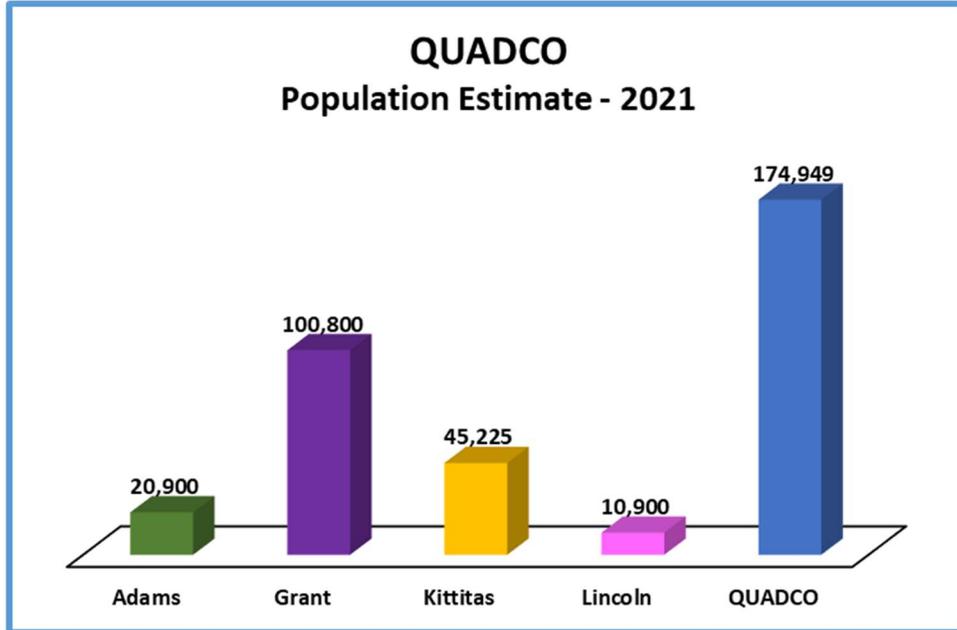


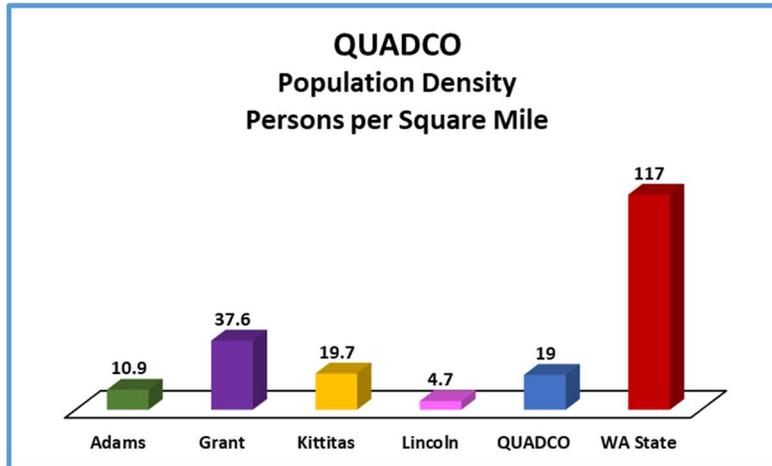
Table 8 below shows how many people live in QUADCO, comparing the incorporated and unincorporated populations in each county.

<i>County</i>	<i>Unincorporated</i>	<i>Incorporated</i>	<i>Total</i>
Adams	9,575	11,325	20,900
Grant	45,635	55,165	100,800
Kittitas	20,530	24,695	45,225
Lincoln	5,320	5,580	10,900
QUADCO	81,060	96,765	177,825
Washington State	2,689,740	5,077,235	7,766,975

<sup>3</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

**Population Density**

The QUADCO region has a low population density of 19 people per square mile, reflecting its rural and isolated nature. This is considerably lower than Washington State’s average population density of 117 people per square mile. QUADCO’s low density is a result of having a large amount of Washington State’s land area (14%) combined with a small amount of the State’s population (2.25%). Additionally, 46.3% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.



Grant County has the highest population density of 37.6 people per square mile. Kittitas County has the next highest population density of 19.7 people per square mile. Adams County ranks third in population density with 10.9 people per square mile. Lincoln County has the lowest population density with 4.7 people per square mile.

The Table 9 below provides further details on the population density in the QUADCO region.

<i>County</i>	<i>2021 Population</i>	<i>Total Area in Square Miles</i>	<i>Population Density</i>
Adams	20,900	1,925	10.9
Grant	100,800	2,680	37.6
Kittitas	45,225	2,297	19.7
Lincoln	10,900	2,311	4.7
QUADCO	177,825	9,213	19
Washington State	7,766,975	66,456	117

<sup>4</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

**Financial Profile**

The QUADCO region is mainly agriculturally based, and produces a large quantity of wheat, potatoes, hay, and corn crops. Large employers in this region include the service sectors of government, education, and health care. Food processing plants and manufacturing plants are also large employers in this region. The top ten employers throughout the QUADCO region are indicated in Table 10 below.

<b>Table 10                      QUADCO Region                      2021 Top Ten Employers<sup>5</sup></b>		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees (FTE's)</i>
Ellensburg, Kittitas Co.	Central Washington University	1,984
Moses Lake, Grant Co.	Moses Lake School District #161	1,113
Moses Lake, Grant Co.	Genie Industries, Inc.	880
Ellensburg, Kittitas Co.	Kittitas Valley Healthcare/Hospital	700
Moses Lake, Grant Co.	Big Bend Community College	693
Mattawa, Grant Co.	Stemilt	660
Quincy, Grant Co.	Quincy Valley Medical Center	550
Othello, Adams Co	McCains Food USA, Inc	525
Othello, Adams Co	Columbia Basin Health Association	470
Moses Lake, Grant Co.	Samaritan Healthcare	454

Central Washington University in Kittitas County has the most employees in the region. It employed 1,984 full-time employees in 2021. Moses Lake School District #161 in Grant County had the next highest number of employees with 1,113 full-time employees. The third largest employer was Genie Industries, Inc. in Grant County with 880 full-time employees.



Picture credit Central Washington University

<sup>5</sup> A to Z Databases, Yakima Valley Libraries, <https://www.yvl.org/e-resources-a-z/>, accessed September 11, 2022  
 QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

There were 77,149 employees working in the QUADCO region in 2020 that were sixteen years and older. The employment sectors having the largest percentage of workers were the education/health/social services employment sector with 22.5% of the total employees and the agriculture and mining employment sector with 18.4% of the total employees. The estimated number of employees in QUADCO, by type of industry for each county in QUADCO is shown in the Table 11 below.

**Table 11**  
**QUADCO Region**  
**2020 Employment (16 Years & Older) by Type of Industry<sup>6</sup>**

<i>Location</i>	<i>Type of Industry Employees 16 Years &amp; Older Worked For (shown by %)</i>							<i>Total Employees 16 Years &amp; Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale &amp; Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Adams County	2,292 (29.5%)	381 (4.9%)	981 (12.6%)	851 (10.9%)	466 (6%)	1,587 (20.4%)	1,222 (15.6%)	7,780
Grant County	9,511 (22.8%)	2,075 (5%)	5,200 (12.4%)	3,988 (9.6%)	2,420 (5.8%)	8,460 (20.2%)	10,147 (24.3%)	41,801
Kittitas County	956 (4.1%)	1,738 (7.5%)	1,020 (4.4%)	2,849 (12.3%)	943 (4.1%)	6,169 (26.7%)	9,465 (40.9%)	23,140
Lincoln County	765 (17.3%)	476 (10.7)	91 (2.1%)	484 (10.9%)	298 (6.7%)	1,018 (23%)	1,296 (29.2%)	4,428
QUADCO	13,524 (18.4%)	4,670 (7%)	7,292 (7.7%)	8,172 (10.9%)	4,127 (5.65%)	17,234 (22.5%)	22,130 (27.5%)	77,149
Washington State	2.5%	7%	9.5%	14.3%	5.5%	21.6%	39.6%	3,660,034

## Existing Transportation Services

The “family of transportation services” can be a mix of traditional and nontraditional services. Traditional services are fixed-route, route-deviated, demand response, non-emergency medical transportation, intercity bus, taxis, vanpools, and school buses. Nontraditional services are typically provided by a social service provider who provides some level of transportation to their clients. A summary of the transportation providers that offer these different types of transportation services in the QUADCO region are listed with more detailed descriptions for each county in Chapters 4, 5, 6, and 7.

<sup>6</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

### ***Transportation Service Providers***

1. **Central Transit:** Fixed Route, ADA Paratransit Demand Response, and NEMT Cabulance services within the city limits of Ellensburg.
2. **Grant Transit Authority (GTA):** Fixed route and Dial-A-Ride demand response within Grant County, connections to Kittitas and Chelan/Douglas counties, and vanpools.
3. **HopeSource Transportation:** Demand Response, door to door transportation services supporting the special needs population of upper and lower Kittitas County. Kittitas County Connector Commuter Bus Service is a (route-deviated) public transit commuter service connecting the communities of Kittitas County.
4. **People For People Transportation:** Demand response for persons with alternative transportation needs in Adams, Grant, and Lincoln counties, Othello Connector (route-deviated), Moses Lake to Ritzville shuttle (fixed route), Lincoln County Connector (route-deviated), non-emergency medical transportation (Medicaid transportation) in Kittitas County and mobility management services for Adams, Grant, and Lincoln counties. The goals of the mobility management project are to improve public awareness of transportation options and increase the number of individuals with special transportation needs who are able to access community services and mobility options. For each biennia transportation materials will be provided to 2,000 individuals, transportation options will be discussed with 500 individuals, and 75 individuals will be provided one-on-one travel training.
5. **Special Mobility Services:** Lincoln County/Davenport/Spokane shuttle (route-deviated), Adams County/Ritzville/Spokane shuttle (route-deviated) and non-emergency medical transportation (Medicaid transportation) in Adams, Grant, and Lincoln counties.
6. **Yakima Transit:** Yakima-Ellensburg Commuter (fixed route).
7. **Greyhound:** Intercity bus stops in Ellensburg, Moses Lake, and Ritzville.
8. **Northwest Trailways:** Intercity bus stops in Quincy, Ephrata, Moses Lake, and Ritzville.
9. **Apple Line Bus:** Intercity stops in Quincy, George, and Ellensburg.
10. **Amtrak’s Empire Builder #7 (westbound), #8 (eastbound):** Intercity Rail stop in Ephrata.
11. **Bellair Charters & Airporter:** Airporter shuttle bus stops in Yakima, Ellensburg, Cle Elum, North Bend, and Sea-Tac Airport.



12. **Veterans Administration:** Transportation for veterans to medical centers.
13. **Volunteer Driver Programs:** Volunteer Chore Services (Catholic Charities Spokane), SkillSource (Work Force Development Council), Opportunities Industrialization Center, Care-A-Van, Grant Integrated Services, Serve-Moses-Lake, Senior Centers, Salvation Army of Moses Lake, Hospice Friends, and Ellensburg Adult Activity Center.
14. **Taxis and Transportation Network Companies (TNC):** Scabland Taxi and Delivery Service, Pack’s Taxi and Delivery Service, Rodeo Town Taxi, K.C. Cab, Uber, and Lyft.
15. **School District Transportation:** Student transportation in all QUADCO school districts.

## Existing Technology

In addition to the traditional transportation services, technology can aid in the planning and coordination of services. It also benefits both riders and operators by improving the efficiency of the transportation services offered through reduced wait time, streamlined eligibility processing, and improved communications between agencies and their drivers.

The QUADCO region has a regional Intelligent Transportation Systems (ITS) in the Interstate 90 corridor. This includes electronic signage and radio messages that inform drivers of roadway conditions, construction, and closures. Additionally, the individual public transportation service providers rely on various technology solutions to operate their fleet of vehicles. These technology solutions include dispatch software such as RouteMatch and Fleet Complete, radio systems, GPS devices, and on-board video cameras. They also use maintenance tracking software programs like Fleet Max.

## Existing Transportation Facilities

The transportation facilities in QUADCO include four park and ride lots and one intermodal transit facility. A summary of the transportation facilities in the QUADCO region are listed below. Additional information on transportation facilities is included for each county in Chapters 4, 5, 6, and 7.

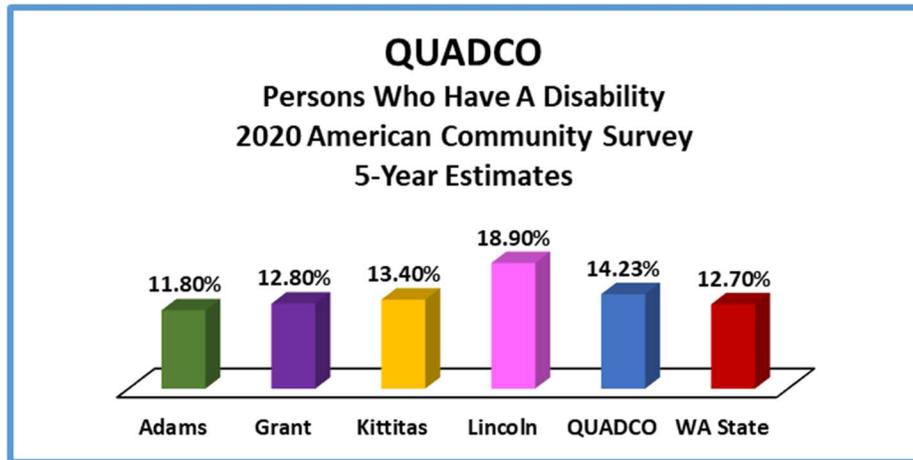
1. **Park and Ride Lots:** I-90 and Golf Course Road Exit 78 (Kittitas County), I-90 George Exit 149 (Grant County), I-90 Moses Lake Exit 179 (SE Moses Lake), and SR 17 and Randolph Road NE (NW Moses Lake).
2. **Intermodal Transit Facilities:** GTA Intermodal Transit Center (Moses Lake).



## Population Characteristics with Alternative Transportation Needs

### *Individuals Who Have Disabilities*

Individuals who have disabilities live throughout the QUADCO region. The highest percentage of this population is 18.9% in Lincoln County and the lowest is 11.8% in Adams County. The total QUADCO area is 14.225%, which is more than the average in Washington State – 12.7%. The chart below shows a comparison of this population between the four



counties, the QUADCO region, and Washington State.

Table 12 below provides the estimated number and percentage of individuals who have a disability in each of the counties in QUADCO and Washington State.

<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Adams County	2,307	11.8%
Grant County	12,297	12.8%
Kittitas County	6,261	13.4%
Lincoln County	2,007	18.9%
QUADCO	22,872	14.23%
Washington State	941,827	12.7%

<sup>7</sup> DISABILITY CHARACTERISTICS. 2020: ACS 5-Year Estimates



The following map shows the percentage of persons who have disabilities by communities and census tracts within the QUADCO region.

### Persons Who Have a Disability QUADCO Region

*Census 2016, 5-Year American Community Survey (ACS), sex by age by disability status*



**Youth**

For the purposes of this planning effort, youth is defined as persons less than 18 years of age. On average there were 45,719 youth, under 18 years of age that resided in the QUADCO region in 2020. The population of youth made up 25.7% of the region’s total population, an average of one out of four persons. This is higher than the average youth population for Washington State of 22%.

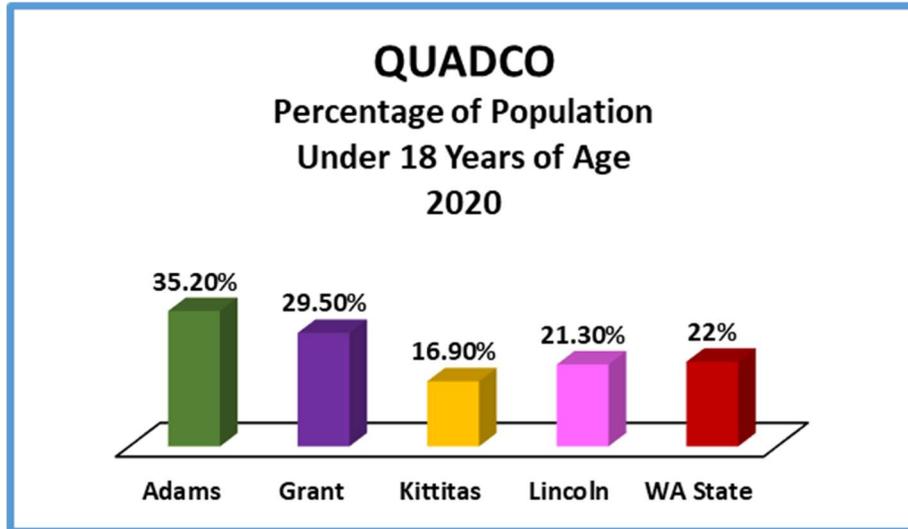


Table 13 below shows the youth breakdown for the QUADCO region, showing the estimated number of youths for each county and the percentage of youth as compared to the total populations.

**Table 13  
QUADCO Region Youth<sup>8</sup>**

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Adams County	6,943	35.2%
Grant County	28,520	29.5%
Kittitas County	7,970	16.9%
Lincoln County	2,286	21.3%
QUADCO	45,719	25.7%
Washington State	1,653,469	22%

<sup>8</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

### Older Adults

For the purposes of this planning effort, older adults are persons 65 years of age and over. The number of adults 85 years of age and over was also estimated to identify those persons who are most likely to be transit dependent.

On average, 25,977 older adults who were 65 years and over resided in the QUADCO region in 2020. The population of 65 years and over adults made up 16.7% of the region’s total population. QUADCO’s percentage of older adults, as compared to the total population, is slightly higher than Washington State’s 15.4%.



Of those persons who were 85 years and over during the same time period, 2,597 persons (1.5% of the population) lived in the QUADCO region. The distribution of older adults 85 years and over is fairly regular in all four counties, ranging from 1.0% to 1.9%. Table 14 shows the estimated populations for older adults who are 65 years and over, as well as those who are 85 years and over.

<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>	<i>Persons 85 Years and Over</i>	<i>% of Total Population</i>
Adams County	2,194	11.1%	206	1%
Grant County	13,428	13.9%	1,500	1.6%
Kittitas County	7,533	16%	690	1.5%
Lincoln County	2,756	25.7%	201	1.9%
QUADCO	25,911	16.7%	2,597	1.5%
Washington State	1,160,604	15.4%	137,671	1.8%

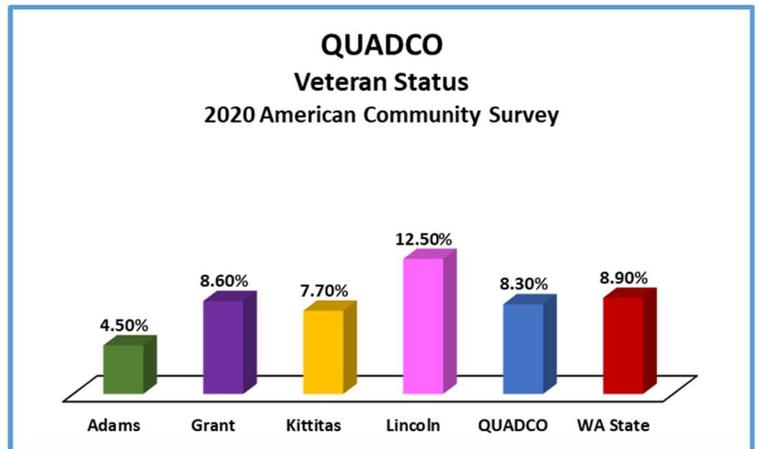
<sup>9</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

**Veterans**

Approximately 10,498 veterans lived in the QUADCO region in 2020. The population of veterans made up 8.3% of the region’s total population 18 years and over, an average of one out of seventeen. This percentage of veterans in QUADCO is slightly less than Washington State’s average of 8.9%.

<b>Table 15                      QUADCO Region                      Veteran Population<sup>10</sup></b>		
<i>Location</i>	<i>Number of Veterans</i>	<i>% of Total Population 18 Years and Over</i>
Adams County	568	4.5%
Grant County	5,852	8.6%
Kittitas County	3,024	7.7%
Lincoln County	1,054	12.5%
QUADCO	10,498	8.3%
Washington State	517,912	8.9%

The county with the greatest percentage of veterans as compared to its overall population was Lincoln County, with 1,054 veterans or 12.5% of the county’s population. Adams County had the lowest percentage of veterans, with 568 or 4.5% of the county’s population.



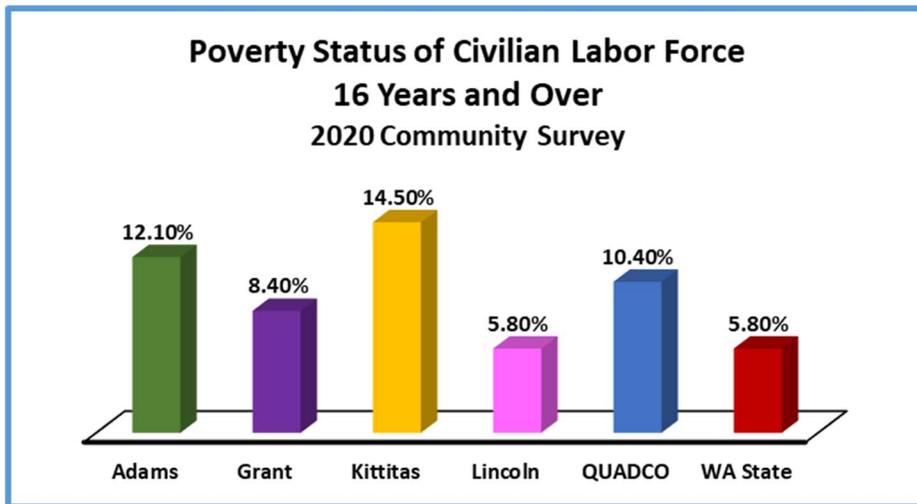
<sup>10</sup> VETERAN STATUS. 2020: ACS 5-Year Estimates

### ***Individuals With Lower Incomes***

All four counties in QUADCO have an average per capita income lower than Washington State’s per capita income of \$40,837. The per capita income ranges from a high of \$32,120 in Kittitas County to a low of \$20,592 in Adams County.

Another measurement of low income is the percentage of residents living below poverty level. Within the QUADCO region, of the residents that are 16 years and over in the civilian labor force, 10.4% are living below the poverty level. This average is higher than Washington State’s average of 5.8%

The percentage of persons 16 and over in the civilian labor force who live below the poverty level differs significantly in QUADCO’s counties. Kittitas County has the highest level with 14.5% living at or below poverty level and Lincoln County has the lowest level with 5.8% living at or below poverty level.



**Table 16**  
**QUADCO Region**  
**Per Capita Income and Poverty Status**  
**of Civilian Labor Force (16 Years and Over)<sup>11</sup>**

<i>Location</i>	<i>Per Capita Income Amount</i>	<i>Below Poverty Level</i>	<i>% of Civilian Labor Force 16 Years and Over</i>
Adams County	\$20,592	1,007	12.1%
Grant County	\$25,333	3,725	8.4%
Kittitas County	\$32,120	3,451	14.5%
Lincoln County	\$31,711	267	5.8%
QUADCO	\$27,439	8,450	10.4%
Washington State	\$40,837	223,145	5.8%

## Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with alternative transportation needs, are summarized below. The origins and destinations were identified by stakeholders at Stakeholder Meetings and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums/open houses, from members of the 4-County Team, maps, and census data. A summary of the common origins and destinations in the QUADCO region are listed below. More detailed descriptions of these origins and destinations are included for each county in Chapters 4, 5, 6 and 7.

### ***Common Origins***

The origin of trips by persons with alternative transportation needs in QUADCO is spread throughout the region in all the cities, towns and rural areas. Trips generally begin at an individual's home, which is typically single-family but also includes multi-unit housing such as senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, and nursing homes. Origin data was not collected during the survey process. This will be implemented during future updates to the HSTP.

<sup>11</sup> POVERTY STATUS IN THE LAST 12 MONTHS; SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates  
 QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### ***Common Destinations***

The common destinations made by individuals who have alternative transportation needs and reside in the QUADCO region are as follows:

1. ***Dental and Medical Providers***: Individuals with alternative needs require transportation to doctor appointments, dialysis, dental, cancer treatment and health specialists located in the QUADCO region and in larger urban centers including Wenatchee, Spokane, Tri-Cities, and Seattle.
2. ***Social Service Providers***: Individuals with alternative needs frequently need transportation services to access agencies such as the Department of Social and Health Services (DSHS), chemical dependency treatment centers, food banks, senior nutrition sites, childcare, and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP).
3. ***Pharmacy***: Individuals with alternative transportation needs indicated that the pharmacy has become a common destination. During the pandemic, many providers of alternative needs transportations were able to pick up and deliver prescriptions as opposed to picking up individuals and transporting them to the pharmacy.
4. ***Employment Centers***: Individuals with alternative transportation needs often have difficulty reaching their worksites or accessing organization that provide job training and job searching. Reliable transportation is vital to helping them get employed and stay employed.
5. ***Elderly/Senior Service Centers***: Services for the elderly are top destinations. Senior centers can help prevent social isolation, unhealthy living and can provide medical information specific to the 65 years and over community.
6. ***Daily Living Activity Centers***: Transportation to daily living activities includes visits to family or friends, grocery shopping, banking, legal services, post office, and court appointments.
7. ***Education***: Education destinations range from post-secondary schools who provide after-school education programs, vocational skills training, GED classes, and college classes.

## Identifying Transportation Challenges and Strategies

Transportation challenges, such as unmet needs and gaps in services, and the strategies to meet these identified challenges were identified by stakeholders at the Mobility Summits and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums, and from members of the 4-County Team. These needs were identified by seniors, individuals with low incomes, individuals with disabilities and individuals with other alternative transportation needs. A list of the topics identified as challenges that need to be addressed in the QUADCO region are listed below.

- Informational Materials and Advertising
- Access to Underserved Rural Areas
- Driver Shortage
- Accessible Transportation Operations
- Fixed Route and High Occupancy Vehicle Operations
- Route and Hour Expansion
- Weekend Service
- Streamline Demand Response Services
- Pedestrian Safety and ADA Accommodations

There were commonalities between all four counties as well as each county having their own needs. For example, Kittitas is the only county that indicated challenges surrounding pedestrian safety and ADA accommodations. All four counties indicated a need for informational materials and advertising. The majority of the counties also identified issues relating to driver shortages. This could be due to the effects of the COVID-19 pandemic and are further explored in Chapter 9. All four counties also indicated the need for expanded service hours and routes.

The strategies for addressing these challenges were also similar between counties but there were items identified that are unique to each county. Some similar items recommended additional advertising so that riders learn about the transportation options available to them. More detailed descriptions of these challenges and the strategies that can help address them are included for each county in Chapters 4, 5, 6 and 7.

# Chapter Four – Adams County

## Physical Description

Adams County is predominately rural. This county lies in the southeastern portion of QUADCO, directly south of Lincoln County and east of Grant County. It is 1,925 square miles in size -- 14<sup>th</sup> in size among all 39 Washington counties. Adams County’s land area is 20.8% of QUADCO’s total land area.



Adams County is in a semi-arid shrub-steppe region, where the channeled scablands meet the Palouse region.

A wide variety of crops are grown in Adams County such as wheat, potatoes, hay, and corn. This county is considered a transportation hub with Interstate 90, U.S. 395, State Routes 17 and 26, BNSF Railway, and Columbia Basin Railroad.

## Demographics

### Number of Residents

Adams County has a total of 20,900 residents, approximately 8.4% of QUADCO’s total population. Of this total, 11,325 persons (54.1%) live in incorporated areas and 9,575 persons (45.8%) live in unincorporated areas.

Over 76% of County’s residents, who live in incorporated areas, reside in Othello - a city with 8,715 residents. The County seat of Ritzville has the seconded highest population of 1,675 residents. The remaining cities in Adams County are Lind, Washtucna, and Hatton, and they have a total of 875 residents.

**Table 17  
Adams County  
2021 Population Estimate<sup>12</sup>**

<i>Location</i>	<i>Total</i>
Hatton	80
Lind	535
Othello	8,725
Ritzville	1,775
Washtucna	210
Incorporated Areas	11,325
Unincorporated Areas	9,575
Adams County Total	20,900
% of QUADCO TOTAL	8.4%

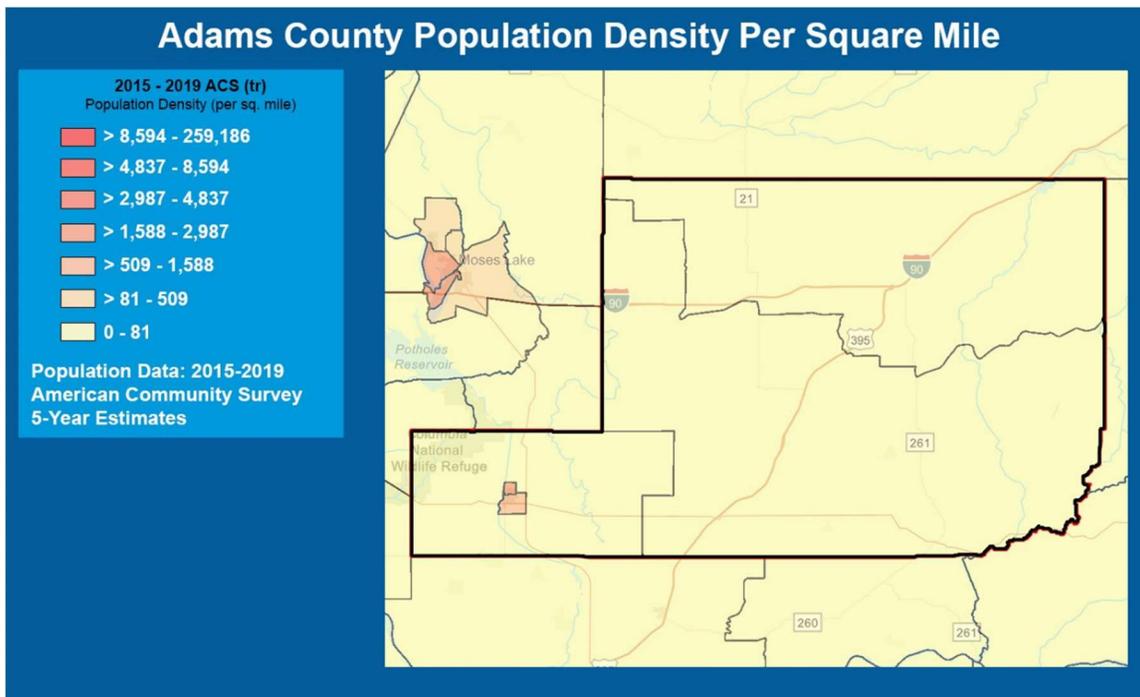
<sup>12</sup> STATE OF WASHINGTON POPULATION CITIES, TOWNS AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

<b>Table 18</b> <b>Adams County</b> <b>2021 Population Density by Land Area<sup>13</sup></b>			
<i>Location</i>	<i>2021 Population</i>	<i>Total Area in Square Miles</i>	<i>Population Density</i>
Adams County	20,900	1,925	10.81
QUADCO	174,949	9,213	19
Washington State	7,766,975	66,451	116.87

**Population Density**

Adams County has a low population density with 10.81 people per square mile. Adams County’s low density is the result of having a large amount of land area (1,925 square miles) combined with a low population 20,900.

This population density is the third lowest of the four counties in QUADCO and considerably lower than Washington State’s average population density of 117 people per square mile. Additionally, 45.8% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.



<sup>13</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS AND COUNTIES. Office of Financial Management, November 2021  
 QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### **Financial Profile**

Adams County’s economy is mainly agriculturally based and a large portion of Adams County residents are employed in the agriculture and farming sectors. The county is one of the largest wheat producers in the state and has a high yield of potatoes, hay, and corn crops. The western portion of the county near Othello has additional irrigated fruit and vegetable crops.

Being an agriculturally based area, Adams County is home to several non-durable goods manufacturing employers, particularly vegetable and fruit processing. SVZ-USA employees’ process and package fruit in cans and jars. J.R. Simplot Company, operating out of Othello, employs people in the phosphate fertilizer industry. The health care industry also has some of Adams County’s major employers including the Columbia Basin Health Association, Avalon Health Care, Inc., Maxim Healthcare, Fresenius Medical Care, Life Care Centers of America, and Community Mental Health Center.

7,780 persons, sixteen years and older, worked in Adams County during 2020. 29.5% were in the agriculture and mining field. 20.4% were in the education, health, and social services field. More details on the number of employees working in different employment sectors are indicated in table 18 below.

<b>Table 19 Adams County 2020 Employment (16 Years &amp; Older) by Type of Industry<sup>14</sup></b>								
<i>Location</i>	<i>Type of Industry Employees 16 Years &amp; Older Worked For (shown by %)</i>							<i>Total Employees 16 Years &amp; Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale &amp; Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Adams County	2,292 (29.5%)	381 (4.9%)	981 (12.6%)	851 (10.9%)	466 (6%)	1,587 (20.4%)	1,222 (15.6%)	7,780
QUADCO	13,524 (18.4%)	4,670 (7%)	7,292 (7.7%)	8,172 (10.9%)	4,127 (5.6%)	17,234 (22.5%)	22,130 (27.5%)	77,149
Washington State	2.5%	7%	9.5%	14.3%	5.5%	21.6%	39.6%	3,660,034

The per capita income in Adams County was \$20,592, compared to \$40,837 for Washington State. 23.5% of the population live below the poverty level, including 33.3% of those under age 18 and 12.8% of those 65 years of age or older.

<sup>14</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

**Table 20**  
**Adams County**  
**2020 Economic Characteristics<sup>15</sup>**

<i>Location</i>	<i>Per Capita Income</i>	<i>% People Below Poverty Level</i>		
		<i>Under 18 Years</i>	<i>65 Years &amp; Older</i>	<i>All People</i>
Adams County	\$20,592	33.3%	12.8%	23.5%
Washington State	\$40,837	12.6%	7.5%	10.2%

## Existing Transportation Services

The “family of transportation services” can be a mix of traditional and nontraditional services. Traditional services are fixed-route, route-deviated, demand response, non-emergency medical transportation, intercity bus, taxis, vanpools, and school buses. Nontraditional services are typically provided by a social service provider who provides some level of transportation to their clients. A detailed description of each of these different types of transportation services available in Adams County is provided below.

### ***Fixed Route and Paratransit Services***

#### **1. Adams, Grant, and Lincoln Counties - Rural Alternative Needs Transportation**

Service Type:	Demand Response Transportation for individuals with alternative transportation needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties (areas not served by GTA).
Frequency of Service:	Door-to-door service as requested.
Major Destinations:	As requested. Majority of trips are made to health care, nutrition, social services, education, job training, work, and social services.
Fares:	No fares are charged.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations in Adams, Grant, and Lincoln rural and alternative needs transportation services.
2021-22 Hours/Miles/Trips:	26,056.04 Hours/491,057 Miles/ 17,967 Trips (all three counties)

#### **2. Othello Connector**

Service Type:	Route-Deviated.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>

<sup>15</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

Communities Served:	9 designated stops in Othello and 3 designated stops in Warden.
Frequency of Service:	4 southbound runs and 4 northbound runs in Othello each weekday.
Major Destinations:	Connects Othello riders to Warden where large employers Washington Potato and Lamb Weston are located.
Other Service Connections:	Riders can travel to Moses Lake by transferring to a Grant Transit Authority's (GTA) route.
Fares:	No fares are charged.
Funded By:	Competitive Special Needs Non-Profit & FTA 5311.
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations in Adams, Grant, and Lincoln rural and alternative needs transportation services.

### 3. Moses Lake to Ritzville Shuttle

Service Type:	Fixed-Route, by reservation only
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Connects Moses Lake to Ritzville
Frequency of Service by Direction:	On Tuesdays/Thursdays: 2 northbound runs starting in Moses Lake and 2 southbound runs starting in Ritzville. On Monday/Wednesdays/Fridays: 1 northbound run starting in Moses Lake and 1 southbound run starting in Ritzville.
Major Destinations:	Connects Moses Lake, Ritzville, and SMS shuttle to Sprague and Spokane, for medical, airport, and shopping access.
Fares:	No fares are charged.
Funded By:	Competitive Special Needs Non-Profit & FTA 5311.
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations in Adams, Grant, and Lincoln rural and alternative needs transportation services.

### 4. Adams County/Ritzville/Spokane Shuttle

Service Type:	Fixed-Route, Tuesdays and Thursdays by reservation only.
Service Provider:	Special Mobility Services, website: <a href="http://www.sms1.org">www.sms1.org</a>
Communities Served:	Connects Ritzville, Sprague, and Spokane.
Frequency of Service:	2 southbound runs and 2 northbound runs each Tuesday and Thursday.
Major Destinations:	Connects Ritzville riders to Sprague and Spokane for access to medical, airport, visiting, and shopping.
Other Service Connections:	Riders can travel to and from Moses Lake on People For People's service described below.
Fares:	Fares are \$2.00 for a one-way trip and \$3.00 for a round-trip.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$396,524 award for 2021-2023 SMS operations between Davenport and Spokane and between Ritzville and Spokane.
2021 Annual Hours/Miles/Trips:	779 Hours/27,078 Miles/ 432 Trips

**5. Medicaid Transportation**

Service Type:	Non-Emergency Medical Transportation (Broker) for Medicaid eligible clients – by reservation. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation: Bus fare, gas voucher, mileage reimbursement, volunteers, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: <a href="http://www.sms1.org">www.sms1.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

**6. Greyhound Network**

Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: <a href="http://www.locations.greyhound.com">www.locations.greyhound.com</a>
Communities Served:	The bus stops in Kittitas County at Ellensburg, in Grant County at George and Moses Lake, and in Adams County stop at Ritzville.
Arrivals:	Buses arriving in Ritzville: 1 from Spokane, 1 arrival from Ellensburg, 1 from Pasco, and 1 from Wenatchee.
Major Destinations:	Connects Ritzville riders to major cities throughout the United States.
Fares:	Vary according to destination, day of week, and level of service.
Funded By:	Rider fares, private company.

**7. Northwestern Trailways #736 (westbound) and #737 (eastbound)**

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways, website: <a href="http://www.northwesterntrailways.com">www.northwesterntrailways.com</a>
Communities Served:	Grant County stops in Quincy, Ephrata, and Moses Lake and Adams County stop in Ritzville.
Frequency of Service:	1 eastbound bus and 1westbound bus each weekday.
Major Destinations:	Connects Ritzville riders to major cities throughout the United States.
Fares:	Vary according to destination and rider. Example of a fare is \$24 per person from Ritzville to Spokane.
Funded By:	Rider fares, private company.

**8. Bus Amtrak Thruway Connecting Service**

Service Type:	Intercity Bus Service.
Service Provider:	Amtrak, website: <a href="http://www.amtrak.com">www.amtrak.com</a>
Communities Served:	Amtrak partners Northwestern Trailways and Greyhound Lines, Inc. to provide bus service to fill the gaps in the train schedule by utilizing Amtrak Bus Stops in Quincy, Moses

	Lake, and Ritzville with service to Spokane, Wenatchee, Seattle.
Major Destinations:	Connects Moses Lake riders to major cities throughout the United States with access to Amtrak’s rail system.
Fares:	The average passenger fare from Moses Lake to Seattle is \$42 - \$58.
Funded By:	Rider fares, private company.

***Mobility Management***

**1. Mobility Management Services for Adams, Grant, and Lincoln Counties**

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
Deliverables:	Provide transportation materials to 2,000 individuals each biennium. Discuss transportation options with 500 individuals each biennium. Provide one-on-one Travel Training to 75 individuals each biennium.
WSDOT Grants Awarded:	Included in the \$164,242 award for 2021 - 2023 and \$170,613 award for 2023 – 2025 services in Adams, Grant, and Lincoln counties.

***Ridesharing and Vanpools***

**1. Grant Transit Authority Vanpool Program**

Description:	Vanpools can be formed for groups of 5-12 riders who share the same daily commute. This may include groups that originate in Grant County and travel out of the county for work or those coming into Grant County from other counties.
Owner/Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Grant County, Othello, Ellensburg and Wenatchee
Major Destinations of users:	Mattawa School District
Fares:	The monthly cost is determined by computing a monthly mileage rate with additional fixed monthly costs associated with operating the van. This total monthly fee is then divided equally and paid by the members of the vanpool group.
2021 Annual Hours/Miles/Trips	881 hours/52,687 miles/7,160 trips

***Veterans Transportation Programs***

**1. VA Transportation to Medical Centers**

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Description:	Veterans can be transported to the five VA facilities in Washington or surrounding community-based outpatient clinics. Transportation is arranged by contacting a Hospital Service Coordinator at the Department of Veterans Affairs.
Owner/Provider:	Operated by the Veterans Administration
Communities Served:	Statewide
Major Destinations of users:	Spokane VA Medical Center, Seattle VA Medical Center, American Lake VA Medical Center in Tacoma, Walla Walla VAMC, and the VA Portland Health Care System – Vancouver Campus
Fares:	No fares are charged.

**Social Service Providers and Others**

**1. Volunteer Chore Services (Catholic Charities Spokane)**

Description:	Volunteers assist with transportation to doctor appointments and grocery shopping, assisting low-income seniors and low-income people with disabilities. Service is limited and contingent on availability of volunteers.
Owner/Provider:	Catholic Charities Spokane. Contact: Tootsie Keller, 509-647-5351.
Communities Served:	Eastern Washington counties including Lincoln and Adams counties.
Major Destinations of users:	Medical and grocery shopping.
Fares:	No Fares are charged.

**2. SkillSource (Work Force Development Council)**

Description:	Provides transportation assistance with gas vouchers and bus passes to eligible youth and adults. Service is provided as needed on a case-by-case basis.
Owner/Provider:	SkillSource (509)488-1670 Othello
Communities Served:	Adams and Grant counties.
Major Destinations of users:	Worksites and Education sites
Fares:	Fares vary according to need.

**3. Care-A-Van (East Adams County)**

Description:	For patients in the East Adams Rural Healthcare. Patients are eligible if they are too ill to drive or unable to find transportation. Rides are scheduled at same time appointments for health care are scheduled.
Owner/Provider:	East Adams Rural Healthcare
Communities Served:	Adams County
Major Destinations of users:	East Adams Rural Healthcare

Fares: Fares vary according to need.

***Taxis and Transportation Network Companies (TNC)***

**1. Uber**

Description:	A technology platform that connects drivers and riders with a smartphone application.
Owner/Provider:	Uber
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	varies on destination

**2. Lyft**

Description:	An on-demand transportation service. Riders use a Lyft mobile app to request a ride.
Owner/Provider:	Lyft
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	varies on destination

***School District Transportation***

Adams County school districts provide transportation to the students they serve inside their district. They provide their own equipment, driver training, maintenance, and operations. The state allocates funds for each school district based on the number of students needing transportation and the distance students must travel to school. This allocation does not cover all transportation expenses. Schools must prioritize their services, giving highest priority to transportation of students to and from schools during the regular school day, resulting in after-school activities receiving limited transportation. Special Education students receive transportation as part of their Individualized Education Program (IEP) and receive transportation within a one-mile radius.



<b>Table 21</b> <b>School District Transportation in Adams County</b> <b>Office of Superintendent of Public Transportation (OSPI)<sup>16</sup></b>				
<i>School District</i>	<i>OSPI Transportation Allocation</i>	<i>Students Using School Transportation</i>	<i>Student Trips</i>	<i>Reimburse- ment Per Trip</i>
Benge	\$77,568.12	20	3,600	\$21.55
Endicott*	\$230,632.01	99	17,820	\$12.94
Lacross*	\$252,613	65	11,700	\$21.59
Lamont*	\$81,641.70	32	5,760	\$14.17
Lind	\$903,728.93	431	77,580	\$11.65
Odessa*	\$333,300.35	104	18,720	\$17.80
Othello*	\$2,393,155.38	2,573	463,140	\$5.17
N. Franklin*	\$1,555,823.96	1,732	311,760	\$4.99
Sprague*	\$163,681.35	27	4,860	\$33.68
Warden*	\$400,678.20	347	62,460	\$6.41
Washtucna*	\$147,153.68	57	10,260	\$14.34
Ritzville*	Ritzville and Lind are in a transportation cooperative. All data is reported under Lind.			
*School district information is shared with another county.				

<sup>16</sup> STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Operations Allocation Detail Report. OSPI: 2020-2021 School Year; and STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Student Detail Report. OSPI: 2020-2021 School Year  
 QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### ***Existing Technology***

In addition to the traditional transportation services, technology can aid in the planning and coordination of services. It also benefits both riders and operators by improving the efficiency of the transportation services offered through reduced wait time, streamlined eligibility processing, and improved communications between agencies and their drivers.

The QUADCO region has a regional Intelligent Transportation Systems (ITS) in the Interstate 90 corridor. This includes electronic signage and radio messages that inform drivers of roadway conditions, construction, and closures. Additionally, public transportation service providers in Adams County rely on various technology solutions to operate their fleet of vehicles. These technology solutions are described below:

***People For People:*** Each vehicle is equipped with Mobile Data Terminals that record each trip's origin and destination in the RouteMatch dispatch and scheduling software program. The program also uses a GPS tracking system that is used to locate vehicles as well as integrated with a cell phone application for riders called Route Shout. All vehicles are equipped with video cameras, radios, and emergency cell phones.

***Special Mobility Services:*** 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. Fleet Complete technology is used with mobile data units and cell phones for dispatching. The Fleet Complete technology provides real-time tracking of vehicle location, speed, and messaging.

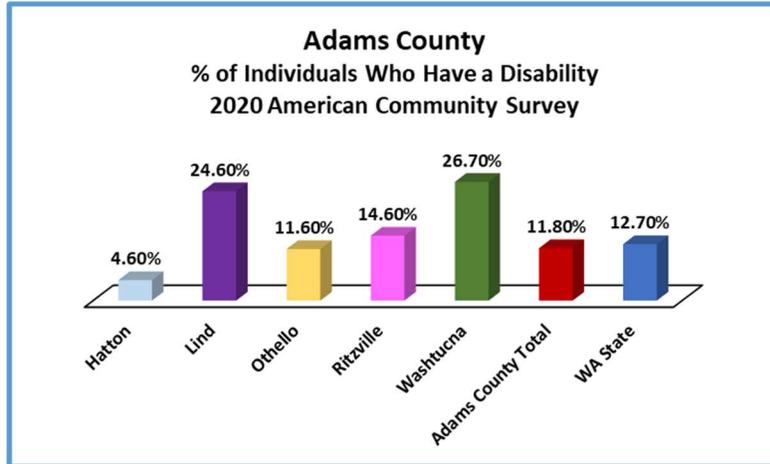
## **Population Characteristics with Alternative Transportation Needs**

Adams County has a high percentage of persons with alternative transportation needs that are also likely to have mobility challenges and need public transportation services. These persons with alternative transportation needs include individuals who have disabilities, youth (18 years and younger), older adults (65 years and older), veterans, and individuals with lower incomes. The characteristics of these alternative transportation needs groups in Adams County are described below.

### ***Individuals Who Have Disabilities***

Of those who resided in Adams County in 2020, an average of 2,307 individuals had disabilities. This equates to 11.8% of Adams County residents having a disability. This percentage is slightly lower than the state average of 12.7%.

The distribution of individuals having disabilities range from 26.7% of residents in Washtucna to 4.6% of the population in Hatton identify as having a disability.



**Table 22  
Adams County  
Individuals Having a Disability<sup>17</sup>**

<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Hatton	21	4.6%
Lind	125	24.6%
Othello	950	11.6%
Ritzville	252	14.6%
Washtucna	47	26.7%
Adams County	2,307	11.8%
QUADCO	22,872	14.23%
Washington State	941,827	12.7%

**Youth – Persons Under 18 Years of Age**

On average, 6,943 youth, who were under 18 years of age, resided in Adams County in 2020. The population of youth made up 35.2% of the county’s total population.

<sup>17</sup> DISABILITY CHARACTERISTICS. 2020: ACS 5-Year Estimates

**Table 23**  
**Adams County**  
**Persons Under 18 Years of Age<sup>18</sup>**

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population Under 18 Years</i>
Hatton	162	35.8%
Lind	126	24.8%
Othello	3,230	39.2%
Ritzville	388	21.3%
Washtucna	39	22.2%
Adams County	6,943	35.2%
QUADCO	45,719	25.7%

The percentage of students that qualify for free or reduced lunches at schools in Adams County provides evidence of the amount of economically disadvantaged youth in this county. The percentage ranges from a high of 84.4% in the Othello School District to a low of 48.2% in the Ritzville School District. Also, all of the school districts in Adams County have higher percentages than Washington State’s average of 47.6%. See the following table for data from school districts in Adams County.

**Table 24**  
**Adams County**  
**Youth - Persons 18 Years and Under**  
**Student Statistics<sup>19</sup>**

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2020 -2021</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Benge	12	2	0%	N/A	0.0%	0.0%
Lind	201	72.1%	10%	7.1%	14.4%	13.9%
Othello	4,717	84.4%	13.7%	7.6%	41.1%	11.7%
Ritzville	388	48.2%	8.2%	8.3%	0%	0%
Washtucna	91	79.1%	13.2%	No Data	2.2%	4.4%

Teen birth rate is another measure used to evaluate youth barriers in Adams County. Adams County’s teen birth rate is 33 births out of one-thousand females aged 19 and under. Which

<sup>18</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

<sup>19</sup> WASHINGTON STATE REPORT CARD. OSPI: 2020-2021 School Year (Dropout and Graduation Reports; Graduation and Dropout Statistics for Washington’s Counties, Districts, and Schools)

is higher than the State of Washington’s teen birth rate of 11.3 per one-thousands of all births in the State of Washington.<sup>20</sup>

Youth and low-income youth represent a significant population that needs transportation resources. 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. With Adams County having a high teen birth rate, transportation poses additional challenges for young parents. Young teen parents need to access social services, health care, and to transport children to childcare in order to complete their educational goals.

**Older Adults - Persons 65 Years and Over**

On average, 2,194 older adults, who were 65 years and over, resided in Adams County in 2020. The population of older adults made up 11.1% of the county’s total population.

Table 24 below shows the number of older adults, 65 years and over, living in Adams County’s communities. The percentage of older adults in these communities ranged from a high of 22.2% in Washtucna to a low of 1.5% in Hatton.

<p><b>Table 25</b>  <b>Adams County</b>  <b>Persons 65 Years and Over<sup>21</sup></b></p>		
<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population 65 Years and Over</i>
Hatton	7	1.5%
Lind	60	11.8%
Othello	649	7.9%
Ritzville	332	18.2%
Washtucna	39	22.2%
Adams County	2,194	11.1%
QUADCO	25,977	16.7%

<sup>20</sup> [waprepforhealthyyouth.org/resources/interactive\\_map.html](http://waprepforhealthyyouth.org/resources/interactive_map.html)

<sup>21</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

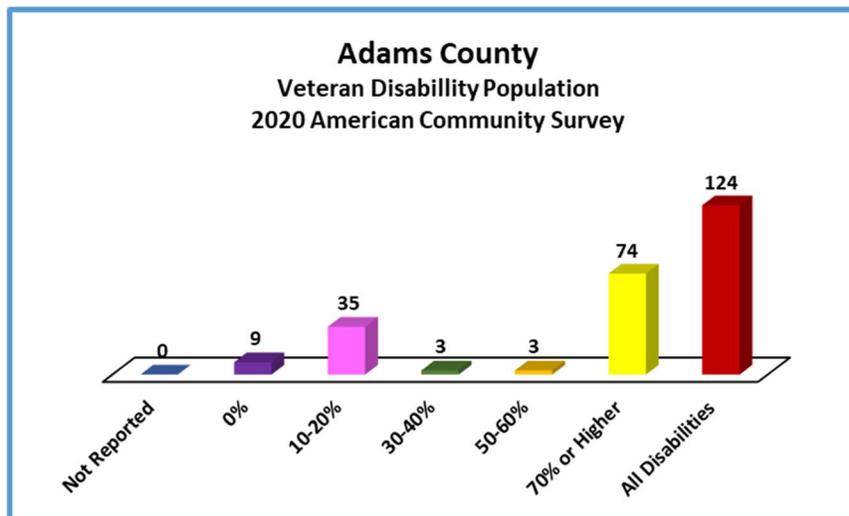
Persons 65 years and over, who live in Adams County, use community services to meet their basic needs. In Adams County, there are four senior centers, located in Lind, Othello, Ritzville, and Washtucna. These senior centers provide necessary services to prevent social isolation and unhealthy living and can provide medical information specific to the 65 years and over community.



Transportation services in Adams County are designed to help transfer persons 65 years and over 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. Being 65 years and over and living in a rural community can mean increased difficulty for daily living activities, such as those mentioned above.

**Veterans**

A high percentage of veterans return home with mental and/or physical ailments that can be a barrier to independence, such as access to transportation. There are approximately 564 veterans in Adams County and 124 of these veterans have a service-related disability, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.<sup>22</sup>



The graph above shows how many veterans experience different levels of a service-related disability. The 0% level means a disability exists but is not so disabling that it entitles the veteran to compensation payments. The 70% or higher means the veteran experiences a severe disability.

<sup>22</sup> SERVICE-CONNECTED DISABILITY RATING STATUS; RATINGS FOR CIVILIAN VETERANS 18 YEARS AND OLDER. ACS: 5-Year Estimates

Of the total number of veterans in Adams County, 31.9% served either during World War II, Korean War or Vietnam era and are now elderly and are experiencing age related health issues. Veterans with service-related disabilities and older veterans are likely to need transportation to access veteran’s services.

The estimated age of veterans in Adams County is shown in Table 26 below. Veterans that are over 65 years of age made up 53.9% of the total veteran population in Adams County.

<b>Table 26 Adams County Veteran Population by Age<sup>23</sup></b>		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	186	33.5%
55 to 64 years	72	12.75%
65 to 74 years	125	22%
75 years and older	181	31.9%
Veterans in Adams County	564	100%
Veterans in QUADCO	10,498	% of Adams Co. in QUADCO: 8.3%
<i>The total general population of Adams County is 20,900</i>		

Veterans seeking transportation assistance to access veteran’s services can receive help by contacting a Hospital Service Coordinator in Seattle, Tacoma, Walla Walla or Spokane, who works with Disabled American Veterans (DAV) to assist with transportation.

**Individuals With Lower Incomes**

Indicators of individuals with low income used in this plan include per capita income level, poverty level, and residents receiving assistance for daily living activities. Adams County’s per capita income level estimate in 2020 was \$20,592.<sup>24</sup> This is the lowest level as compared to the other counties in the QUADCO region. It is also considerably lower than Washington State’s average of \$40,837.

Of the civilian labor force, 16 years and over, 12.1% are living below the poverty level. The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

<sup>23</sup> SEX AND AGE BY VETERAN STATUS FOR THE CIVILIAN POPULATION 18 YEARS AND OVER. 2020: ACS 5-Year Estimates

<sup>24</sup>SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

**Table 27**  
**Adams County**  
**Poverty Status of Civilian Labor Force**  
**16 Years and Over<sup>25</sup>**

<i>Employment Status Ages 16 years and over</i>	<i># Persons by Employment Status</i>	<i>Below Poverty Level</i>	<i>% of Total Population 16 Years and Over</i>
Employed	7,780	743	10.47%
Unemployed	522	264	50.6%
Persons 16 Years and Over in Adams County	13,461	2,485	18.46%
QUADCO	133,126	27,142	16.6%

The number of Adams County residents that received assistance in 2021 included: 4,381 received basic food assistance, 288 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA) and 84 receive a State Supplemental Payment (SSP).<sup>26</sup>

## Survey Results

The HSTP survey (Introduced in Chapter Three – QUADCO Region Summary), provided data on what transportation resources are being used currently and how transportation providers can better respond to the needs of individuals within their community. Two types of surveys were conducted, a stakeholder HSTP survey and a survey to users and the general public.

### ***Stakeholder HSTP Survey Results***

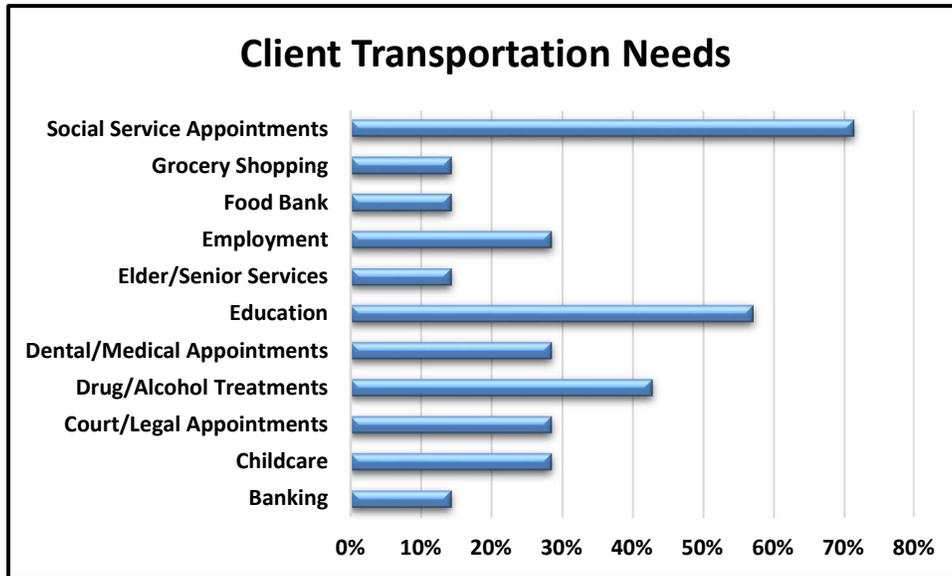
Seven stakeholders, who are located in Adams County and provide services to persons with alternative transportation needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- Adams County Integrated Health Care Services
- Adams County
- Aging & Adult Care of Central Washington
- Office of Superintendent of Public Instruction
- Lamont School District
- Washtucna School District

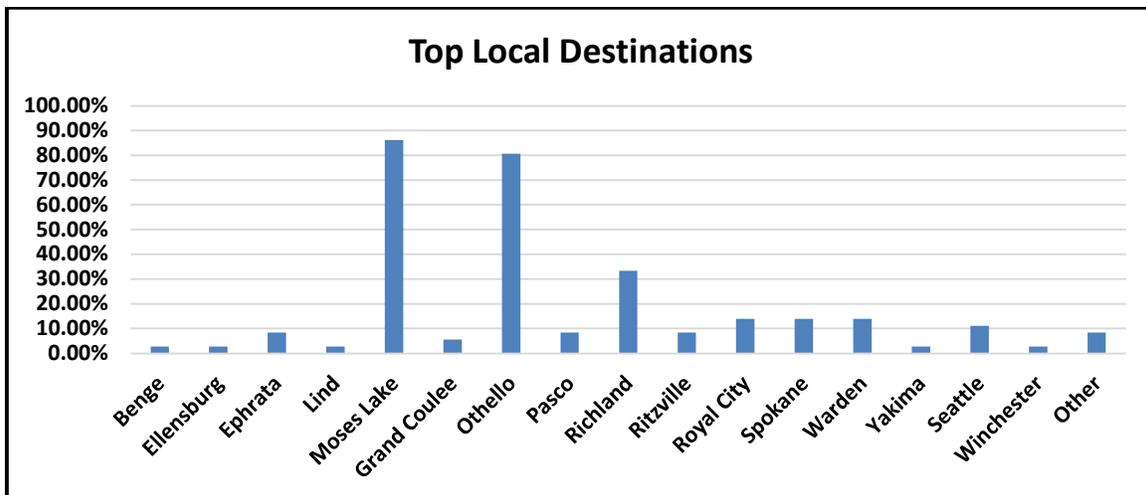
<sup>25</sup> POVERTY STATUS IN THE LAST 12 MONTHS; EMPLOYMENT STATUS. 2020: ACS 5-Year Estimates

<sup>26</sup> BRIEFING BOOK FOR STATE FISCAL YEAR 2017. Department of Social and Health Services (DSHS) Economic Services Administration (ESA)

The chart below shows that stakeholder HSTP surveys indicated their clients have the highest need for transportation to social service appointments, education and drug or alcohol treatments.



As demonstrated by the below chart, individuals needed to access Moses Lake and Othello by using transportation services.



The stakeholders also indicated that COVID-19 has affected their service and their clients need for transportation. It was split evenly between the fact that they have changed their service model to use videoconferencing and phone calls as well as they now provide an increased level of service that does not require additional transportation. Chapter 9 provides further details on the impact of the pandemic.

The full results from the HSTP surveys returned by stakeholders in Adams County are listed in Appendix C, pages C-11 through C-28.

***User and General Public HSTP Survey Results***

Thirty-five persons from Adams County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 25 (71.4%) were ages eighteen through fifty-nine, nine (25.7%) were sixty years or older, and one (2.9%) was seventeen years and younger.

Top 7 types of Destinations

- |                                       |                                |
|---------------------------------------|--------------------------------|
| 1. Medical/ Dental (62.86%)           | 5. Family and Friends (14.29%) |
| 2. Shopping/Daily Activities (28.57%) | 6. Education/Training (14.29%) |
| 3. Work (25.71%)                      | 7. Other (14.29%)              |
| 4. Pharmacy (22.86%)                  |                                |

Days of the week respondents generally need transportation:

- |                       |                      |
|-----------------------|----------------------|
| 1. Wednesday (80.00%) | 5. Thursday (68.57%) |
| 2. Monday (74.29%)    | 6. Saturday (42.86%) |
| 3. Friday (74.29%)    | 7. Sunday (37.14%)   |
| 4. Tuesday (68.57%)   |                      |

Most Frequent Time of the day respondents need transportation:

- |                                 |                                 |
|---------------------------------|---------------------------------|
| 1. 10:00 am to 3:00 pm (68.57%) | 4. 3:00 pm to 5:00 pm (60.00%)  |
| 2. 8:00 am to 10:00 am (62.86%) | 5. 5:00 pm to 7:00 pm (37.14%)  |
| 3. Before 8:00 am (60.00%)      | 6. 7:00 pm to 10:00 pm (22.86%) |

Top 5 transportation resources used by respondents:

- |  |                   |
|--|-------------------|
| 1. Family, Friends, Volunteer (57.14%)   | 4. Walk (20.00%)  |
| 2. My or Borrowed Vehicle (28.57%)       | 5. Other (17.14%) |
| 3. People For People/Connectors (20.00%) |                   |

Top 5 Reasons respondents need transportation:

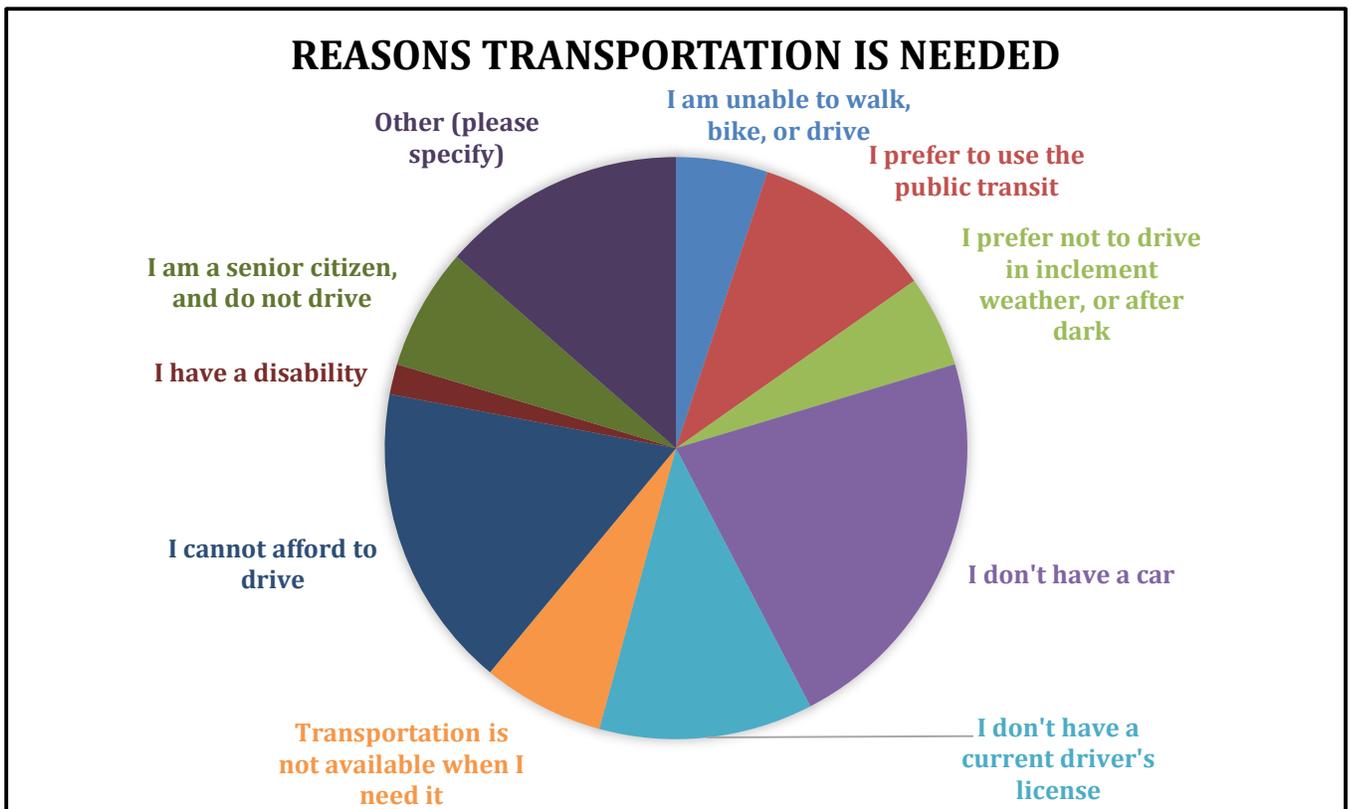
- |                                      |   |
|--------------------------------------|---|
| 1. I don't have a car (31.71%)       | 4. I don't have current driver's license (17.07%) |
| 2. I cannot afford to drive (24.39%) | 5. I prefer public transportation (14.63%)        |
| 3. Other (19.51%)                    |   |

How Frequent respondent uses current transportation services:

1. Always (5-7 days/week) (34.29%)
2. Frequently (1-4 days/week) (31.43%)
3. Never (17.14%)
4. Occasionally (1-3 days/month) (14.29%)
5. Limited (1-11 days/year) (2.86%)

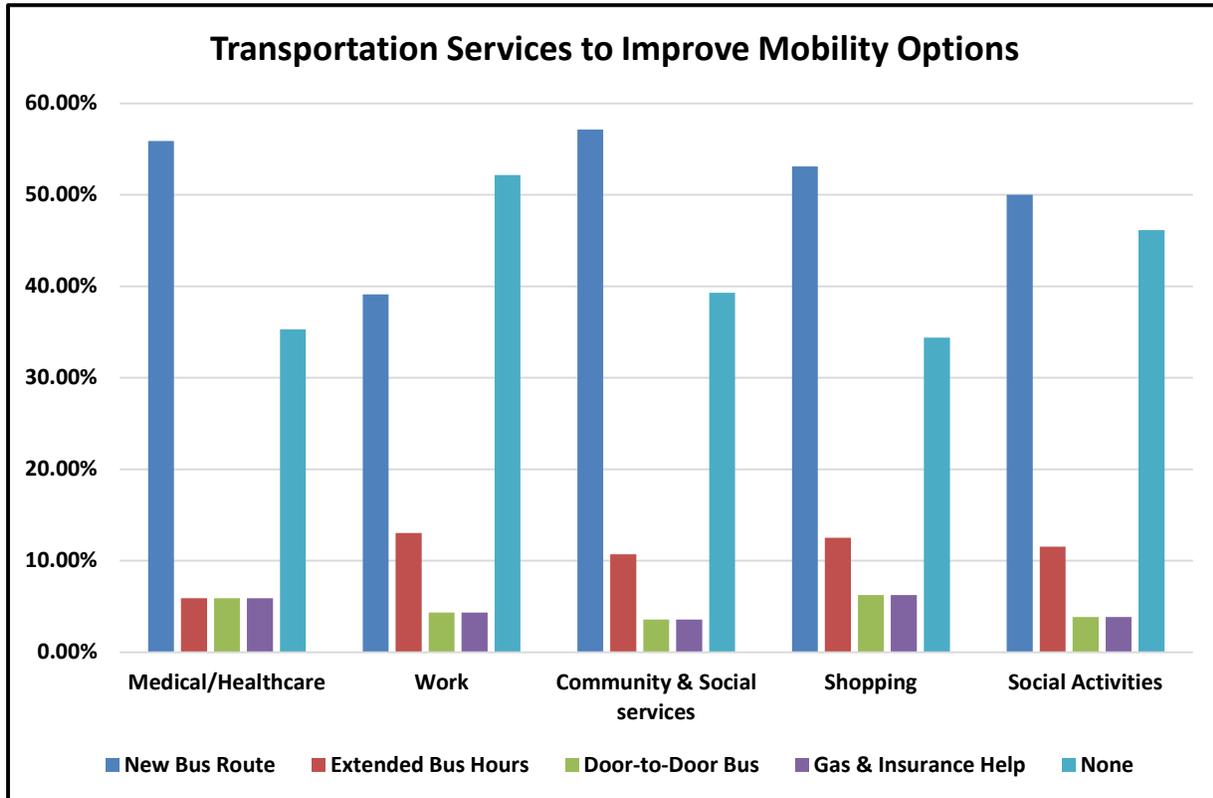
Respondents did not feel that the current transportation options met the needs of their community. One respondent indicated that service is limited and has large gaps in routes. Only 31.4% of respondents felt that current transportation services available meet their needs and the needs of the community. As we looked at the gaps in transportation services, it was noted that respondents indicated that service is limited and has huge gaps in routes. Viewing the gaps in services by groups such as seniors, those individuals with disabilities, and individuals with low income, we found that 33% of the seniors surveyed stated scheduling is the biggest gap. Of the individuals that identified as having disabilities, 100% stated their largest gap in service was service is very limited and the times do not work with where they need to go. Of those individuals with lower incomes, 50% stated their largest gap in service was again limited services and the timing or scheduling does not meet their needs.

The following chart shows why respondents need access to transportation services.



The two largest reasons transportation options are necessary is because respondents do not have a car, or if they have a car, they cannot afford to drive it. This is in line with the stakeholder survey responses. Respondents who indicated Other, were because they have a car and can drive themselves, or they are not in need and want to know what options are available.

The following graph indicates the types of service respondents felt would improve their mobility options.



Respondents indicate that adding additional bus routes will improve access to healthcare, work, social services, shopping, and social activities. Interestingly, they also felt that none of the presented options of new bus routes, extended bus hours, door-to-door and gas assistance would be helpful.

The full results from the HSTP surveys returned from individuals in Adams County are listed in Appendix C, pages C-29 though C-69.

## Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with alternative transportation needs, are summarized below. The origins and destinations were identified by stakeholders at Stakeholder Meetings and public forums/open houses as well as through the stakeholder and public HSTP survey responses and from 4-County Team, maps, and census data.

### ***Common Origins***

The common origins/residences of people who have alternative transportation needs are scattered throughout Adams County in its cities, towns and rural areas. Their trips start at housing that is typically a single-family residence but can also include senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, and nursing homes.

Othello, the most populated city in Adams County, has more urban characteristics than the rest of the county. The type of persons with alternative transportation needs in Othello is different from the remaining parts of the county and this impacts their trip origins. Othello has a higher percentage of youth and persons with low-income and a lower percentage of older adults and persons who have a disability. Othello's west neighborhood is where many youth and individuals having low income begin their trips.

Approximately 11.8% of Adams County's residents have disabilities, ranging from 4.6% in Hatton to 26.7% in Washtucna. Adams County's per capita income level was \$20,592, considerably lower than the State's average of \$40,837. The County's youth population ranges from 21.3% in Ritzville to 39.2% in Othello. Othello School District's students are low-income with 84.4% qualifying for free or reduced lunches. Approximately 11.1% of the total population in Adams County are 65 years and older, ranging from 1.5% in Hatton to 22.2% in Washtucna.

### ***Common Destinations***

The common destinations made by individuals who have alternative transportation needs and reside in Adams County are to the following types of places:

1. ***Dental and Medical Providers***: Dental and medical facilities are top destinations according to 29% of the stakeholder respondents and 63% of the general survey respondents. 67% of seniors, 78% of persons with low incomes, 100% of persons with disabilities and 38% of persons with other special transportation needs identified this as a needed destination. Persons with alternative transportation needs require transportation to doctor appointments, dialysis, dental, cancer treatment, and health specialists located both in the Cities of Othello, Ritzville and Mattawa and in larger urban centers including Moses Lake, Spokane, Tri-Cities and Seattle.
2. ***Social Service Providers***: Social service providers are a common destination for individuals with alternative transportation needs. 71% of the stakeholder respondents indicated this is a

top destination for persons with alternative transportation needs in Adams County. Individuals with a disability, low income, seniors and other persons with alternative transportation needs did not identify this as a needed destination. Individuals frequently need transportation services to access agencies such as the Department of Social and Health Services (DSHS), chemical dependency treatment centers, food banks, senior nutrition sites, childcare and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP). The following table shows the distance residents in Adams County typically have to travel to reach typical social services.

Table 28 Distance in Miles to Common Social Service Providers										
City	DSHS	WorkSource	Community Action Agency	Hospital	Social Security Office	Senior Center	Courthouse/ District Court	Food Banks	College*/ Technical	Libraries
Benge	71	71	71	27	80	17	27	5	71/27	23
Hatton	41	41	41	19	52	19	19	19	41/36	10
Lind	41	41	41	18	68	0	17	17	41/17	0
Othello	26	26	26	0	53	0	0	0	26/53	0
Ritzville	46	46	46	0	60	0	0	0	46/0	0
Washtucna	66	66	66	28	65	0	28	0	66/28	0
*Big Bend Community College and Columbia Basin Technical Skills Center. **WSU Extension in Ritzville.										

3. **Pharmacy:** According to 23% of general survey respondents, they need to pick up prescriptions from their pharmacies. 33% of seniors, 33% of persons with low incomes, 100% of persons with disabilities and 25% of persons with other special transportation needs identified this as a needed destination. During the pandemic, many providers of alternative needs transportations were able to pick up and deliver prescriptions as opposed to picking up individuals and transporting them to the pharmacy. This was because grantors allowed for the change in service.
4. **Employment Centers:** Individuals with alternative transportation needs often have difficulty reaching their worksites or accessing organization that provide job training and job searching. 26% of general survey respondents indicated they needed transportation services to go to work. 33% of persons with low incomes and 13% of persons with other special transportation needs identified this as a needed destination. Individuals with disabilities and seniors did not identify this as a required destination. Reliable transportation is vital to helping them get employed and stay employed. Employment centers with the highest number of employees in Adams County are shown in Table 29.

<b>Table 29 Adams County 2021 Top Ten Employers<sup>27</sup></b>		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Othello	McCains Food USA, Inc.	525
Othello	Columbia Basin Health Association	470
Ritzville	East Adams Rural Hospital	300
Othello	Delbert	200
Othello	Adan Garza Jr Trucking	166
Othello	Othello School District	165
Othello	TBG Enterprises	164
Othello	Wal-Mart Supercenter	150
Othello	Othello Community Hospital	112
Warden	Warden Hutterian Brethren	110

<sup>27</sup> A to Z Databases, Yakima Valley Libraries, <https://www.yvl.org/e-resources-a-z/>, accessed September 11, 2022  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

The number of workers commuting between Adams County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. Table 30 below shows the number of workers traveling between counties in Washington State.

<i>Destination of Workers FROM Adams County TO:</i>	<i>Workers Commuting Destinations</i>	
	<i>No. of Workers</i>	<i>% Workers</i>
Within Adams County	5,865	76.9%
Grant County	998	13%
Benton/Franklin/Walla Walla counties	450	5.9%
Spokane/Whitman/NE Washington counties	98	1.3%
Lincoln County	75	1%
Chelan/Douglas counties	46	0.6%
King County/Western WA	47	0.6%
Yakima County	5	0.006%
Outside of WA	41	0.5%
QUADCO (within the 4-county region)	6,938	91%
TOTAL	7,625	100.0%

5. **Elderly/Senior Service Centers**: Services for the elderly are top destinations according to 14% of the stakeholder respondents. 33% of seniors, 11% of persons with low incomes, and 13% of persons with other special transportation needs identified this as a needed destination. No individuals with disabilities identified this as a need. Adams County has four senior service centers, located in Lind, Othello, Ritzville and Washtucna. Senior centers can help prevent social isolation, unhealthy living and can provide medical information specific to the 65 years and over community.
6. **Daily Living Activity Centers**: Transportation to daily living activities includes visits to family or friends, grocery shopping, banking, legal services, post office, and court appointments. Of the stakeholder survey responses, 29% indicated that court and legal appointments are important destinations, 14% indicated that grocery shopping is a top destination, and 14% indicated food banks are important destinations. Top destinations as indicated by the general public survey responses: 14% indicated visits to family and friends, 29% indicated shopping and daily activities, 11% indicated community events, 11% indicated food bank and 11% indicated church and religious activities. 67% of seniors indicated shopping and daily activities were needed destinations. Individuals with low incomes had the following destination needs; 22% childcare, 22% community events, 11% court and legal appointments, 33% visit family and friends, 11% food banks, 11% recreational, and 22% shopping and daily activities. Individuals with disabilities had the following top destinations;

<sup>28</sup> RESIDENCE COUNTY TO WORKPLACE COUNTY COMMUTING FLOWS FOR THE UNITED STATES AND PUERTO RICO. ACS: 2011-2015  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

100% childcare, 100% community events, and 100% visiting family and friends. Individuals with other alternative transportation needs had top destinations of 13% church and religion, 13% food banks, 13% recreational, and 25% shopping and daily activities. Grocery shopping is available in Lind, Othello and Ritzville, with Wal-Mart stores located in Othello and Moses Lake major destinations for Adams County residents.

7. **Education**: Transportation access to education is important for persons with alternative transportation needs. Education destinations range from post-secondary schools who provide after-school education programs to college classes. 14% of respondents need transportation services to access education and training. 11% of persons with low incomes and 38% of persons with other special transportation needs identified this as a needed destination. Seniors and individuals with disabilities did not identify this as a required destination. After-school programs is another important destination since schools do not provide transportation services to these education programs. College destinations include Big Bend Community College, Wenatchee Valley College and Central Washington University. Other education programs in Adams County include vocational skills training and GED training.

## Transportation Challenges and Gaps

Transportation challenges, such as unmet needs and gaps in services, were identified by stakeholders at the Adams County Mobility Summits and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums and from members of the 4-County Team. The challenges and strategies identified included:

### 1. ***Informational Materials and Advertising***

**Transportation Challenge**: There is a lack of knowledge and awareness of transportation services available countywide. Challenges related to the COVID-19 pandemic are discussed in Chapter 9. This has resulted in some individuals without cars being taken advantage of by acquaintances for transportation. Many people do not know that they can travel to Wenatchee on public transportation. There is also a need for the information and literature to be in the native language of riders. It is important to have the ability to get information to persons who have a language barrier, such as Non-English Speakers, including non-Spanish speaker, such as the Mexican indigenous languages. Othello has the largest language barrier.

### 2. ***Driver Shortage***

**Transportation Challenge**: There are several factors contributing to the driver shortage. Factors relating to COVID-19 are discussed in Chapter 9. There is a lack of CDL drivers available for hire. It has been difficult to hire and keep CDL drivers due to the legalization of marijuana in Washington State.

### **3. Route and Hour Expansion**

**Transportation Challenge:** Fixed route schedules are not always convenient for people's schedules and the limited times of services is a challenge. There are areas that are not served by current routes. This challenge was identified through surveys by seniors, individuals with disabilities, individuals with lower incomes, and individuals with alternative transportation needs. For example, the east end of the county may need access to the Davenport hospital and service between Moses Lake and Othello. Many teachers in Moses Lake work in Othello and used to take the route established by GTA. There is an overlooked population of homeless youth that school districts need to provide transportation for school attendance.

## **Transportation Strategies to Address Challenges and Gaps**

Transportation strategies were identified by stakeholders at the Adams County Mobility Summits and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums and from members of the 4-County Team. The challenges and strategies identified included:

### **1. Informational Materials and Advertising**

**Strategies to Address Challenge:** Develop service flyers that have information available in different languages. Determine where the population centers of persons who do not speak English are located to focus the proper language messages to them. Facilitate communication of services with medical centers so that they are able to explain to their patients about their transportation options. Produce pocket schedules with contact information for riders and provide at bus stops. Include in the advertising materials that 2-1-1 is available for help with transportation resources. Widely distribute these materials throughout the county. Conduct an advertising campaign using social media (Twitter and Facebook), the Spanish radio stations, the Ritzville Journal, and other Adams County newspapers. The advertising campaign could include how it is a more economical option due to rising fuel prices. Put up a billboard in high traffic areas to example existing transportation services and that they are safe to use. Also reach out to the youth of the community and encourage them to help train their elders on social media and how to use transit. The youth could participate in a scavenger hunt where they must ride transit in order to complete it.

### **2. Driver Shortage**

**Strategies to Address Challenge:** Develop an apprentice program to train new employees and have them obtain their CDL with a two-year employment commitment.

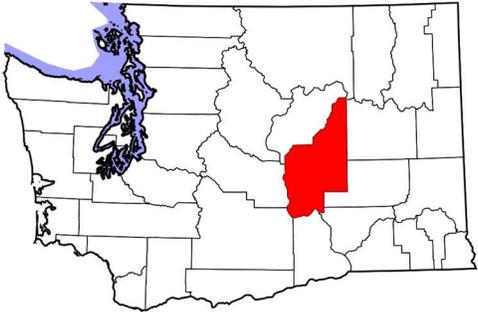
### **4. Route and Hour Expansion**

**Strategies to Address Challenge:** Increase the frequency of services. Add additional services and bus stops where the population needs more service. These solutions were identified through surveys by seniors, individuals with disabilities, individuals with lower incomes, and individuals with alternative transportation needs.

# Chapter Five – Grant County

## Physical Description

Although Grant County is predominately rural, it has the greatest concentration of people in QUADCO, with 100,800 residents, which is 56% of QUADCO’s population. This county lies in the central portion of QUADCO, directly east of Kittitas County and west of both Adams and Lincoln counties. It is 2,680 square miles in size -- 4<sup>th</sup> in size among all 39 Washington counties. Grant County’s land area is 29% of QUADCO’s total land area.



The western edge of Grant County consists of low hills with scabland vegetation and scattered irrigated areas. Central and eastern Grant County is considerably flatter with irrigated lands. A wide variety of crops are grown in Grant County, such as hay, wheat, corn, apples, potatoes, dry beans and grapes. The major transportation facilities include Interstate 90, State Routes 17, 24, 26, and 28, Grant County International Airport, BNSF Railway and Columbia Basin Railroad.

## Demographics

### Number of Residents

Grant County has a total of 100,800 residents, approximately 56% of QUADCO’s total population. Of this total, 55,165 persons (54.7%) live in incorporated areas and 45,635 persons (45.2%) live in unincorporated areas.

Approximately 46.7% of Grant County’s residents who live in incorporated areas reside in Moses Lake, a city with 25,760 residents. The County seat of Ephrata has the second highest population of 8,575 residents. The remaining thirteen cities and towns in Grant County, have a combined population of 20,830 residents.

<i>Location</i>	<i>Total</i>
Coulee City	560
Electric City	955
Ephrata	8,575
George	815
Grand Coulee	970
Hartline	180
Krupp	50
Mattawa	3,340
Moses Lake	25,760
Quincy	7,720
Royal City	1,855
Soap Lake	1,695
Warden	2,485
Wilson Creek	205
Incorporated Areas	55,165
Unincorporated Areas	45,635
<b>Grant County</b>	<b>100,800</b>
<b>% of QUADCO</b>	<b>56%</b>

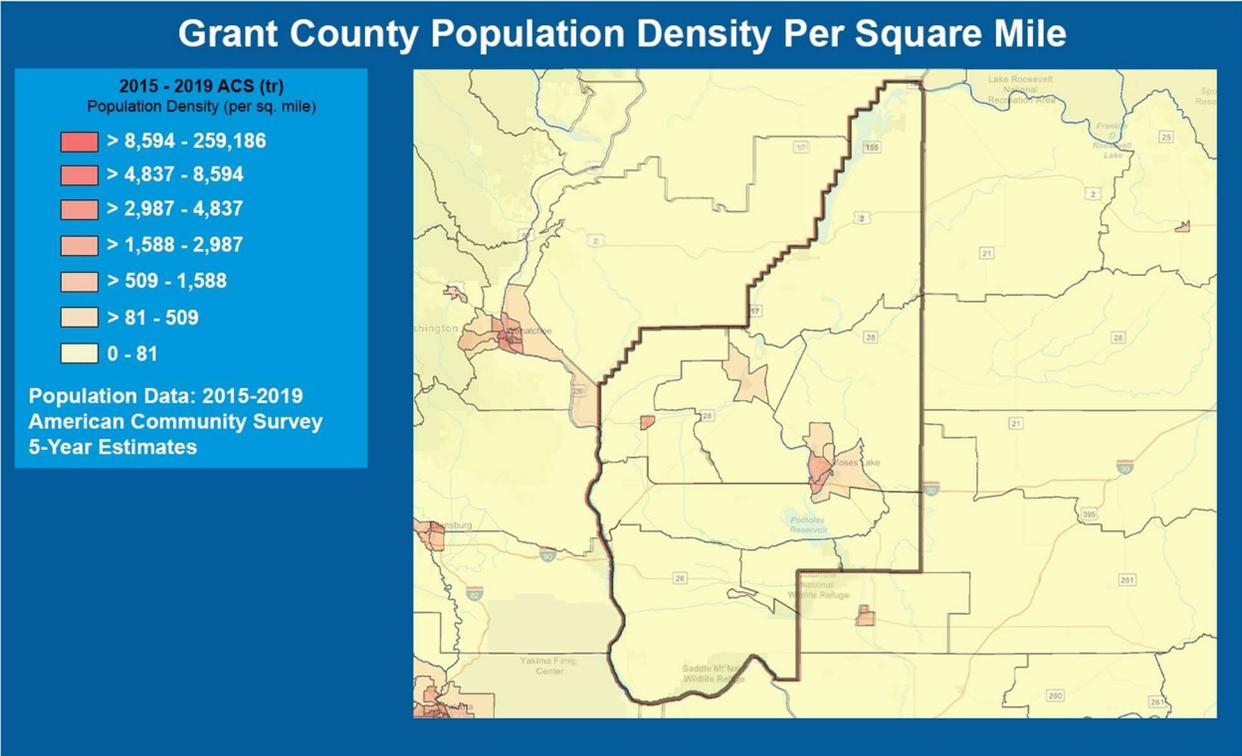
<sup>29</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

**Population Density**

Grant County has a low population density with 37.6 people per square mile. Grant County’s low density is the result of having a large amount of land area (2,680 square miles) combined with a low population (100,800).

This population density is the highest of the four counties in QUADCO; however, it is considerably lower than Washington State’s average population density of 117 people per square mile. Additionally, 45.2% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

<i>Location</i>	<i>2021 Population</i>	<i>Total Area in Square Miles</i>	<i>Population Density</i>
Grant County	100,800	2,680	37.6
QUADCO	174,949	9,213	19
Washington State	7,766,975	66,456	117



<sup>30</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### **Financial Profile**

Agriculture plays a large role in Grant County’s economy, with irrigated crops, tree fruit and the associated food processing industry. Employers manufacture frozen fruits and vegetables, as well as frozen specialty foods and canned fruits. Some of the biggest food manufactures are Lamb Weston Inc., Washington Potato Company, ConAgra Foods, Inc., Quincy Foods, LLC, and National Frozen Foods.

The education and health care industry have some of Grant County’s major employers including Big Bend Community College, Brookdale Senior Living, George Washington University, Genesis HealthCare, Favorite Healthcare Staffing, Samaritan Healthcare and MAS Medical Staffing.

Manufacturing is also prominent in Grant County’s economy. Companies include Chemi-Con Materials (electrolytic aluminum foil), D&L Foundry and Supply (ironwork), Genie Industries Inc. (aerial work platforms), REC Silicon (polysilicon and silane gas manufacturing) and SGL Automotive Carbon Fiber (automotive parts).

41,801 persons, sixteen years and older, worked in Grant County during 2020. 22.8% were in the agriculture and mining field. 20.2% were in the education, health, and social services field. More details on the number of employees working in different employment sectors are indicated in the table below.

<b>Table 33</b>								
<b>Grant County</b>								
<b>2020 Employment (16 Years &amp; Older) by Type of Industry<sup>31</sup></b>								
<i>Location</i>	<i>Type of Industry Employees 16 Years &amp; Older Worked For (shown by %)</i>							<i>Total Employees 16 Years &amp; Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale &amp; Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Grant County	9,511 (22.8%)	2,075 (5%)	5,200 (12.4%)	3,988 (9.6%)	2,420 (5.8%)	8,460 (20.2%)	10,147 (24.3%)	41,801
QUADCO	13,524 (18.4%)	4,670 (7%)	7,292 (7.7%)	8,172 (10.9%)	4,127 (5.65%)	17,234 (22.5%)	22,130 (27.5%)	77,149
Washington State	2.5%	7%	9.5%	14.3%	5.5%	21.6%	39.6%	3,660,034

<sup>31</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

The per capita income in Grant County was \$25,333, compared to \$40,837 for Washington State. 14.5% of the population live below the poverty level, including 20.6% of those under age 18 and 9.1% of those 65 years of age or older.

<i>Location</i>	<i>Per Capita Income</i>	<i>% People Below Poverty Level in Past 12 Months</i>		
		<i>Under 18 Years</i>	<i>65 Years &amp; Older</i>	<i>All People</i>
Grant County	\$25,333	20.6%	9.1%	14.5%
Washington State	\$40,837	12.6%	7.5%	10.2%

## Existing Transportation Services

The “family of transportation services” can be a mix of traditional and nontraditional services. Traditional services are fixed-route, route-deviated, demand response, non-emergency medical transportation, intercity bus, taxis, vanpools and school buses. Nontraditional services are typically provided by a social service provider who provides some level of transportation to their clients. A detailed description of each of these different types of transportation services available in Grant County is provided below.

### ***Fixed Route and Paratransit Service***

#### **1. Grant Transit Authority (GTA)**

Service Type:	Fixed Route.
Service Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Cities, towns, and communities within Grant County.
Frequency of Service:	GTA Fixed Route Service operates Monday through Friday and is closed on weekends and holidays. Most routes generally operate on 30–60-minute headways. Hours of service typically 7:00 a.m. to 7:00 p.m., with some routes starting as early as 5:00 a.m. and ending as late as 8:30pm.
Major Destinations:	GTA operates 10 routes serving all of Grant County and communities within. GTA Fixed Route Service is used for commuting to work, shopping, attending medical appointments and social activities, and for educational purposes.
Other Service Connections:	Connections with neighboring transit systems including People for People and Okanogan Transit. Inter-modal connections with Amtrak, Greyhound, FlixBus, Northwestern Trailways, and Apple Line Bus.

<sup>32</sup> POVERTY STATUS IN THE LAST 12 MONTHS; SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

Fares:	GTA has adopted a fare free service permanently.
Funded By:	PTBA funded by 2/10 of 1% sales tax and WSDOT Consolidated Grant.
WSDOT Grants Awarded:	\$1,500,000 General Operating Grant for 2023-2025 Biennium, \$1,474,645 Paratransit/Special Needs Formula Grant for 2023-2025 Biennium, \$4,581,700 CRRSAA Operating Grant, \$1,023,426 ARPA Operating Grant, \$152,717 Transit Support Grant in 2022, with approximately \$400,000 annually thereafter once the, at a minimum, Youth Fare Free Policy is adopted.
2021 Annual Hours/Miles/Trips:	25,167 hours/457,993 miles/78,970 trips

**2. GTA DART**

Service Type:	Demand Response-Direct Operated
Service Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Grand Coulee, Royal City, Wanapum Dam, Mattawa, Wilson Creek
Frequency of Service:	2 to 3 times daily based on reservations received for the day
Major Destinations:	Work Sites, Education Sites, Transit Centers within Grant County
Other Service Connections:	Grant Transit Fixed Route service, Okanogan Transit, PFP Health Shuttle, Greyhound
Fares:	GTA has adopted a fare free service permanently.
Funded by:	PTBA funded by 2/10 of 1% sales tax and WSDOT Grants
WSDOT Grants Awarded:	All inclusive in the grant awards listed under Fixed Route Service above.
2021 Annual Hours/Miles/Trips:	1,002 hours/42,754 miles/1,805 trips

**3. Grant Transit Authority (GTA) – Access Paratransit**

Service Type:	Access-Paratransit.
Service Provider:	People for People-week days, website: <a href="http://www.pfp.org">www.pfp.org</a> GTA weekends website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	For riders in Grant County who are eligible as defined by ADA, who cannot use GTA’s fixed route, and who request to travel within ¼ mile of one of GTA’s fixed route.
Frequency of Service:	Door-to-door service as requested.
Major Destinations:	As requested. Majority of trips are made to health care, nutrition, social services, education, job training, work, and social services.
Fares:	GTA has adopted a fare free service permanently.
Funded By:	WSDOT Consolidated General Operating Grant and CRRSAA Funding
WSDOT Grants Awarded:	All Inclusive in the awards listed under Fixed Route

2021 Annual Hours/Miles/Trips: 4,481 hours/94,773 miles/13,220 trips

#### 4. Adams, Grant, and Lincoln Counties - Rural Alternative Needs Transportation

Service Type:	Demand Response Transportation for individuals with alternative transportation needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties (areas not served by GTA).
Frequency of Service:	Door-to-door service as requested.
Major Destinations:	As requested. Majority of trips are made to health care, nutrition, social services, education, job training, work, and social services.
Fares:	No fares are charged.
Funded By:	Competitive Special Needs Non-Profit & FTA 5311
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations award for 2021-2023 in Adams, Grant, and Lincoln counties for rural and alternative needs transportation services.
2021-22 Hours/Miles/Trips:	26056.04 Hours/491,057 Miles/ 17,967 Trips (all three counties)

#### 5. Medicaid Transportation

Service Type:	Non-Emergency Medical Transportation (Broker) for Medicaid eligible clients – by reservation. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation: Bus fare, gas voucher, mileage reimbursement, volunteers, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: <a href="http://www.sms1.org">www.sms1.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

#### 6. Greyhound Network

Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: <a href="http://www.locations.greyhound.com">www.locations.greyhound.com</a>
Communities Served:	The bus stops in Kittitas County at Ellensburg, in Grant County at George and Moses Lake, and in Adams County stop at Ritzville.
Arrivals:	Buses arriving in Moses Lake: 3 from Spokane, 2 from Ellensburg, 1 from Wenatchee, and 1 from Pasco.
Departures:	Buses departing Moses Lake: 4 going to Spokane, 1 going to Pasco, 1 going to Wenatchee, and 2 going to Ellensburg.
Major Destinations:	Connects Grant County riders to major cities throughout the United States.

Fares:	Vary according to destination, day of week, and level of service.
Funded By:	Rider fares, private company.

### 7. Northwestern Trailways #736 (westbound) and #737 (eastbound)

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways, website: <a href="http://www.northwesternrailways.com">www.northwesternrailways.com</a>
Communities Served:	The Grant County stops for this bus include Quincy, Ephrata, and Moses Lake.
Frequency of Service:	1 eastbound bus and 1 westbound bus each weekday.
Major Destinations:	Connects Grant County riders to major cities throughout the United States.
Fares:	Vary according to destination and rider. Example of a fare is \$28 per person from Moses Lake to Spokane.
Funded By:	Rider fares, private company.

### 8. Apple Line Bus

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways by contract with WSDOT, website: <a href="http://www.appleline.us">www.appleline.us</a>
Communities Served:	The Grant County stops for this bus include Quincy and George.
Frequency of Service:	1 southbound bus and 1 northbound bus each weekday.
Major Destinations:	Connects Ellensburg, George, and Quincy riders with Wenatchee and cities northward in the US 97 corridor to Omak.
Fares:	Vary according to destination and rider. Example of a fare is \$26 per person from Ellensburg to Wenatchee.
Funded By:	Private company on contract with WSDOT. 50% support by Federal Transit Administration and Greyhound Bus Lines provides local matching funds for remaining amount.

### 9. Amtrak's Empire Builder #7 (westbound) and #8 (eastbound)

Service Type:	Intercity Rail Service.
Service Provider:	Amtrak, website: <a href="http://www.amtrak.com">www.amtrak.com</a>
Communities Served:	From Chicago to St. Paul/Minneapolis to Spokane to Seattle. 1 Grant County stop in Moses Lake, O
Frequency of Service by Direction:	1 eastbound run, start in Ephrata at 9:42 p.m., 2 eastbound runs, starting in Moses Lake at 2:00pm
Frequency of Service by Direction:	2 westbound run, start in Moses Lake at 9:30 am
Major Destinations:	Connects Moses Lake riders to major cities throughout the United States with access to Amtrak's rail system.
Fares:	Vary according to destination and rider.
Funded By:	Rider fares, private company.

**10. Bus Amtrak Thruway Connecting Service**

Service Type:	Intercity Bus Service.
Service Provider:	Amtrak, website: <a href="http://www.amtrak.com">www.amtrak.com</a>
Communities Served:	Amtrak partners Northwestern Trailways and Greyhound Lines, Inc. to provide bus service to fill the gaps in the train schedule by utilizing Amtrak Bus Stops in Quincy, Moses Lake, and Ritzville with service to Spokane, Wenatchee, Seattle.
Major Destinations:	Connects Moses Lake riders to major cities throughout the United States with access to Amtrak’s rail system.
Fares:	The average passenger fare from Moses Lake to Seattle is \$42 - \$58.
Funded By:	Rider fares, private company.

***Mobility Management***

**1. Mobility Management Services for Adams, Grant, and Lincoln Counties**

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
Deliverables:	Provide transportation materials to 2,000 individuals each biennium. Discuss transportation options with 500 individuals each biennium. Provide one-on-one Travel Training to 75 individuals each biennium.
WSDOT Grants Awarded:	Included in the \$164,242 award for 2021 - 2023 and \$170,613 award for 2023 – 2025 services in Adams, Grant, and Lincoln counties.

***Ridesharing and Vanpools***

**1. Grant Transit Authority Vanpool Program**

Description:	Vanpools can be formed for groups of 3-12 riders who share a similar daily commute either originating in Grant County or coming into Grant County for work.
Owner/Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Grant County, Hanford, Ellensburg (Kittitas County) and Wenatchee
Major Destinations of users:	Mattawa School District, Grant Co. PUD, Wanapum Dam, Hanford
Fares:	<b>Grant Transit Authority Vanpool Program</b> determined by computing a monthly mileage rate with additional fixed monthly costs associated with operating the van for the month. This total monthly fee is then divided equally and paid by the members of the vanpool group.

2021 Annual  
Hours/Miles/Trips

881 hours/52,687 miles/7,160 trips

**Veterans Transportation Programs**

**1. VA Transportation to Medical Centers**

Description:	Veterans can be transported to 5 VA facilities in WA or surrounding community-based outpatient clinics. Transportation is arranged by contacting a Hospital Svc Coordinator at the Dpt of Veterans Affairs.
Owner/Provider:	Operated by the Veterans Administration
Communities Served:	Statewide
Major Destinations of users:	Spokane VA Medical Center, Seattle VA Medical Center, American Lake VA Medical Center in Tacoma, Walla Walla VAMC, and the VA Portland Health Care System - Vancouver Campus.
Fares:	No fares are charged.

**Social Service Providers and Others**

**1. SkillSource (Work Force Development Council)**

Description:	Provides transp. assistance with gas vouchers & bus passes to those eligible. Service is provided as needed on a case-by-case basis.
Owner/Provider:	SkillSource (509) 766-6300 Moses Lake
Communities Served:	Adams and Grant counties.
Major Destinations of users:	Worksites or Education Sites
Fares:	Fares vary according to need.

**2. Opportunities Industrialization Center (OIC)**

Description:	Assists agricultural workers with emergency gas assistance and bus passes for low income, TANF, WIC, Apple Health, and families with children eligible for free/reduced lunches.
Owner/Provider:	Opportunities Industrialization Center (Yakima office 509-248-6751).
Communities Served:	Grant and Kittitas counties.
Major Destinations of users:	Worksites.
Fares:	Fares vary according to need.

**3. Grant Integrated Services**

Description:	Transportation is provided to clients from vulnerable populations that are enrolled and eligible in this program.
Owner/Provider:	Grant Integrated Services (509-765-9239).
Communities Served:	Grant County.
Major Destinations of users:	Grant County destinations.
Fares:	No fares are charged.

**4. Serve-Moses-Lake**

Description:	A Christian based non-profit made up of the Moses Lake Ministerial Association churches. The organization assists Moses Lake residents with transportation assistance such as bus passes.
Owner/Provider:	Serve-Moses-Lake (509-764-8276).
Communities Served:	Moses Lake.
Fares:	No fares are charged.

**5. Senior Centers**

Description:	Seniors Centers in Grant County provide occasional transportation for meals and community events.
Owner/Provider:	Ephrata Senior Center, Moses Lake Senior Center, Grand Coulee Senior Center
Communities Served:	Ephrata, Grand Coulee, Moses Lake, Soap Lake
Major Destinations of users:	Senior Center, monthly social events, and home.
Fares:	Ranges: no fares, \$15 donation, or event fees.

**6. Salvation Army of Moses Lake**

Description:	Provides a gas voucher to eligible individuals for transportation. Must show proof of appointment
Owner/Provider:	Salvation Army of Moses Lake (509-766-5875)
Communities Served:	Grant County
Major Destinations of users:	Medical appointments and court hearings
Fares:	No fares are charged.

***Taxis and Transportation Network Companies (TNC)***

**1. Pack’s Taxi and Delivery Service**

Description:	Taxi service available 24 hours a day Tuesdays through Saturdays and 7:00 a.m. to 9:30 p.m. Sundays and Mondays.
Owner/Provider:	Pack’s Taxi (509-762-1234)
Communities Served:	Moses Lake and surrounding area
Major Destinations of users:	As requested.
Fares:	\$2.75 Pick-up charge, \$2.75 per mile, \$8.00 minimum.

**2. Uber**

Description:	A technology platform that connects drivers and riders with a smartphone application.
Owner/Provider:	Uber
Communities Served:	Where drivers are available in Eastern Washington.
Major Destinations of users:	As requested.

Fares: varies

**3. Lyft**

Description: An on-demand transportation service. Riders use a Lyft mobile app to request a ride.

Owner/Provider:	Lyft
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	varies

**School District Transportation**

Grant County school districts provide transportation to the students they serve inside their district. They provide their own equipment, driver training, maintenance and operations. The state allocates funds for each school district based on the number of students needing transportation and the distance students must travel to school. This allocation does not cover all transportation expenses. Schools must prioritize their services, giving highest priority to transportation of students to and from schools during the regular school day, resulting in after-school activities receiving limited transportation. Special Education students receive transportation as part of their Individualized Education Program (IEP) and receive transportation within a one-mile radius.

<b>Table 35</b>				
<b>School District Transportation in Grant County</b>				
<b>Office of Superintendent of Public Transportation (OSPI)<sup>33</sup></b>				
<i>School District</i>	<i>OSPI Transportation Allocation</i>	<i>Students Using School Transportation</i>	<i>Student Trips</i>	<i>Reimbursement Per Trip</i>
Coulee-Hartline*	\$311,292.40	212	38,160	\$8.16
Ephrata*	\$1,579,768.14	1,551	279,180	\$5.66
Grand Coulee Dam*	\$483,095.36	505	90,900	\$5.31
Moses Lake	\$4,261,555.22	5,139	925,020	\$4.61
Quincy	\$1,636,627.09	1,276	229,680	\$7.13
Odessa*	\$333,300.35	104	18,720	\$17.80
Othello*	\$2,393,155.38	2,573	463,140	\$5.17
Royal City	\$1,038,519.17	1,117	201,060	\$5.17
Soap Lake	\$366,683.79	377	67,860	\$5.40
Wahluke	\$1,124,409.57	1,705	306,900	\$4.05
Warden*	\$400,678.20	347	62,460	\$6.41
Wilson Creek*	\$257,766.03	96	17,280	\$14.92
*School district information is shared with another county.				

<sup>33</sup> STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Operations Allocation Detail Report. OSPI: 2020-2021 School Year; and STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Student Detail Report. OSPI: 2020-2021 School Year

### ***Existing Technology***

In addition to the traditional transportation services, technology can aid in the planning and coordination of services. It also benefits both riders and operators by improving the efficiency of the transportation services offered through reduced wait time, streamlined eligibility processing, and improved communications between agencies and their drivers.

The QUADCO region has a regional Intelligent Transportation Systems (ITS) in the Interstate 90 corridor. This includes electronic signage and radio messages that inform drivers of roadway conditions, construction, and closures. Additionally, public transportation service providers in Grant County rely on various technology solutions to operate their fleet of vehicles. These technology solutions are described below:

***Grant Transit Authority:*** Grant Transit Authority (GTA) currently has radio communication with all buses and onboard video surveillance cameras. A new phone system was installed throughout the Multi Modal Center that allows for business to be conducted as usual when staff is working remote and allows for the ability to get last minute information and changes on their message line. GTA does not currently have any formal dispatching and scheduling software but does have an internal process in place that tracks passenger trips, vehicle miles, service hours, maintenance and fueling. The updated phone system allows for much better functionality and options to use for their DART scheduling and service. GTA currently has the funding available to procure dispatching and scheduling software, however, with the hopes of having this project completed before June 2023. This software program will include the availability of having MDTs on all buses to allow for better statistical information tracking. GTA does not currently have any formal dispatching and scheduling software but does have an internal process in place that tracks passenger trips, vehicle miles, service hours, maintenance and fueling. The updated phone system allows for much better functionality and options to use for their DART scheduling and service. GTA upgraded to RTA Maintenance Software for their maintenance department that allows for the use of tablets to complete pre-and post-trips on vehicles. GTA has a recently updated website for customers to receive rider alerts. The new website has more user-friendly schedules and route maps. They are also using Facebook to update the public on any last-minute changes that will affect service. They have made updates to the Multi Modal Transit Center. There is now a large screen TV and Raspberry Pi in the lobby. The large outdoor digital sign was updated to allow for immediate changes. A new surveillance system was installed at all facilities that allows for mobile access for management team when working remote of off-site.

***People For People:*** Each vehicle is equipped with Mobile Data Terminals that record each trip's origin and destination in the RouteMatch dispatch and scheduling software program. The program also uses a GPS tracking system that is used to locate vehicles as well as integrated with a cell phone application for riders called Route Shout. All vehicles are equipped with video cameras, radios, and emergency cell phones.

***Special Mobility Services:*** 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. Fleet Complete technology is used with mobile data units and cell phones for dispatching. The Fleet Complete technology provides real-time tracking of vehicle location, speed, and messaging.

## Existing Transportation Facilities

The transportation facilities in this county include three park and ride lots and one intermodal transit facility. Park and ride lots provide a convenient meeting point for people who have a long commute or don’t live near a transit route and want to take transit or meet their vanpool or carpool. These park and ride lots are not staffed by an attendant, but additional lighting and occasional police patrols increase their safety. The Grant Transit Authority’s (GTA) intermodal transit center is another important transportation facility in Grant County. This type of facility serves as a point to transfer onto a different transit route or other mode of transportation.

### *Park and Ride Lots*

**1. George Park and Ride**

Description:	Lot with 36 spaces on Interstate 90, Exit 149, at George MiniMart.
Owner/Provider:	WSDOT
Communities Served:	Grant County – George vicinity. Is a designated bus stop for several GTA routes.
Major Destinations of users:	Kittitas and Grant Counties
Fares:	No fares are charged.

**2. SR 17 and I-90 at Moses Lake Park and Ride**

Description:	Lot with 26 spaces at Interstate 90 and SR 17.
Owner/Provider:	WSDOT
Communities Served:	Grant County – Moses Lake vicinity. Is a designated bus for several GTA routes.
Major Destinations of users:	Tri-Cities area and Adams and Grant Counties
Fares:	No fares are charged.

**3. Randolph & SR 17 Park and Ride**

Description:	Lot with 10 spaces at Randolph Road NE and SR 17 intersection
Owner/Provider:	Port of Moses Lake
Communities Served:	Grant County – Moses Lake vicinity. Is a designated bus stop for several GTA routes.
Major Destinations of users:	Grant County
Fares:	No fares are charged.

### *Intermodal Transit Facilities*

**1. GTA Intermodal Transit Center**

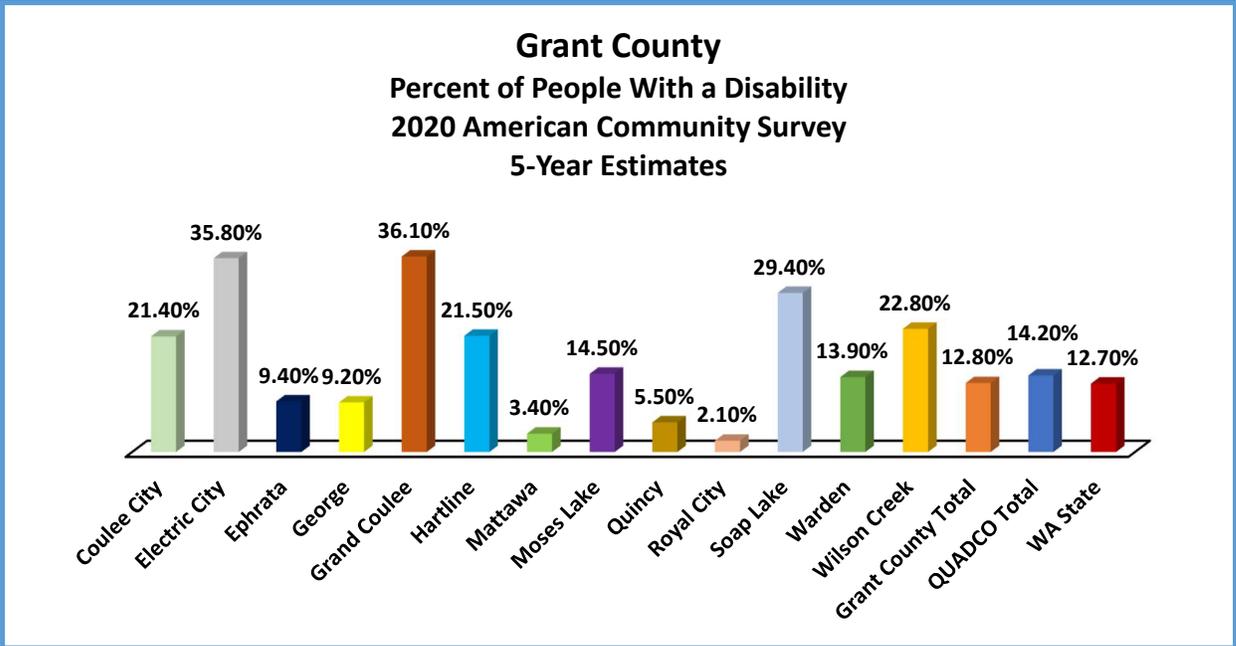
Description:	Located on 5 <sup>th</sup> Avenue, between Division and Ash Street in Moses Lake. Serves as main transfer/connecting hub for public transit routes and other modes of transportation.
Owner/Provider:	Grant Transit Authority (GTA)
Communities Served:	Grant County
Major Destinations of users:	Grant County
Fares:	No fares are charged.
Grant Award:	\$1,598,400 (RMG grant)
Funded By:	WSDOT Regional Mobility Grant.

### Population Characteristics with Alternative Transportation Needs

Grant County has a high percentage of persons with alternative needs that are also likely to have mobility challenges and need public transportation services. These persons with alternative transportation needs include individuals who have disabilities, youth (18 years and younger), older adults (65 years and older), veterans and individuals with lower incomes. The characteristics of these alternative needs groups in Grant County are described below.

#### Individuals Who Have Disabilities

Of those who resided in Grant County in 2020, an average of 12,297 individuals had disabilities. This equates to 12.8% of Grant County residents having a disability or about one out of eight persons. This percentage is slightly higher than the state average of 12.7%. The different cities and towns have varying degrees of individuals with disabilities. Grand Coulee has 36.1% of the population with individuals with disabilities and Electric City has 35.8%. In comparison only 2.1% of the residents of Royal City have a disability. The chart and table below show a comparison of how many individuals with a disability live in Washington State, Grant County, and cities and towns in Grant County.



<b>Table 36</b> <b>Grant County - Individuals Having a Disability<sup>34</sup></b>		
<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Coulee City	124	21.4%
Electric City	338	35.8%
Ephrata	746	9.4%
George	76	9.2%
Grand Coulee	446	36.1%
Hartline	39	21.5%
Mattawa	170	3.4%
Moses Lake	3,353	14.5%
Quincy	429	5.5%
Royal City	50	2.1%
Soap Lake	452	29.4%
Warden	385	13.9%
Wilson Creek	44	22.8%
Grant Countl	12,297	12.8%
QUADCO	22,872	14.2%
Washington State	941,827	12.7%

<sup>34</sup> DISABILITY STATUS. 2020: ACS 5-Year Estimate

### ***Youth – Persons Under 18 Years of Age***

On average, 28,520 youth, who were under 18 years of age, resided in Grant County in 2020. The population of youth made up 29.5% of the county’s total population.

<b>Table 37 Grant County Persons Under 18 Years of Age<sup>35</sup></b>		
<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Coulee City	154	26.6%
Electric City	152	16.1%
Ephrata	2,522	31.2%
George	314	38.2%
Grand Coulee	258	20.5%
Hartline	45	24.7%
Mattawa	1,795	35.6%
Moses Lake	6,838	29.2%
Quincy	3,125	40%
Royal City	851	35.7%
Soap Lake	309	19.7%
Warden	837	30.2%
Wilson Creek	32	16.6%
Grant County	28,520	29.5%
QUADCO	45,719	25.7%

The percentage of students that qualify for free or reduced lunches at schools in Grant County provides evidence of the amount of economically disadvantaged youth in this county. The percentage ranges from a high of over 96.7% in the Wahluke School District to a low of 63.3% in the Ephrata School District. Also, all of the school districts in Grant County have higher percentages than Washington State’s average of 47.6%. See the following table for data from school districts in Grant County.

<sup>35</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

**Table 38**  
**Grant County**  
**Youth - Persons 18 Years and Under**  
**Student Statistics<sup>36</sup>**

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2020-2021</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Ephrata	2,727	63.3%	13.8%	4.4%	14%	4.7%
Moses Lake	8,588	67.4%	14.9%	7.7%	15%	3.8%
Quincy	3,133	83.2%	14.3%	12.3%	39.6%	13.5%
Royal City	1,798	65.3%	14.3%	8%	42.5%	7.7%
Soap Lake	564	89.9%	19.7%	0%	16.5%	3.9%
Wahluke	2,566	>95.0%	12.6%	5.8%	49.8%	57%

Teen birth rate is another measure used to evaluate barriers for youth barriers Grant County. Grant County's teen birth rate is 24 out of one-thousand women ages 19 and under, which is higher than the State of Washington's teen birth of rate of 11.3 per one-thousand women 19 years of age and under.<sup>37</sup>

Youth and low-income youth represent a significant population that needs transportation resources. Transportation services are necessary for youth to maintain good health and quality of life. Some of the medical needs for Grant County youth include medical specialists, therapists, nutrition services, medical supplies, medical transportation and more accessible health and medical information. With Grant County having a high teen birth rate, transportation poses additional challenges for young parents. Young teen parents need to access social services, health care, and to transport children to childcare in order to complete their educational goals.

### ***Older Adults - Persons 65 Years and Over***

On average, 13,428 older adults, who were 65 years and over, resided in Grant County in 2020. The population of older adults made up 13.9% of the county's total population.

The table below shows the number of older adults, 65 years and over, living in some of the more populated Grant County communities. The percentage of older adults in these communities ranged from a high of 41.7% in Electric City to a low of 0.0% in Krupp.

<sup>36</sup> WASHINGTON STATE REPORT CARD. OSPI: 2020-2021 School Year (Dropout and Graduation Reports; Graduation and Dropout Statistics for Washington's Counties, Districts, and Schools)

<sup>37</sup> [waprepforhealthyyou.org/resources/interactive\\_map.html](http://waprepforhealthyyou.org/resources/interactive_map.html)

**Table 39**  
**Grant County**  
**Persons 65 Years and Over<sup>38</sup>**

<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Coulee City	150	25.9%
Electric City	394	41.7%
Ephrata	1,243	15.4%
George	39	4.7%
Grand Coulee	256	20.4%
Hartline	71	39%
Krupp	0	0%
Mattawa	110	2.2%
Moses Lake	3,506	15%
Quincy	573	7.3%
Royal City	67	2.8%
Soap Lake	468	29.8%
Warden	308	11.1%
Wilson Creek	52	26.9%
Grant County	13,428	13.9%
Washington State	1,160,604	15.4%

Persons 65 years and over, who live in Grant County, use community services to meet their basic needs. In Grant County, there are senior centers located in Coulee City, Ephrata, Grand Coulee, Mattawa, Moses Lake, Quincy, Royal City, Soap Lake, and Warden. These senior centers provide necessary services to prevent social isolation and unhealthy living and can provide medical information specific to the 65 years and over community.

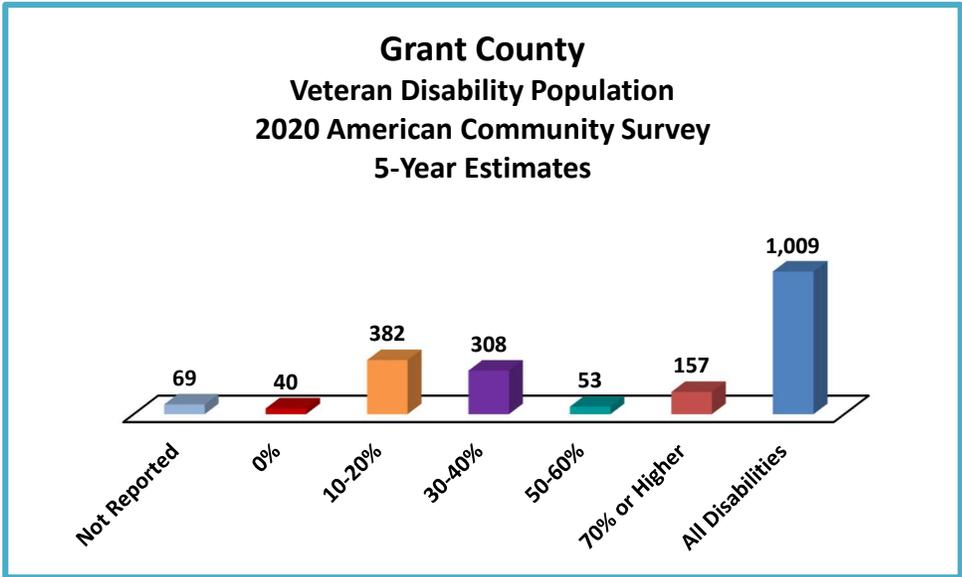
Transportation services in Grant County are designed to help transfer persons 65 years and over to and from social services, medical and health care services, meal programs, senior centers, shopping, and recreational activities and are available to persons with no other means of transportation. Being 65 years and over and living in a rural community can mean increased difficulty for daily living activities, such as those mentioned above.

<sup>38</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

**Veterans**

A high percentage of veterans return home with mental and/or physical ailments that can be a barrier to independence, such as access to transportation. There are approximately 5,852 veterans in Grant County and 1,009 of these veterans have a service-related disability, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.<sup>39</sup>

The chart below shows how many veterans experience different levels of a service-related disability. The 0% level means a disability exists but is not so disabling that it entitles the veteran to compensation payments. The 70% or higher means the veteran experiences a severe disability.



Of the total number of veterans in Grant County, 53.4% served either during World War II, Korean War or Vietnam era and are now elderly and are experiencing age related health issues. Veterans with service-related disabilities and older veterans are likely to need transportation to access veteran’s services.

<sup>39</sup> SERVICE-CONNECTED DISABILITY RATING STATUS; RATINGS FOR CIVILIAN VETERANS 18 YEARS AND OLDER. ACS: 5-Year Estimates  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

The estimated age of veterans in Grant County is shown in Table 40 below.

<b>Table 40 Grant County Veteran Population<sup>40</sup></b>		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	1,910	32.7%
55 to 64 years	816	13.9%
65 to 74 years	1,759	30.1%
75 years and older	1,367	23.4%
Total Veterans in Grant County	5,852	100%
Total Veterans in QUADCO	10,498	% of Grant Co. in QUADCO: 8.3%
<i>The total general population of Grant County is 96,648</i>		

Veterans seeking transportation assistance to access veteran’s services can receive help by contacting a Hospital Service Coordinator in Seattle, Tacoma, Walla Walla or Spokane, who works with Disabled American Veterans (DAV) to assist with transportation.

### ***Individuals With Lower Incomes***

Indicators of individuals with low income used in this plan include per capita income level, poverty level and residents receiving assistance for daily living activities. Grant County’s per capita income level estimate in 2020 was \$25,333.<sup>41</sup> This is significantly lower than Washington State’s average of \$40,837.

Out of all of Grant County’s residents, 14.5% are living below the poverty level, which equals about one out of six persons. Of those that are 16 years and over, 11.9% are living in poverty.<sup>42</sup> Of the 41,801 persons employed, 3,027 are still living below the poverty level. Table 40 above provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

<sup>40</sup> VETERAN STATUS. 2020: ACS 5-Year Estimates

<sup>41</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

<sup>42</sup> POVERTY STATUS IN THE LAST 12 MONTHS. 2020: ACS 5-Year Estimates

<b>Table 41</b> <b>Grant County</b> <b>Poverty Status of Civilian Labor Force</b> <b>16 Years and Over<sup>43</sup></b>			
<i>Employment Status Ages 16 years and over</i>	<i># Persons by Employment Status</i>	<i>Below Poverty Level</i>	<i>% of Total Population 16 Years and Over</i>
Employed	41,801	3,027	7.3%
Unemployed	2,555	698	27.3%
Total Persons 16 Years and Over in the Civilian Labor Force	70,801	8,414	11.9%
QUADCO TOTAL	133,126	27,142	16.6%

The number of Grant County residents that received assistance in 2021 included: 18,563 received basic food assistance, 1,253 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 422 receive a State Supplemental Payment (SSP).<sup>44</sup>

## Survey Results

The HSTP survey (Introduced in Chapter Three – QUADCO Region Summary), provided data on what transportation resources are being used currently and how transportation providers can better respond to the needs of individuals within their community. Two types of surveys were conducted, a stakeholder HSTP survey and a survey to users and the general public.

### **Stakeholder HSTP Survey Results**

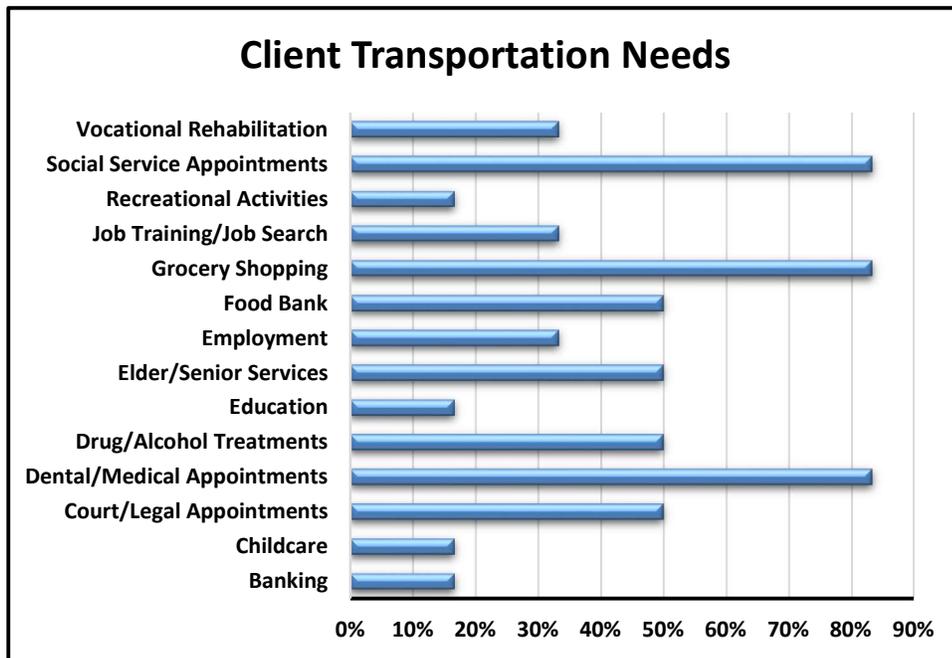
Six stakeholders, who are located in Grant County and provide services to persons with Alternative Transportation Needs, returned stakeholder HSTP surveys. They represented the following organizations:

- Adams County Sheriff’s Office
- City of Moses Lake
- Columbia Basin Health Association
- Family Services of Grant County
- OIC of Washington

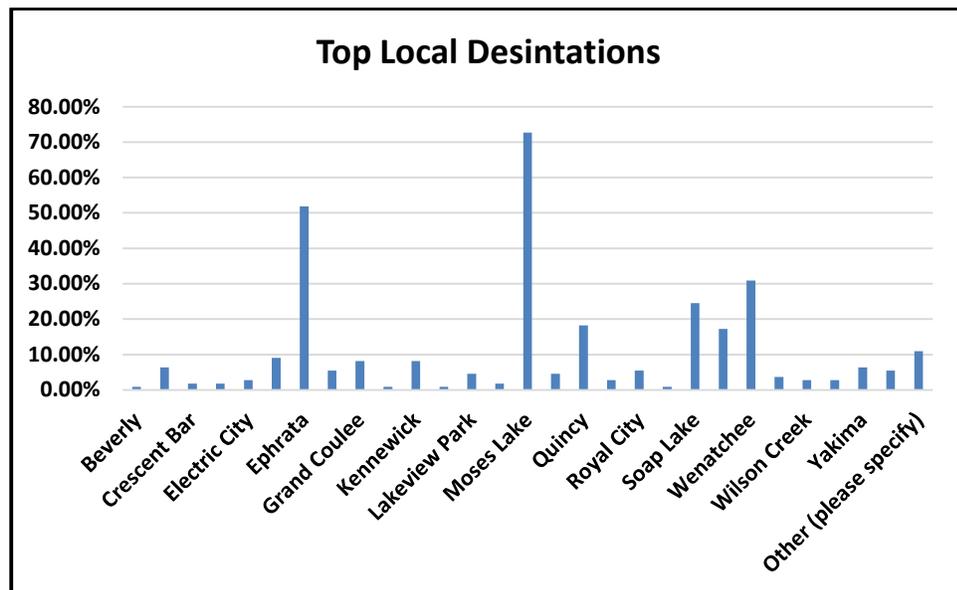
<sup>43</sup> POVERTY STATUS IN THE LAST 12 MONTHS. 2020: ACS 5-Year Estimates

<sup>44</sup> BRIEFING BOOK FOR STATE FISCAL YEAR 2021. Department of Social and Health Services (DSHS) Economic Services Administration (ESA)

The chart below shows that stakeholder HSTP survey respondents indicated their clients have the highest need for transportation to social service appointments, grocery shopping and dental/medical appointments.



As demonstrated by the below chart, individuals need access to Moses Lake and Ephrata by using transit services.



The stakeholders also indicated that the COVID-19 pandemic has changed how they perform their services. 40% indicated that they provide service differently and use video conferencing and telephone appointments. 60% of stakeholder respondents report that they now provide an

increased level of service that has increased their client’s need for transportation services. Chapter 9 provides further detail on the impact of the pandemic.

The full results from the HSTP surveys returned by stakeholders in Grant County are listed in Appendix C pages C-70 through C-86.

### ***User and General Public HSTP Survey Results***

110 persons from Grant County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 67 (60.9%) were ages eighteen through fifty-nine, 39 (35.5%) were sixty years or older, and four (3.6%) were seventeen years and younger.

#### Top 7 types of Destinations

- |                                       |                                  |
|---------------------------------------|----------------------------------|
| 1. Shopping/Daily Activities (52.73%) | 5. DSHS/Social Services (23.64%) |
| 2. Medical/Dental (51.82%)            | 6. Food Bank (23.64%)            |
| 3. Work (30.00%)                      | 7. Pharmacy (23.64%)             |
| 4. Family and Friends (27.27%)        |                                  |

#### Days of the week respondents generally need transportation:

- |                       |                      |
|-----------------------|----------------------|
| 1. Wednesday (81.13%) | 5. Thursday (74.53%) |
| 2. Friday (78.30%)    | 6. Saturday (48.11%) |
| 3. Monday (77.36%)    | 7. Sunday (45.28%)   |
| 4. Tuesday (77.36%)   |                      |

#### Most Frequent Time of the day respondents need transportation:

- |                                 |                                 |
|---------------------------------|---------------------------------|
| 1. 10:00 Am to 3:00 pm (50.94%) | 4. 3:00 pm to 5:00 pm (39.62%)  |
| 2. 8:00 am to 10:00 am (46.23%) | 5. Before 8:00 am (39.62%)      |
| 3. 5:00 pm to 7:00 pm (44.34%)  | 6. 7:00 pm to 10:00 pm (24.53%) |

#### Top 5 transportation resources used by respondents:

- |  |  |
|--|--|
| 1. Grant Transit Authority (52.83%)    | 4. People For People Connectors (25.47%) |
| 2. Walk (42.45%)                       | 5. My or Borrowed Vehicle (22.64%)       |
| 3. Family, Friends, Volunteer (40.57%) |  |

#### Top 5 Reasons respondents need transportation:

- |   |   |
|---|---|
| 1. I don’t have a car (51.82%)              | 4. I have a disability (30.00%)                 |
| 2. I prefer public transportation (40%)     | 5. I am unable to walk, bike, or drive (22.73%) |
| 3. I don’t have a driver’s license (33.64%) |   |

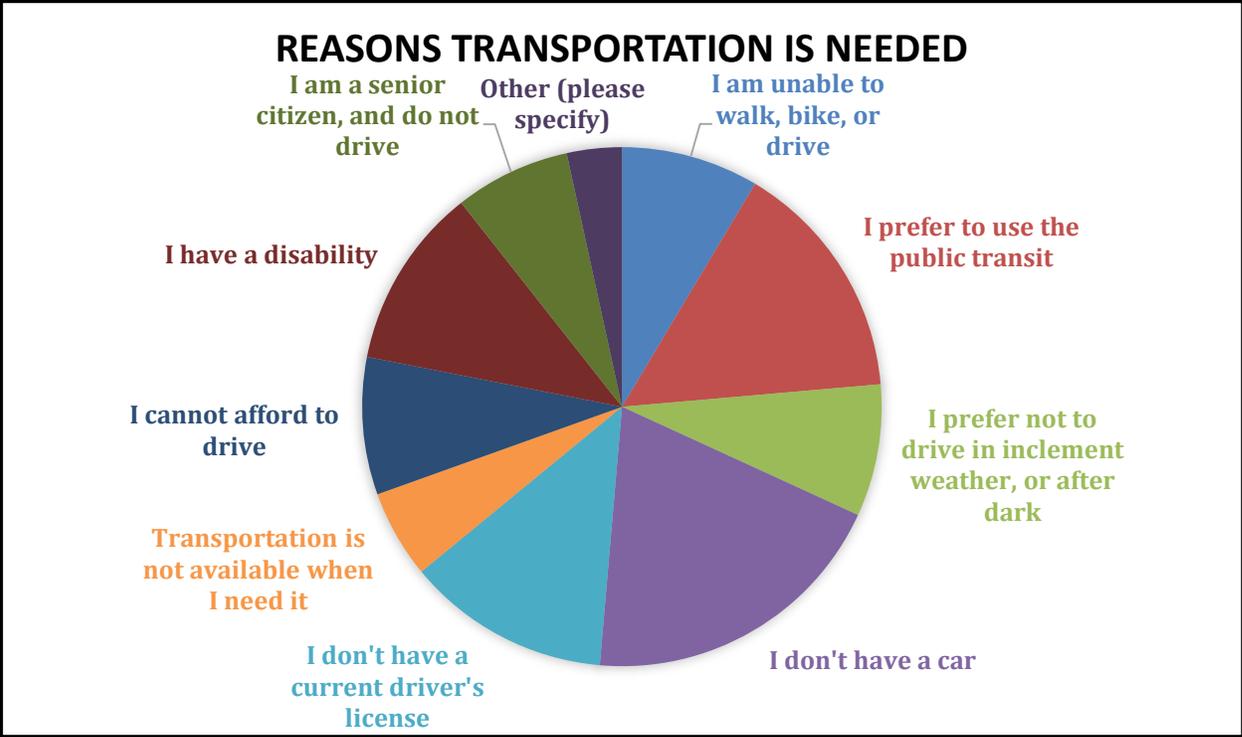
#### How Frequent respondent uses current transportation services:

- |   |                                     |
|---|-------------------------------------|
| 1. Always (5-7 days/week) (52.83%)        | 4. Never (9.43%)                    |
| 2. Frequently (1-4 days/week) (22.64%)    | 5. Limited (1-11 days/year) (1.89%) |
| 3. Occasionally (1-3 days/month) (13.21%) |                                     |

Overall, respondents were satisfied and indicated appreciation for their mobility options through Grant Transit Authority and People For People. The majority of the respondents, 78.2%, felt that current transportation services available meet their needs and the needs of the community.

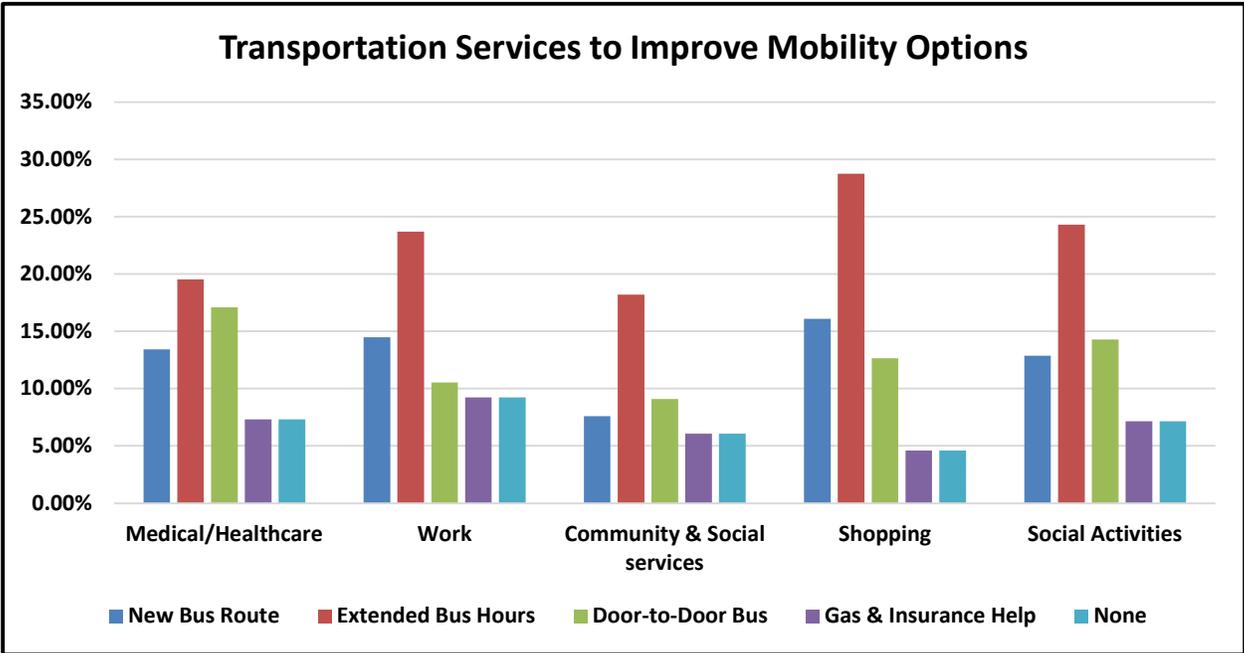
As we looked at the gaps in transportation services, it was noted that respondents requested extended hours of service with weekend, early morning, and evening service. In addition, they requested more frequent service, so they don't have to wait one-hour for the next bus. Viewing the gaps in services by groups such as seniors, those individuals with disabilities, and individuals with low income, we found that 50% of the seniors surveyed stated the need for weekend transportation as their top gap in service. Of those individuals with lower income, 67% stated their largest gap in service was the need for longer hours to transport them to needed work related activities.

The following pie chart demonstrates why respondents need access to transportation services.



There are two main reasons respondents need access to transportation services. They do not own cars, or they do not have a driver's license. This is in line with the stakeholder survey responses. They also indicated that their clients did not own cars or did not have current driver's licenses.

The following graph indicates the types of service respondents felt would improve their mobility options.



Respondents indicated that the best way to improve their access to healthcare, work, social services, shopping and social activities is to extend service hours. The categories are then split between new bus routes or door-to-door service.

The full results from the HSTP surveys returned from individuals in Grant County are listed in Appendix C pages C-87 through C-134.

## Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with alternative transportation needs, are summarized below. The origins and destinations were identified by stakeholders at Stakeholder Meets and public forums/open houses as well as through HSTP survey responses and from members of the 4-County Team, maps, and census data.

### ***Common Origins***

The common origins/residences of people who have alternative transportation needs are scattered throughout Grant County. Individuals with alternative transportation needs live in different types of residential areas ranging from urban centers to remote rural areas. The urban centers of Moses Lake, Ephrata, Quincy, and Mattawa have 45% of the total county population. The smaller towns and cities have 9.79% of the county's population. The remaining unincorporated areas, including the remote rural areas, have 45.3% of the county's population. The housing type found in Grant County is a mix of single-family and multi-family, including senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living and nursing homes.

Approximately 12.8% of Grant County's residents have disabilities, ranging from 2.1% in Royal City to 36.1% in Grand Coulee. Grant County's per capita income level was \$25,333, considerably lower than the State's average of \$40,837. 29.5% of Grant County are under 18 years of age. The county's youth population ranges from 16.1% in Electric City to 40.0% in Quincy. Approximately 13.9% of the total population in Grant County are 65 years and older, ranging from 0.0% in Krupp to 41.7% in Electric City.

### ***Common Destinations***

The common destinations made by individuals who have alternative transportation needs and reside in Grant County are to the following types of places:

1. ***Dental and Medical Providers***: Dental and medical facilities are top destinations according to 83% of the stakeholder respondents and 52% of the general survey respondents. 70% of seniors, 56% of persons with low incomes, 69% of persons with disabilities and 30% of persons with other special transportation needs identified this as a needed destination. Persons with special needs require transportation to doctor appointments, dialysis, dental, cancer treatment and health specialists located both within Grant County and in larger urban centers outside of the county including Wenatchee, Spokane, Tri-Cities and Seattle.
2. ***Social Service Providers***: Social service providers are a common destination for individuals with alternative transportation needs in Grant County according to 83% of the stakeholder respondents and 24% of the general survey respondents. 35% of seniors, 40% of persons with low incomes, 34% of persons with disabilities and 10% of persons with other special transportation needs identified this as a needed destination. Individuals frequently need transportation services to access agencies such as the Department of Social and Health Services (DSHS), chemical dependency treatment centers, food banks, senior nutrition sites,

childcare and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP). The following Table 42 shows the distance residents in Grant County typically have to travel to reach vital social services, healthcare, education, and workforce services.

<p style="text-align: center;"><b>Table 42</b>  <b>Distance in Miles to</b>  <b>Common Social Service Providers</b></p>										
<i>City</i>	<i>DSHS</i>	<i>WorkSource</i>	<i>Community Action Agency</i>	<i>Hospital</i>	<i>Social Security Office</i>	<i>Senior Center</i>	<i>Courthouse/District Court</i>	<i>Food Banks</i>	<i>College/Technical</i>	<i>Libraries</i>
Ephrata	19	19	19	0	37	0	0	0	14	0
Mattawa	57	57	57	40	61	0	50	0	57	0
Moses Lake	0	0	0	0	68	0	0	0	0	0
Quincy	37	37	37	0	31	0	18	0	37	0
Royal City	32	32	32	32	64	0	32	0	32	0
Soap Lake	23	23	23	6	55	0	6	0	23	0

- Employment Centers:** Individuals with alternative transportation needs often have difficulty reaching their worksites or accessing organization that provide job training and job searching. Reliable transportation is vital to helping them get employed and stay employed. Approximately 33% of the stakeholder respondents indicated persons with alternative needs need transportation to employment and 33% said job training and job searching is an important destination for residents in Grant County. The general survey respondents identified that 30% needed transportation for employment and 12% needed transportation for training an education. 20% of seniors, 20% of persons with low incomes, 13% of persons with disabilities and 40% of persons with other special transportation needs identified this as a needed destination. Employment centers with the highest number of employees in Grant County are shown in Table 43 below.

**Table 43**  
**Grant County**  
**2021 Top Ten Employers<sup>45</sup>**

<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees (FTE's)</i>
Moses Lake	Moses Lake School District #161	1,113
Moses Lake	Genie Industries, Inc.	880
Moses Lake	Big Bend Community College	693
Mattawa	Stemilt	660
Quincy	Quincy Valley Medical Center	550
Moses Lake	Samaritan Healthcare	454
Grand Coulee	US Reclamation Bureau	440
Moses Lake	REC Silicone	440
Quincy	Quincy Foods LLC	400
Ephrata	Ephrata School District	350

The number of workers commuting between Grant County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. Table 44 below shows the number of workers traveling between counties in Washington State for employment.

**Table 44<sup>46</sup>**  
**Grant County Work Force Destinations by County**

<i>Destination of Workers FROM Grant County TO:</i>	<i>Workers Commuting Destinations</i>	
	<i>No. of Workers</i>	<i>% Workers</i>
Within Grant County	35,142	93.7%
Adams County	789	2.10%
Benton/Franklin/Walla Walla counties	239	0.6%
Spokane/Whitman counties	132	0.3%
Lincoln County	39	0.10%
Chelan/Douglas County	452	1.20%
King/Western WA	274	0.7%
Okanogan County	224	0.6%
Kittitas County	89	0.2%
Yakima County	97	0.2%
QUADCO (within the 4-county region)	36,059	96.2%
TOTAL	37,477	100.0%

<sup>45</sup> A to Z Databases, Yakima Valley Libraries, <https://www.yvl.org/e-resources-a-z/>, accessed September 10, 2022

<sup>46</sup> RESIDENCE COUNTY TO WORKPLACE COUNTY COMMUNITY FLOWS FOR THE UNITED STATES AND PUERTO RICO. ACS: 2011-2015  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

4. **Pharmacy**: According to 24% of general survey respondents, they need to pick up prescriptions from their pharmacies. 45% of seniors, 28% of persons with low incomes, and 47% of persons with disabilities identified this as a needed destination. Other persons with alternative transportation needs did not identify this as a destination. During the pandemic, many providers of alternative needs transportations were able to pick up and deliver prescriptions as opposed to picking up individuals and transporting them to the pharmacy. This was because grantors allowed for the change in service.
5. **Elderly/Senior Service Centers**: Services for the elderly are top destinations according to 50% of the stakeholder respondents. 25% of seniors, 12% of persons with low incomes, 13% of persons with disabilities and 20% of persons with other special transportation needs identified this as a needed destination. There are senior service centers in Coulee City, Ephrata, Grand Coulee, Mattawa, Moses Lake, Quincy, Royal City, Soap Lake, and Warden that provide activities for seniors to meet, socialize, and some have opened up meal service.
6. **Daily Living Activity Centers**: Transportation to daily living activities includes visits to family or friends, grocery shopping, banking, legal services, post office and courts appointments. Of the stakeholder survey responses, 83% indicated that grocery shopping is a top destination and 50% indicated food banks are important destinations. Of the general public survey responses, 27% indicated visits to family and friends as a top destination, and 53% indicated shopping and daily activities are top destinations. Senior identified the following daily activity destinations; 5% childcare, 35% church and religious services, 30% community events, 15% counseling and behavioral health care, 15% court and legal appointments, 35% visit family and friends, 35% food banks, 20% nutrition and meal programs, 40% physical therapy, 25% recreational, and 60% shopping and other daily activities. Individuals with low incomes identified the following destinations: 24% church and religious services, 28% community events, 28% counseling and behavioral health appointments, 8% court and legal appointments, 40% visit family and friends, 28% food banks, 8% nutrition and meal programs, 20% physical therapy, 28% recreational, and 64% shopping and other daily activities. Individuals with disabilities identified the following destinations: 22% church and religious services, 31% community events, 28% counseling and behavioral health appointments, 13% court and legal appointments, 31% visits to family and friends, 44% food banks, 9% nutrition and meal programs, 31% physical therapy, 31% recreational, and 63% shopping and daily activities. Other individuals with alternative transportation needs identified the following destinations: 30% community events, 20% visit family and friends, 10% food banks, 10% physical therapy, 20% recreational, and 20% shopping and other daily activities. Grant County's major urban areas provide many options for grocery shopping and individuals typically travel to Moses Lake, Ephrata, Quincy, Othello, and Mattawa to shop. They also travel to larger regional shopping centers including Wenatchee, Spokane, and the Tri-Cities.
7. **Education**: Transportation access to education is important for persons with alternative transportation needs. Education destinations range from post-secondary schools who provide after-school education programs to college classes. 57% of the stakeholder surveys identified

education is a needed transportation service. 12% of general public survey respondents need transportation services to access education and training. 10% of seniors, 20% of persons with low incomes, 9% of persons with disabilities and 20% of persons with other special transportation needs identified this as a needed destination. College destinations include Big Bend Community College, Wenatchee Valley College, and Central Washington University. Other education programs in Grant County include vocational skills training and GED training. After-school and summer programs are important destinations for sports and other youth services such as the Boys & Girls Club.

## Transportation Challenges and Gaps

Transportation challenges, such as unmet needs and gaps in services, were identified by stakeholders at the Grant County Mobility Summits, by stakeholder HSTP survey responses, by general public survey responses, public forums, and members of the 4-County Team. The challenges and strategies identified included:

### 1. *Informational Materials and Advertising*

**Transportation Challenge:** There is a lack of awareness regarding transportation services for Grant County residents. The community has a perception that only those who can't transport themselves use public transit. Community members do not know what transit options are available and how to use them.

### 2. *Access to Underserved Rural Areas*

**Transportation Challenge:** There are rural parts of Grant County that are not served by a Grant Transit Authority (GTA) fixed route. Families cannot continue to live in these rural areas without transportation support to provide them access to medical appointments and daily living activities. Stakeholders in the Stakeholder Meetings believe there is a lack of transportation options as well as a lack of routes. Mattawa has limited service and there is a need for additional service from Ephrata to Coulee City.

### 3. *Route and Hour Expansion*

**Transportation Challenge:** Current transit riders struggle with the time schedule for transit that does not seem to work for everyone. Individuals with low income identified that their working shifts start before or end after the hours that transit service operates. This is especially hard on the weekends where there is no transit service. When GTA changes its schedule, it causes problems for persons who rely on the service. There is also a need for additional fixed routes, especially into rural areas. There is a need for additional GTA bus stops, more routes and more frequent service. Head Start needs transportation for children to attend classes. Seniors, individuals with disabilities, and individuals with other alternative transportation needs identified needing service on the weekends to attend church. Some individuals require two routes to get to their destinations, but they do not run early enough for them to use both.

#### **4. Streamline Demand Response Services**

**Transportation Challenge:** The required two-day advanced notification needed for dial-a-ride service is an issue. An individual had car issues and had to take time off from work from two days until they were able to get transportation. There is a need for streamlining of services to ensure scheduling of last-minute appointments.

#### **5. Driver Shortage**

**Transportation Challenge:** There are several factors contributing to the driver shortage. Factors relating to COVID-19 are discussed in Chapter 9. There is a need for skilled drivers and overall, there is a labor shortage.

### **Transportation Strategies to Address Challenges and Gaps**

Transportation strategies to address challenges and gaps were identified by stakeholders at the Grant County Mobility Summits, by stakeholder HSTP survey responses, by general public survey responses, public forums, and members of the 4-County Team. The challenges and strategies identified included:

#### **1. Informational Materials and Advertising**

**Strategies to Address Challenge:** Provide more information for existing services to increase community awareness. Shift the public perception of who uses public transit as a valuable option instead of driving. Utilize the mobility coordinator to improve partnerships among community service providers. Utilize existing partnerships to inform individuals on what transportation is available and how to use it. Partner with OIC’s Financial Literacy program to assist in disseminating information. Introduce children to transportation at an early age. This could be done through a scavenger hunt for youth that would require the use of public transit. Participating businesses could provide an ice cream cone to those youth that make it to a stop. Continue the efforts of the Mobility Manager to increase partnerships among community service providers. Advertise 2-1-1 as a transportation resource. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

#### **2. Access to Underserved Rural Areas**

**Strategies to Address Challenge:** Add additional routes that serve the identified gaps. Two examples of where service is needed is in Mattawa as well as service from Ephrata to Coulee City. Publicize the new services. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication.

### **3. Route and Hour Expansion**

**Strategies to Address Challenge:** Individuals with low income, individuals with disabilities, and individuals with other alternative transportation needs requested service expansion to include operations in the early morning, evening, and weekends. Increase the frequency of GTA service. Increase tax rate for GTA in order to increase service. Coordinate service for Head Start students. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication.

### **4. Streamline Demand Response Services**

**Strategies to Address Challenge:** Allow for reservations on same day due to availability.

### **5. Driver Shortage**

**Strategies to Address Challenge:** Hire additional drivers.

# Chapter Six – Kittitas County

## Physical Description

Kittitas County is a rural county that lies in the western portion of QUADCO, directly west of the other three counties: Grant, Adams, and Lincoln. It is 2,297 square miles in size – 8<sup>th</sup> in size among all 39 Washington counties. Kittitas County’s land area is 24.9% of QUADCO’s total land area.



The western part of this county begins in the Cascade Range, and ranges from high elevations in the west to low foothills in the east. Over two-thirds of Kittitas County’s terrain is mountainous and hilly, with forest environments. The lower elevated lands are used for livestock and farming. The major transportation facilities include Interstate 90 and U.S. 28 and BNSF Railway.

## Demographics

### *Number of Residents*

Kittitas County has a total of 45,225 residents, approximately 25.8% of QUADCO’s total population. Of this total, 24,695 persons 54.6% live in incorporated areas and 20,530 persons 45.3% live in unincorporated areas.

Over 79% of County’s residents who live in incorporated areas reside in Ellensburg (19,530 persons), the County seat and home of Central Washington University. Cle Elum has the second highest population of 2,210 residents. The remaining cities and towns in Kittitas County are Kittitas, Roslyn, and South Cle Elum, and they have a total of 2,955 residents.

<i>Location</i>	<i>Total</i>
Cle Elum	2,210
Ellensburg	19,530
Kittitas	1,440
Roslyn	955
South Cle Elum	560
Incorporated Areas	24,695
Unincorporated Areas	20,530
<b>Kittitas County</b>	<b>45,225</b>
<b>% of QUADCO</b>	<b>25.8%</b>

<sup>47</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

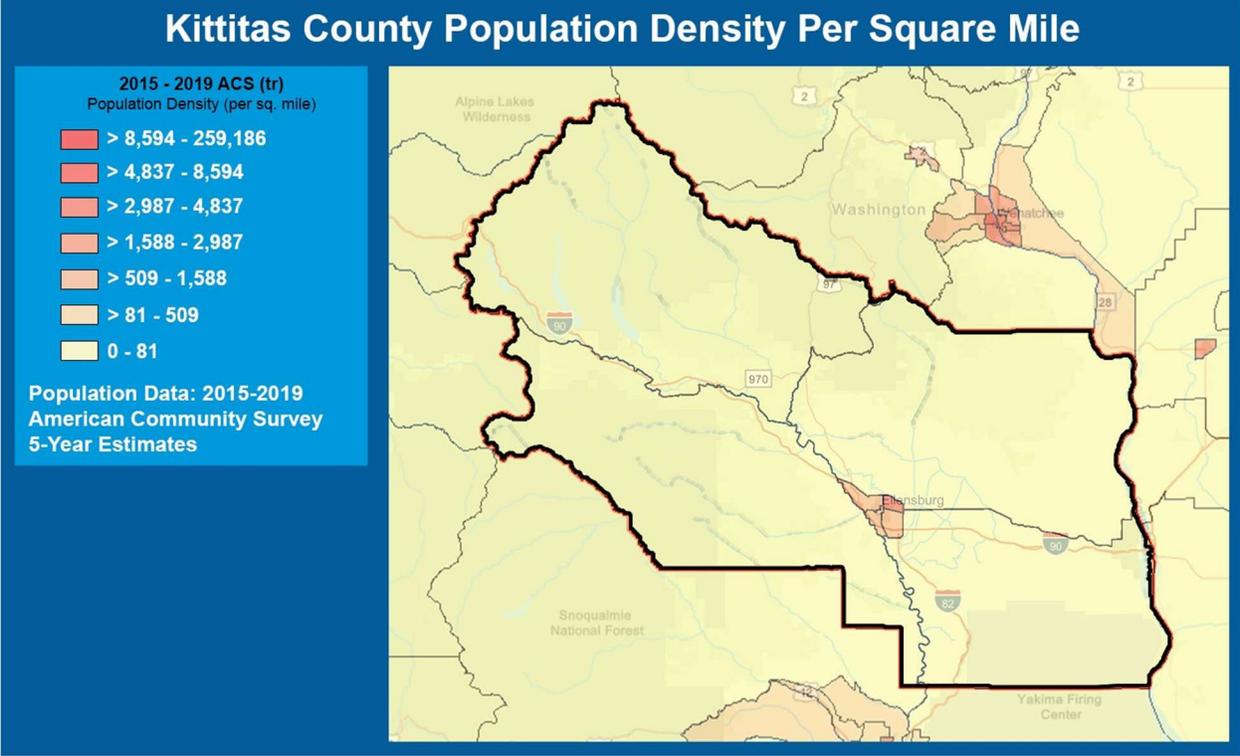
**Population Density**

Kittitas County has a low population density with 19.7 people per square mile. Kittitas County’s low density is the result of having a large amount of land area (2,297 square miles) combined with a low population (45,225).

This population density is the second lowest of the four counties in QUADCO and considerably lower than Washington State’s average population density of 117 people per square mile. Additionally, 45.3% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

**Table 46  
Kittitas County  
2021 Population Density by Land Area<sup>48</sup>**

Location	2021 Population	Total Area in Square Miles	Population Density
Kittitas County	45,225	2,297	19.7
QUADCO	174,949	9,213	19
Washington State	7,766,975	66,451	116.87



<sup>48</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### **Financial Profile**

Kittitas County’s economy is split between agriculture and education and health services. Kittitas County is internationally known for growing and exporting hay through several exporting companies including Anderson Hay & Grain. Along with other fruit and row crops, beef production is one of the principal agricultural enterprises in Kittitas County.

Central Washington University is the largest employer in Kittitas County. Another large employer in the upper county is Suncadia, a destination resort. Other major employers include Kittitas Valley Healthcare, Shoemaker Manufacturing, Twin City Foods, school districts, and local government.

23,138 persons, sixteen years and older, worked in Kittitas County during 2020. 26.7% were in the education, health, and social services field. 12.3% were in the wholesale and retail trade field. More details on the number of employees working in different employment sectors are indicated in the table below.

<b>Table 47 Kittitas County 2020 Employment (16 Years &amp; Older) by Type of Industry<sup>49</sup></b>								
<i>Location</i>	<i>Type of Industry Employees 16 Years &amp; Older Worked For (shown by %)</i>							<i>Total Employees 16 Years &amp; Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale &amp; Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Kittitas County	956 (4.71%)	1,736 (7.5%)	1,020 (4.34%)	2,849 (12.3%)	943 (4.1%)	6,169 (26.7%)	9,465 (41.9%)	23,138
QUADCO	13,524 (18.4%)	4,670 (7.0%)	7,292 (7.7%)	8,172 (10.9%)	4,127 (5.65%)	17,234 (22.58%)	22,130 (27.5%)	77,149
Washington State	2.5%	7%	9.5%	14.3%	5.5%	21.6%	39.6%	3,660,034

The per capita income in Kittitas County was \$32,120, compared to \$40,837 for Washington State. 16.7% of the population live below the poverty level, including 13.7% of those under age 18 and 6.3% of those 65 years of age or older.

<sup>49</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

**Table 48**  
**Kittitas County**  
**2020 Economic Characteristics<sup>50</sup>**

Location	Per Capita Income	% People Below Poverty Level in Past 12 Months		
		Under 18 Years	65 Years & Older	All People
Kittitas County	\$32,120	13.7%	6.3%	16.7%
Washington State	\$40,837	12.6%	7.5%	10.2%

## Existing Transportation Services

The “family of transportation services” can be a mix of traditional and nontraditional services. Traditional services are fixed-route, route-deviated, demand response, non-emergency medical transportation, intercity bus, taxis, vanpools, and school buses. Nontraditional services are typically provided by a social service provider who provides some level of transportation to their clients. A detailed description of each of these different types of transportation services available in Kittitas County is provided below.

### ***Fixed Route and Paratransit Services***

#### **1. Central Transit**

Service Type:	Fixed Route.
Service Provider:	HopeSource contractor for City of Ellensburg. Website: <a href="http://www.centraltransit.org">www.centraltransit.org</a>
Communities Served:	City of Ellensburg
Frequency of Service:	Weekday and weekend service from 7:00 AM to 8:00 PM
Major Destinations:	Central Transit is a public transit service with 5 routes with 79 bus stops serving the public within the city limits of Ellensburg. Passengers ride Central Transit to access employment, education, shopping, healthcare, recreation, and other essential services.
Other Service Connections:	Central Transit connects with the Yakima-Ellensburg Commuter, FlixBus, Greyhound, Travel Washington Apple Line, the Bellair Airporter Shuttle, the Kittitas County Connector, and connections to several pedestrian and biking trails.
Fares:	Fare free.
Funded By:	0.2% sales tax in the City of Ellensburg, CWU student fees, and WSDOT Consolidated Grant.
Consol. Grant Award:	Sustaining: \$360,406. Expansion: \$464,529.

<sup>50</sup> POVERTY LEVEL IN THE LAST 12 MONTHS; SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

2021 Annual Hours/Miles/Trips: 21,305 hours/238,276 miles/61,082 trips

## 2. Central Transit ADA Paratransit

Service Type:	Door to Door ADA Paratransit Service.
Service Provider:	HopeSource is the ADA Paratransit contractor for the City of Ellensburg. Website: <a href="http://www.centraltransit.org">www.centraltransit.org</a>
Communities Served:	City of Ellensburg
Frequency of Service:	Service by appointment weekday and weekend from 7:00 AM to 8:00 PM.
Major Destinations:	By appointment passengers access health care, social services, recreation, education, work, and other essential services within the $\frac{3}{4}$ mile corridor of the fixed route service area.
Fares:	Fare free.
Funded By:	0.2% sales tax in the City of Ellensburg, and WSDOT Special Need Formula Funds Distribution.
2021-2023 Consol. Grant Award:	Grant award amount \$535,029
2021 Annual Hours/Miles/Trips:	307 hours/1,450 miles/338 trips

## 3. NEMT Cabulance Service

Service Type:	Door to Door NEMT Cabulance Service
Service Provider:	HopeSource is the NEMT Cabulance contractor for the City of Ellensburg. Website: <a href="http://www.centraltransit.org">www.centraltransit.org</a>
Communities Served:	City of Ellensburg
Frequency of Service:	Service is provided 24-7
Major Destinations:	To and from approved medical facilities
Fares:	Fare free
Funded By:	0.2% sales tax in the City of Ellensburg.
2021-2023 Consol. Grant Award:	Grant award amount \$535,029
2021 Annual Hours/Miles/Trips:	236 hours/227 miles/126 trips

## 4. HopeSource Transportation-Dial-A-Ride

Service Type:	Demand Response Transportation – by reservation at least 24 hours in advance.
Service Provider:	HopeSource, website: <a href="http://www.hopesource.us">www.hopesource.us</a>

Communities Served:	Kittitas County.
Frequency of Service:	Reservation at least 24 hours in advance.
Major Destinations:	Dial-A-Ride is a Demand Response service , door to door transportation services supporting the special needs, aging, low income and non-English speaking population of Upper and Lower Kittitas County for medical, shopping, activities and employment.
Fares:	No fares are charged.
Funded By:	WSDOT Consolidated Grant.
2021-2023 Grant Award:	grant award amount \$1,4436,665
2021 Annual Hours/Miles/Trips:	4,820 hours/96,567 Miles/ 7,742 Passengers

### 5. Yakima-Ellensburg Commuter Route

Service Type:	Fixed-Route.
Service Provider:	Yakima Transit, website: <a href="http://www.yakimatransit.org">www.yakimatransit.org</a>
Communities Served:	Connects Ellensburg and Yakima with 8 bus stops.
Frequency of Service:	7 southbound runs from Ellensburg to Yakima and 7 northbound runs from Yakima to Ellensburg.
Major Destinations:	Central Washington University and Yakima Community College.
Other Service Connections:	Ellensburg riders can transfer in Yakima to Yakima Transit routes for access to places throughout the city. Yakima riders can transfer in Ellensburg to Central Transit routes to access education and employment throughout the city.
Fares:	Boarding fares are \$5.00 for a one-way trip and \$150.00 for a monthly pass.
Funded By:	WSDOT Consolidated Grant.
WSDOT Grant Awarded:	Sustaining: \$435,811. Expansion: \$41,252.
2021 Annual Hours/Miles/Trips:	4,315 hours/137,661 miles/9,281 trips

### 6. Medicaid Transportation

Service Type:	Non-Emergency Medical Transportation (Broker) for Medicaid eligible clients – by reservation. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation: Bus fare, gas voucher, mileage reimbursement, or transportation service provider (bus, train, air).
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Kittitas, Benton, Chelan, Douglas, Columbia, Franklin, Okanogan, Walla Walla, and Yakima Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

### 7. Greyhound Network

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Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: <a href="http://www.locations.greyhound.com">www.locations.greyhound.com</a>
Communities Served:	The bus stops in Kittitas County at Ellensburg, in Grant County at George and Moses Lake, and in Adams County stop at Ritzville.
Arrivals:	Buses arriving in Ellensburg: 2 from Yakima, 4 from Seattle, and 2 from Spokane.
Departures:	Buses departing Ellensburg: 4 going to Seattle, 2 going to Yakima, and 2 going to Spokane.
Major Destinations:	Connects Ellensburg riders to major cities throughout the United States.
Fares:	Vary according to destination, day of week, and level of service.
Funded By:	Rider fares, private company.

### 8. Apple Line Bus

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways by contract with WSDOT, website: <a href="http://www.appleline.us">www.appleline.us</a>
Communities Served:	The bus stops in Grant County are Quincy and George and Kittitas County stop in Ellensburg.
Frequency of Service:	1 southbound bus and 1 northbound bus each weekday.
Major Destinations:	Connects Ellensburg, George, and Quincy riders with Wenatchee and cities northward in the US 97 corridor to Omak.
Fares:	Vary according to destination and rider. Example of a fare is \$26 per person from Ellensburg to Wenatchee.
Funded By:	Private company on contract with WSDOT. 50% support by Federal Transit Administration and Greyhound Bus Lines provides local matching funds for remaining amount.

### 9. Airporter Shuttle

Service Type:	Airport Shuttle Service
Service Provider:	Bellair Charters & Airporter, website: <a href="http://www.airporter.com">www.airporter.com</a>
Communities Served:	The bus stops in Central Washington at Yakima, Ellensburg, Cle Elum, North Bend, and Sea-Tac Airport in King County.
Frequency of Service:	5 westbound runs and 5 eastbound runs each weekday.
Major Destinations:	Seattle-Tacoma International Airport is the major destination.
Fares:	Vary according to distance of stop from airport. Example of a fare is \$45 per person from Ellensburg to Sea-Tac.
Funded By:	Private company funded by passenger fares.

### 10. Kittitas County Connector Bus Service

Service Type:	Kittitas County Connector Commuter Bus Service is a (route-deviated) public transit commuter service connecting the communities of Kittitas County.
Service Provider:	HopeSource, website: <a href="http://www.hopesource.us">www.hopesource.us</a>
Communities Served:	Kittitas County
Frequency of Service:	Daily connecting Upper and Lower Kittitas County
Major Destinations:	Ellensburg, Cle Elum, Roslyn & Ronald
Fares:	No fares are charged.
Funded By:	WSDOT Consolidated Grant. - FTA 5311 CRRSAA
2021-2023 Grant Award:	Grant award amount \$677,286
2021 Annual Hours/Miles/Trips:	4,820 hours/96,567 Miles/ 7,742 Trips

## ***Ridesharing and Vanpools***

### **1. Grant Transit Authority Vanpool Program**

Description:	Vanpools can be formed for groups of 5-12 riders who share the same daily commute either originating in Grant County or coming into Grant County for work.
Owner/Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Grant County, Hanford, Ellensburg (Kittitas County) and Wenatchee
Major Destinations of users:	Mattawa School District
Fares:	<b>Grant Transit Authority Vanpool Program</b> determined by computing a monthly mileage rate with additional fixed monthly costs associated with operating the van for the month. This total monthly fee is then divided equally and paid by the members of the vanpool group.
2021 Annual Hours/Miles/Trips	881 hours/52,687 miles/7,160 trips

## ***Veterans Transportation Programs***

### **1. VA Transportation to Medical Centers**

Description:	Veterans can be transported to the five VA facilities in Washington or surrounding community-based outpatient clinics. Transportation is arranged by contacting a Hospital Service Coordinator at the Department of Veterans Affairs.
Owner/Provider:	Operated by the Veterans Administration
Communities Served:	Statewide
Major Destinations of users:	Spokane VA Medical Center, Seattle VA Medical Center, American Lake VA Medical Center in Tacoma, Walla Walla VAMC, and the VA Portland Health Care System - Vancouver Campus.

Fares: No fares are charged.

### ***Social Service Providers and Others***

#### **1. Hospice Friends**

Description:	Transportation to and from medical appointments, including treatments for radiation and chemotherapy in Yakima. Anyone with a life-threatening illness is eligible and some support is available for the elderly. Service frequency is based on availability of volunteers.
Owner/Provider:	Hospice Friends (509-968-5117)
Communities Served:	Kittitas County
Major Destinations of users:	Medical facilities in Kittitas County and Yakima.
Fares:	No fares are charged.

#### **2. Ellensburg Adult Activity Center**

Description:	Provides an ADA accessible vehicle for the purpose of trips and tours for users and non-users 50-years of age and older.
Owner/Provider:	City of Ellensburg – Parks and Recreation Department (509-962-7242)
Communities Served:	Kittitas County
Major Destinations of users:	Parks and Recreation activities about once a month.
Fares:	Varies, depending on the trip

#### **3. Opportunities Industrialization Center (OIC)**

Description:	Assists agricultural workers with emergency gas assistance and bus passes for low income, TANF, WIC, Apple Health, and families with children eligible for free/reduced lunches.
Owner/Provider:	Opportunities Industrialization Center (Yakima office 509-248-6751).
Communities Served:	Grant and Kittitas counties.
Major Destinations of users:	Worksites.
Fares:	Fares vary according to need.

### ***Taxis and Transportation Network Companies (TNC)***

#### **1. Rodeo Town Taxi**

Description:	Taxi service in Kittitas County
Owner/Provider:	Rodeo Town Taxi, owner Ken Swanson (509-929-4222)
Communities Served:	Kittitas County and surrounding area
Major Destinations of users:	As requested.
Fares:	Within Ellensburg: \$10 flat rate. Over 65 or Students \$9.00 flat rate. \$2.50 per mile outside of Ellensburg.

**2. Uber**

Description:	A technology platform that connects drivers and riders with a smartphone application.
Owner/Provider:	Uber
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	Rates vary

**3. Lyft**

Description:	An on-demand transportation service. Riders use a Lyft mobile app to request a ride.
Owner/Provider:	Lyft
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	Rates vary

**School District Transportation**

Kittitas County school districts provide transportation to the students they serve inside their district. They provide their own equipment, driver training, maintenance, and operations. The state allocates funds for each school district based on the number of students needing transportation and the distance students must travel to school. This allocation does not cover all transportation expenses. Schools must prioritize their services, giving highest priority to transportation of students to and from schools during the regular school day, resulting in after-school activities receiving limited transportation. Special Education students receive transportation as part of their Individualized Education Program (IEP) and receive transportation within a one-mile radius.

<b>Table 49</b>				
<b>School District Transportation in Kittitas County</b>				
<b>Office of Superintendent of Public Transportation (OSPI)<sup>51</sup></b>				
<i>School District</i>	<i>OSPI Transportation Allocation</i>	<i>Students Using School Transportation</i>	<i>Student Trips</i>	<i>Reimbursement Per Trip</i>
Cle Elum	\$629,954.39	661	118,980	\$5.29
Damman	Transportation provided by Ellensburg			
Easton	\$114,709.26	52	9,360	\$12.26
Ellensburg	\$1,751,149.47	1,572	282,960	\$6.19
Kittitas	\$419,594.29	325	58,500	\$7.17
Thorp	\$159,809.44	221	39,780	\$4.02

<sup>51</sup> STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Operations Allocation Detail Report. OSPI: 2020-2021 School Year; and STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Student Detail Report. OSPI: 2020-2021 School Year  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### ***Existing Technology***

In addition to the traditional transportation services, technology can aid in the planning and coordination of services. It also benefits both riders and operators by improving the efficiency of the transportation services offered through reduced wait time, streamlined eligibility processing, and improved communications between agencies and their drivers.

The QUADCO region has a regional Intelligent Transportation Systems (ITS) in the Interstate 90 corridor. This includes electronic signage and radio messages that inform drivers of roadway conditions, construction, and closures. Additionally, public transportation service providers in Kittitas County rely on various technology solutions to operate their fleet of vehicles. These technology solutions are described below:

***Central Transit:*** Passengers of Central Transit use the TRANSIT app to see where their bus is, when it will arrive, find the fastest possible routes, get easy to follow step-by-step directions and so much more. The TRANSIT app is also linked to Google Maps. Passengers waiting at a bus stop or bus shelter can use the SMS & IVR System to talk or text the bus stop number to the number on the bus stop sign to get a live update on when their bus will arrive. They also have a live service dashboard and GPS Playback to access bus locations as well as current and historical data. Their new interactive website allows riders to plan their trips, review system maps and find the most convenient times and routes. All vehicles are ADA accessible and equipped with video cameras, radios, and emergency cell phones.

***HopeSource:*** Each vehicle is equipped with Mobile Data Terminals that record each trip's origin and destination in the RouteMatch dispatch and scheduling software program. The program also uses a GPS tracking system that is used to locate vehicles as well as integrated with a cell phone application for riders called Route Shout. RouteMatch is also used to send automated reminders to riders. All vehicles are equipped with video cameras, radios, tablets, and emergency cell phones. A separate module called Asset Miner was purchased that gives historical data for evaluating DAR.

## **Existing Transportation Facilities**

The transportation facilities in this county include one park and ride lot. Park and ride lots provide a convenient meeting point for people who have a long commute or don't live near a transit route and want to take transit or meet their vanpool or carpool. This park and ride lot is not staffed by an attendant, but additional lighting and occasional police patrols increase their safety

### ***Park and Ride Lots***

### 1. Kittitas Park and Ride

Description:	Paved lot with 26 spaces on Interstate 90, Golf Course Road Exit.
Owner/Provider:	WSDOT
Communities Served:	Kittitas County – Cle Elum vicinity
Major Destinations of users:	King County
Fares:	No fares are charged.
Funded By:	WSDOT Regional Mobility Grant.
2015-2017 Grant Award:	\$223,000

## Population Characteristics with Alternative Transportation Needs

Kittitas County has a high percentage of persons with alternative transportation needs that are also likely to have mobility challenges and need public transportation services. These persons with special needs include individuals who have disabilities, youth (18 years and younger), older adults (65 years and older), veterans and individuals with lower incomes. The characteristics of these alternative transportation needs groups in Kittitas County are described below.

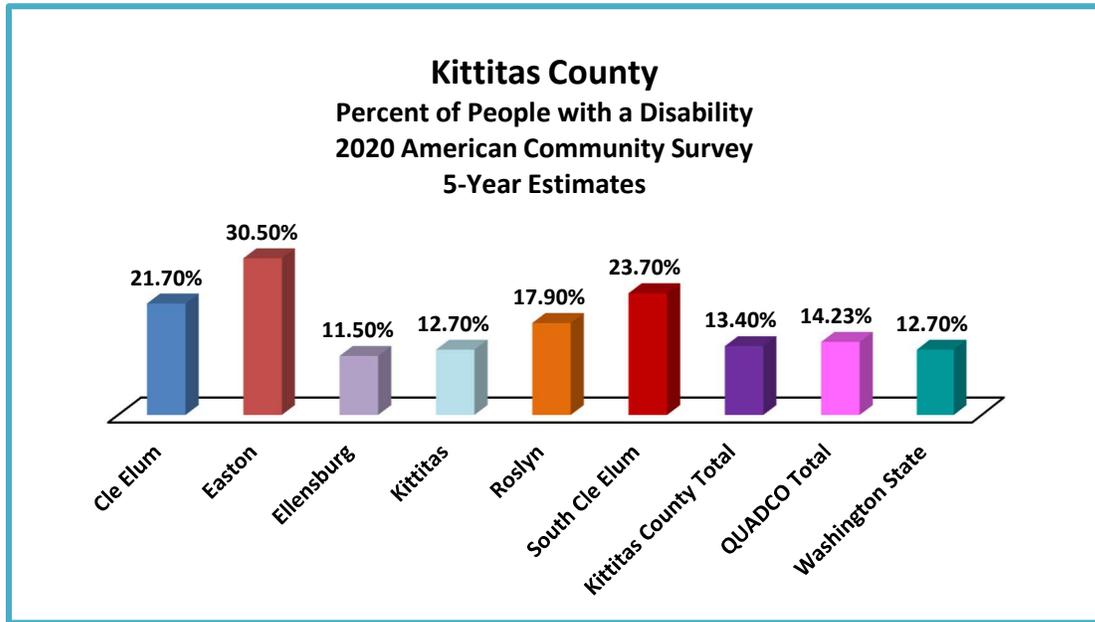
### *Individuals Who Have Disabilities*

Of those who resided in Kittitas County in 2020, an average of 6,261 individuals had disabilities. This equates to 13.4% of Kittitas County residents having a disability or about one out of eight persons, slightly higher than the state average of 12.7%.

<i>Location</i>	<i>Individuals with a Disability</i>	<i>% of Total Population</i>
Cle Elum	577	21.7%
Easton	92	30.5%
Ellensburg	2,338	11.5%
Kittitas	171	12.7%
Roslyn	109	17.9%
South Cle Elum	189	23.7%
Kittitas County I	6,261	13.4%
QUADCO	22,872	14.23%
Washington State	941,827	12.7%

<sup>52</sup> DISABILITY CHARACTERISTICS. 2020: ACS Five Year Estimates

Individuals having disabilities are distributed throughout the county with 30.5% of the residents of Eason having a disability and 11.5% of residents of Ellensburg have a disability. Below is a chart that compares the percentage of individuals with a disability in Washington State, Kittitas County and cities and towns in Kittitas County.



**Youth – Persons Under 18 Years of Age**

On average, 7,970 youth, who were under 18 years of age, resided in Kittitas County in 2020. The population of youth made up 16.9% of the county’s total population.

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Cle Elum	650	24.4%
Easton	30	9.9%
Ellensburg	2,718	13.1%
Kittitas	472	35.2%
Roslyn	81	13.3%
South Cle Elum	162	20.3%
Thorp	11	10.1%
<b>Kittitas County Total</b>	<b>7,970</b>	<b>16.9%</b>
<b>QUADCO TOTAL</b>	<b>45,719</b>	<b>25.7%</b>

<sup>53</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

The percentage of students that qualify for free or reduced lunches at schools in Kittitas County provides evidence of the amount of economically disadvantaged youth in this county. The percentage ranges from a high of 77.7% in the Easton School District to a low of 0.00% in the Damman School District. Easton and Thorp School Districts have higher percentages than Washington State’s average of 47.6%. See the following Table 52 for data from school districts in Kittitas County.

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2020-2021</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Cle Elum - Roslyn	922	36.7%	16.4%	14.3%	1.1%	0.0%
Damman	45	0.0%	11.1%	N/A	0.0%	0.0%
Easton	94	77.7%	13.8%	N/A	10.0%	0.0%
Ellensburg	3,286	42.5%	12.9%	6.6%	7.9%	1.3%
Kittitas	607	50.9%	15.2%	4.5%	6.4%	1.8%
Thorp	242	53.3%	15.7%	N/A	1.7%	0.0%

Teen birth rate is another measure used to evaluate youth barriers in Kittitas County. Kittitas County’s teen birth rate is 26 births by women ages 19 and under. This is 5% of all births in the county, which is the same rate as the State of Washington’s teen birth of rate of 5% of all births in the State of Washington.<sup>55</sup>

Youth and low-income youth represent a significant population that needs transportation resources. Transportation services are necessary for youth to maintain good health and quality of life. Some of the medical needs for Kittitas County youth include medical specialists, therapists, nutrition services, medical supplies, medical transportation and more accessible health and medical information. Transportation poses additional challenges for young parents. Young teen parents need to access social services, health care, and to transport children to childcare in order to complete their educational goals.

### ***Older Adults - Persons 65 Years and Over***

On average, 7,533 older adults, who were 65 years and over, resided in Kittitas County in 2020. The population of older adults made up 16.0% of the county’s total population.

<sup>54</sup> STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Operations Allocation Detail Report. OSPI: 2020-2021 School Year; and STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Student Detail Report. OSPI: 2020-2021 School Year

<sup>55</sup> [waprepforhealthyyou.org/resources/interactive\\_map.html](http://waprepforhealthyyou.org/resources/interactive_map.html)

The following Table 53 shows the number of older adults, 65 years and over, living in some of the more populated Kittitas County communities. The percentage of older adults in these communities ranged from a high of 24.2% in Roslyn to a low of 9.9% in Ellensburg.

<b>Table 53 Kittitas County Persons 65 Years and Over<sup>56</sup></b>		
<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Cle Elum	540	20.3%
Ellensburg	2,052	9.9%
Kittitas	245	18.3%
Roslyn	147	24.2%
South Cle Elum	172	21.5%
Kittitas County	7,533	16%
QUADCO	25,977	16.7%

Persons 65 years and over, who live in Kittitas County, use community services to meet their basic needs. In Kittitas County, there are two senior centers. 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. FISH operates the senior nutrition program, Meals On Wheels, in Kittitas County with free home delivered meals to homebound seniors. FISH provides free meals to seniors 60+ years of age at Seventh Day Adventist Church in Cle Elum and Open Table in Ellensburg. HopeSource is able to offer limited services throughout the county to provide transportation for members of the elderly community who are unable to drive.

Transportation services in Kittitas County are designed to help transfer persons 65 years and over 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. Being 65 years and over and living in a rural community can mean increased difficulty for daily living activities.

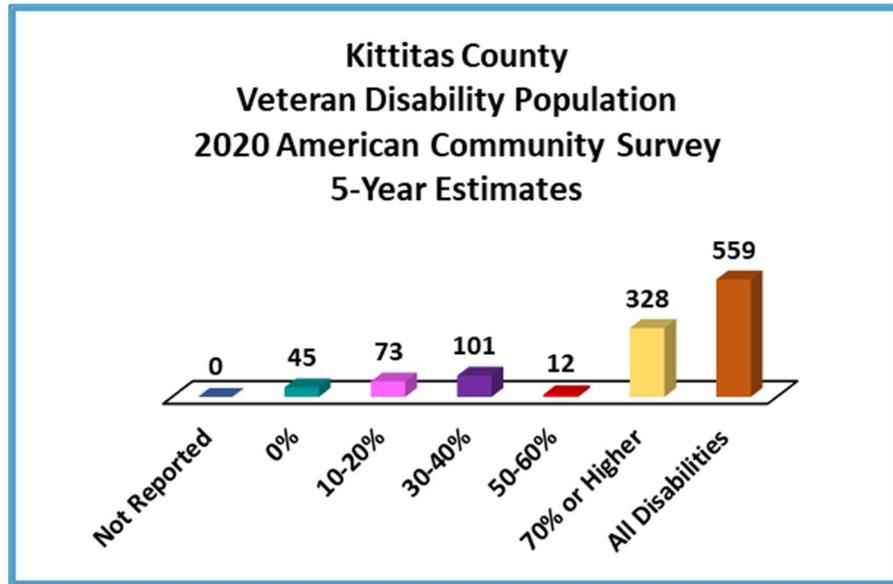
### **Veterans**

A high percentage of veterans return home with mental and/or physical ailments that can be a barrier to independence, such as access to transportation. There are approximately 3,024 veterans in Kittitas County and 559 of these veterans have a service-related disability,

<sup>56</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.<sup>57</sup>

The chart below shows how many veterans experience different levels of a service-related disability. The 0% level means a disability exists but is not so disabling that it entitles the veteran to compensation payments. The 70% or higher means the veteran experiences a severe disability.



Of the total number of veterans in Kittitas County, 55.3% served either during World War II, Korean War or Vietnam era and are now elderly and are experiencing age related health issues. Veterans with service-related disabilities and older veterans are likely to need transportation to access veteran’s services. The estimated age of veterans in Kittitas County is shown in the table below.

<sup>57</sup> SERVICE-CONNECTED DISABILITY RATING STATUS; RATINGS FOR CIVILIAN VETERANS 18 YEARS AND OLDER. ACS: 5-Year Estimates

<b>Table 54 Kittitas County Veteran Population<sup>58</sup></b>		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	868	28.7%
55 to 64 years	484	16%
65 to 74 years	796	26.3%
75 years and older	876	29%
Veterans in Kittitas County	3,024	7.7%
Veterans in QUADCO	10,498	% of Kittitas Co. in QUADCO: 8.3%
<i>The total general population of Kittitas County is 45,225</i>		

Veterans seeking transportation assistance to access veteran’s services can receive help by contacting a Hospital Service Coordinator in Seattle, Tacoma, Walla Walla or Spokane, who works with Disabled American Veterans (DAV) to assist with transportation. Veterans in Kittitas County can also contact the County Veterans Coalition to receive assistance in accessing resources (such as transportation) and minor counseling services.

***Individuals With Lower Incomes***

Indicators of individuals with low income used in this plan include per capita income level, poverty level and residents receiving assistance for daily living activities.

Kittitas County’s per capita income level estimate in 2020 was \$32,120.<sup>59</sup> This is significantly lower than Washington State’s average of \$40,837.

Out of all of Kittitas County civilian labor force 16 and over, 14.5% are living below the poverty level. The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

<sup>58</sup> VETERAN STATUS. 2020: ACS 5-Year Estimates

<sup>59</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year

**Table 55**  
**Kittitas County**  
**Poverty Status of Civilian Labor Force**  
**16 Years and Over<sup>60</sup>**

<i>Employment Status Ages 16 years and over</i>	<i># Persons by Employment Status</i>	<i>Below Poverty Level</i>	<i>% of Total Population 16 Years and Over</i>
Employed	22,832	2,981	13.1%
Unemployed	1,160	470	40.5%
Persons 16 Years and Over in the Labor Force in Kittitas County	23,832	3,451	14.5%
Persons 16 and Over in Kittitas County	40,099	6,513	17.3%
QUADCO	133,126	27,142	16.6%

The number of Kittitas County residents that received assistance in 2021 included: 4,348 received basic food assistance, 296 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 100 receive a State Supplemental Payment (SSP).<sup>61</sup>

## Survey Results

The HSTP survey (Introduced in Chapter Three – QUADCO Region Summary), provided data on what transportation resources are being used currently and how transportation providers can better respond to the needs of individuals within their community. Two types of surveys were conducted, a stakeholder HSTP survey and a survey to users and the general public.

### ***Stakeholder HSTP Survey Results***

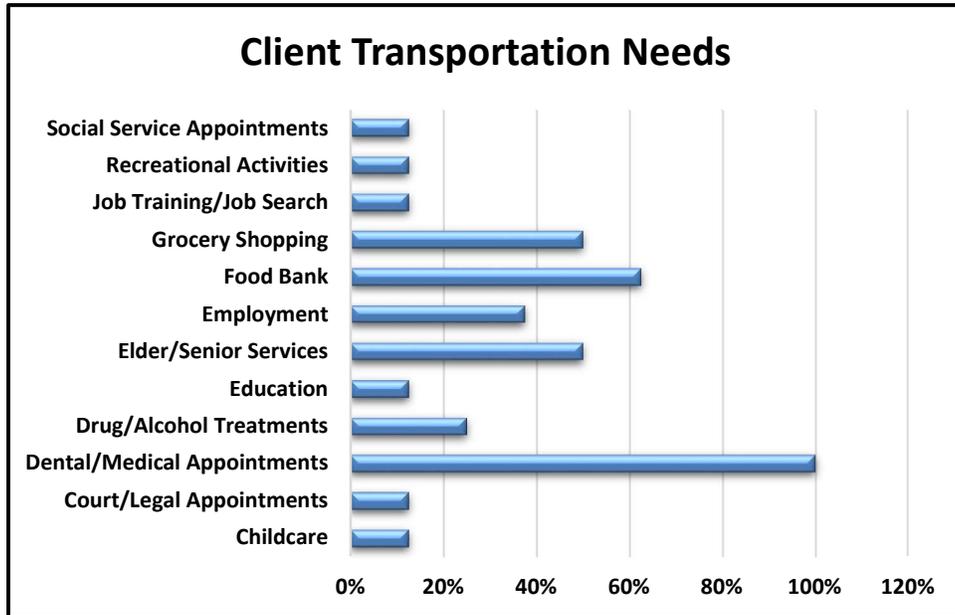
Eight stakeholders, who are located in Kittitas County and provide services to persons with Alternative Transportation Needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- Aging and Long-Term Care
- Merit Resource Services
- City of Ellensburg
- Housing Authority of Kittitas County
- Central WA Disability Resources
- Central Washington University
- Kittitas County Health Network

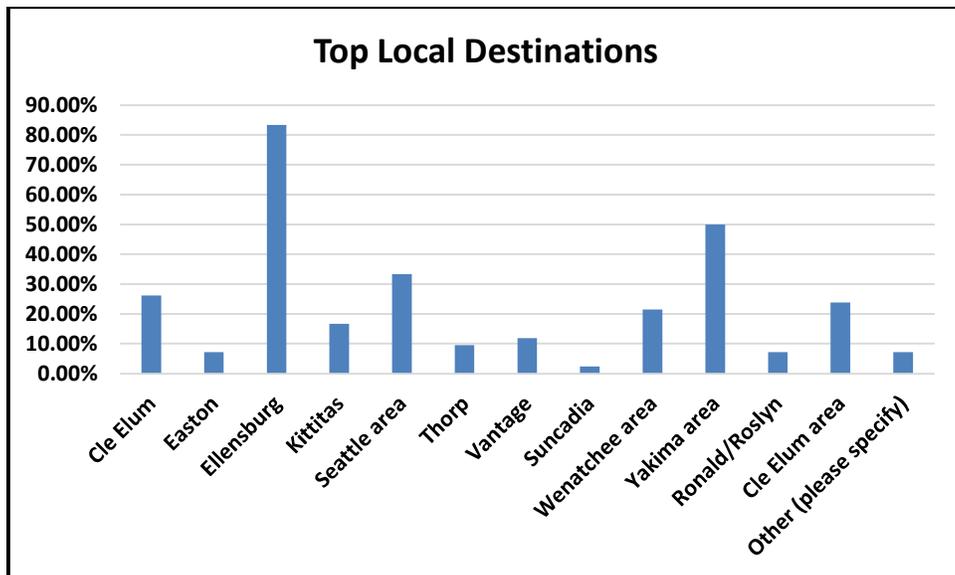
<sup>60</sup> POVERTY STATUS IN THE LAST 12 MONTHS. 2020: ACS 5-Year Estimates

<sup>61</sup> BRIEFING BOOK FOR STATE FISCAL YEAR 2021. Department of Social and Health Services (DSHS) Economic Services Administration (ESA)

The chart below shows that stakeholder HSTP surveys indicated their clients have the highest need for transportation to medical/dental appointments, accessing food banks, grocery shopping and senior services.



As demonstrated by the below chart, riders need access to Ellensburg and Yakima by transit services.



The stakeholders also indicated that COVID-19 has affected their service and their clients need for transportation. 33% of stakeholders indicate that they provide less service than prior to the pandemic with 67% indicating they now provide service

differently, such as the use of videoconferencing. Seventeen percent indicated that they provide an increased level of service, and this has increased their client’s need for transportation services.

The full results from the HSTP surveys returned by stakeholders in Kittitas County are listed in Appendix C pages C-135 through C-151.

***User and General Public HSTP Survey Results***

42 persons from Kittitas County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 36 (85.7%) were ages eighteen through fifty-nine, five (11.9%) were sixty years or older and one (2.4%) was seventeen years and younger.

Top 7 types of Destinations

- |                                       |                                |
|---------------------------------------|--------------------------------|
| 1. Shopping/Daily Activities (76.19%) | 5. Community Events (26.19%)   |
| 2. Medical/Dental (50.00%)            | 6. Family and Friends (26.19%) |
| 3. Work (47.62%)                      | 7. Pharmacy (26.19%)           |
| 4. Recreational (28.57%)              |                                |

Days of the week respondents generally need transportation:

- |                       |                      |
|-----------------------|----------------------|
| 1. Tuesday (78.57%)   | 5. Friday (66.67%)   |
| 2. Wednesday (73.81%) | 6. Saturday (42.86%) |
| 3. Monday (69.05%)    | 7. Sunday (19.05%)   |
| 4. Thursday (69.05%)  |                      |

Most Frequent Time of the day respondents need transportation:

- |                                 |                                 |
|---------------------------------|---------------------------------|
| 1. 10:00 Am to 3:00 pm (57.14%) | 4. 8:00 am to 10:00 am (50.00%) |
| 2. 5:00 pm to 7:00 pm (54.76%)  | 5. Before 8:00 am (35.71%)      |
| 3. 3:00 pm to 5:00 pm (52.38%)  | 6. 7:00 pm to 10:00 pm (26.19%) |

Top 5 transportation resources used by respondents:

- |  |                                    |
|--|------------------------------------|
| 1. Walk (66.67%)                       | 4. My or Borrowed Vehicle (45.24%) |
| 2. Central Transit (64.29%)            | 5. Airporter Shuttle (23.81%)      |
| 3. Family, Friends, Volunteer (52.38%) |                                    |

Top 5 Reasons respondents need transportation:

- |  |   |
|--|---|
| 1. I don’t have a car (35.71%)             | 4. Other (28.57%)   |
| 2. I prefer public transportation (35.71%) | 5. I prefer not to drive in inclement/after dark (26.19%) |
| 3. I cannot afford to drive (28.57%)       |   |

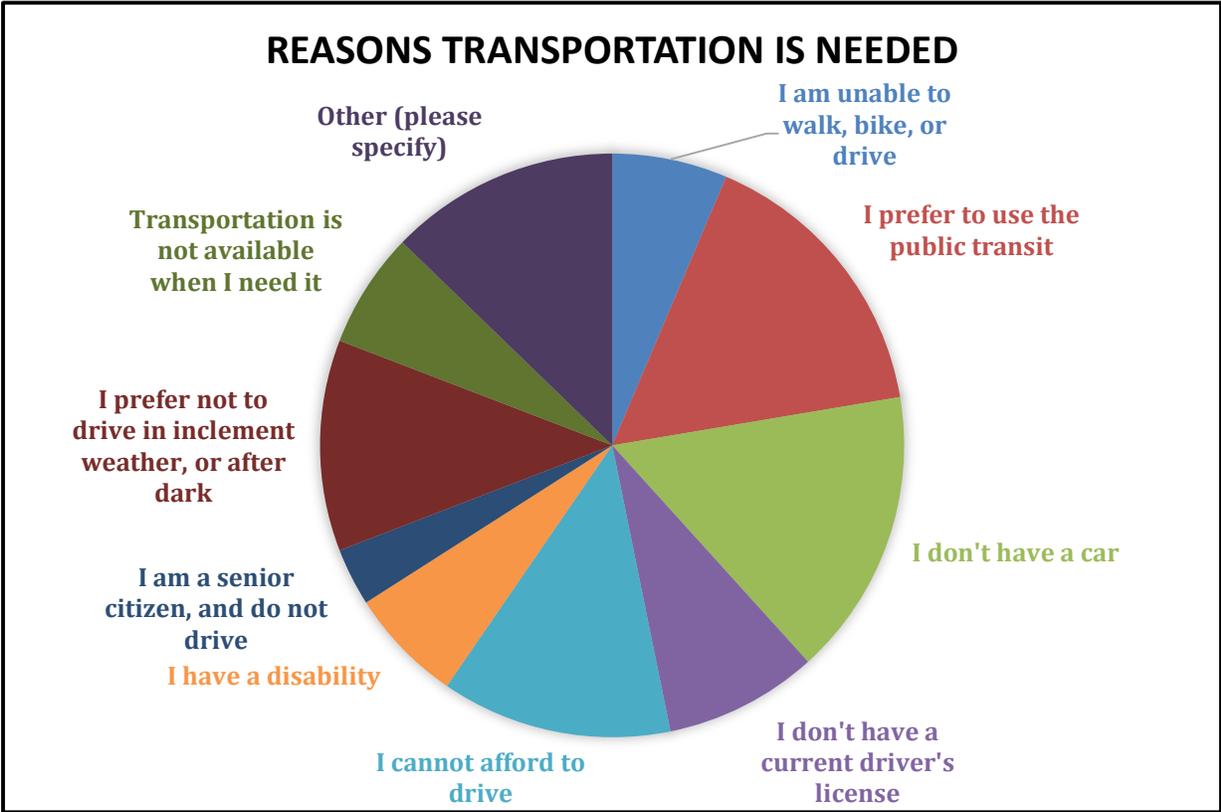
How frequent respondent uses current transportation services:

- |   |   |
|---|---|
| 1. Frequently (1-4 days/week) (35.714%)   | 5. Occasionally (1-3 days/month) (14.29%) |
| 2. Always (5-7 days/week) (26.19%)        | 6. Never (7.14%)                          |
| 3. Limited (1-11 days/year) (16.67%)      |   |
| 4. Occasionally (1-3 days/month) (13.21%) |   |

Some respondents stated they were satisfied with their mobility options while others felt there aren't enough options, especially for upper County such as to Suncadia or to and from places outside of Ellensburg's city limits. Respondents indicated that there needs to be a direct route to the hospital and community health from North Ellensburg. The majority of the respondents, 52.38%, felt that current transportation services available do meet their needs and the needs of the community. This is almost no change from the 2018 HSTP where 52.94% indicated that transportation services met the community's needs.

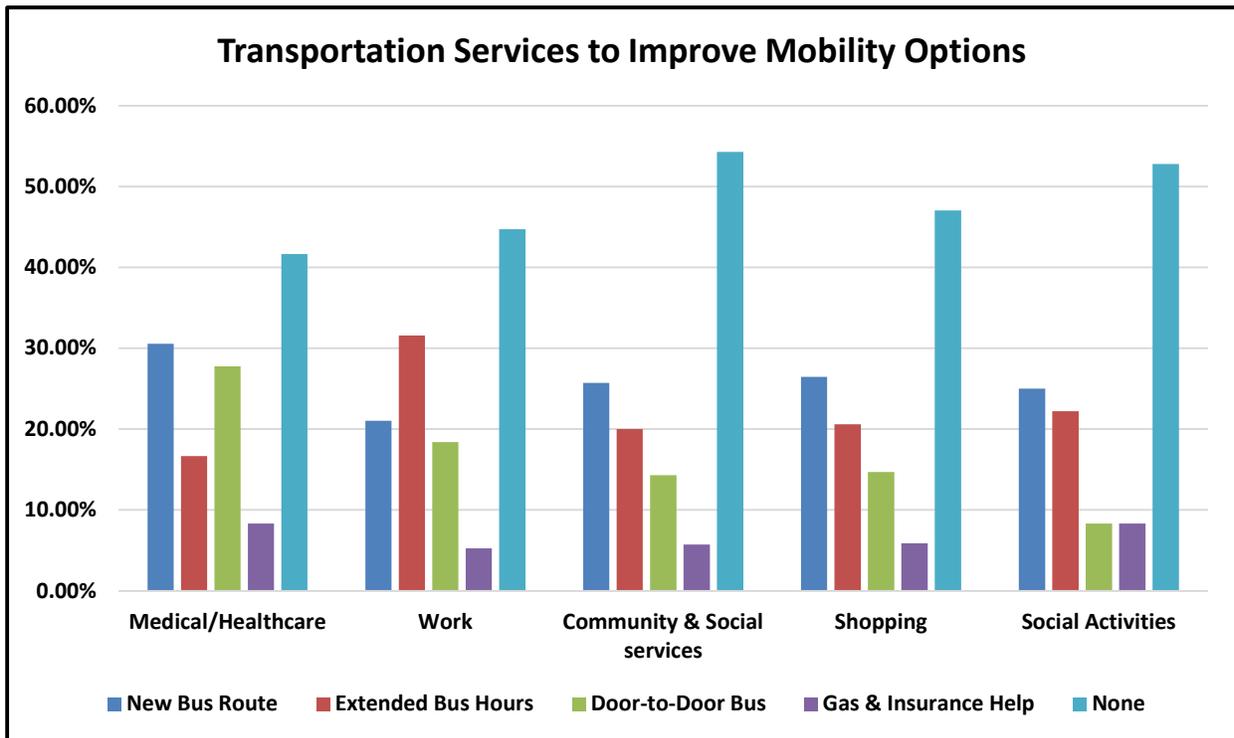
As we looked at the gaps in transportation services, it was noted that respondents requested extended hours of service with weekend, early morning, and evening service. In addition, they requested more frequent service, so they don't have to wait one-hour for the next bus. Viewing the gaps in services by groups such as seniors, those individuals with disabilities, and individuals with low income, we found that 60% of the seniors surveyed stated the need for weekend transportation as their top gap in service. Of the individuals that identified as having disabilities, 50% stated their largest gap in service was the need for more direct services to the hospital. Of those individuals with lower incomes, 30% stated their largest gap in service was the need for more routes with more frequency to transport them.

The following chart demonstrates why respondents need access to transportation services.



The main two reasons that transportation is needed is because respondents do not have a car, or they prefer to use public transit. This is the only county where respondents had the highest preference for transit. Interestingly, the main reason that respondents marked “Other” is due to climate change. They indicate that is it the most environmentally friendly way to access services.

The following graph indicates what types of service respondents felt would improve their mobility options.



The majority of respondents indicated there was nothing that could be done to improve access. Those responding to mobility options for medical/healthcare identified new bus routes and door-to-door service to improve options. Those responding to mobility options for work identified a need for extended hours of bus service. For shopping, community services, and social activities respondents identified the need for new bus routes and extended bus hours.

The full results from the HSTP surveys returned from individuals in Kittitas County are listed in Appendix C pages C-152 through C-173.

## Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with alternative transportation needs, are summarized below. The origins and destinations were identified at Stakeholder Meetings, public forums/open houses and through the stakeholder and general public HSTP survey responses as well as from members of the 4-County Team, maps and census data.

### ***Common Origins***

The common origins/residences of people who have alternative transportation needs in Kittitas County are spread throughout Kittitas County in communities that are located along the Interstate-90 corridor. Their trips start at housing that is typical single-family but can also include senior housing, low-income housing, correctional facilities, group homes, assisted living, and nursing homes.

A large part of Kittitas County’s population, 45.3%, reside in the rural unincorporated areas. Ellensburg, the urban center of Kittitas County, has 43.1% of the county’s population. The remaining 11.6% of the county’s population live in Cle Elum, Kittitas, Roslyn, and South Cle Elum.

Approximately 13.4% of Kittitas County’s residents have disabilities, ranging from 11.5% in Ellensburg to 30.5% in Easton. Kittitas County’s per capita income level was \$32,120, considerably lower than the State’s average of \$40,837. 16.9% of Kittitas County are under 18 years of age. The county’s youth population ranges from 9.9% in Easton to 24.4% in Cle Elum. Approximately 16% of the total population in Kittitas County are 65 years and older, ranging from 9.9% in Ellensburg to 24.2% in Roslyn.

### ***Common Destinations***

The common destinations made by individuals who have alternative transportation needs and reside in Kittitas County are to the following types of places:

1. ***Dental and Medical Providers***: Dental and medical facilities are top destinations according to 88% of the stakeholder respondents and 50% of the general survey respondents. 70% of seniors, 56% of persons with low incomes, 69% of persons with disabilities and 30% of persons with other special transportation needs identified this as a needed destination. Persons with alternative transportation needs require transportation to doctor appointments, dialysis, dental, cancer treatment, and health specialists located both within Kittitas County and in larger urban centers outside of the county including Yakima and Seattle.
2. ***Social Service Providers***: Social service providers are a common origin for individuals with alternative transportation needs. 63% of the stakeholders surveyed indicated there is a need for transportation to drug and alcohol treatment facilities and 10% indicated there is a need for transportation to social service appointments. 35% of seniors, 40% of

persons with low incomes, 34% of persons with disabilities and 10% of persons with other special transportation needs identified this as a needed destination. Individuals frequently need transportation services to access agencies such as the Department of Social and Health Services (DSHS), chemical dependency treatment centers, food banks, senior nutrition sites, childcare and Community Action Agencies for Low-Income Heating and Energy

Assistance programs (LIHEAP). Below is Table 56 showing the distance residents in Kittitas County typically have to travel to reach typical social services.

Table 56 Distance in Miles to Common Social Service Providers										
City	DSHS	WorkSource	Community Action Agency	Hospital	Social Security Office	Senior Center	Courthouse/ District Court	Food Banks	College/ Technical	Libraries
Ellensburg	0	0	0	0	26	0	0	0	0	0
Kittitas	12	12	12	7	26	7	7	0	7	0
Roslyn	30	30	3	31	63	3	3	3	30	0
Cle Elum & South Cle Elum	24	24	0	24	45	0	0	0	30	0

- Employment Centers:** Individuals with alternative transportation needs often have difficulty reaching their worksites or accessing WorkSource or other organizations that provide job training and job searching. Reliable transportation is vital to helping them obtain employment and stay employed. Approximately 63% of the stakeholders indicated work is a top destination and 50% of the stakeholders identified job training as a needed destination. Additionally, 48% of the survey respondents indicated that transportation employment is important in Kittitas County. 20% of seniors, 20% of persons with low incomes, 12% of persons with disabilities and 40% of persons with other special transportation needs identified this as a needed destination. Employment centers with the highest number of employees in Kittitas County are shown in the Table 57 below.

<b>Table 57 Kittitas County 2020 Top Ten Employers<sup>62</sup></b>		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Ellensburg	Central Washington University	1,984
Ellensburg	Kittitas Valley Healthcare Hospital	618
Ellensburg	Ellensburg School District 401	400
Kittitas County	Kittitas County	363
Cle Elum	Shoemaker Mfg	303
Cle Elum	Suncadia Resort & Real Estate	278
Cle Elum	Cle Elum-Roslyn School District	247
Ellensburg	Anderson Hay & Grain Inc	235
Ellensburg	Twin City Foods, Inc.	200
Ellensburg	McIntosh Pole Buildings	186

The number of workers commuting between Kittitas County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. The Table below shows the number of workers traveling between counties in Washington State.

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<sup>62</sup> A to Z Databases, Yakima Valley Libraries, <https://www.yvl.org/e-resources-a-z/>, accessed September 11, 2022  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

<i>Destination of Workers FROM Kittitas County TO:</i>	<i>Workers Commuting Destinations</i>	
	<i>No. of Workers</i>	<i>% Workers</i>
Within Kittitas County	16,358	85%
King County/Western WA	1,147	5.9%
Yakima County	1,040	5.4%
Grant County	298	1.5%
Benton/Franklin/Walla Walla counties	8	0.4%
Chelan/Douglas counties	32	0.17%
Spokane/Whitman/NE Washington counties	108	0.56%
Outside of WA	289	1.5%
QUADCO (within the 4-county region)	16,704	86.4%
TOTAL	19,328	100.0%

4. **Elderly/Senior Service Centers**: Services for the elderly are important destinations with 63% of stakeholders identifying the need for senior transportation. 25% of seniors, 12% of persons with low incomes, 13% of persons with disabilities and 20% of persons with other special transportation needs identified this as a needed destination. Kittitas County has two senior service centers, located in Ellensburg and Cle Elum. Senior centers can help prevent social isolation, unhealthy living and can provide medical information specific to the 65 years and over community.
  
5. **Daily Living Activity Centers**: Transportation to daily living activities includes visits to family or friends, visits to community events, grocery shopping, banking, legal services, post office, and court appointments. Of the stakeholder survey responses, 50% indicated that court and legal appointments are top destinations and 88% indicated that grocery shopping is a top destination. Of the general public survey responses, 26% indicated visits to family and friends as a top destination, 76% indicated shopping and daily activities are top destinations, 29% indicated recreation destinations are important and 26% indicated community events are top destinations. Seniors identified the following destinations: 5% childcare, 35% church and religious services, 30% community events, 15% counseling and behavioral health, 15% court and legal appointments, 35% visit family and friends, 30% food banks, 20% nutrition and meal programs, 40% physical therapy, 25% recreational, and 60% shopping and other daily activities. Individuals with low income identified the following destinations: 24% church and religious services, 28% community events, 28% counseling and behavioral health appointments, 8% court and legal appointments, 40% visit family and friends, 28% food banks, 8% nutrition and meal programs, 28% recreational, and 64% shopping and other daily activities. Individuals

<sup>63</sup> RESIDENCE COUNTY TO WORKPLACE COUNTY COMMUTING FLOWS FOR THE UNITED STATES AND PUERTO RICO. ACS, 2011-2015

with disabilities identified the following destinations: 22% church and religious services, 31% community events, 28% counseling and behavioral health appointments, 13% court and legal appointments, 31% visit family and friends, 44% food banks, 9% nutrition and meal programs, 31% physical therapy, and 63% shopping and other daily activities. Individuals with other alternative transportation needs identified the following destinations: 30% community events, 20% visit family and friends, 10% food banks, 10% physical therapy, 20% recreational, and 20% shopping and other daily activities. Grocery stores are found primarily in Ellensburg and Cle Elum. For major shopping centers, individuals travel to places such as Yakima, Wenatchee, Issaquah, Seattle, and Tri-Cities.

6. **Education**: Sixty-three percent of stakeholders identified that transportation access to education is important for persons with alternative transportation needs. Education destinations range from post-secondary schools who provide after-school education programs to college classes. Twenty-six percent of respondents need transportation services to access education and training. 10% of seniors, 20% of persons with low incomes, 9% of persons with disabilities and 20% of persons with other special transportation needs identified this as a needed destination. After-school programs is another important destination since schools do not provide transportation services to these education programs. College destinations include Yakima Valley College and Central Washington University. Other education programs in Kittitas County include vocational skills training and GED training.

## Transportation Challenges and Gaps

Transportation challenges, such as unmet needs and gaps in services, were identified by stakeholders at the Kittitas County Mobility Summits and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums, and from members of the 4-County Team. The challenges and strategies identified included:

### 1. ***Informational Materials and Advertising***

**Transportation Challenge**: Additional marketing and outreach is needed to educate the public on the many ways information for transportation services can be accessed. The same is true regarding the coordination with connecting transportation services. The current route schedule and maps need to be easier to read.

### 2. ***Accessible Transportation Operations***

**Transportation Challenge**: Countywide accessible transportation funding has been allocated to HopeSource for Kittitas County, but it is limited and inadequate. Time schedules for transporting Cle Elum students to private schools did not work. Seniors identified the need for weekend transportation. Gas prices and travel expenses make it difficult for people are non-Medicaid eligible. Dial-A-Ride services are needed after 5:00pm for workers. There is a need to access care out of the area.

### **3. Fixed Route and High Occupancy Vehicle Operations**

**Transportation Challenge:** Regularly scheduled fixed route public transportation services for the general public are limited to Upper Kittitas County ending at Ronald to Ellensburg. This doesn't meet the needs of the general public outside of Ellensburg. People who do not meet eligibility requirements for the demand response service provided by HopeSource and live outside of the city limits of Ellensburg and live North of Ronald, have no public transportation services available to them. Transportation for employees of Suncadia is needed. Individuals with disabilities identified the need for direct transportation to the Hospital on Central Transit routes. Individuals with lower incomes identified their largest gap in services is the need for more routes with more frequency to transport them. For example, services are needed at HUD Housing locations. Individuals with alternative transportation needs identified the need for fixed route transportation between Ellensburg and Cle Elum and Ellensburg and Kittitas. There is a need to expand a fixed route service to Kittitas and possibly Vantage.

### **4. Driver Shortage**

**Transportation Challenge:** Several factors were identified as contributors to the current driver shortage which include retirees, wages, and the shortage of trained professional drivers. Another hiring challenge identified was the legalization of marijuana in Washington State making it difficult to find individuals who can pass a drug test. Factors relating to COVID-19 are discussed in Chapter 9.

### **5. Pedestrian Safety and ADA Accommodations**

**Transportation Challenge:** Due to current supply chain issues, specifically associated with paint for pavement markings and the inability to restripe crosswalks and other pavement markings, some pedestrian crosswalks feel unsafe due to faded paint. Other challenges include the need for additional pedestrian lighting at crosswalks and timing adjustments to traffic lights at crosswalks. Additional ADA landings are needed for individuals using mobility devices as well as additional bus shelters to ensure passengers feel comfortable and safe while waiting for the bus. Wheelchair securement training needs improvement to increase and ensure passenger confidence. Riders who travel on connecting services reported safety concerns at the Ellensburg Love's gas station bus stop and the Yakima Transit Center.

## **Transportation Strategies to Address Challenges and Gaps**

Transportation strategies to meet these identified challenges and gaps were identified by stakeholders at the Kittitas County Mobility Summits and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums, and from members of the 4-County Team. The strategies identified included:

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

## **1. Informational Materials and Advertising**

**Strategies to Address Challenge:** Use Direct and indirect marketing to educate the public how to access transportation services by using Central Transit’s interactive website, the TRANSIT mobile app, Google Maps, and the physical route schedules and maps. Provide additional transit training for persons with alternative transportation needs or persons who need assistance to plan their trips. Market the transit system for tourism and how to connect with other transportation providers such as HopeSource’s Dial A Ride and Kittitas County Connector, the Bellair Airporter Shuttle, the Travel Washington Apple Line, FlixBus, Greyhound and the Yakima-Ellensburg Commuter. Keep transit information up to date on the 211 system. Coordinate these efforts with other members of the 4-County Transportation Team to ensure there are no duplications or misinformation.

## **2. Accessible Transportation Operations**

**Strategies to Address Challenge:** Partner with the hospital districts funding support to expand the City’s 24-7 NEMT Cabulance service countywide. Evaluate current and future funding streams from local, state, and federal sources and partner with other services and businesses to sustain and expand services. Coordinate these efforts with other members of the 4-County Transportation Team to ensure there is no duplication of efforts.

## **3. Fixed Route and High Occupancy Vehicle Operations**

**Strategies to Address Challenge:** Support local legislation to expand fixed route and ADA paratransit service to Kittitas and Vantage. Review and adjust routes as needed to ensure demographics in service areas that serve seniors, individuals with low incomes, and individuals with disabilities. Assist in the coordination of transportation services between Kittitas and King counties with a connecting service between Snoqualmie Transit and Metro at Snoqualmie Pass. For individuals with alternative transportation needs, update Kittitas County Connector schedules to coincide with typical school and work schedules for passengers going to CWU from Roslyn and Cle Elum. There was a request to add a stop on Highway 10, but the survey respondent did not indicate which service should add the stop. Support efforts to develop a Multi-Modal Transit Hub/Center for connecting services which include the Kittitas County Connector, Greyhound, Flixbus, the Yakima-Ellensburg Commuter, the Travel Washington Apple Line, and the Bellair Airporter Shuttle.

## **4. Driver Shortage**

**Strategies to Address Challenge:** Maintain and attract sufficient workforce with higher wages, benefits, and incentives. Offer CWU students flexible schedules and part-time hours. Recruit workforce from neighboring communities.

## **5. Pedestrian Safety and ADA Accommodations**

**Strategies to Address Challenge:** Monitor and look for ways to improve safety at crosswalks which includes lighting, intersection and stop control configurations as traffic signal timing is critical in providing safe pedestrian crossing movements. Recently implemented updated traffic signal timings will increase the cycle lengths at our signalized intersections to allow for increased volumes.

Monitor and look for ways to add safety and functionality to the Transit System by adding additional ADA bus stop landings, bus stop seating and bus shelters. Monitor wheelchair and passenger securements and ensure quarterly and ongoing refresher trainings occur.

# Chapter Seven – Lincoln County

## Physical Description

Lincoln County is predominately rural. This county lies in the northeastern portion of QUADCO, directly east of Grant County and north of Adams County. It is 2,311 square miles in size -- 7<sup>th</sup> in size among all 39 Washington counties. Lincoln County’s land area is approximately 25% of QUADCO’s total land area.



Lincoln County is primarily composed of fertile rolling hills, channeled scablands, and deep canyons descending into Lake Roosevelt. The major crops produced are wheat and barley. There are also acres dedicated to supporting livestock and pasturing. Major transportation facilities in this county include Interstate 90, U.S. 2, State Routes 21 and 28, BNSF Railway and Palouse River and Coulee City Rail System.

## Demographics

### *Number of Residents*

Lincoln County has a total of 10,900 residents, approximately 6.2% of QUADCO’s total population. Of this total, 5,580 persons (51%) live in incorporated areas and 5,320 persons (49%) live in unincorporated areas.

30.5% of the County’s residents who live in incorporated areas reside in the County seat, Davenport, with a population of 1,705. Wilbur has the second highest population with 895 residents. The remaining cities in Lincoln County have a combined total of 2,980 residents.

**Table 59**  
**Lincoln County**  
**2020 Population Estimate<sup>64</sup>**

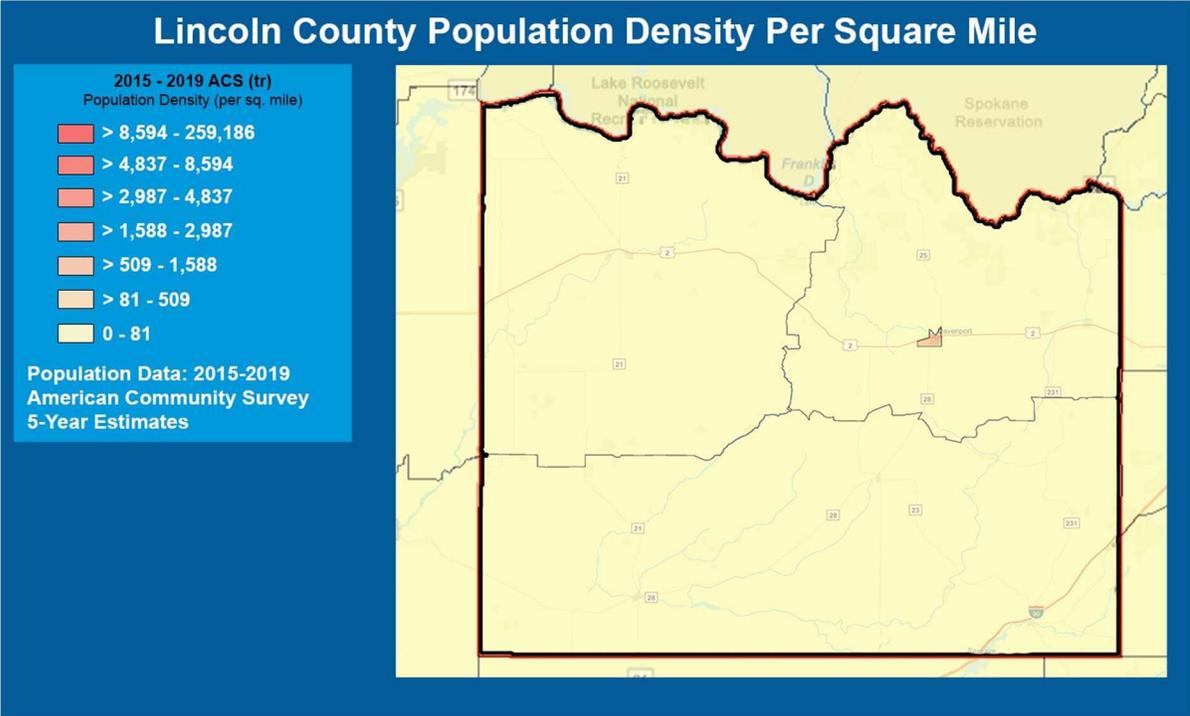
<i>Location</i>	<i>Total</i>
Almira	315
Creston	215
Davenport	1,705
Harrington	425
Odessa	890
Reardan	640
Sprague	495
Wilbur	895
Incorporated Areas	5,580
Unincorporated Areas	5,320
Lincoln County	10,900
% of QUADCO	6.2%

<sup>64</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

**Population Density**

<b>Table 60 Lincoln County 2020 Population Density by Land Area<sup>65</sup></b>			
<i>Location</i>	<i>2020 Population</i>	<i>Total Area in Square Miles</i>	<i>Population Density</i>
Lincoln County	10,900	2,311	4.7
QUADCO	174,949	9,213	19
Washington State	7,766,975	66,451	116.87

Lincoln County has a low population density with 4.7 people per square mile. Lincoln County’s low density is the result of having a large amount of land area (2,311 square miles) combined with a low population (10,900). Lincoln County’s population density is the lowest of QUADCO’s four counties, and considerably lower than Washington State’s average population density of 117 people per square mile. Additionally, 49% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.



**Financial Profile**

<sup>65</sup> STATE OF WASHINGTON POPULATION OF CITIES, TOWNS, AND COUNTIES. Office of Financial Management, November 2021  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

Lincoln County’s economy is mainly agriculturally based, and a large portion of Lincoln County residents are employed in the agriculture and farming sectors. The county is one of the largest wheat producers in the state. Annual wheat production can be over 25 million bushels. 1.2 million acres of the 1.5 million acres is in farmland. Key industries include businesses that support the wheat industry such as Nutrien, a retail supplier of agricultural products and crop production services. Cattle is another key commodity produced in Lincoln County and is home to the Stockland Livestock Exchange, one of only two livestock auction facilities in Eastern Washington.

4,391 persons, sixteen years and older, worked in Lincoln County during 2020. 21.6% were in the education, health, and social services field. 17.3% were in the agriculture and mining sector. More details on the number of employees working in different employment sectors are indicated in Table 61 below.

<b>Table 61</b> <b>Lincoln County</b> <b>2020 Employment (16 Years &amp; Older) by Type of Industry<sup>66</sup></b>								
Location	Type of Industry Employees 16 Years & Older Worked For (shown by %)							Total Employees 16 Years & Older
	Agriculture, Mining	Construction	Manufacturing	Wholesale & Retail Trade	Transportation, Warehousing	Educ., Health, Social Services	All Other Categories	
Lincoln County	765 (17.3%)	476 (10.7%)	91 (2.1%)	484 (10.9%)	298 (6.7%)	1,018 (23%)	1,259 (28.7%)	4,391
QUADCO	13,524 (18.4%)	4,670 (7%)	7,292 (7.7%)	8,172 (10.9%)	4,127 (5.65%)	17,234 (22.58%)	22,130 (27.5%)	77,149
Washington State	2.5%	7%	9.5%	14.3%	5.5%	21.6%	39.6%	3,660,034

<sup>66</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

The per capita income in Lincoln County is \$31,711, compared to \$40,837 for Washington State. 11.7% of the population live below the poverty level, including 21.2% of those under age 18 and 5.4% of those 65 years of age or older.

<i>Location</i>	<i>Per Capita Income</i>	<i>% People Below Poverty Level in Past 12 Months</i>		
		<i>Under 18 Years</i>	<i>65 Years &amp; Older</i>	<i>All People</i>
Lincoln County	\$31,711	21.2%	5.4%	11.7%
Washington State	\$40,837	12.6%	7.5%	10.2%

## Existing Transportation Services

The “family of transportation services” can be a mix of traditional and nontraditional services. Traditional services are fixed-route, route-deviated, demand response, non-emergency medical transportation, intercity bus, taxis, vanpools, and school buses. Nontraditional services are typically provided by a social service provider who provides some level of transportation to their clients. A detailed description of the different types of transportation services available in Lincoln County is provided below.

### ***Fixed Route and Paratransit Services***

#### **1. Adams, Grant, and Lincoln Counties - Rural Alternative Needs Transportation**

Service Type:	Demand Response Transportation for individuals with alternative transportation needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties (areas not served by GTA).
Frequency of Service:	Door-to-door service as requested.
Major Destinations:	As requested. Majority of trips are made to health care, nutrition, social services, education, job training, work, and social services.
Fares:	No fares are charged.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations in Adams, Grant, and Lincoln rural and alternative needs transportation services.
2021-22 Hours/Miles/Trips:	35,358.74 Hours/718,393 Miles/ 24,380 Trips (all three counties)

<sup>67</sup> POVERTY STATUS IN THE PAST 12 MONTHS; SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

**2. Lincoln County Connector**

Service Type:	Route-Deviated.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Davenport, Creston, Wilbur, Grand Coulee, and Coulee Dam.
Frequency of Service:	2 eastbound runs on Mondays/Tuesdays/Thursdays/Fridays. 3 eastbound runs on Wednesdays. 2 westbound runs Mondays/Tuesdays/Thursdays/Fridays and 3 westbound runs on Wednesdays.
Major Destinations:	Connects with Special Mobility Services in Davenport to provide access to Spokane, one of the most popular destinations for riders.
Other Service Connections:	Riders can ride from Spokane to Omak. It connects with Okanogan County Transportation & Nutrition (OCTN) for transit service between Omak, Nespelem, and Coulee Dam, and Special Mobility Services, transit service between Davenport, Reardan, and Spokane.
Fares:	No fares are charged.
Funded By:	Competitive Special Needs Non-Profit & FTA 5311
WSDOT Grants Awarded:	Included in the \$2,021,601 Operations in Adams, Grant, and Lincoln rural and alternative needs transportation services.
2021-22 Hours/Miles/Trips:	35,358.74 Hours/718,393 Miles/ 24,380 Trips (all three counties)

**3. Lincoln County/Davenport/Spokane Shuttle**

Service Type:	Fixed-Route.
Service Provider:	Special Mobility Services, website: <a href="http://www.sms1.org">www.sms1.org</a>
Communities Served:	Connects Davenport and Spokane.
Frequency of Service by Direction:	2 eastbound runs on Mondays/Tuesdays/Thursdays/Fridays. 3 eastbound runs on Wednesdays. 2 westbound runs Mondays/Tuesdays/Thursdays/Fridays and 3 westbound runs on Wednesdays.
Major Destinations:	Davenport and Spokane to medical, airport, visiting, and shopping.
Other Service Connections:	Riders can travel from Spokane to Omak. It connects with Okanogan County Transportation & Nutrition (OCTN) transit who serves Omak, Nespelem, and Coulee Dam. Also connects with People For People's Lincoln County Connector.
Fares:	Boarding fares are \$2.00 one-way trip and \$3.00 round-trip.
Funded By:	WSDOT Consolidated Grants.

WSDOT Grants Awarded:	Included in the \$396,524 award for 2021-2023 SMS operations between Davenport and Spokane and between Ritzville and Spokane.
2021 Annual Hours/Miles/Trips:	1765 hours/43,423 miles/1297 trips

**4. Medicaid Transportation**

Service Type:	Non-Emergency Medical Transportation (Broker) for Medicaid eligible clients – by reservation. Brokers screen client requests for eligibility and arrange the most appropriate and least costly form of transportation: Bus fare, gas voucher, mileage reimbursement, volunteer, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: <a href="http://www.sms1.org">www.sms1.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

***Mobility Management***

**1. Mobility Management Services for Adams, Grant, and Lincoln Counties**

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: <a href="http://www.pfp.org">www.pfp.org</a>
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
Deliverables:	Provide transportation materials to 2,000 individuals each biennium. Discuss transportation options with 500 individuals each biennium. Provide one-on-one Travel Training to 75 individuals each biennium.
WSDOT Grants Awarded:	Included in the \$164,242 award for 2021 - 2023 and \$170,613 award for 2023 – 2025 services in Adams, Grant, and Lincoln counties.

***Ridesharing and Vanpools***

**1. Grant Transit Authority Vanpool Program**

Description:	Vanpools can be formed for groups of 5-12 riders who share the same daily commute. This may include groups that originate in Grant County and travel out of the county for work or those coming into Grant County from other counties.
Owner/Provider:	Grant Transit Authority (GTA), website: <a href="http://www.granttransit.com">www.granttransit.com</a>
Communities Served:	Grant County and surrounding areas
Major Destinations of users:	Mattawa School District, Grant County PUD including Wanapum Dam, Hanford

Fares: **Grant Transit Authority Vanpool** Program determined by computing a monthly mileage rate with additional fixed monthly costs associated with operating the van for the month. This total monthly fee is then divided equally and paid by the members of the vanpool group.

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2021 Annual Hours/Miles/Trips 881 hours/52,687 miles/7,160 trips

### ***Veterans Transportation Programs***

#### **1. VA Transportation to Medical Centers**

Description: Veterans can be transported to the five VA facilities in Washington or surrounding community-based outpatient clinics. Transportation is arranged by contacting a Hospital Service Coordinator at the Department of Veterans Affairs.

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Owner/Provider: Operated by the Veterans Administration

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Communities Served: Statewide

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Major Destinations of users: Spokane VA Medical Center, Seattle VA Medical Center, American Lake VA Medical Center in Tacoma, Walla Walla VAMC, and the VA Portland Health Care System - Vancouver Campus.

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Fares: No fares are charged.

### ***Social Service Providers and Others***

#### **1. Volunteer Chore Services (Catholic Charities Spokane)**

Description: Volunteers assist with transportation to doctor appointments and grocery shopping, assisting low-income seniors and low-income people with disabilities. Service is limited and contingent on availability of volunteers.

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Owner/Provider: Catholic Charities Spokane. Contact: Tootsie Keller, 509-647-5351.

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Communities Served: Eastern Washington counties including Lincoln and Adams counties.

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Major Destinations of users: Medical and grocery shopping.

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Fares: No Fares are charged.

### ***Taxis and Transportation Network Companies (TNC)***

#### **1. Uber**

Description: A technology platform that connects drivers and riders with a smartphone application.

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Owner/Provider: Uber

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Communities Served: Where drivers are available in Eastern Washington

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Major Destinations of users:	As requested.
Fares:	Varies depending on the destination

## 2. Lyft

Description:	An on-demand transportation service. Riders use a Lyft mobile app to request a ride.
Owner/Provider:	Lyft
Communities Served:	Where drivers are available in Eastern Washington
Major Destinations of users:	As requested.
Fares:	Varies depending on the destination

### ***School District Transportation***

Lincoln County school districts provide transportation to the students they serve inside their district. They provide their own equipment, driver training, maintenance, and operations. The state allocates funds for each school district based on the number of students needing transportation and the distance students must travel to school. This allocation does not cover all transportation expenses. Schools must prioritize their services, giving highest priority to transportation of students to and from schools during the regular school day, resulting in after-school activities receiving limited transportation. Special Education students receive transportation as part of their Individualized Education Program (IEP) and receive transportation within a one-mile radius.

<i>School District</i>	<i>OSPI Transportation Allocation</i>	<i>Students Using School Transportation</i>	<i>Student Trips</i>	<i>Reimburse- ment Per Trip</i>
Almira	\$211,607.29	144	25,920	\$8.16
Creston	\$528,182.63	321	57,780	\$9.14
Davenport	\$374,825.60	342	61,560	\$6.09
Grand Coulee Dam*	\$483,095.36	505	90,900	\$5.31
Harrington	\$304,335.57	149	26,820	\$11.35
Odessa*	\$333,300.35	104	18,720	\$17.80
Reardan Edwall*	\$794,353.94	699	125,820	\$6.31
Sprague	\$163,681.35	27	4,860	\$33.68
Wilbur	\$0	0	0	\$0
Wilson Creek*	\$257,766.03	96	17,280	\$14.92

<sup>68</sup> STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Operations Allocation Detail Report. OSPI: 2020-2021 School Year; and STUDENT TRANSPORTATION ALLOCATION (STARS) REPORTS, Student Detail Report. OSPI: 2020-2021 School Year  
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Ritzville*	Ritzville and Lind are in a transportation cooperative. All data is reported under Lind.
*School district information is shared with another county.	

***Existing Technology***

In addition to the traditional transportation services, technology can aid in the planning and coordination of services. It also benefits both riders and operators by improving the efficiency of the transportation services offered through reduced wait time, streamlined eligibility processing, and improved communications between agencies and their drivers.

The QUADCO region has a regional Intelligent Transportation Systems (ITS) in the Interstate 90 corridor. This includes electronic signage and radio messages that inform drivers of roadway conditions, construction, and closures. Additionally, public transportation service providers in Adams County rely on various technology solutions to operate their fleet of vehicles. These technology solutions are described below:

***People For People:*** Each vehicle is equipped with Mobile Data Terminals that record each trip’s origin and destination in the RouteMatch dispatch and scheduling software program. The program also uses a GPS tracking system that is used to locate vehicles as well as integrated with a cell phone application for riders called Route Shout. All vehicles are equipped with video cameras, radios, and emergency cell phones.

***Special Mobility Services:*** 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. Fleet Complete technology is used with mobile data units and cell phones for dispatching. The Fleet Complete technology provides real-time tracking of vehicle location, speed, and messaging.

**Population Characteristics with Alternative Transportation Needs**

Lincoln County has a high percentage of persons with alternative transportation needs that are also likely to have mobility challenges and need public transportation services. These persons with alternative transportation needs include individuals who have disabilities, youth (18 years and younger), older adults (65 years and older), veterans and individuals with lower incomes. The characteristics of these alternative transportation needs groups in Lincoln County are described below.

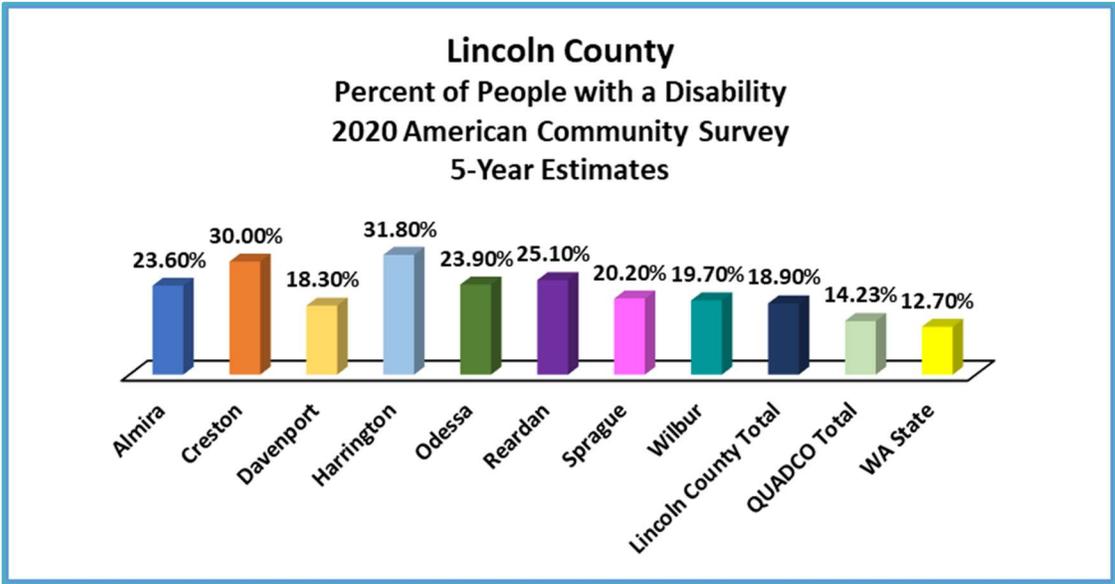
***Individuals Who Have Disabilities***

Of those who resided in Lincoln County in 2020, an average of 2,007 individuals had disabilities. This equates to 18.9% of Lincoln County residents having a disability. This percentage is considerably higher than the state average of 12.7%.

Individuals with disabilities reside in various parts of Lincoln County. Thirty-one percent of the residents of Harrington are individuals with a disability. The lowest community of individuals with disabilities is Davenport with 18.3%. Table 64 shows a comparison of the percentage of individuals with a disability in Washington State, Lincoln County, and cities and towns in Lincoln County.

<b>Table 64 Lincoln County Individuals Having a Disability<sup>69</sup></b>		
<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Almira	63	23.6%
Creston	72	30%
Davenport	330	18.3%
Harrington	121	31.8%
Odessa	213	23.9%
Reardan	118	25.1%
Sprague	103	20.2%
Wilbur	147	19.7%
Lincoln County Total	2,007	18.9%
QUADCO TOTAL	22,872	14.23%
Washington State	941,827	12.7%

<sup>69</sup> DISABILITY CHARACTERISTICS. 2020: ACS 5-Year Estimates



**Youth – Persons Under 18 Years of Age**

On average, 2,286 youth, who were under 18 years of age, resided in Lincoln County in 2020. The population of youth are 21.3% of the county’s total population.

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Almira	90	33.7%
Creston	12	5%
Davenport	416	22.5%
Harrington	51	13.4%
Odessa	146	15.4%
Reardan	80	17%
Sprague	105	20.5%
Wilbur	153	19.9%
Lincoln County Total	2,286	21.3%
QUADCO TOTAL	45,719	25.7%

<sup>70</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

The percentage of students that qualify for free or reduced lunches at schools in Lincoln County provides evidence of the amount of economically disadvantaged youth in this county. The percentage ranges from a high of 53.2% in the Sprague School District to a low of 34.8% in the Wilber School District. Davenport, Harrington, Odessa, and Sprague School Districts have higher percentages than Washington State’s average of 47.6%. See the following Table 66 for data from school districts in Lincoln County.

**Table 66**  
**Lincoln County**  
**Youth - Persons 18 Years and Under**  
**Student Statistics<sup>71</sup>**

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2020-2021</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Almira	137	40.1%	13.9%	N/A	0%	0%
Creston	86	48.8%	24.4%	<10%	0%	1.2%
Davenport	583	46.7%	14.1%	0%	0%	0%
Harrington	135	42.2%	18.5%	<10%	0%	0%
Odessa	238	42.4	12.2%	0%	0%	0%
Reardan	732	48.9	11.2%	6.1%	1.5%	1.10%
Sprague	77	53.2%	23.4%	0%	0%	0%
Wilbur	221	34.8%	19.9%	11.10%	0%	0.9%

Youth and low-income youth represent a significant population that needs transportation resources. Transportation services are necessary for youth to maintain good health and quality of life. Some of the medical needs for Lincoln County youth include medical specialists, therapists, nutrition services, medical supplies, medical transportation and more accessible health and medical information.

### ***Older Adults - Persons 65 Years and Over***

On average, 2,756 older adults, who were 65 years and over, resided in Lincoln County in 2020. The population of older adults made up 25.7% of the county's total population.

The table below shows the number of older adults, 65 years and over, living in some of the more populated Lincoln County communities. The percentage of older adults in these communities ranged from a high of 37.9% in Creston to a low of 17.2% in Almira.

<sup>71</sup> WASHINGTON STATE REPORT CARD. OSPI: 2020-2021 School Year (Dropout and Graduation Reports; Graduation and Dropout Statistics for Washington's Counties, Districts, and Schools)

**Table 67**  
**Lincoln County**  
**Persons 65 Years and Over<sup>72</sup>**

<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Almira	46	17.2%
Creston	91	37.9%
Davenport	393	21.2%
Harrington	125	32.8%
Odessa	284	30%
Reardan	92	19.5%
Sprague	123	24.1%
Wilbur	178	23.2%
Lincoln County	2,756	25.7%
QUADCO	25,977	16.7%

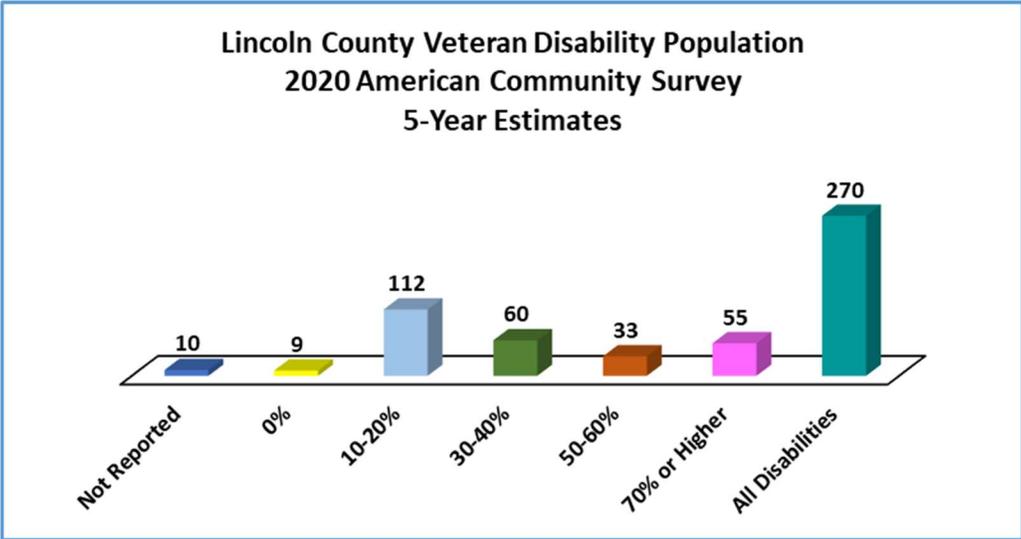
Persons 65 years and over, who live in Lincoln County, use community services to meet their basic needs. In Lincoln County, there are four senior centers, located in Davenport, Odessa, and Sprague. These senior centers provide necessary services to prevent social isolation and unhealthy living and can provide medical information specific to the 65 years and over community.

Transportation services in Lincoln County are designed to help transfer persons 65 years and over 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. Being 65 years and over and living in a rural community can mean increased difficulty for daily living activities, such as those mentioned above.

<sup>72</sup> AGE AND SEX. 2020: ACS 5-Year Estimates

**Veterans**

A high percentage of veterans return home with mental and/or physical ailments that can be a barrier to independence, such as access to transportation. There are approximately 1,054 veterans in Lincoln County and 270 of these veterans have a service-related disability, meaning the disability was a result of disease or injury that occurred or was aggravated during active military service.<sup>73</sup>



The chart below shows how many veterans experience different levels of a service-related disability. The 0% level means a disability exists but is not so disabling that it entitles the veteran to compensation payments. The 70% or higher means the veteran experiences a severe disability.

Of the total number of veterans in Lincoln County, 59.5% served either during World War II, Korean War or Vietnam era and are now elderly and are experiencing age related health issues. Veterans with service-related disabilities and older veterans are likely to need transportation to access veteran’s services.

The estimated age of veterans in Lincoln County is shown in the table below.

<sup>73</sup> SERVICE-CONNECTED DISABILITY RATING STATUS; RATINGS FOR CIVILIAN VETERANS 18 YEARS AND OLDER. ACS: 5-Year Estimates

<b>Table 68</b> <b>Lincoln County</b> <b>Veteran Population</b> <b>2020 Population Estimate<sup>74</sup></b>		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	230	21.9%
55 to 64 years	197	18.7%
65 to 74 years	307	29.1%
75 years and older	320	30.4%
Total Veterans in Lincoln County	1,054	100%
Total Veterans in QUADCO	10,498	% of Lincoln Co. in QUADCO: 8.3%
<i>The total general population of Lincoln County is 10,900</i>		

Veterans seeking transportation assistance to access veteran’s services can receive help by contacting a Hospital Service Coordinator in Seattle, Tacoma, Walla Walla, or Spokane, who works with Disabled American Veterans (DAV) to assist with transportation.

### ***Individuals with Lower Incomes***

Indicators of individuals with low income used in this plan include per capita income level, poverty level, and residents receiving assistance for daily living activities.

Lincoln County’s per capita income level estimate in 2020 was \$31,711.<sup>75</sup> This is significantly lower than Washington State’s average of \$40,837.

Out of all of Lincoln County residents, 11.7% are living below the poverty level. Of those that are 16 years and over, 9.3% are living in poverty. The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

<sup>74</sup> VETERAN STATUS. 2020: ACS 5-Year Estimates

<sup>75</sup> SELECTED ECONOMIC CHARACTERISTICS. 2020: ACS 5-Year Estimates

**Table 69**  
**Lincoln County**  
**Poverty Status of Civilian Labor Force**  
**16 Years and Over<sup>76</sup>**

<i>Employment Status Ages 16 years and over</i>	<i># Persons by Employment Status</i>	<i>Below Poverty Level</i>	<i>% of Total Population 16 Years and Over</i>
Employed	4,428	249	5.6%
Unemployed	165	18	10.9%
Total Persons 16 Years and Over in the Labor Force in Lincoln County	4,593	267	5.8%
Total Persons 16 and Over in Lincoln County	8,640	802	9.3%
QUADCO TOTAL	75,377	9,980	7.6%

The number of Lincoln County residents that received assistance in 2021 included: 1,336 received basic food assistance, 118 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 45 receive a State Supplemental Payment (SSP).<sup>77</sup>

## Survey Results

The HSTP survey (Introduced in Chapter Three – QUADCO Region Summary), provided data on what transportation resources are being used currently and how transportation providers can better respond to the needs of individuals within their community. Two types of surveys were conducted, a stakeholder HSTP survey and a survey to users and the general public.

### ***Stakeholder HSTP Survey Results***

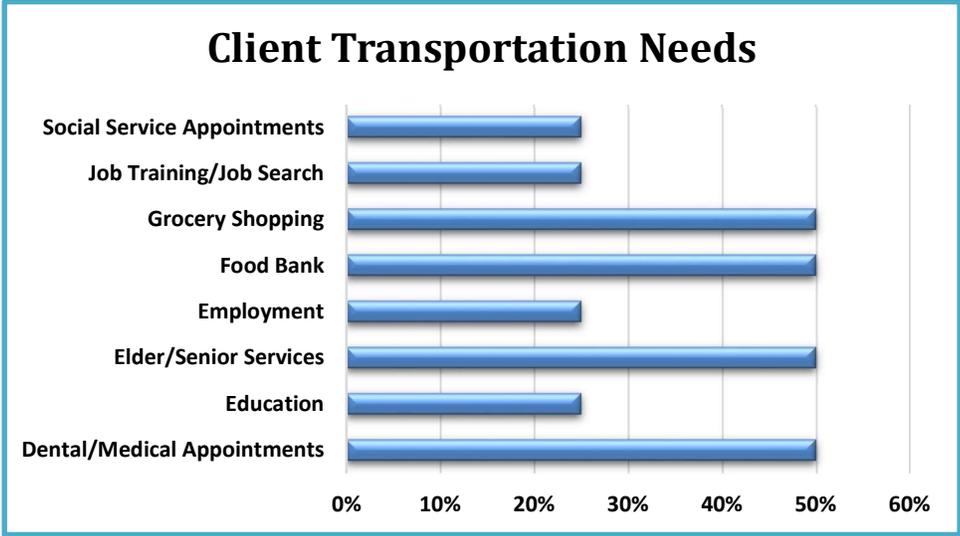
Four stakeholders, who are located in Lincoln County and provide services to persons with alternative transportation needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- Lincoln County Health Department
- Town of Reardan
- Developmental Disability Administration
- Lincoln County

<sup>76</sup> POVERTY STATUS IN THE PAST 12 MONTHS. 2020: ACS 5-Year Estimates

<sup>77</sup> BRIEFING BOOK FOR STATE FISCAL YEAR 2021. Department of Social and Health Services (DSHS) Economic Services Administration (ESA)

The chart below shows that stakeholder HSTP surveys indicated their clients have the highest need for transportation to healthcare, senior services, food banks, and grocery shopping.



As demonstrated by the below chart, riders needed access to Spokane and Wilbur by using transit services.



The full results from the HSTP surveys returned by stakeholders in Lincoln County are listed in Appendix C pages C-174 through C-189.

### ***User and General Public HSTP Survey Results***

17 persons from Lincoln County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, five (29.4%) were ages eighteen through fifty-nine, 12 (70.6%) were sixty years or older, and there were no respondents seventeen years and younger.

#### Top 7 types of Destinations

- |                                      |  |
|--------------------------------------|--|
| 1. Nutrition/Meal Programs (52.941%) | 5. Pharmacy (29.41%)                     |
| 2. Medical/Dental (41.18%)           | 6. Community Events (23.53%)             |
| 3. Elder/Senior Services (35.29%)    | 7. Counseling/Behavioral Health (23.53%) |
| 4. Family and Friends (29.41%)       |  |

#### Days of the week respondents generally need transportation:

- |                       |                      |
|-----------------------|----------------------|
| 1. Tuesday (82.35%)   | 5. Friday (64.71%)   |
| 2. Thursday (82.35%)  | 6. Saturday (35.29%) |
| 3. Wednesday (76.47%) | 7. Sunday (35.29%)   |
| 4. Monday (64.71%)    |                      |

#### Most Frequent Time of the day respondents need transportation:

- |                                 |                                |
|---------------------------------|--------------------------------|
| 1. 10:00 Am to 3:00 pm (82.35%) | 4. 5:00 pm to 7:00 pm (41.18%) |
| 2. 3:00 pm to 5:00 pm (82.35%)  | 5. Before 8:00 am (29.41%)     |
| 3. 8:00 am to 10:00 am (58.82%) | 6. None (11.76%)               |

#### Top 5 transportation resources used by respondents:

- |   |                                      |
|---|--------------------------------------|
| 1. People For People/ Connectors (70.59%) | 4. Dial-A-Ride/ Paratransit (29.41%) |
| 2. My or Borrowed Vehicle (52.94%)        | 5. Walk (23.53%)                     |
| 3. Family, Friends, Volunteer (35.29%)    |                                      |

#### Top 5 Reasons respondents need transportation:

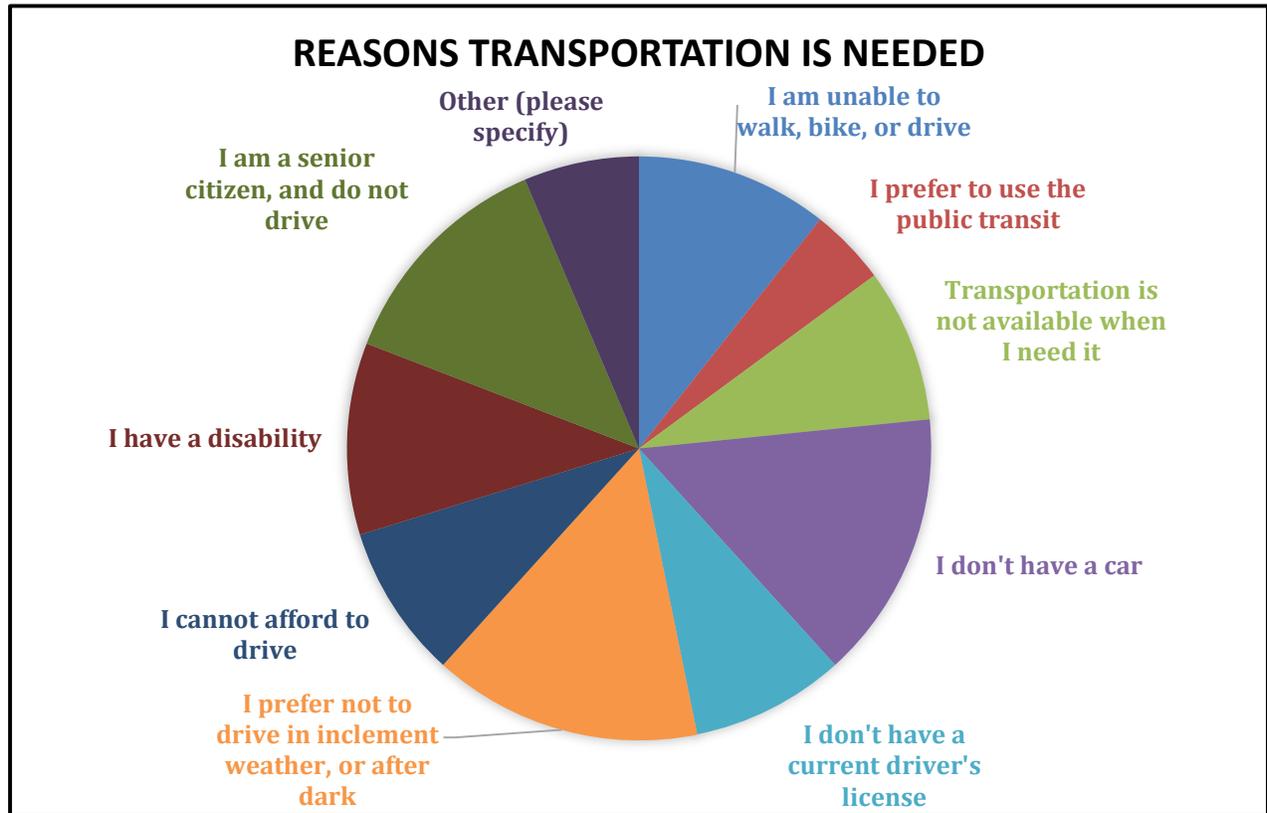
- |   |  |
|---|--|
| 1. I don't have a car (41.18%)                            | 4. I am unable to walk, bike or drive (29.41%) |
| 2. I prefer not to drive in inclement/after dark (41.18%) | 5. I have a disability (29.41%)                |
| 3. I am a senior citizen and do not drive (35.29%)        |  |

#### How Frequent respondent uses current transportation services:

- |  |   |
|--|---|
| 1. Frequently (1-4 days/week) (35.29%) | 4. Occasionally (1-3 days/month) (11.76%) |
| 2. Always (5-7 days/week) (23.53%)     | 5. Limited (1-11 days/ year) (5.88%)      |
| 3. Never (23.53%)                      |   |

The majority of the respondents, 76.5%, felt that current transportation services available meet their needs and the needs of the community. This is a marked shift in perception from the 2018 HSTP survey where the majority felt that the current transportation services did not meet the community’s needs. Respondents indicated there is a need for weekend service, especially to Spokane. They also wanted expanded service hours during the day.

The following chart indicates why respondents need access to transportation services.



The highest two reasons that transportation is needed is because they do not have a car and they prefer not to drive in inclement weather or after dark. This is different than the stakeholder surveys where they indicated the reason their clients need transportation is because they are seniors and do not drive, or they do not have a driver’s license.

Respondents feel that increase door-to-door service will improve their access to healthcare, social services, shopping, and social activities. They do not feel that any of the presented options will assist them with traveling to work. As we looked at the gaps in transportation services, it was noted that respondents indicated that service is needed on weekends especially to Spokane. They also wanted expanded service hours during the day. Viewing the gaps in services by groups such as seniors, those individuals with disabilities, and individuals with low income, we found that 50% of the seniors surveyed stated the need for expanded hours of operation. Of the individuals that identified as having disabilities, 25 % of

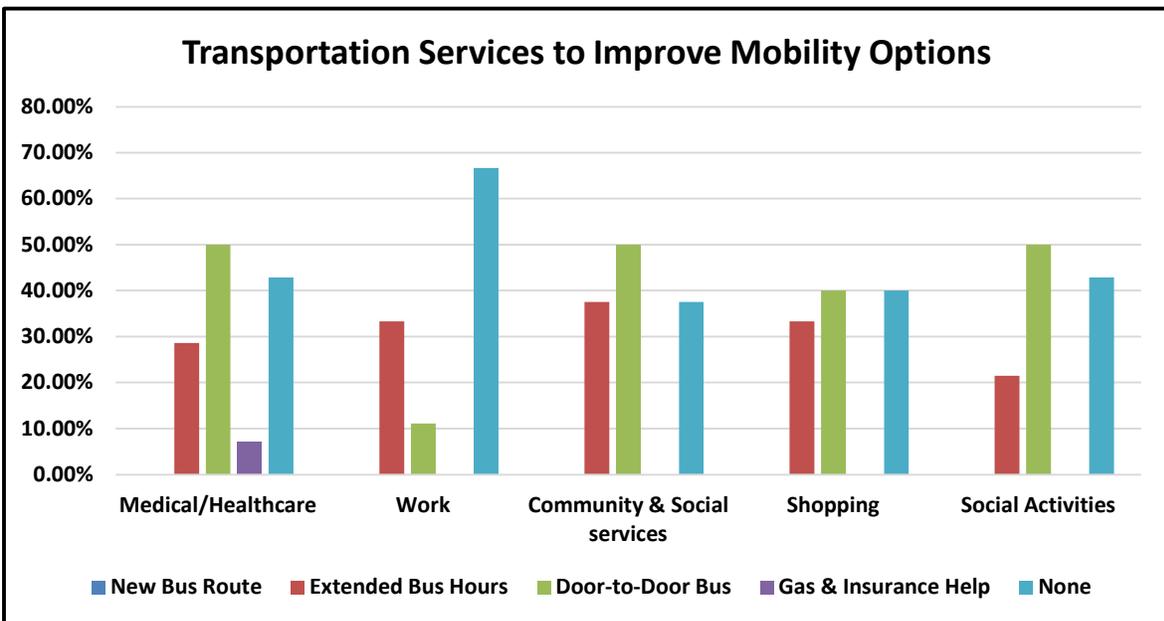
respondents stated the largest gap in service was the need for more hours of service. Of those individuals with lower incomes, one respondent stated the largest gap in service was service was lack of expanded service hours causing them to find alternative routes

The full results from the HSTP surveys returned from individuals in Lincoln County are listed in Appendix C pages C-190 through C-209.

The following graph indicates what types of service respondents felt would improve their mobility options.

## Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with alternative transportation needs, are summarized below. The origins and destinations were identified by stakeholders at the Mobility Summit and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums, from members of the 4-County Team, maps, and census data.



### Common Origins

The common origins/residences of people who have alternative transportation needs are scattered throughout Lincoln County in its cities, towns, and rural areas. Due to the county’s rural character, its alternative transportation needs populations can be found in all of the communities, and do not gravitate toward certain neighborhoods. Their trips can start at their home that is typical single-family residence but can also include senior housing or assisted living and nursing homes.

A high percentage of residents in Lincoln County’s communities have disabilities, ranging from 18.3% in Davenport to 31.8% in Harrington. Overall, 18.9% of the County’s residents have a disability. Lincoln County’s per capita income level was \$31,711, considerably lower than the State’s average of \$40,837. The County’s youth population is also spread through the communities ranging from 5% in Creston to 33.7% in Almira. The total population in Lincoln County of residents less than 18 years of age is 21.3%. Approximately 25.7% of the total population in Lincoln County is 65 years and older and close to that same percentage of elderly persons are in Almira, Creston, Davenport, Odessa, Sprague, and Wilbur.

### ***Common Destinations***

The common destinations made by individuals who have alternative transportation needs and reside in Lincoln County are to the following types of places:

1. ***Dental and Medical Providers***: Dental and medical facilities are top destinations according to 75% of the stakeholder respondents and 41% of the general public survey respondents. 58% of seniors, 50% of persons with low incomes, and 60% of persons with disabilities identified this as a needed destination. Individuals with other alternative transportation needs did not identify this destination as needed. Persons with alternative transportation needs require transportation to doctor appointments, dialysis, dental, cancer treatment, and health specialists located both within Lincoln County and in larger urban centers outside of the county including Spokane, Moses Lake, and Seattle.
2. ***Social Service Providers***: Social service providers are a common destination for individuals with alternative transportation needs. Individuals frequently need transportation services to access agencies such as the Department of Social and Health Services (DSHS), chemical dependency treatment centers, food banks, senior nutrition sites, childcare, and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP). 50% of the stakeholders and 12% of the general public respondents indicated there is a need for transportation to social services. 25% of persons with low incomes, 20% of persons with disabilities and 33% of persons with other special transportation needs identified this as a needed destination. Seniors did not identify this destination as needed. Below is a chart showing the distance residents in Lincoln County typically have to travel to reach typical social services.

**Table 70**  
**Distance in Miles to**  
**Common Social Service Providers**

<i>City</i>	<i>DSHS</i>	<i>WorkSource</i>	<i>Community Action Agency</i>	<i>Hospital</i>	<i>Social Security Office</i>	<i>Senior Center</i>	<i>Courthouse/District Court</i>	<i>Food Banks</i>	<i>College/Technical School</i>	<i>Libraries</i>
Almira	57(Moses Lk)	57	57	42	77	12	42	42	42(WSU Ext)	12
Creston	56(Spokane)	56	56	21	56	9	21	21	21	9
Davenport	35	35	35	0	35	0	0	0	0	0
Harrington	50	50	50	14	50	14	14	14	14	0
Odessa	46	46	46	0	75	0	38	0	38	0
Rearдан	23	23	23	13	23	13	13	13	13	0
Sprague	37	37	37	37	37	0	37	0	37	0
Wilbur	65	65	65	30	65	0	30	30	30	0

- Employment Centers:** Individuals with alternative transportation needs often have difficulty reaching their worksites or accessing organization that provide job training and job searching. Reliable transportation is vital to helping them get employed and stay employed. Approximately 50% of the stakeholder survey respondents indicated that transportation for employment, job training, and job searching is important in Lincoln County. Seniors, individuals with low income, individuals with disabilities and individuals with other alternative transportation needs did not identify this destination as needed. Employment centers with the highest number of employees in Lincoln County are shown in Table 71 below.

<b>Table 71 Lincoln County 2020 Top Five Employers<sup>78</sup></b>		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Davenport	Lincoln Hospital	330
Odessa	Odessa Memorial Healthcare	110
Davenport	Davenport School District	91
Wilbur	Aspen Quality Care Inc	90
Davenport	County of Lincoln	82

The number of workers commuting between Lincoln County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. Table 72 below shows the number of workers traveling between counties in Washington State.

<b>Table 72 Lincoln County Work Force Destinations by County<sup>79</sup></b>		
<i>Destination of Workers FROM Lincoln County TO:</i>	<i>Workers Commuting Destinations</i>	
	<i>No. of Workers</i>	<i>% Workers</i>
Within Lincoln County	2,768	90.60%
Spokane/Whitman/NE Washington counties	771	25.20%
Grant County	252	8.25%
King/Western WA	66	2.16%
Adams County	34	1.10%
Kittitas County	18	0.4%
Benton/Franklin/Walla Walla counties	14	0.45%
Okanogan County	5	0.16%
Chelan/Douglas counties	13	0.43%
Outside of WA	40	1.30%
QUADCO (within the 4-county region)	3,054	70%
TOTAL	3,963	100.0%

4. **Elderly/Senior Service Centers**: Services for the elderly are top destinations according to almost half (75%) of the stakeholder respondents and 35% of the general public survey

<sup>78</sup> A to Z Databases, Yakima Valley Libraries <https://www.yvl.org/e-resources-a-z/>, accessed September 11, 2022

<sup>79</sup> RESIDENCE COUNTY TO WORKPLACE COUNTY COMMUTING FLOWS FOR THE UNITED STATES AND PUERTO RICO. ACS: 2011-2015

respondents indicated that senior citizens need public transportation. 50% of seniors, 25% of persons with low incomes, and 40% of persons with disabilities identified this as a needed destination. Individuals with alternative transportation needs did not identify this destination as needed. There are senior service centers in Davenport, Odessa, and Sprague. Senior centers can help prevent social isolation, unhealthy living and can provide medical information specific to the 65 years and over community.

5. **Daily Living Activity Centers**: Transportation to daily living activities includes visits to family or friends, grocery shopping, banking, legal services, post office and court appointments. Of the stakeholder survey responses, 50% indicated that grocery shopping is a top destination and 75% indicated court and legal appointments are important destinations. Of the general public survey responses, 29% indicated visits to family and friends as a top destination, 18% indicated shopping and daily activities are top destinations, 18% indicated church and religious activities are top destinations, and 24% indicated community events are top destinations. Seniors identified the following destinations: 25% church and religious services, 33% community events, 17% counseling and behavioral health appointments, 8% court and legal appointments, 42% visit family and friends, 67% nutrition and meal programs, 17% physical therapy, and 17% shopping and daily activities. Individuals with low incomes identified the following destinations: 25% community events, 50% counseling and behavioral health appointments, 25% court and legal appointments, 25% nutrition and meal programs, 25% physical therapy, 25% recreational, and 25% shopping and other daily activities. Individuals with disabilities identified the following destinations: 40% community events, 40% counseling and behavioral health appointments, 20% court and legal appointments, 20% visit family and friends, 60% nutrition and meal programs, 20% physical therapy, 20% recreational, and 40% shopping and other daily activities. Individuals with other alternative transportation needs identified 33% counseling and behavioral health appointments. The rural parts of Lincoln County have limited grocery shopping and individuals must travel to places such as Davenport, Airway Heights, Ritzville, Moses Lake, and Tri-Cities to shop.
  
6. **Education**: Transportation access to education is important for persons with alternative transportation needs. Education destinations range from post-secondary schools who provide after-school education programs to college classes. After-school programs is another important destination since schools do not provide transportation services to these education programs. College destinations include Big Bend Community College in Moses Lake, Eastern Washington University in Cheney, and Spokane area colleges. Other education programs in Grant County include vocational skills training and GED training.

## Transportation Challenges and Gaps

Transportation challenges, such as unmet needs and gaps in services, were identified by stakeholders at the Lincoln County Mobility Summit and through the stakeholder HSTP survey

responses, by the general public from survey responses and public forums, and from members of the 4-County Team. The challenges and strategies identified included:

### **1. Informational Materials and Advertising**

**Transportation Challenge:** Individuals are not aware of transportation services and how to access the services. There is a need for outreach so that people know where the services are being provided and how to access them. Transit training is provided for individuals with disabilities but there needs to be additional resources for staffing to meet this need.

### **2. Access to Underserved Rural Areas**

**Transportation Challenge:** Funding is limited for transportation in rural areas. There is limited availability for routes between Wilbur and Spokane as well between Wilbur and Moses Lake. There are large distances between point A and B. The requirement for three or more riders in order to complete trips is burdensome because if the limit is not reached, then the trip will be cancelled. Distances, availability, and times are limited in the rural area. There are no taxis that serve Lincoln County and there is very limited access to affordable TNC service such as Uber and Lyft. Without a personal car, a person is stranded.

### **3. Access to Transportation Options**

**Transportation Challenge:** Seniors, individuals with low incomes, individuals with disabilities, individuals with other alternative transportation needs all identified that the times that transportation is available is limited and needs to be expanded. It can be difficult when individuals must wait half a day for a return trip. Winter driving is a challenge for seniors due to poor driving conditions and limited daylight hours. Long distance trips to Spokane are needed. Routes need to allow for deviation from the fixed route at different points along the route. Individuals that miss three scheduled appointments can no longer use the service. This can be a barrier for individuals with substance abuse and behavioral health issues and need more support to be successful.

### **4. Driver Shortage**

**Transportation Challenge:** There is a need for qualified drivers. School districts as well as People For People is experiencing a shortage of drivers. Factors relating to COVID-19 are discussed in Chapter 9.

## **Transportation Strategies to Address Challenges and Gaps**

Transportation strategies to meet these identified challenges and gaps were identified by stakeholders at the Lincoln County Mobility Summit and through the stakeholder HSTP survey responses, by the general public from survey responses and public forums, and from members of the 4-County Team. The strategies identified included:

## **1. Informational Materials and Advertising**

**Strategies to Address Challenge:** Widely distribute materials to public and local businesses including the Post Office, social service providers, the public health department, grocery stores and pharmacies. Address language barriers. Place advertisements in local newspapers including the Lincoln County Journal and Lincoln Advertiser. Increase use of Facebook. Promote 2-1-1 as an option to obtain transportation information without needing a computer. Conduct outreach campaigns at Lincoln County Health and Welfare meetings, in all the cities and towns within the county, and to veterans. Send postcards to reach individuals that might not receive the newspaper or have access to the internet. Have representatives from the transportation agencies talk to the workers of the agencies to learn how to access transportation services. Train organizations that provide services such as the Developmental Disabilities Administration so that they are able to help educate their clients.

## **2. Access to Underserved Rural Areas**

**Strategies to Address Challenge:** For example, increase service between Wilbur/Moses Lake and Wilbur/Spokane. Increase door-to-door service. Offer expanded operating hours for the early morning and evening. Allow trips to occur if there are less than three passengers. Provide more service to Spokane.

## **3. Access to Transportation Options**

**Strategies to Address Challenge:** Seniors, individuals with low incomes, individuals with disabilities and individuals with other alternative transportation needs request expanded services hours as well as expand current routes. Extend hours to serve seniors during winter evenings. Increase the frequency of transportation services.

## **4. Driver Shortage**

**Strategies to Address Challenge:** Maintain and attract sufficient workforce with higher wages/benefits/incentives/bonuses.

# Chapter Eight – Emergency Management

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## Introduction

### ***Public Transportation’s Role***

Many different types of hazards and threats occur in the QUADCO region – the most common are wildland fires, floods, freezing rain, snowstorms, and earthquakes. Each of the four counties in QUADCO has an emergency management plan that describes local hazards and how to respond to them.

Public transportation resources and employees can play an important role in supporting emergency response efforts. This may include facilitating evacuations, transporting casualties, transporting emergency response personnel, ferrying equipment or supplies and transporting persons back to their homes during the recovery phase of an emergency.

Public transportation service providers are specially equipped to evacuate persons with alternative transportation needs. Their buses are ADA accessible. Their drivers are trained to be sensitive to the needs of passengers. These resources and skills are valuable in gaining the trust and cooperation of persons that are impacted by an emergency and maybe experiencing grief and fear.

### ***Coordination with Human Service Agencies***

Agencies providing human services, or with close contact to vulnerable populations, can enhance emergency planning systems by reaching out to public transportation and paratransit service providers and local emergency management agencies. Developing these relationships will help coordinate the care needed for vulnerable populations during an emergency.

There are several tasks that can improve the coordination efforts between human service agencies, emergency managers, and transportation service providers. Examples are:

- Establish a dispatch list of the providers in the local area.
- Develop back-up communications plans.
- Educate clients and customers to be aware of emergency procedures.
- Provide “Release of Information” (ROI) forms specific to the designated transportation service provider to be used solely during emergencies.

When defining the vulnerable populations, agencies should identify those persons who may need additional help in an emergency. Some persons may come into an emergency with mobility challenges, some may become injured during an emergency, and some may become immobilized by fear or confusion. A baseline starting point for identifying vulnerable populations is to identify persons at or below poverty level, persons having a physical or

mental disability, persons with significant health issues, persons having low English proficiency and persons whose age makes them unable to drive.

### ***Greater Columbia 2-1-1***

The Greater Columbia 2-1-1 (GC 2-1-1) is a free call center service operated by People For People to help individuals locate and access health, human, and social programs. This service is also used to provide individuals access to information for the various transportation service providers available in the region.

GC 2-1-1 provides citizens vital information during emergencies. GC 2-1-1 can work with Emergency Management Departments in each of the four QUADCO counties work to provide vital communication during an emergency or disaster. Formal Memorandum of Understandings are in place with Kittitas and Lincoln counties.

GC 2-1-1 is able to coordinate with Emergency Management Departments to handle calls during a disaster. The call center specialists may also assess whether a caller has an immediate safety or medical concern that may require the call to be transferred for an emergency response by law enforcement, fire, or Emergency Medical Services.

During a man-made or natural disaster, GC 2-1-1 can serve as the County’s emergency call center for the collection, posting, and dissemination of timely and critical information for the public. GC 2-1-1 can act as the clearinghouse for information about county-wide disasters, emergencies, or matters of general concern to the public.

### ***Collaboration and Agreements Between Emergency Management Departments and Transportation Providers***

All Emergency Management Departments should consider establishing a relationship and executing written agreements with their local public transportation providers prior to an emergency. This could be in the form of a Mutual Aid Agreement or an Interlocal Agreement.

A Mutual Aid Agreement specifies how agencies or jurisdictions will assist one another on request. It includes a liability and financial clause. It also describes the circumstances, associated costs, and conditions that apply to resources that are being offered or requested during an emergency (see Appendix D. Example Mutual Aid Agreement Form).

Within the QUADCO region, there is one formal agreement with transportation providers. Grant Transit Authority has an Interlocal Agreement with Grant County’s Department of Emergency Management for the purpose of coordinating emergency services and planning. The current Agreement was entered into on June 1, 2019 and renews annually until either party provides notice of termination or a subsequent agreement is entered into. It specifies that GTA will make available their operators and their vehicles (those that are operational but not being used by GTA) to the Grant County Sheriff’s Office of the Emergency Management

Division (EMD) during an emergency or disaster. EMD will provide emergency planning and training assistance to GTA. The County will reimburse GTA for all fuel costs and personnel costs associated with emergency transportation services.

Kittitas County’s Emergency Management Division (EMD) has no formal agreements with identified transportation providers that provide transportation support during an emergency. Kittitas County EMD uses HopeSource and school district buses, depending on the time of day and the number of individuals needing to be transported.

In 2022, People For People has representation on the Adams County’s Local Emergency Planning Committee to coordinate transportation for individuals with special transportation needs during an emergency and to utilize Greater Columbia 2-1-1 as a centralized number for individuals to call for resources during or after a disaster. People For People has worked with Adams County and Lincoln County to establish opportunities for transportation coordination during an emergency. No formal Agreement has been executed.

### ***Local Emergency Planning Committee Meetings***

Service providers should join Local Emergency Planning Committees (LEPC) in the counties they serve and participate in the LEPC meetings. The LEPC meetings occur on a regular basis to develop and review contingency and evacuation plans for emergencies. By participating in LEPC meetings, service providers can develop relationships with emergency responders before an incident occurs. These previously built relationships make for a quicker response during an emergency and help people to know who they can turn to during a crisis.

LEPCs are comprised of community leaders, business leaders, local fire, police, and emergency management responders. Rosenda Henley, People For People’s Mobility Manager, is QUADCO area contacts for each county’s LEPC are as follows:

#### **Adams County Office of Emergency Management**

Sandi Duffey, Director Adams County Emergency Management  
2069 W. Hwy 26, Othello WA 99344  
509-488-3704

#### **Grant County Office of Emergency Management**

Josh Sainsbury, Chief Deputy Grant County Dpt. of Emergency Management  
35 C St. NW, Ephrata, WA 98823  
509-754-2011 EXT 4522 or (509) 750-7306 (cell)

#### **Kittitas County Office of Emergency Management**

Darren Higashiyama, Operations Commander  
307 W. Umptanum Rd., Ellensburg WA 98926  
509-933-8206, 509-962-7525

**Lincoln County Office of Emergency Management**

Gabe Gants, Interim Sheriff

404 Sinclair St., PO Box 367, Davenport WA 99122.

509-725-3501 (non-emergencies & general information)

## **Transportation Service Resources**

Contact information for service providers in the QUADCO area and the potential numbers of vehicles that may be available in an emergency are listed below. It is important to remember that some of these vehicles and drivers may not be able to respond in an emergency for various reasons including being isolated due to the emergency or already being used to transport persons in regular service.

### **People For People (PFP)**

PFP provides several fixed routes and paratransit (demand response) services in Adams County, Grant County and Lincoln County. PFP's transportation office and bus storage is located at 843 Kittleson Rd., Moses Lake, WA 98837, dispatch phone: 509-765-9249 Extension 555. PFP currently has 31 vehicles available to operate in this region with seat capacity ranging from three passengers to 18 passengers. These vehicles are ADA accessible.

### **Special Mobility Services, Inc. (SMS)**

SMS provides bus services to the general public between Davenport and Spokane and between Ritzville and Spokane. This service is mainly funded by WSDOT. The SMS Transportation office and bus storage is located at 707 N. Napa St., Spokane, WA 99202, dispatch phone: 509-534-7171. SMS currently has five vehicles in operation with one vehicle that provides service to Davenport and one vehicle that provides service to Ritzville. Both of the vehicles that are used in the QUADCO region have seating capacity for up to 14 passengers. These vehicles are ADA accessible.

### **Grant Transit Authority (GTA)**

GTA is the public transportation provider for Grant County. GTA's dispatch office and bus storage is located at 8392 Westover Blvd. NE, Moses Lake, WA 98837, and dispatch phone: 509-765-0898 or 1-800-406-9177. GTA currently has 31 ADA accessible revenue service vehicles that operate within this region. Seating capacity ranges from 10 passengers in the DART vehicles and up to 32 passengers on the fixed-route buses. All GTA revenue service vehicles have a minimum of two wheel-chair stations per vehicle with some having three stations available for transporting wheel-chair passengers.

### **HopeSource Transportation Services (HTS)**

HTS operates Central Transit in Ellensburg and the demand response service for Kittitas County. HTS's office and bus storage is located at 700 E. Mountain View, Suite 501, Ellensburg, WA 98926, dispatch phone: 509-933-2287. HTS has vehicles available to operate

in this region with seat capacity ranging from eight passengers to 15 passengers. These vehicles are ADA accessible.

**Educational Service Districts (ESD) 105 and 171**

ESD 105 includes Kittitas County and part of Grant County. ESD 171 includes part of Grant County. The Regional Transportation Coordinator for both of these districts is: Dan Payne, ESD 105, 33 S. Second Ave., Yakima, WA 98902, 509-454-3105, cell: 509-895-9568.

**Educational Service Districts (ESD) 101**

ESD 101 includes part of Grant County, Adams County, and Lincoln County. The Regional Transportation Coordinator for ESD 101 is: Eric Engle, ESD 101, 4202 South Regal, Spokane WA 99223-7738, 509-789-3558.

## **Transportation Sections - Emergency Management Plans**

Each County has adopted a Comprehensive Emergency Management Plan (CEMP) that outlines the steps to follow during an emergency or disaster situation. These plans also list available resources and support agencies that are available to assist during an emergency or disaster – including agencies that provide transportation services. Each County’s Emergency Management Plan has sections that describe how persons with alternative transportation needs should be transported during an emergency. These sections are listed below:

***Adams County Emergency Management Plan***

**ESF 13A** - During an emergency, Adams County shall “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 an evacuation, other agencies may participate, including private, public or volunteer. Individuals with alternative transportation needs are included in the general 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 except 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 populations with alternative transportation needs. 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 Plan**

Grant County Commissioners adopted the Grant County Comprehensive Emergency Management Plan on December 26, 2018.<sup>80</sup> The following identifies the role of transportation and 211 during an emergency.

#### **Emergency Support Function 1 – Transportation**

Refers directly to the role transportation plays during an emergency. Support agencies such as Emergency Management, Grant Transit Authority, Public Schools, and Washington State Department of Transportation are referenced as playing a role.

**Section IV. B. 3.** - *“Grant Transit Authority has buses and drivers qualified to operate them, and may be utilized to serve the public by providing transportation in emergency or disaster situations. Their use is dependent on their availability and status of Memorandums of Understanding.”*

**Section IV. B. 4.** – *“The Public School System has buses and drivers qualified to operate them, and may be utilized to serve the public by providing transportation in an emergency or disaster situations. Their use is dependent on their availability and the status of Memorandums of Understanding. It can be expected that the transportation of children within the school system will be prioritized over other situations.”*

#### **Emergency Support Function 2 – Telecommunications, Information Systems, and Warning**

To assist with the dissemination of information to the public, Washington State 211 Information is identified as a support agency. 211 is a toll-free information and referral line that assists the community with accessing social service resources. During an emergency, 211 provides information so that the community may call to obtain resources, information about the emergency, and venues for receiving assistance.

#### **Emergency Support Function 6 – Mass Care and Human Services**

*“Human Service programs 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. 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 will assist by identifying populations in order to notify and move individuals from harm’s way to safe shelter.”*

### **Kittitas County Emergency Management Plan**

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<sup>80</sup> Grant County Sheriff’s Office. <https://www.grantcountywa.gov/DocumentCenter/View/1101/Comprehensive-Emergency-Management-Plan-PDF?bidId=>

The transportation section of Kittitas County’s Emergency Management Plan 2018 identifies evacuation routes and coordination support.<sup>81</sup>

**Sections IV. A. 1.–** *“In a severe emergency or disaster Kittitas County responders may require the use of local vehicles, equipment and other assistance for moving heavy equipment, supplies, or people.”*

**Section V. A. 1. e. -** The primary agency’s responsibilities is to *“provide specialized support functions, resources, or emergency personnel as agreed upon, contracted for, or provided for in mutual assistance agreements.”*

**Section V. B. 9. a. –** *“HopeSource (a public transportation system): Provide transportation services in the event of a disaster.”*

**Section V. B. 11. a. –** *“School District transportation services: Provide transportation services in the event of a disaster.”*

The general procedure in Kittitas County for transportation and evacuation of the alternative transportation needs population is for persons needing help during an evacuation to call the Office of Emergency Management or Sheriff’s Office in an emergency. Persons being transported must have their medications or medical equipment ready to be transported with them; it is not the responsibility of emergency responders to gather these items in an emergency. Evacuated individuals will be transferred to the Red Cross. Red Cross staff and volunteers work with the local hospital and pharmacies to make sure each person has their medical needs met. Many remote areas may not have communication services available, such as phone, internet, and television. Radio may be the only communication service in places. Educating the public on how to be prepared for an evacuation is critical.

The Office of Emergency Management coordinates the evacuation of persons with fire authorities, Red Cross, local DSHS office, HopeSource and local school districts. Kittitas County is prepared for emergency evacuation of individuals with special transportation needs with the cooperation of both HopeSource (whose buses are ADA Accessible) and the local school district buses.

## ***Lincoln County Emergency Management Plan***

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<sup>81</sup> Kittitas County Sheriff’s Office. <http://www.co.kittitas.wa.us/sheriff/emergency.aspx>

Lincoln County's 2018 Comprehensive Emergency Management Plan (CEMP)<sup>82</sup> guides the Lincoln County Department of Emergency Management in its responsibility to save lives, prevent injury, protect property and the environment in times of natural, man-made and/or technological disasters.

**Emergency Support Function #1 (ESF 1) Transportation** – Transportation provides for the mobilization and coordinated operation of emergency transportation services and facilities for effective utilization during an emergency.

Lincoln County's CEMP identifies that for ESF 1 the Primary Agency is Lincoln County Public Works Department and City Public Works Departments using the following support agencies: Lincoln County Department of Emergency Management, County & City Law Enforcement Agencies, Local School Districts, Washington State Department of Transportation, and Washington State Patrol.

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 in rural areas due to 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.

The Plan recognizes that *“most of the people will utilize private transportation resources to evacuate a hazardous area. Available local government resources will be utilized first, and then additional transportation resources may be procured from the private sector and other political subdivisions through implementation of mutual aid agreements.”*

The Plan identifies, *“Lincoln County Transportation Services – Provide emergency transportation services for those people with special needs and the physically challenged.”*

During an emergency, transportation providers will operate within the concepts of the Incident Command System. The responsible jurisdiction will establish Incident Command with the appropriate agencies. The primary agency will assign personnel to the Emergency Operations Center, and the assigned personnel will be responsible for coordinating transportation requests from the command agencies. Lincoln County Department of Emergency Management will maintain a current inventory of all transportation and fuel resources available.

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<sup>82</sup> Lincoln County Sheriff's Office. <https://www.co.lincoln.wa.us/sheriff/county-emergency-plans>

## Chapter Nine – Lasting Impact of COVID-19

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The lasting impact of the COVID-19 pandemic for human services transportation is still being determined. While the pandemic has not officially ended, we are starting to see themes of what those lasting changes might be. Through the Stakeholder meetings, Mobility Summits and the Transportation Service Provider Surveys, we were able to identify the following potential lasting changes.

- Decreased Ridership
- Forced Innovation in Providing Transit Service
- Staffing Challenges
- Supply Chain Disruption
- Increased Costs – Wages, Fuel, Insurance

When the Washington State Governor’s mandate for lockdown was issued, it forced adaptability and innovation that impacted all sectors. Businesses were left scrambling on how best to institute teleworking, telehealth, and remote schooling. It also created a stark divide in public opinion on how the pandemic should be handled. The pandemic impacted ridership and the retention of employees for transit providers.



### **Decreased Ridership**

The first, and continuing impact, that transit providers face is a decrease in ridership. With fewer individuals needing to travel for work, school, shopping, and health care services there is less demand for service. During the height of the pandemic, there was a need to provide trips with less riders to maintain social distancing and the safety of rider. Individuals have also made a switch to ordering more goods online and therefore are not traveling to stores as frequently. Preventive healthcare has been delayed due to need for the healthcare sector to triage COVID-19 patients. Youth were home-schooled and school districts brought services to the student’s home with meals and technology. The pandemic, and especially vulnerable populations living in rural communities, have become isolated. Employers shifted their workforce to allow for employees to telework and attend meetings virtually and efficiently.

The second impact that is reducing the ridership is the concern about rider safety. Individuals with fragile health conditions isolated at home and continue to isolate for the fear of COVID-19 and do not feel comfortable riding on transit when there are large

numbers of people on board. There are concerns regarding the level of sanitation and being around people that do not wear a mask.

### **Forced Innovation in Providing Transit Service**

Transit providers were forced to innovate on how to provide services that were still needed for individuals with alternative transportation needs to remain healthy in their own homes and out of institutional care during the pandemic. Special Needs Transportation providers switched from taking seniors to congregate meal sites to delivering meals, prescriptions, food baskets, hygiene supplies, and test kits to homebound seniors. Grantors, such as Aging & Adult Care of Central Washington, WSDOT, and FTA allowed this change to serve those most in need.

Social service programs allowed electronic signatures and provided online resources from the application process to online workshops.

Transportation providers worked collaboratively to secure masks, Personal Protective Equipment, and hygiene supplies for the safe transport of individuals and to safely transporting COVID positive patients. Washington State Transit Association and local health districts helped to coordinate the purchase of supplies. In addition to sanitizing vehicles, safety shields were installed. Many drivers feel safer with the plastic partition between them and the passengers.

With additional governmental funding, many transits were able to go fare-free. They have been able to continue this practice and will re-evaluate in the future if funding levels change again.

### **Staffing Challenges**

Like many other businesses and organizations, transit providers face staffing challenges. Drivers that were concerned with the possible exposure to COVID-19, retired early or changed professions. School districts lost drivers due to vaccine mandates.

Drivers need to isolate if there was a potential exposure to COVID-19. This increased the need for additional backup drivers to fill shifts when there is a possible exposure or when someone shows possible symptoms. Drivers that test positive for COVID-19 must quarantine for recommended periods of time. These, and other factors, are contributing to a shortage of drivers.

Employers face challenges recruiting, hiring, and retaining staff from entry level positions to an executive level. This is a national among transportation professionals. Low wages, a lack of trained professionals, workers retiring early due to Covid-19, and a low workforce make it difficult to fill transportation needs.

### **Supply Chain Disruption**

It is hard to tell if the disruption to the supply chain will continue. Currently, transit providers are finding it difficult to purchase new vehicles. Many manufactures have

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

identified that it may be up to 48 months to fill current orders. Transportation providers are operating with vehicles that are past their useful life and require costly and frequent repairs. With supply chain issues, needed repairs put the aging vehicles “out-of-service” for extended periods of time.

### **Increased Costs – Wages, Equipment**

The pandemic spurred individuals to retire early. With the shortage of workers as well as Washington State’s minimum wage increases, employee costs have increased. Employers are increasing wages and adding hiring bonuses to recruit and retain employees. With the global economy and supply chain issues, the cost to purchase and repair vehicles has increased.

It is hard to know for certain what the lasting impacts of the COVID-19 pandemic will be. Stakeholders, social service providers, transportation providers, and individuals attending public forums/open houses identified the following possible lasting impacts.

- **Workforce** – As long as there is a shortage of a skilled workforce, the recruitment and retention of employees will be an ongoing challenge in all sectors--from entry-level to the professional level. With a shortage of drivers and support staff, transportation service may decrease.  
Employers identified cost efficiencies with teleworking options. Employers are providing options for non-standard working, teleworking, and videoconferencing instead of traveling for trainings, conferences, and meetings.
- **Ridership** – Ridership has increased with the rising cost of fuel and the decrease in the spread of COVID-19. Ridership may never increase to the pre-pandemic level due to changes in the way people work, shop, and how they access healthcare, education, and other social services.
- **Increased Costs** – With inflation, labor costs will continue to rise. Transportation providers are reporting delays of up to 48 months for certain vehicles. A shortage of vehicles in good repair, may decrease available service.
- **Receiving Services** – Positive innovations have made accessing services, healthcare, shopping, nutrition, and other vital service more equitable and accommodating. Electronic signatures, video conferencing, telehealth, and home delivered meals and supplies has reduced some need for transportation services.

## Chapter Ten – Community Project Priorities

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### 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*. The five elements, shown below in priority order, are to be used to evaluate and rank projects submitted to Washington State Department of Transportation to fund transportation services for individuals with alternative transportation needs in Adams, Grant, Kittitas, and Lincoln counties.

#### **Measurement Priority 1 - Preservation**

Continue funding the operations of transportation services and mobility management services that are currently funded and are efficient and effective.

#### **Measurement Priority 2 - Meets the Needs**

Fund transportation services, mobility management services, and capital resources that are needed for the mobility of vulnerable persons and individuals living in overburdened communities.

#### **Measurement Priority 3 - Coordination**

Fund projects that are coordinated with existing transportation services, provide for identified gaps of services, do not duplicate existing services, and improve connectivity within counties and between regional population centers.

#### **Measurement Priority 4 - Effectiveness**

Fund accessible transportation services and capital resources that are adaptable and environmentally sustainable, and will continue to provide safe, convenient, reliable, and effective services into the future.

#### **Measurement Priority 5 - Cost Efficiency**

Fund projects that provide cost-efficiencies as measured by the number of riders, service miles, and service hours, as well as cost savings to society from individuals able to journey to employment and access essential services.

## QUADCO HSTP – Goals, Objectives, and Strategies

QUADCO’s overarching goal for coordinated public transit and human services transportation in this 4-county planning region is to:

*Provide access to transportation that strengthens communities and promotes self-sufficiency and general welfare of populations who have alternative transportation needs.*

To achieve this goal, the following objectives and strategies were developed:

### **Objective One**

Sustain and expand transportation services to vulnerable populations, those who have alternative transportation needs, and those living in overburdened communities.

#### **Strategy 1 - Demand Response Services**

Provide demand response services for persons with alternative transportation needs to access human services, healthcare, nutrition, employment, shopping, social activities, and other activities that improve their quality of life. This would involve countywide services where current ADA, fixed route, and route deviated transportation services do not meet the needs of the general public.

#### **Strategy 2 - Fixed Route and Route Deviated Transportation**

Provide consistent, convenient, and reliable transportation for the general public, vulnerable populations, and individuals living in overburdened communities to access healthcare, nutrition, employment, education, shopping, social events, and other activities that improve their quality of life. Provide transportation that addresses the transit gaps to connect isolated communities with services within counties as well as across counties and regions.

#### **Strategy 3 - Employment Transportation**

Provide employees with cost-efficient transportation to places of employment with various forms of transportation services including fixed route, route deviated, demand response, van pools, and worker-driver programs. This would include countywide services in each county as well as connectivity between counties and regional population centers.

#### **Strategy 4 - Healthcare Transportation**

Provide transportation for individuals to healthcare services with various forms of transportation services including fixed route, route deviated, paratransit, and volunteer drivers. This would include countywide services in each county as well as connectivity between counties, and regional population centers.

## **Objective 2**

Promote safe and accessible transportation services for persons with alternative transportation needs by educating and advocating specific benefits to the consumers within communities as well as cross-jurisdictional communities.

### **Strategy 1 - Client Education and Advocacy**

Provide one-on-one, group, and community training on available transportation services and how to use services. Provide direct and in-direct marketing of services and technology available countywide as well as across jurisdictions.

### **Strategy 2 - Capital Equipment That Promotes Access and Safety**

Purchase and maintain ADA compliant vehicles, facilities, real estate, shelters, technology, and signage to accommodate persons with alternative transportation needs. Perform planning and investment in alternative fuel vehicles with a target of zero-emission and related infrastructure. This would include equipment to provide services throughout each county.

## **Objective 3**

Coordinate, expand, and link transportation with human service providers to accommodate the consumer's needs and efficiently utilize transportation resources.

### **Strategy 1 – Alternative Transportation Needs Coalition**

Provide on-going evaluation, coordination, and integration of social services and transportation resources to serve more people with alternative transportation needs, vulnerable persons, and individuals living in overburdened communities access. This would involve representatives of persons with alternative transportation needs from various agencies in each county as well as connectivity between counties and regional population centers.

### **Strategy 2 - Transportation Coordination and Integration**

Create an integrated community transportation system through the coordination of public transit and private/public transportation providers with human service providers. This would involve representatives from the various transportation and human service organizations in each county as well as connectivity between counties and regional population centers.

### **Strategy 3 - Coalition To Coalition**

Build partnerships and expand coordination with surrounding Regional Transportation Planning Organizations to collaborate across jurisdictions. This would involve representatives of QUADCO, Benton-Franklin Council of Governments, Chelan-Douglas Transportation Council, Northwest Washington RTPO, Okanogan Council of Governments,

Palouse RTPO, Puget Sound Regional Council, Spokane Regional Transportation Council, and Yakima Valley Conference of Governments.

#### **Objective 4**

Provide capital planning, construction, facilities, equipment, vehicles, and technology to improve mobility options.

##### **Strategy 1 – Vehicles, Equipment, and Facilities**

Provide ADA accessible vehicles that support the safe and reliable transport of persons with alternative transportation needs. Plan and identify how fleets can transition to zero-emission technology. Construct necessary infrastructure to support zero-emission fleets. Provide centralized facilities and equipment that supports the coordination of transportation providers.

##### **Strategy 2 – Improve Mobility Options with Technology**

Maintain, update, and purchase technology that coordinates and integrates transportation and human service resources for mobility options. Support technology that improves access, efficiencies, and cost effectiveness of transportation for persons with alternative transportation needs.

##### **Strategy 3 – Non-Motorized Access to Transportation**

Identify, design, and construct non-motorized safe access points to transportation services.

**Table 73**  
**“A” Projects, Funding Years 2023-2025**  
**4-County Service Providers---Project Ranking Recommendations**

<b>SIX TOTAL “A” PROJECTS</b>								
<i>Legal Name of Organization</i>	<i>Project Title</i>	<i>Project Description</i>	<i>Type of Project</i>		<i>2023-2025 Biennium</i>		<i>2025-2027 for Sustaining Mobility Management or Operating Projects ONLY (Is this a 2-year or 4-year application)</i>	
			<i>Sustaining, Expansion, or New</i>	<i>Capital, Operating, Mobility Management, or Planning Project</i>	<i>Amount of Funds Requested From WSDOT</i>	<i>Project Grade (A, B, C, D)</i>	<i>2-Year</i>	<i>4-year</i>

**Table 74**  
**“B” Projects, Funding Years 2023-2025**  
**4-County Service Providers---Project Ranking Recommendations**

<b>SIX TOTAL “B” PROJECTS</b>								
<i>Legal Name of Organization</i>	<i>Project Title</i>	<i>Project Description</i>	<i>Type of Project</i>		<i>2023-2025 Biennium</i>		<i>2025-2027 for Sustaining Mobility Management or Operating Projects ONLY (Is this a 2-year or 4-year application)</i>	
			<i>Sustaining, Expansion, or New</i>	<i>Capital, Operating, Mobility Management, or Planning Project</i>	<i>Amount of Funds Requested From WSDOT</i>	<i>Project Grade (A, B, C, D)</i>	<i>2-Year</i>	<i>4-year</i>

**Table 75  
 “C” Projects, Funding Years 2023-2025  
 4-County Service Providers---Project Ranking Recommendations**

<b>FIVE TOTAL “C” PROJECTS</b>								
<i>Legal Name of Organization</i>	<i>Project Title</i>	<i>Project Description</i>	<i>Type of Project</i>		<i>2023-2025 Biennium</i>		<i>2025-2027 for Sustaining Mobility Management or Operating Projects ONLY (Is this a 2-year or 4-year application)</i>	
			<i>Sustaining, Expansion, or New</i>	<i>Capital, Operating, Mobility Management, or Planning Project</i>	<i>Amount of Funds Requested From WSDOT</i>	<i>Project Grade (A, B, C, D)</i>	<i>2-Year</i>	<i>4-year</i>

**Table 76**  
**“D” Projects, Funding Years 2023-2025**  
**4-County Service Providers---Project Ranking Recommendations**

<b>ONE TOTAL “D” PROJECTS</b>								
<i>Legal Name of Organization</i>	<i>Project Title</i>	<i>Project Description</i>	<i>Type of Project</i>		<i>2023-2025 Biennium</i>		<i>2023-2025 for Sustaining Mobility Management or Operating Projects ONLY (Is this a 2-year or 4-year application)</i>	
			<i>Sustaining, Expansion, or New</i>	<i>Capital, Operating, Mobility Management, or Planning Project</i>	<i>Amount of Funds Requested From WSDOT</i>	<i>Project Grade (A, B, C, D)</i>	<i>2-Year</i>	<i>4-year</i>

# **Appendix A**

## **STAKEHOLDER MEETING MINUTES**

**ADAMS COUNTY STAKEHOLDER MEETING NOTES – MONDAY, MARCH 14**

In attendance:

- Dave Hutchisson, *Special Mobility Services*
- Amanda Zepeda, Vicki Guse, Maria Arceno, *Adams County Integrated Health Care Services*
- Marian Shade, *Director of Transportation Othello School District*
- Sandi Duffey, *Adams County Emergency Management*
- Stephanie Guettinger, *Grant Transit Authority*
- Todd O'Brien, *Adams County Public Works*
- Cheryl Schweizer, *Columbia Basin Herald*
- Corey Fedie, *CEO East Adams Rural Healthcare - Ritzville*
- Troy Reynolds, *Adams County Development Council*
- Rod Larse, *Ritzville Adams County Journal*
- Carol Ewing, *Ritzville Food Pantry*
- Joshua Fredrickson, *Kittitas County lead agency for QUADCO*
- Eric Engle, *OSPI ESD#101*
- Jay Weise, *Adams County Board of Commissioners*

**INTRODUCTIONS**

Madelyn Carlson welcomes the attendees.

**CURRENT TRANSPORTATION SERVICES IN ADAMS COUNTY**

Bob Walsh, People For People reviews the current transportation services that People For People provides. Dave Hutchisson, Special Mobility Service, Manager reviews the current transportation services that SMS provides to individuals from Adams County.

**TRANSPORTATION BARRIERS IN ADAMS COUNTY**

- Individuals are hesitant to use transportation services and resume normal activities under COVID-19
- Fixed route times are not convenient for all
- Ability to get information to persons who have a language barrier - Non-English speakers, including non-Spanish speakers such as the Mexican indigenous languages.
- Lack of knowledge of services available, some are taken advantage of and pay a lot to acquaintances for transportation.
- Othello has the largest language barrier, Ritzville might have it too. Smaller communities tend to take care of their own.
- People don't know that they can travel all the way to Wenatchee on public transportation.
- Difficulty in hiring drivers – it is hard to get and keep a CDL driver with marijuana legalized.
- Communication is the one area that we fall apart in.
- Lack of understanding of services
- Language – other populations that don't speak English or Spanish – Laotians and other Mexican languages
- Residents live in remote and rural areas
- Lack of awareness of services, how to use services, and where they can go;
- Not aware that people can call 2-1-1 for help with transportation resources.
- Limited times of services;
- School Districts need to provide homeless students with transportation – McKinney Vento  
QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

- Lack of CDL Drivers

#### **TRANSPORTATION NEEDS**

- The East end of the County may need access to the Davenport hospital.
- Service between Moses Lake and Othello for workers and school. Several teachers in Moses Lake work in Othello and used to take the bus.
- Provide information on how to obtain gas vouchers if not Medicaid eligible.
- Need to identify different population centers that may need service – Laotians and Mezatec; west of Othello and Bob’s Corner
- More frequent services
- Increase awareness of services
- Advertise 2-1-1 as a resource – Not everyone can use internet or have internet.
- Need qualified Drivers

#### **LONG-TERM EFFECTS OF COVID-19**

- People are scared and they don’t understand the rules that are changing.
- Schools lost bus drivers in October due to vaccine mandate. Also, schools being closed resulted in fewer riders. Funding is based on ridership, so the State gave hold harmless funding. Unsure about future funding if ridership does not bounce back.
- Divide in public opinion on safety of resuming normal activities.
- More people are able to telework
- Students are beginning to return to the classroom; they have identified that they are not successful with online academics; lifting the mask mandate has students and parents feeling that it is safer to return to the classroom.
- Less shopping and preventive care appointments – more people ordering online; perhaps telemedicine or delaying non-essential care.

#### **SOLUTIONS**

- Develop service flyers that have information available in different languages – find out which languages are needed besides English and Spanish.
- Encourage persons to ride the shuttle by showing them they are safe from COVID-19
- Advertise on Spanish radio
- Facilitate communication of services with medical centers so they will explain to their patients about transportation options. Find out if what we are doing is adequate, what information do the medical centers need, and provide it to them.
- Determine where the population centers of persons who do not speak English are located to focus the proper language messages to them.
- Access social media, reach out to the youth and encourage them to train their elders.
- Put up a billboard in high traffic areas to explain the services and that they are safe (don’t need a vaccine).
- Perform a study or survey to determine what services between Lincoln and Adams counties would be used. Talk to physicians and patients on these needs.
- Develop an apprentice program to train new employees for CDL with a 2-year employment commitment.
- Raise awareness of transportation services available in Adams County.
- Have all the bus routes in one booklet; Pocket size would be nice; Identify that the service is FREE; Advertise 2-1-1 as the point to access how to use transit.

- Distribute information in English and Spanish to school districts (federal programs), clinics, hospitals, social service agencies, and churches.
- Host a scavenger hunt for youth and parents to ride transit – they must go from point A to B to C to D and get some prize at the end of their trip. *Perhaps businesses could promote.*
- Transit service goes up as fuel prices increase – a time to promote public transportation as an economic option.
- Add additional service and bus stops where the population needs more service

### **GRANT COUNTY MOBILITY SUMMIT AGENDA – MARCH 16, 2022**

In attendance:

PFM staff: Bob Walsh, Madelyn Carlson, Angel Keller, Jan Ollivier, Ashley Arriaga

- Dave Hutchisson, *Special Mobility Services*
- Hanna Roseen, *NCW Libraries Branch Librarian – Coulee City*
- Nick Husted, *NCW Libraries Area Manager*
- Sally Gundry, *Family Services of Grant County*
- Nataliya Yushchuk, *SkillSource*
- Jennifer Roybal, *Developmental Disabilities Administration*
- Carrie Mathews, *Executive Director with Quincy Valley Chamber of Commerce*
- Jeremy Lopez, *OIC of WA*
- Kim Pope, *Boys & Girls Clubs of the Columbia Basin*
- Yolanda Ibarra, *Big Bend Community College*
- Roger Trail, *Superintendent of Royal School District*
- Allison Williams, *City of Moses Lake*
- Cari Cortez, *Moses Lake*

### **CURRENT TRANSPORTATION SERVICES IN GRANT COUNTY**

Bob Walsh, People For People Eastern Region Transportation Manager reviewed the transportation services provided by People For People in Adams, Lincoln, and Grant Counties. Rosenda Henley from PFM provides mobility management services to individuals and is a great asset to individuals seeking transportation assistance. Dave Hutchisson shared Special Mobility Services provides transportation via their connectors through Rtizville on Tuesday – Thursday. The Lincoln County connector connects with PFM Monday- Friday and twice on Wednesday. This route is great if transportation is needed to Spokane. SMS also provides transportation for Medicaid eligible individuals as well as with fuel vouchers, and assistance with travel to Seattle hospitals. Jan reviews Grant Transit Authority services. GTA service is centered in the cities and provide the ACCES paratransit which provides ADA service for those who are unable to use the fixed route bus. Greyhound and Amtrak are other forms of transportation available in the Grant County area.

### **TRANSPORTATION BARRIERS IN GRANT COUNTY**

- Community perception of public transportation is that only those who can't transport themselves use public transit.
- People don't know and don't trust – Don't know what is available; Don't know how to use it
- Lack of transportation options
- The lack of enough routes.
- The time schedule for transit service doesn't work for everyone.

- When GTA changes its schedule, it causes problems for persons who rely on the service changed.
- Earlier times and weekend service are needed for workers.
- Calling ahead 2 days in advance for dial-a-ride service is an issue – a person had car issues and had to take time off from work for 2 days until they were able to get transportation.
- No fixed route in rural areas

#### **TRANSPORTATION NEEDS IN GRANT COUNTY**

- Need more GTA bus stops, more routes, more frequent service
- Headstart needs transportation for children to attend classes
- Need skilled drivers – overall labor shortage
- Mattawa needs service, it is very limited now.
- Service from Ephrata to Coulee City is needed.
- Need for streamlining of services – how do we make sure to schedule last minute appointments.

#### **LONG-TERM EFFECTS OF COVID-19**

- Low ridership due to COVID-19
- Misconceptions of safety – people don't understand the amount of sanitation being done in the background. Feel at risk and not sure about sanitation practices.
- Reduced options for transportation
- More people are teleworking
- More people are shopping online
- More people are using telemedicine and meeting virtually for other appointments and meetings.
- Ridership dropped due to COVID-19.
- Transit requires passengers to wear a mask.
- People are leery of being next to others on the bus. Especially those that are vulnerable. Before, being in groups brought us joy.
- If a vulnerable client needs/wishes to be in a NEMT vehicle alone will that request be honored?
- Enhanced shelters and homeless more at risk for COVID

#### **SOLUTIONS**

- Increase tax rate for GTA to increase tax service
- Provide more information for existing services to increase community awareness
- Utilize existing partnerships to inform individuals on what transportation is available and how to use it. Partner with OIC's Financial Literacy to increase awareness of transit service.
- Host a scavenger hunt with kids to learn how to use transit – have businesses participate such as providing an ice cream cone to those that make it to a stop.
- Provide more routes and service times.
- Use marketing to increase knowledge of services
- Using the mobility coordinator to improve partnerships among community service providers
- Shift view of who uses public transit, not just people who need it, but increase people who choose to use public transit instead of driving
- Allow for reservations on same day due to availability
- Expand weekend service for work & shopping
- Expand route times in areas of need

## Grant County Transportation Priorities

Poll | 1 question | 14 of 15 (93%) participated

1. Please select your top two (2) priorities from the options listed below. (Multiple Choice) \*

14/14 (100%) answered



### **KITTITAS COUNTY TRANSPORTATION MEETING- MARCH 21, 2022**

In attendance:

PFP Staff: Angel Keller, Madelyn Carlson, Jan Ollivier, Ashley Arriaga

Doug Fulp, *Assistant Director, Kittitas County Health Network*

Mayra Colazo, *Executive Director, Central Washington Disability Resources*

Lisa Laporte, *HopeSource Transportation Manager*

Betsy Dunbar, *Central Transit, Transit Manager*

Shereen Hunt, *Executive Director MERIT Resource Services*

Gregory Heinselmann, *Dean of Student Success, CWU*

Teague McKamey, *Local Program Coordinator, Aging & Long-Term Care*

Greg Aubol, *Director Comprehensive Healthcare, Kittitas County*

Barndis Van Iterson, *Director of HR, Shoemaker Manufacturing*

Peggy Morache, *Executive Director, FISH Community Food Bank*

Sawyer Stearns, *Central Washington Disability Resources Coordinator*

Julie Peterson, *CEO Kittitas County Healthcare*

Jay McGowan, *Mayor of Cle-Elum*

Dr. John Vasquez, *Associate Dean of Access & Equity*

Jeffrey Stinson

Bruce T

### **CURRENT TRANSPORTATION SERVICES**

#### **CENTRAL TRANSIT**

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

Betsy Dunbar, Central Transit, Transit Manager shares information about Central Transit offering transportation services to Ellensburg residents within city limits. They offer a variety of services including a fixed route service, on demand paratransit and cabulance services. This Cabulance is a form of transportation for residents who do not need emergency transportation via ambulance. Central Transit contracts with HopeSource to transfer clients in an ADA accessible vehicle and can provide services through an inter-agency contract for transportation: Kittitas Valley Hospital, Kittitas EMTs, Prestige Post-Acute & Rehab Center and HeartStone in evening hours.

#### **HOPESOURCE**

Lisa LaPorte, HopeSource, Transportation Manager discusses HopeSource transportation services. They offer door to door demand service Monday through Friday until 5 p.m., a Kittitas County Connector that runs to and from Ellensburg and Cle-Elum five times during the weekdays and four times on weekends. HopeSource supports Central Transit and the cabulance service. They have just started offering long distance trips outside of Kittitas County. Jan, People For People, Director of Transportation added that People For People contracts with HopeSource to offer Non-Emergency Medical Transportation to Medicaid eligible individuals.

#### **OTHER TRANSPORTATION SERVICES**

Other services in Ellensburg include the Yakima to Ellensburg commuter provided by Yakima transit, Greyhound, and the Apple Line bus, an inner-city route that connects to Grant county and goes up north into the Wenatchee area.

#### **TRANSPORTATION BARRIERS IN KITTITAS COUNTY**

- Cabulance is limited to Ellensburg city limits.
- Wait times are a barrier for individuals with medical conditions. Clients report waiting hours for their ride after their appointment.
- Getting approval to Medicaid appointments from outside your area is difficult for clients.
- Lack of same day service, especially for Medicaid eligible individuals who are required to scheduled days ahead.
- Students do not have a good understanding of what transportation options are available.
- Persons with disabilities have a difficulty getting to the stops because they are so spread out, therefore they have to use dial-a-ride services which require appointments made 24 hours in advance.
- There isn't a central place for different transportation services to come together.
- Bus stops are at locations that are not accessible, such as poor sidewalks or gravel areas.
- Persons with visual disabilities need lighted alerts to let them know when to get off the bus, and drivers need to be trained to use them.
- Behavioral health issues education piece and how important that is
- Need for afterhours transportation. Many fixed routes cut off at a specific time
- Transportation from upper to lower county times do not align with evening appts
- Need more transportation for services that require input or intake of patients
- After-hours transportation is needed for outpatient treatment – Individuals can get a ride to the appointment but not to return home
- Service from Upper County to Lower County don't align with times that they need service which causes individuals to have length wait times
- Non-Medicaid individuals lack access to health care appointments (undocumented and those just over income for Medicaid)

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

- Individuals with Disabilities have barriers - Bus stops are not ADA accessible; Driver takes long time to secure wheelchair; Announcer not on for blind individuals to know where they are on their route;
- Approval process for caregivers to accompany patients on appointments

#### **TRANSPORTATION NEEDS**

- Need for sidewalks in Ellensburg to be ADA accessible.
- Need to partner with transportation providers to learn what modes students are taking, need metrics to demonstrate what services are needed.
- Need to ensure that Bellair Airporter Shuttle continues to provide long-distance trips, sometimes 50 to 60 students are waiting for a bus to pick them up. Flex Bus (orange) is another local option that takes students to Seattle or Portland.
- Health providers need to understand transportation options and share that information with their clients.
- Medicaid recipients need low-cost options, they can't pay for private transportation providers like Bellair Airporter Shuttle.
- Announcements on digital screens not facing the correct way
- Need for drivers to secure wheelchair in a timely manner.
- Competitive wages to maintain trade workforce
- Qualified applicants to have unlimited hours
- Work with individuals on the number of no shows for patients with mental health.
- Need qualified drivers and wages to recruit and retain drivers.
- Need transit training – Currently provide transit training for individuals with disabilities, but need additional resources for staffing to meet this need.
- Individuals that miss three scheduled appointments can no longer use the service; Individuals with substance abuse may also have behavioral health issues and need more chances/support to be successful.

#### **LONG TERM COVID-19 IMPACTS**

- Decrease in ridership.
- They are using tele-health more, allowing for clients to be seen more often.
- Consumers are using technology solutions such as Zoom meetings.
- More emphasis on telehealth appointments.
- Pre-ordering groceries.
- Hesitancy to use public transportation
- Sickness policies keep people out longer from their positions
- Individuals are able to be serviced by telehealth and on-line appointment for other services.
- Individuals are doing more on-line shopping instead of going to the store

#### **SOLUTIONS**

- Increase wages to recruit and retain qualified professionals
- Community education for underserved populations
- Increased services countywide for evenings, weekends, and other areas
- Service options for undocumented and marginally low-income
- Transportation hub for community.

- Education and awareness of services – get accurate information out. Include a clearinghouse for all public transportation services in area at one website. Also include hardcopy flyers for those who cannot use a phone or internet.
- Accessibility improvements including bus stop locations in ADA accessible places for wheelchair users, visual tools inside the bus, driver training on proper wheelchair securement.
- Hire a Mobility Manager to educate and train users.
- Share statistical information on origins and destinations of users with CWU in order to apply for grants, expand services, and obtain more financial support.
- Build infrastructure

### Kittitas County Transportation Priorities

Poll | 1 question | 14 of 16 (87%) participated

1. Please select your top two (2) priorities from the options listed below. (Multiple Choice) \*

14/14 (100%) answered



### TRANSPORTATION IN LINCOLN COUNTY – MARCH 22, 2022

In attendance:

PPF Staff: Angel Keller, Madelyn Carlson, Jan Ollivier, Bob Walsh, Gabriela Jacobsen, Ashley Arriaga

Sobotta, *Reardan-Edwall SD*

Dave Hutchisson, *SMS*

Bill Crossley, *Mayor Town of Odessa*

Gail Daniels, *Mayor of the Town of Reardan*

Rob Coffman, *Lincoln County Commissioner*

Mark Stedman, *Lincoln County Commissioner*

Dan Read, *Odessa and Almira School Districts*

Theresa Edwards, *Developmental Disabilities Administration*

### **CURRENT TRANSPORTATION SERVICES**

Bob Walsh, Eastern Region Transportation Manager provides People For People transportation services in Adams, Grant, and Lincoln Counties. Dave Hutchisson, SMS Transit Manager explains Special Mobility Services in Lincoln County offers transportation via their connector on Monday through Friday twice a day, and a Wednesday midday shuttle. This route connects with People For People. SMS provides transportation to Ritzville on Tuesday and Thursday twice a day. They also provide transportation for Medicaid eligible individuals. The fare to use this service is \$2 one way and \$3 round trip. More information is found on the SMS website at sms1.org website. Jan explained other forms of transportation in Lincoln County. Uber and Lyft are available in the area. In the past, transportation for veterans to medical centers was offered by the veteran's association as well as child services provided by Catholic Charities.

### **TRANSPORTATION BARRIERS**

- A student may become homeless during the school year and may temporarily need to go to another school district. Transportation to and from school districts is a challenge for students experiencing homelessness.
- 48 hours to schedule an appointment is not convenient for clients and families.
- Lack of drivers impacted both by COVID-19 and by the sign of the times
- Gas prices may serve as a barrier for individuals who use Uber and Lyft.
- Distance between point A to point B
- Limited availability for some of those routes Wilber and Spokane and Wilbur and Moses lake; limits how often residents can go
- Times available is limited
- Require minimum of 3 or more riders. If this is not met, the service is not provided. Barrier for individuals who need to go. do not provide service puts a barrier on those that need to go
- Limited transportation funding in rural areas
- Distance, availability, and times available are limited in this rural area
- Rural counties do not have services needed
- It is difficult when you are stuck waiting a half a day for a return trip
- Requiring 3 riders or more to operate service is a problem for the one or two persons
- Funding is limited in rural areas
- Individuals aren't aware of the service and how to access the services
- Winter driving is a challenge for seniors – poor driving conditions, limited daylight hours,

### **TRANSPORTATION NEEDS**

- Need more qualified drivers
- Schedule ride same day
- Other agencies that support families like DDA should learn more about how transportation services work and are available so that they can provide this information to them. work, how families and our clients can learn more about the routes. How to access those services so that we can provide info to individuals
- Long distance trips to Spokane are needed
- Allow for deviation from the fixed route at points along a route
- More outreach provided so that people know where the services are being provided and how to access that

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

- Need qualified drivers and wages to recruit and retain drivers.
- Need transit training – Currently provide transit training for individuals with disabilities but need additional resources for staffing to meet this need.
- Individuals that miss three scheduled appointments can no longer use the service; Individuals with substance abuse may also have behavioral health issues and need more chances/support to be successful.

#### **COVID-19 IMPACTS**

- Long term impact reduction in amount of people utilizing this service. Reluctance to use due to covid
- People are still struggling with feeling safe to ride public transportation Fear of travelling not aware of precautions
- Identified more online opportunities for individuals to do appointments, telehealth, teleworking, prescription ordering, for people to access services that do not require them to travel but recognize that the long-term effects of covid is the mental health., individual that have been homebound and isolated.
- Individuals can be serviced by telehealth and on-line appointment for other services.
- Individuals are doing more on-line shopping instead of going to the store
- Rural and isolated communities – serious mental and physical health due to the isolation and lack of socialization

#### **SOLUTIONS**

- Communication - Brochures to get out to the community.
- representatives from the transportation agencies to talk to the workers of the agencies to learn about and how to access transportation services.
- Expanded Services to weekends and evening hours as well as expanded routes.
- Addressing language barriers.
- Get more advertising to people – outreach to senior center,
- Utilize post cards to promote the service
- Extended hours to serve seniors during winter evenings.
- Promote 2-1-1 as a universal number to call to find out what services are available...easy connection to transportation and all social services.
- Awareness and marketing the existing services
- Building partners to help get the word out about the existing services
- Advertise on Facebook and the Lincoln Advertiser
- Provide additional services, especially for older adults
- Pass out information on services during senior meals
- More marketing and building partnerships to get the word out.
- Provide additional service for older adults especially.
- Consider revising schedule or where service is provided so that it reaches those that need it best.

## Lincoln County Transportation Priorities

Poll | 1 question | 12 of 12 (100%) participated

1. Please select your top two (2) priorities from the options listed below. (Multiple Choice) \*

12/12 (100%) answered



## KITTITAS COUNTY – CLE ELUM OPEN HOUSE MEETING NOTES – WEDNESDAY, MARCH 14

In attendance:

- Joshua Fredrickson, Kittitas County lead agency for QUADCO
- Laura Osiadacz, County Commissioner
- Betsy Dunbar, Central Transit
- Lisa LaPorte, HopeSource Transit Manager
- Madelyn Carlson, PFP Chief Executive Officer
- Jan Ollivier, PFP Director of Transportation

### INTRODUCTIONS

Madelyn welcomed the attendees.

### CURRENT TRANSPORTATION SERVICES IN KITTITAS COUNTY

Current services in Kittitas County and specifically to Cle Elum were discussed. Consider private services available including the “Party Bus” who uses the limo and bus in Upper County call “High Society Transportation.” Rodeo Taxi is still in business (KC Cab is out of business). Unsure if Uber and Lyft are available in this county. Suncadia provides some transportation for their workers from Cle Elum and also provides financial support for the Kittitas County Connector (KCC) for the stop by Suncadia’s Community Services building on Firehouse Road. HopeSource provides five roundtrips to Cle Elum area Mon-Fri and 4 roundtrips Sat-Sun.

### TRANSPORTATION BARRIERS

- Marijuana being legal makes it hard to find people to apply that can pass the drug test.
- Time schedule for transporting Cle Elum students to private schools in Ellensburg did not work.
- Capital bus purchase grants are delayed due to shortage at plants and supply chain. There are also problems with maintenance supply chains too.
- Gas prices and travel expenses make it difficult for people who are non-medicaid eligible.
- People are not aware of services available and how to use them.

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

### **TRANSPORTATION NEEDS**

- Need an Amtrak stop and service in Kittitas County. Rail seems to have a lot of support at State level right now.
- Workforce is low and may need to tap into workforce in Yakima
- Transportation for Suncadia workers possibly?
- Dial-A-Ride services are needed after 5:00 for workers.

### **SOLUTIONS**

- Market transit using tourism: advertise for people to use transit to go out to dinner and drink wine.
- Show how people can use the public transportation system to connect across the State.
- Train Depot as a Transportation Multi-Modal Center to include Commuter service, Apple Line, Greyhound, HopeSource, and Central Transit. HopeSource is considering purchasing it for their Administration Office too.
- Use the Airporter Shuttle to go to Seattle, not just SEATAC.
- CWU also wants a multi-modal Center near Starbucks
- Expand the fixed route to Kittitas, which would also require expanded Dial-A-Ride to Kittitas
- Expand service to Vantage
- Expand the Cabulance service countywide. Tap into Hospital District funding support and consider NEMT rides as alternatives.
- Bridge services between Kittitas and King counties with a connection at Snoqualmie Pass and coordinate our services with Snoqualmie Transit and Metro.
- Market services by telling people how to use them.
- Improve the schedule trips for persons going to CWU from Roslyn and Cle Elum.
- Expand the schedule
- Maintain and attract sufficient workforce with higher wages/benefits/incentives

### **COVID IMPACTS**

- People were paid to not work and now they don't want to return.
- Loss of motivation to work.
- Riders are not wanting to comply with the mask mandate.
- NEMT trips have decreased due to tele-medicine and virtual doctor visits.
- Some passengers do not feel safe when they have to sit close to others.

### **TOP SOLUTIONS**

- Expand the current service.
- Create multi-modal transportation centers at the Train Depot and near CWU

### **KITTITAS COUNTY – ELLENSBURG OPEN HOUSE MEETING NOTES – MONDAY, MARCH 14**

In attendance:

- Joshua Fredrickson, Kittitas County lead agency for QUADCO
- Betsy Dunbar, Central Transit
- Lisa LaPorte, HopeSource Transit Manager
- Madelyn Carlson, PFP Chief Executive Officer
- Jan Ollivier, PFP Director of Transportation
- Marc Schmitt, Ellensburg

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

- Sarah Bair, Ellensburg
- Bob Mersinger Ellensburg
- Derick Mayo, City of Ellensburg
- Nancy Lillquist, City of Ellensburg
- Nicole Clauss, Ellensburg
- Ellensburg Librarian
- Anomyous Resident

### **INTRODUCTIONS**

Jan and Madelyn welcomed the attendees.

### **CURRENT TRANSPORTATION SERVICES IN KITTITAS COUNTY**

Current services in Kittitas County and specifically in Ellensburg were discussed. Sarah represents Central Disabilities Resources and Travel Training and encouraged people to contact her for braille needs.

### **TRANSPORTATION BARRIERS**

- Problem getting sidewalk paint due to short supply.
- Timing traffic lights at crosswalk is difficult, it affects many other crosswalks and traffic flow.
- Direct transportation is not available to Hospital on the Central Transit routes.
- Deployment of ramp into gravel and grass is a problem for persons with disabilities
- Wheelchair securement training needs to be improved

### **TRANSPORTATION NEEDS**

- Access to care out of area
- Need information and better coordination and help navigating.
- Need maps with labels for bus stops to be clear.
- Drop-off stops to be safe – Yakima and Loves bus stops are a concern
- Transfer station is needed.
- Greyhound needs safer stops here
- Walking, crosswalks, access is not safe near loves, Fred Meyer, Helena/Alder intersection.
- Need pedestrian lights at these unsafe crosswalks.
- Need more frequent service.
- Bus shelters.
- Need a direct route to the hospital from the north end of the city.
- Services needed for HUD housing.

### **SOLUTIONS**

- Safety: improve safety at crosswalks, wheelchair landings/extensions. (2)
- Build shelters & benches
- Increasing frequency and add a direct route to the Hospital from the North end of the city. (1)
- Provide more information on stops and schedules – clarify where they are at. (3)
- Provide more transit training on how to make our services more ADA accessible. (3)
- For driver shortage, use students who have flexible schedules
- Funding is needed to continue and expand services. Current funding is from sales tax (would require voter approval to increase), WSDOT, Donations, contracts with PFP and ALTC, County, City, Business Donations. PFP's NEMT services are funded by HCA (Medicaid).
- Extension to Kittitas with funding support and other expansion services. (2)

- Transfer station at Train Depot. Hopesource plans to use it and move into it on 9/1. Also CWU is doing a feasibility study for a transfer station. (5)
- Use 211 for information on services and make sure agencies keep their information current on the 211 system. (1)

**COVID IMPACTS**

- New bus deliveries are delayed due to supply shortage. This also makes it difficult to comply with zero emissions policies.
- Driver shortage. Drivers require 3 years' experience for Hopesource. Safety sensitive drug screening combined with legalized drugs has made it even more difficult. Sixty minutes of Alcohol and Drug training is required.
- Shields around the driver has increased their safety.
- Cost of fuel has gone up. Partly caused by inflation.
- Shortage of bus parts.
- Need service to the hospital more frequently due to COVID.
- Masks are easier to comply with than spacing.
- Ridership is down.

**TOP SOLUTIONS**

- Transfer Station (5 votes)
- Clarify information on stops and schedules (3 votes)
- Provide more transit training for operators to understand the needs of their riders (3)

# **Appendix B**

# **Stakeholder and Public Meeting Notices**

# Adams County Mobility Summit

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“Coming together is a beginning; keeping together is progress; working together is success.”  
-Henry Ford

## **Adams County Mobility Summit Agenda**

March 14, 2022 10:30 a.m. – Noon

Join Zoom Meeting

<https://us06web.zoom.us/j/89751198721?pwd=em5WZHN6ZHBiSlZDUGNuNDZFZCtjUT09>

Meeting ID: 897 5119 8721

Passcode: 216701

OR Dial by your location: +1 253 215 8782 US (Tacoma)

**Facilitator & Host:** Madelyn Carlson, People For People CEO

- 1.) Introductions and Meeting Purpose
- 2.) Current Transportation Services in Adams County:
  - Special Mobility Services (SMS)
  - People For People (PFP)
- 3.) Group Discussion – Identify Transportation Barriers and Needs
- 4.) Group Discussion – Identify Solutions and Priorities
- 5.) Survey Reminder
- 6.) What’s Next

**Thank you for your time!**

QUADCO 2022 Coordinated Public Transit – Human Services Transportation Plan

“Coming together is a beginning; keeping together is progress; working together is success.”  
-Henry Ford

## **Grant County Mobility Summit Agenda**

March 16, 2022 10:30 a.m. – Noon

Join Zoom Meeting

<https://us06web.zoom.us/j/85421232025?pwd=azNKZXhuc1ZkWTRRVGVhaWtDY3U2dz09>

Meeting ID: 854 2123 2025

Passcode: 765555

OR Dial by your location: +1 253 215 8782 US (Tacoma)

**Facilitator & Host:** Madelyn Carlson, People For People CEO

- 1.) **Introductions and Meeting Purpose**
- 2.) **Current Transportation Services in Grant County:**
  - Grant Transit Authority (GTA)
  - Special Mobility Services (SMS)
  - People For People (PFP)
- 3.) **Group Discussion – Identify Transportation Barriers and Needs**
- 4.) **Group Discussion – Identify Solutions and Priorities**
- 5.) **Survey Reminder**
- 6.) **What’s Next**

**Thank you for your time!**

“Coming together is a beginning; keeping together is progress; working together is success.”  
-Henry Ford

## **Kittitas County Mobility Summit Agenda**

March 21, 2022 10:30 a.m. – Noon

Join Zoom Meeting

<https://us06web.zoom.us/j/85993887164?pwd=dGN0SUxoSElGUk9CbFV1cXZRdktVUT09>

Meeting ID: 859 9388 7164

Passcode: 878225

OR Dial by your location: +1 253 215 8782 US (Tacoma)

**Facilitator & Host: Angel Keller, People For People, Chief Operating Officer**

- 1.) Introductions and Meeting Purpose
- 2.) Current Transportation Services in Kittitas County:
  - Central Transit
  - HopeSource
  - People For People (PFP)
- 3.) Group Discussion – Identify Transportation Barriers and Needs
- 4.) Group Discussion – Identify Solutions and Priorities
- 5.) Survey Reminder
- 6.) What’s Next

**Thank you for your time!**

“Coming together is a beginning; keeping together is progress; working together is success.”  
-Henry Ford

## **Lincoln County Mobility Summit Agenda**

March 22, 2022 10:30 a.m. – Noon

Join Zoom Meeting

<https://us06web.zoom.us/j/87850791499?pwd=UU9aR2x1b1U1Vkpc2ROellGUmZkUT09>

Meeting ID: 878 5079 1499

Passcode: 769118

One tap mobile

OR Dial by your location: +1 253 215 8782 US (Tacoma)

**Facilitator & Host:** Angel Keller, People For People, Chief Operating Officer

- 1.) Introductions and Meeting Purpose
- 2.) Current Transportation Services in Lincoln County:
  - Special Mobility Services (SMS)
  - People For People (PFP)
- 3.) Group Discussion – Identify Transportation Barriers and Needs
- 4.) Group Discussion – Identify Solutions and Priorities
- 5.) Survey Reminder
- 6.) What’s Next

Thank you for your time!

# MARCH 30TH - CLE ELUM PUBLIC OPEN HOUSE



ABOUT PUBLIC TRANSPORTATION  
FOR PERSONS WITH  
SPECIAL TRANSPORTATION NEEDS

Come and share your opinions on public transportation services in Kittitas County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCATION:**

Cle Elum City Hall  
119 W. 1st Street  
Cle Elum, WA 98922

**DATE:**

March 30 2022

**TIME:**

10:30 AM - Noon



## 30 de Marcha — AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO**  
**SOBRE EL TRANSPORTE PÚBLICO PARA PERSONAS CON NECESIDADES ESPECIALES DE TRANSPORTE.**

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Kittitas! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCACION:**

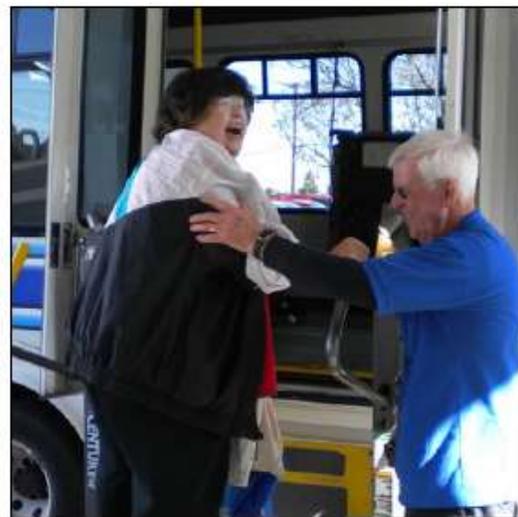
Cle Elum City Hall  
119 W. 1st Street  
Cle Elum, WA 98922

**FECHA:**

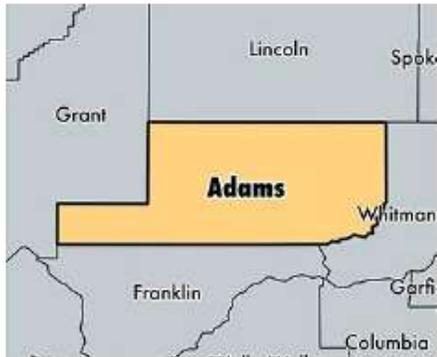
30 de Marcha, 2022

**HORA:**

1 0:30 AM - Noon



## APRIL 4TH—OTHELLO OPEN HOUSE



ABOUT PUBLIC TRANSPORTATION  
FOR PERSONS WITH SPECIAL  
TRANSPORTATION NEEDS

Come and share your opinions on public transportation services in Kittitas County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom

**LOCATION:**

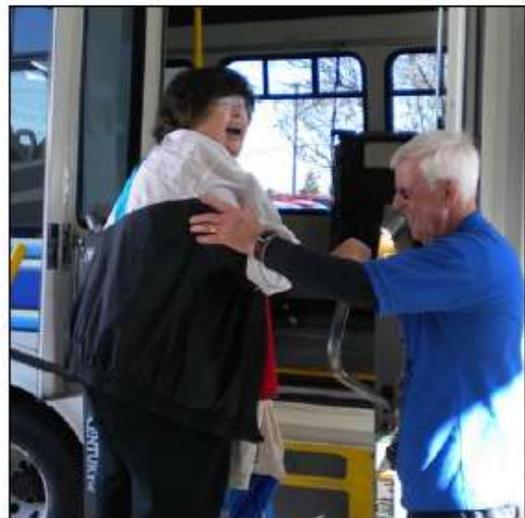
Columbia Basin Health Association  
1515 E Columbia Street  
Othello, WA 99344

**DATE:**

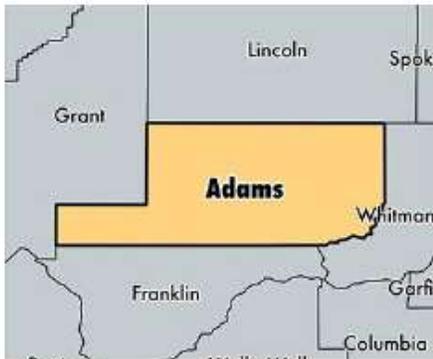
April 4, 2022

**TIME:**

10:30 AM - Noon



## 4 de Abril — AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR A  
UN FORO PÚBLICO  
SOBRE EL TRANSPORTE PÚBLICO  
PARA PERSONAS CON NECESIDADES  
ESPECIALES DE TRANSPORTE.**

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Adams! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCACION:**

Columbia Basin Health Association  
1515 E Columbia Street  
Othello, WA 99344

**FECHA:**

4 de Abril, 2022

**HORA:**

10:30 AM - Medio Dia



# MARCH 28 - DAVENPORT PUBLIC OPEN HOUSE



**ABOUT PUBLIC TRANSPORTATION  
FOR PERSONS WITH  
SPECIAL TRANSPORTATION NEEDS**

Come and share your opinion on public transportation services in Lincoln County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCATION:**  
Davenport Pioneer Plaza  
605 Morgan Street  
Davenport, WA 99122

**DATE:**  
March 28, 2022

**TIME:**  
10:30 AM - Noon



## 28 de Marcha — AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR A UN  
FORO PÚBLICO  
SOBRE EL TRANSPORTE PÚBLICO PARA  
PERSONAS CON NECESIDADES ESPE-  
CIALES DE TRANSPORTE.**

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Lincoln! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCACION:**

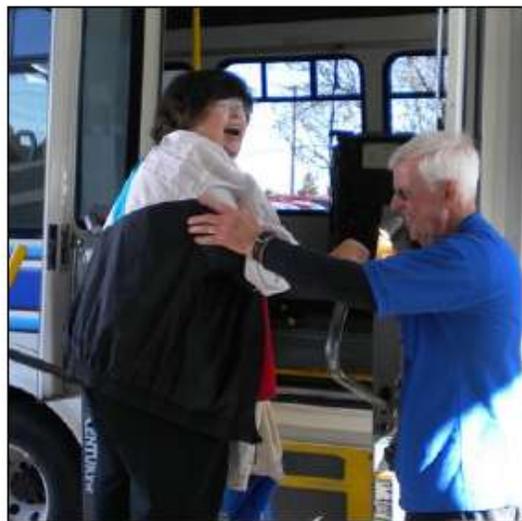
Davenport Pioneer Plaza  
605 Morgan Street  
Davenport, WA 99122

**FECHA:**

28 de Marcha, 2022

**HORA:**

1 0:30 AM - Noon



## APRIL 6th - ELLENSBURG PUBLIC OPEN HOUSE



### ABOUT PUBLIC TRANSPORTATION FOR PERSONS WITH SPECIAL TRANSPORTATION NEEDS

Come and share your opinions on public transportation services in Kittitas County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCATION:

Hal Holmes Community Center  
209 N. Ruby Street  
Ellensburg, WA 98926

#### DATE:

April 6, 2022

#### TIME:

10:30 AM - Noon



## 6 de Abril — AVISO DE REUNIÓN PÚBLICA



### ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO

SOBRE EL TRANSPORTE PÚBLICO PARA PERSONAS CON NECESIDADES ESPECIALES DE TRANSPORTE.

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Kittitas! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCACION:

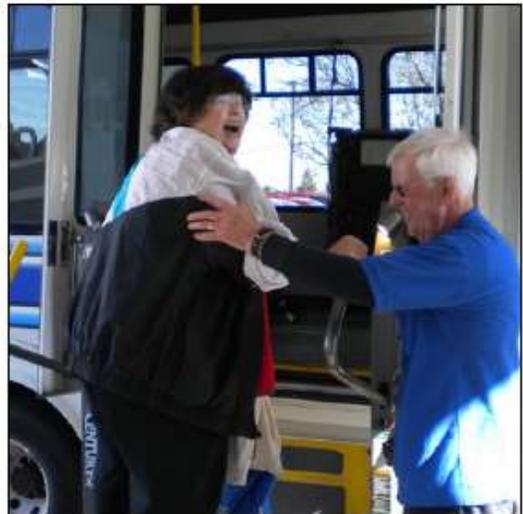
Hal Holmes Community Center  
209 N. Ruby Street  
Ellensburg, WA 98926

#### FECHA:

6 de Abril, 2022

#### HORA:

1 0:30 AM - Noon



## MARCH 24 - GRAND COULEE PUBLIC OPEN HOUSE



### ABOUT PUBLIC TRANSPORTATION FOR PERSONS WITH SPECIAL TRANSPORTATION NEEDS

Come and share your opinion on public transportation services in Grant County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCATION:

Grand Coulee Senior Center  
203 Main Street  
Grand Coulee, WA 99133

#### DATE:

March 24, 2022

#### TIME:

10:30 AM - Noon



## 24 de Marcha — AVISO DE REUNIÓN PÚBLICA



### ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO

SOBRE EL TRANSPORTE PÚBLICO PARA PERSONAS CON NECESIDADES ESPECIALES DE TRANSPORTE.

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Grant! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCACION:

Grand Coulee Senior Center  
203 Main Street  
Grand Coulee, WA 99133

#### FECHA:

24 de Marcha, 2022

#### HORA:

10:30 AM - Noon



# APRIL 7TH - MOSES LAKE PUBLIC OPEN HOUSE



**ABOUT PUBLIC TRANSPORTATION  
FOR PERSONS WITH  
SPECIAL TRANSPORTATION NEEDS**

Come and share your opinion on public transportation services in Grant County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCATION:**  
GTA Multi-Modal Transit Center  
Community Room  
116 W 5th Avenue  
Moses Lake, WA 98837

**DATE:**  
April 7, 2022

**TIME:**  
10:30 AM - Noon



## 7 de Abril — AVISO DE REUNIÓN PÚBLICA



### ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO

SOBRE EL TRANSPORTE PÚBLICO PARA PERSONAS CON NECESIDADES ESPECIALES DE TRANSPORTE.

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Grant! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCACION:

GTA Multi-Modal Transit Center  
Community Room  
116 W 5th Avenue  
Moses Lake, WA 98837

#### FECHA:

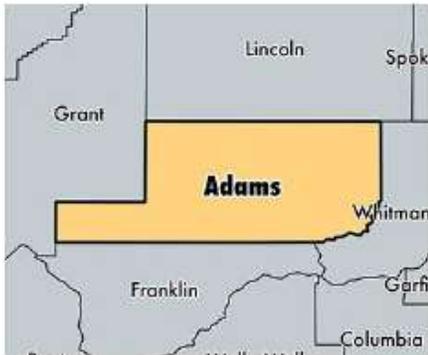
7 de Abril, 2022

#### HORA:

10:30 AM - Noon



## March 31 - RITZVILLE PUBLIC OPEN HOUSE



### ABOUT PUBLIC TRANSPORTATION FOR PERSONS WITH SPECIAL TRANSPORTATION NEEDS

Come and share your opinion on public transportation services in Adams County! At this public forum, experts will describe the services currently available in your community and ask attendees to share their ideas on future improvements. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

#### LOCATION:

WSU Extension, 205 W. Main Ave.  
Ritzville, WA 99169

#### DATE:

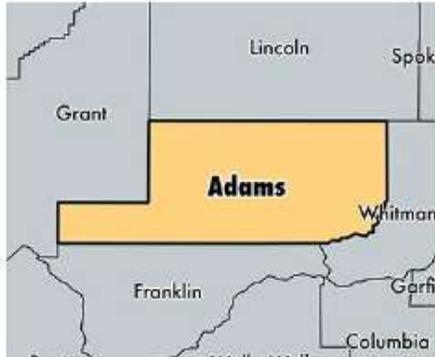
March 31, 2022

#### TIME:

10:30 AM - Noon



## 31 de Marcha — AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR A  
UN FORO PÚBLICO**  
SOBRE EL TRANSPORTE PÚBLICO  
PARA PERSONAS CON NECESIDADES  
ESPECIALES DE TRANSPORTE.

¡Ven y comparte tu opinión sobre los servicios de transporte público en el condado de Adams! En este foro público, los expertos describirán los servicios actualmente disponibles en su comunidad y les pedirá a los asistentes que compartan sus ideas sobre futuras mejoras. Si desea unirse por Zoom, comuníquese con [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) para obtener el enlace de la reunión de Zoom. También puede enviar sus comentarios por correo electrónico a [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

**LOCACION:**

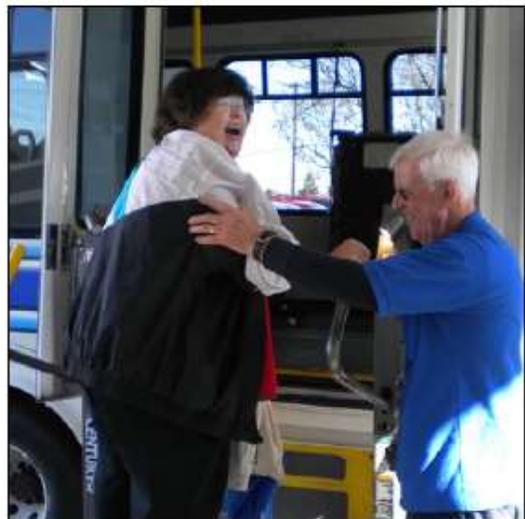
WSU Extension, 205 W. Main Ave.  
Ritzville, WA 99169

**FECHA:**

31 de Marcha, 2022

**HORA:**

10:30 AM - Noon



## NOTICE OF PUBLIC OPEN HOUSE

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You are invited to attend a Public Open House on Public Transportation for updating the QUADCO Coordinated Public Transit Human Services Transportation Plan. At this Open House, you will learn about public transportation resources in this region and be able to share your ideas on needed public transportation improvements. Meeting locations: Grand Coulee Senior Center, 203 Main St., Grand Coulee, Date: March 24, 2022, 10:30 AM to Noon OR GTA Multi-Modal Transit Center, Community Room, 116 W. 5<sup>th</sup> Ave., Moses Lake, Date: April 7, 2022, 10:30 AM to Noon. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org). It is People For People's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated may file a complaint with People For People's Human Resource Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact the Human Resource Coordinator 509-248-6726. Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting the event sponsor (People For People Receptionist at 509-248-6726). Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 711.

## NOTICE OF PUBLIC OPEN HOUSE

---

You are invited to attend a Public Open House on Public Transportation for updating the QUADCO Coordinated Public Transit Human Services Transportation Plan. At this Open House, you will learn about public transportation resources in this region and be able to share your ideas on needed public transportation improvements. Meeting location: Cle Elum City Hall, 119 W. 1<sup>st</sup> St., Cle Elum Date: March 30, 2022, 10:30 AM to Noon OR Hal Holmes Center, 209 N. Ruby St., Ellensburg, Date: April 6, 2022, 10:30 AM to Noon. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org). It is People For People's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated may file a complaint with People For People's Human Resource Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact the Human Resource Coordinator 509-248-6726. Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting the event sponsor (People For People Receptionist at 509-248-6726). Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 711.

## NOTICE OF PUBLIC OPEN HOUSE

---

You are invited to attend a Public Open House on Public Transportation for updating the QUADCO Coordinated Public Transit Human Services Transportation Plan. At this Open House, you will learn about public transportation resources in this region and be able to share your ideas on needed public transportation improvements. Meeting location: Davenport's Pioneer Square, 605 Morgan St, Davenport, WA. Date: March 28, 2022, 10:30 AM to Noon. If you want to join by Zoom, contact [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org) for the Zoom meeting link. You can also email your comments to [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org). It is People For People's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated may file a complaint with People For People's Human Resource Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact the Human Resource Coordinator 509-248-6726. Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable

accommodations by contacting the event sponsor (People For People Receptionist at 509-248-6726). Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 711.

## NOTICE OF PUBLIC OPEN HOUSE

---

You are invited to attend a Public Open House on Public Transportation for updating the QUADCO Coordinated Public Transit Human Services Transportation Plan. At this Open House, you will learn about public transportation resources in this region and be able to share your ideas on needed public transportation improvements. Meeting location: Ritzville's WSU Extension, 205 W. Main Ave., Ritzville Date: March 31, 2022, 10:30 AM to Noon OR Columbia Basin Health Association, 1515 E Columbia Street, Othello, WA 99344. Date: April 4, 2022, 10:30 AM to Noon. If you want to join by Zoom, contact executiveassistant@pfp.org for the Zoom meeting link. You can also email your comments to executiveassistant@pfp.org. It is People For People's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated may file a complaint with People For People's Human Resource Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact the Human Resource Coordinator 509-248-6726. Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting the event sponsor (People For People Receptionist at 509-248-6726). Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 711.

# **Appendix C**

## **HSTP Surveys and Results**



**Please provide the following information:**

Name of Organization \_\_\_\_\_  
 Name of Program \_\_\_\_\_  
 County \_\_\_\_\_  
 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
- No driver's license
- Have a disability
- Cannot afford to drive
- No car

Clients need transportation to: (Check all that apply)

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

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

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

What day(s) of the week do your clients generally need transportation? (Check all that apply)

- Monday;  Tuesday;  Wednesday;  Thursday;  Friday;  Saturday;  Sunday

What time(s) of the day do your client's generally need transportation? (Check all that apply)

- Mornings;  Afternoons;  Evenings;  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)

- HopeSource
- People For People
- Friend/Relative
- Central Transit
- Elmview Transportation
- Private/Agency Van Shuttle
- Other \_\_\_\_\_
- Employer sponsored
- School Bus
- Van Pool
- Provider One (Medicaid)
- Yakima-Ellensburg Commuter
- Dial-A-Ride/Paratransit

How has COVID-19 affected your service and need for transportation?

- We now provide less service
- We now provide service differently (videoconference, phone, etc.)
- We now provide an increased level of service that has increased need for transportation
- We now provide an increased level of service that does not require additional transportation

**Please Return By Mail, Email, or FAX to:**

People For People,  
 304 West Lincoln Ave Yakima, WA 98902

Or

FAX: 509-457-7897

Or

Email: [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)



**Please provide the following information:**

Name of Organization \_\_\_\_\_  
 Name of Program \_\_\_\_\_  
 County \_\_\_\_\_  
 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
- No driver's license
- Have a disability
- Cannot afford to drive
- No car

Clients need transportation to: (Check all that apply)

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

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

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

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- Monday;  Tuesday;  Wednesday;  Thursday;  Friday;  Saturday;  Sunday

What time(s) of the day do your client's generally need transportation? (Check all that apply)

- Mornings;  Afternoons;  Evenings;  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
- People For People
- Friend/Relative
- Private/Agency Van Shuttle
- Employer sponsored
- Other \_\_\_\_\_
- School Bus
- Special Mobility Services (SMS) – Shuttle
- Van Pool
- Provider One (Medicaid)
- Dial-A-Ride/Paratransit

How has COVID-19 affected your service and need for transportation?

- We now provide less service
- We now provide service differently (videoconference, phone, etc.)
- We now provide an increased level of service that has increased need for transportation
- We now provide an increased level of service that does not require additional transportation

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People For People,  
 304 West Lincoln Avenue, Yakima WA 98902

Or

FAX: 509-457-7897

Or

Email: [executiveassistant@pfp.org](mailto:executiveassistant@pfp.org)

12. Please indicate what kind of transportation service would improve your access to the following needs.

(Check all that apply)

	New Bus Route	Extended Bus Hours	Door-to-Door Bus	Gas & Insurance Help	NONE
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

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Thank you for completing this survey!

If you have any questions, please contact:

304 West Lincoln Ave  
 Yakima, WA 98902  
 executiveassistant@pfp.org  
 Fax: (509) 457-7897

Please return surveys by email or mail by **July 5, 2022**.

**1. I am age:**

- 17 and under     18 – 59     60+

**2. I need public transportation because:** (Check all that apply)

- I am unable to walk, bike, or drive
- I prefer to use public transit
- I don't have a car
- I don't have a current driver's license
- I cannot afford to drive
- I have a disability
- I am a senior citizen, and do not drive
- I prefer not to drive in inclement weather, or after dark
- Transportation is not available when I need it
- Other: \_\_\_\_\_

**3. I need transportation for the following services:** (check your top 5 choices)

- Childcare
- Church/Religious
- Community Events
- Counseling/ Behavioral Health
- Court/Legal
- DSHS/Social Services
- Elder/Senior Services
- Family and Friends
- Food Bank
- Other: \_\_\_\_\_
- Medical/Dental
- Nutrition/Meal Programs
- Physical Therapy
- Pharmacy
- Recreational
- Education/Training
- Shopping/ Daily activities
- Work

**4. I need to go to:** (check your top 5 choices)

- Benge
- Cunningham
- Ellensburg
- Ephrata
- George
- Grand Coulee
- Hatton
- Hartline
- Lind
- Moses Lake
- Othello
- Pasco
- Quincy
- Ralston
- Richland
- Ritzville
- Royal City
- Seattle
- Spokane
- Stratford
- Warden
- Wash Tucna
- Wheeler
- Wilson Cr.
- Winchester
- Yakima

Senders Name  
Street Address  
City, State & Zip

People For People  
 304 West Lincoln Ave  
 Yakima, WA 98902

**4. (continued) I need to go to:**

- Other: \_\_\_\_\_

**5. In the past 3 months, I used the following means of transportation:** (Check all that apply)

- My or Borrowed Vehicle
- SMS Community Shuttle
- Bicycle
- People For People/ Connectors
- Carpool/Rideshare
- Dial-A-Ride/Paratransit
- Employer Provided Transportation
- Family, Friends, Volunteer
- Medicaid (Provider One)
- Mobility Device (i.e. wheelchair)
- School Bus
- Walk
- Taxi Service
- Train/Amtrak
- Uber/Lyft
- Senior services
- Shuttle/Van church
- Grant Transit Authority
- Greyhound
- Van Pool
- Other: \_\_\_\_\_

**6. Do you feel that the current transportation services available meet your needs?**

- Yes  No

**Why or why not?**

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## 2022 Public Transportation Research



### Adams County

*Your opinion is important to determine the transportation needs in your community.*

Would you like to take this survey online?  
<https://www.surveymonkey.com/r/HLSD6TZ>



For the 2022 Update of QUADCO's Human Service Transportation Plan

**7. Due to the lack of transportation, I have had to move to maintain independence?**

- Yes  No

**8. Please indicate how often you need public transportation.**

- Always (5 to 7 days/week)
- Frequently (1 to 4 days/week)
- Occasionally (1 to 3 days/month)
- Limited (1 to 11 days/year)
- Never

**9. Indicate the day(s) of the week you need public transportation.**

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- None

**10. Indicate the time(s) of the day you need public transportation.**

- Before 8AM
- 8AM to 10AM
- 10AM to 3PM
- 3PM to 5PM
- 5PM to 7PM
- 7PM to 10AM
- 10PM to 2AM
- None

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

Address/Crossroad, City, Zip Code

12. Please indicate what kind of transportation service would improve your access to the following needs.  
(Check all that apply)

	New Bus Route	Extended Bus Hours	Door-to-Door Bus	Gas & Insurance Help	NONE
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

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Thank you for completing this survey!

If you have any questions, please contact:  
304 West Lincoln Ave  
Yakima, WA 98902  
executiveassistant@pfp.org  
Fax: (509) 457-7897

Please return surveys by email or mail  
by **July 5, 2022**.

1. I am age:  
 17 and under     18 – 59     60+

2. I need public transportation because: (Check all that apply)  
 I am unable to walk, bike, or drive  
 I prefer to use public transit  
 I don't have a car  
 I don't have a current driver's license  
 I cannot afford to drive  
 I have a disability  
 I am a senior citizen, and do not drive  
 I prefer not to drive in inclement weather, or after dark  
 Transportation is not available when I need it  
 Other: \_\_\_\_\_

3. I need transportation for the following services: (Check your top 5 choices)  
 Childcare                       Medical/Dental  
 Church/Religious               Nutrition/Meal Program  
 Community Events  
 Counseling/Behavioral Health     Physical Therapy  
 Court/Legal                       Pharmacy  
 DSHS/Social Services         Recreational  
 Elder/Senior Services         Education/Training  
 Family and Friends activities     Shopping/ Daily activities  
 Food Bank                       Work  
 Other: \_\_\_\_\_

4. I need to go to: (Check your top 5 choices)  
 Beverly                       Kennewick                       Royal City  
 Coulee City                 Krupp                               Schawana  
 Crescent Bar               Lakeview Park                 Soap Lake  
 Desert Aire                 Mattawa                         Spokane  
 Electric City                Moses Lake                     Wenatchee  
 Ellensburg                 Pasco                               Wheeler  
 Ephrata                     Quincy                          Wilson Creek  
 George                       Richland                        Winchester  
 Grand Coulee               Seattle                             Yakima  
 Hartline                     Other: \_\_\_\_\_

5. In the past 3 months, I used the following means of transportation: (Check all that apply)

- My or Borrowed Vehicle
- SMS Community Shuttle
- Bicycle
- People For People/ Connectors
- Carpool/Rideshare
- Dial-A-Ride/Paratransit
- Employer Provided Transportation
- Family, Friends, Volunteer
- Medicaid (Provider One)
- Mobility Device (i.e. wheelchair)
- School Bus
- Walk
- Taxi Service
- Train/Amtrak
- Uber/Lyft
- Senior services
- Shuttle/Van church
- Grant Transit Authority
- Greyhound
- Van Pool
- Other: \_\_\_\_\_

6. Do you feel that the current transportation services available meet your needs?  
 Yes     No

Why or why not?

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People For People  
304 West Lincoln Ave  
Yakima, WA 98902

Senders Name  
Street Address  
City, State & Zip

## 2022 Public Transportation Research



### Grant County

*Your opinion is important to determine the transportation needs in your community.*

Would you like to take this survey online?  
<https://www.surveymonkey.com/r/HLSWZP6>



For the 2022 Update of QUADCO's Human Service Transportation Plan

7. Due to the lack of transportation I have had to move to maintain independence?  
 Yes     No

8. Please indicate how often you need public transportation.  
 Always (5 to 7 days/week)  
 Frequently (1 to 4 days/week)  
 Occasionally (1 to 3 days/month)  
 Limited (1 to 11 days/year)  
 Never

9. Indicate the day(s) of the week you need public transportation.  
 Monday                       Friday  
 Tuesday                      Saturday  
 Wednesday                 Sunday  
 Thursday                     None

10. Indicate the time(s) of the day you need public transportation.  
 Before 8AM                 5PM to 7PM  
 8AM to 10AM               7PM to 10AM  
 10AM to 3PM               10PM to 2AM  
 3PM to 5PM                 None

11. For mapping purposes only, please identify your pick-up location if you were to use transportation services.

Address/Crossroad,    City,    Zip Code

12. Please indicate what kind of transportation service would improve your access to the following needs.  
(Check all that apply)

	New Bus Route	Extended Bus Hours	Door-to-Door Bus	Gas & Insurance Help	NONE
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

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Thank you for completing this survey!

If you have any questions, please contact:

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Please return surveys by email or mail  
by **July 5, 2022**.

**1. I am age:**

17 and under     18 - 59     60+

**2. I need public transportation because:** (Check all that apply)

- I am unable to walk, bike, or drive
- I prefer to use public transit
- I don't have a car
- I don't have a current driver's license
- I cannot afford to drive
- I have a disability
- I am a senior citizen, and do not drive
- I prefer not to drive in inclement weather, or after dark
- Transportation is not available when I need it
- Other: \_\_\_\_\_

**3. I need transportation for the following services:** (Check your top 5 choices)

- Childcare
- Church/Religious
- Community Events
- Counseling/ Behavioral Health
- Court/Legal
- DSHS/Social Services
- Elder/Senior Services
- Family and Friends
- Food Bank
- Other: \_\_\_\_\_
- Medical/Dental
- Nutrition/Meal Programs
- Physical Therapy
- Pharmacy
- Recreational
- Education/Training
- Shopping/ Daily activities
- Work

**4. I need to go to:** (Check your top 5 choices)

- Cle Elum
- Easton
- Ellensburg
- Kittitas
- Other: \_\_\_\_\_
- Seattle area
- Thorp
- Vantage
- Suncadia
- Wenatchee
- Yakima area
- Ronald/Roslyn
- Cle Elum area

Senders Name:  
Street Address:  
City, State & Zip

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

**5. In the past 3 months, I used the following means of transportation:**  
(Check all that apply)

- My or Borrowed Vehicle
- Airporter Shuttle
- Bicycle
- Central Transit
- Carpool/Rideshare
- Dial-A-Ride/Paratransit (HopeSource)
- Elmview Transportation
- Employer Provided Transportation
- Family, Friends, Volunteer
- Medicaid (Provider One)
- Mobility Device (i.e. wheelchair)
- School Bus
- Walk
- Taxi Service
- Train/Amtrak
- Uber/Lyft
- Senior services
- Shuttle/Van church
- Yakima-Ellensburg Commuter
- Grant Transit Authority
- Apple Line
- Greyhound
- Van Pool
- Other: \_\_\_\_\_

**6. Do you feel that the current transportation services available meet your needs and the needs of your community?**  Yes  No

Why or why not?

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## 2022 Public Transportation Research



### Kittitas County

*Your opinion is important to determine the transportation needs in your community.*

Would you like to take this survey online?

<https://www.surveymonkey.com/r/H8SVGJB>



For the 2022 Update of QUADCO's Human Service Transportation Plan,

**7. Due to lack of transportation I have had to move to maintain independence?**

Yes  No

**8. Please indicate how often you need public transportation.**

- Always (5 to 7 days/week)
- Frequently (1 to 4 days/week)
- Occasionally (1 to 3 days/month)
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**9. Indicate the day(s) of the week you need public transportation.**

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- Saturday
- Sunday
- None

**10. Indicate the time(s) of the day you need public transportation.**

- Before 8AM
- 8AM to 10AM
- 10AM to 3PM
- 3PM to 5PM
- 5PM to 7PM
- 7PM to 10AM
- 10PM to 2AM
- None

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

Address/Crossroad, City, Zip Code

12. Please indicate what kind of transportation service would improve your access to the following needs.

(Check all that apply)

	New Bus Route	Extended Bus Hours	Door-to-Door Bus	Gas & Insurance Help	NONE
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

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Thank you for completing this survey!

If you have any questions, please contact:

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Please return surveys by email or mail  
by **July 5, 2022**.

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

Senders Name  
Street Address  
City, State & Zip

## 2022 Public Transportation Research



### Lincoln County

*Your opinion is important to determine the transportation needs in your community.*

Would you like to take this survey on-line?  
<https://www.surveymonkey.com/r/HLTX55H>



For the 2022 Update of QUADCO's Human Service Transportation Plan

1. I am age:

- 17 and under     18 - 59     60+

2. I need public transportation because: (Check all that apply)

- I am unable to walk, bike, or drive
- I prefer to use public transit.
- I don't have a car
- I don't have a current driver's license
- I cannot afford to drive
- I have a disability
- I am a senior citizen, and do not drive
- I prefer not to drive in inclement weather, or after dark
- Transportation is not available when I need it
- Other: \_\_\_\_\_

3. I need transportation for the following services: (Check your top 5 choices)

- Childcare
- Church/Religious
- Community Events
- Counseling/ Behavioral Health
- Court/Legal
- DSHS/Social Services
- Elder/Senior Services
- Family and Friends
- Food Bank
- Other: \_\_\_\_\_
- Medical/Dental
- Nutrition/Meal Programs
- Physical Therapy
- Pharmacy
- Recreational
- Education/Training
- Shopping/ Daily activities
- Work

4. I need to go to: (Check your top 5 choices)

- Airway Heights
- Almira
- Creston
- Davenport
- Lamona
- Reardan
- Seattle
- Little Falls Dam

(question 4. continued above)

4. continued: I need to go to:

(Check your top 5 choices)

- Edwall
- Ellensburg
- Grand Coulee
- Harrington
- Irby
- Medical Lake
- Mohler
- Moses Lake
- Odessa
- Porcupine Bay
- Seven Bays
- Spokane
- Sprague
- Tri-Cities
- Wilbur
- Yakima

Other: \_\_\_\_\_

5. In the past 3 months, I used the following means of transportation:

(Check all that apply)

- My or Borrowed Vehicle
- SMS Community Shuttle
- Bicycle
- People For People/ Connectors
- Carpool/Rideshare
- Dial-A-Ride/Paratransit
- Employer Provided Transportation
- Family, Friends, Volunteer
- Medicaid (Provider One)
- Mobility Device (i.e. wheelchair)
- School Bus
- Walk
- Taxi Service
- Train/Amtrak
- Uber/Lyft
- Senior services
- Shuttle/Van church
- Grant Transit Authority
- Greyhound
- Van Pool
- Other: \_\_\_\_\_

6. Do you feel that the current transportation services available meet your needs and the needs of your community?

- Yes  No

(question 6. continued above)

6. Continued: Why or why not?

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7. Due to lack of transportation I have had to move to maintain independence?  Yes  No

8. Please indicate how often you need public transportation.

- Always (5 to 7 days/week)
- Frequently (1 to 4 days/week)
- Occasionally (1 to 3 days/month)
- Limited (1 to 11 days/year)
- Never

9. Indicate the day(s) of the week you need public transportation.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- None

10. Indicate the time(s) of the day you need public transportation.

- Before 8AM
- 8AM to 10AM
- 10AM to 3PM
- 3PM to 5PM
- 5PM to 7PM
- 7PM to 10AM
- 10PM to 2AM
- None

11. For mapping purposes only, please identify your pick-up location if you were to use transportation services.

Address/Crossroad, City, Zip Code

12. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

	Nueva ruta de autobú	Horas extendidas	Puerta a puerta	Seguro de gas	Miembros ayuda
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

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Gracias por completar esta encuesta!  
Si usted tiene alguna pregunta, póngase en contacto con:

People For People  
304 West Lincoln Ave  
Yakima, WA 98902  
Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Favor de enviar por correo electrónico o correo antes de **Julio 5, 2022**.

**1. Soy edad:**

17 y bajo  18 – 59  60+

**2. Necesito transporte público porque:**

- (Marque todos los que correspondan)
- Soy incapaz de caminar, andar en bicicleta, o conducir
  - Prefiero utilizar el transporte público
  - No tengo coche
  - No tengo licencia de conducir actual
  - No puedo permitirme el lujo de conducir
  - Tengo una discapacidad
  - Soy una persona mayor y no manejo
  - Prefiero no conducir en el tiempo inclemente, o después del anochecer
  - Transporte no está disponible cuando lo necesito
  - Otro: \_\_\_\_\_

**3. Necesito transporte para los siguientes servicios:**

- (Compruebe sus 5 primeras opciones)
- Cuidado de niños  Trabajo/búsqueda
  - Iglesia/religioso  Médico/dental
  - Eventos de comunidad  Programas de
  - Consejería/Salud  Comida/nutrición
  - Tribunal/legal  Fisioterapia
  - Droga/alcohol  Farmacia
  - DSHS/Servicios Social  Recreacional
  - Familia y amigos  Educación/Formación
  - Banco de Comida  Compras/actividades diarias
  - Trabajo

Otro: \_\_\_\_\_

**4. Necesito ir a:**

- (Compruebe sus 5 primeras opciones)
- Benge  Pasco  Spokane
  - Cunningham  Quincy  Stratford
  - Ellensburg  Ralston  Warden
  - Hatton  Richland

People For People  
304 West Lincoln Ave.  
Yakima, WA 98902

Senders Name  
Street Address  
City, State & Zip

**4. (pregunta continua)**

- Lind  Ritzville  Washtucna
- Moses Lake  Royal City  Wenatchee
- Othello  Yakima

Otra ciudad: \_\_\_\_\_

**5. En los 3 meses pasados, he usado los siguientes medios de transporte:** (Marque todos los que correspondan)

- Mi o vehículo prestado
- Lanzadera de la comunidad de SMS
- Bicicleta
- People For People/Conectores
- Carpool/Rideshare
- Dial-A-Ride/para tránsito
- Empleador proporcionó transporte
- Familia, amigos, voluntarios
- Medicaid (Cupones medicos)
- Silla de ruedas o otro movilidad
- Autobus de escuela
- Caminar
- Servicio de taxi
- Tren/Amtrak
- Uber/Lyft
- Servicios para mayores o ancianos
- Lanzadera/coche de Iglesia
- Grant Transit Authority
- Van Pool
- Greyhound
- Otro: \_\_\_\_\_

**6. Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las necesidades de su comunidad?**  Si  No

¿Por que si or por que no?

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## Investigación Pública de Transporte 2022



### Condado de Adams

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?



Para la actualización 2022 del plan de transporte del servicio humano de QUADCO

**7. Por falta de transporte he tenido que mudarme para mantener la independencia?**  Si  No

**8. Por favor indique con qué frecuencia necesita transporte público.**

- Siempre (5 a 7 días/semana)
- Frecuentemente (1 a 4 días/semana)
- De vez en cuando (1 a 3 días/mes)
- Limitado (1 a 11 días/año)
- Nunca

**9. Indique el(los) día(s) de la semana en que necesita transporte público.**

- Lunes  Viernes
- Martes  Sábado
- Miércoles  Domingo
- Jueves  Ninguno

**10. Indique la hora(s) del día en que necesita transporte público.**

- Antes de 8AM  5PM a 7PM
- 8AM a 10AM  7PM a 10AM
- 10AM a 3PM  10PM a 2AM
- 3PM a 5PM  Ninguno

**11. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.**

Dirección/cruce, Ciudad, Código postal

13. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

	Nueva ruta de autobuses				
	Horas extendidas				
	Puerta a puerta				
	Seguro de gas				
	Niveles asuada				
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

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Gracias por completar esta encuesta! Si usted tiene alguna pregunta, póngase en contacto con:

People For People  
304 West Lincoln Ave.  
Yakima, WA 98902

Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Favor de enviar encuestas por correo electrónico o correo antes de la fecha **Julio 5, 2022.**

People For People  
304 West Lincoln Ave.  
Yakima, WA 98902

Senders Name:  
Street Address  
City, State & Zip

## Investigación Pública de Transporte 2022



### Condado de Grant

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?  
<https://www.surveymonkey.com/r/HL86JJ8>



Para la actualización 2022 del plan de transporte del servicio humano de QUADCO

1. Soy edad:

- 17 y bajo  18 - 59  60+

2. Necesito transporte público porque: (Marque todos los que correspondan)

- Soy incapaz de caminar, andar en bicicleta, o conducir
- Prefiero utilizar el transporte público
- No tengo coche
- No tengo licencia de conducir actual
- No puedo permitirme el lujo de conducir
- Tengo una discapacidad
- Soy una persona mayor y no manejo
- Prefiero no conducir en el tiempo inclemente, o despues del anochecer
- Transporte no está disponible cuando lo necesito
- Otro: \_\_\_\_\_

3. Necesito transporte para los siguientes servicios:

- (Compruebe sus 5 primeras opciones)
- Cuidado de niños  Trabajo/búsqueda
  - Iglesia/religioso  Médico/dental
  - Eventos de comunidad  Programas de
  - Consejería/Salud conductual  Comida/nutrición
  - Tribunal/legal  Fisioterapia
  - Droga/alcohol  Farmacia
  - DSHS/Servicios Social  Recreacional
  - Familia y amigos  Educacion/Formación
  - Banco de Comida  Compras/actividades diarias
  - Trabajo
- Otro: \_\_\_\_\_

4. Necesito ir a:

- (Compruebe sus 5 primeras opciones)
- Beverly  Kennewick  Royal City
  - Coulee City  Krupp  Schawana
  - Crescent Bar  Lakeview Park  Soap Lake
  - Desert Aire  Mattawa  Spokane
  - Electric City  Moses Lake  Wenatchee
  - Ellensburg  Pasco  Wheeler
  - Ephrata  Quincy  Wilson Creek
  - George  Richland  Winchester
  - Grand Coulee  Hartline  Yakima
  - Otro ciudad: \_\_\_\_\_

5. En los 3 meses pasados, he usado los siguientes medios de transporte: (Marque todos los que correspondan)

- Mi o vehiculo prestado
- Lanzadera de la comunidad de SMS
- Bicicleta
- People For People/Conectores
- Carpool/Rideshare
- Dial-A-Ride/para tránsito
- Empleador proporcionó transporte
- Familia, amigos, voluntarios
- Medicaid (Coupones medicos)
- Silla de ruedas o otro movilidad
- Autobus de escuela
- Caminar
- Servicio de taxi
- Tren/Amtrak
- Uber/Lyft
- Servicios para mayores o ancianos
- Lanzadera/coche de Iglesia
- Grant Transit Authority
- Van Pool
- Greyhound
- Otro: \_\_\_\_\_

6. Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las de su comunidad?

- Si  No

6. (continua la pregunta) ¿Porque si o porque no?

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7. ¿Por falta de transporte me he tenido que mover para mantener la independencia?  Si  No

8. Por favor indique con qué frecuencia necesita transporte público.

- Siempre (5 a 7 dias/semana)
- Frecuentemente (1 a 4 dias/semana)
- De vez en cuando (1 a 3 dias/mes)
- Limitado (1 a 11 dias/año)
- Nunca

9. Indique el(los) día(s) de la semana en que necesita transporte público.

- Lunes  Viernes
- Martes  Sábado
- Miércoles  Domingo
- Jueves  Ninguno

10. Indique la hora(s) del día en que necesita transporte público.

- Antes de 8AM  5PM a 7PM
- 8AM a 10AM  7PM a 10AM
- 10AM a 3PM  10PM a 2AM
- 3PM a 5PM  Ninguno

11. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.

Dirección/cruce. Ciudad. Código postal

12. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes.  
(Marque todos los que correspondan)

	Nueva ruta de autobuses	Horas extendidas	Puerta a puerta	Seguro de gas	Ninguna ayuda
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

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Gracias por completar esta encuesta!  
Si usted tiene alguna pregunta, póngase en contacto con:

People For People  
304 West Lincoln Ave  
Yakima, WA 98902  
Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Favor de enviar por correo electrónico o correo **Julio 5, 2022.**

**1. Soy edad:**

- 17 y bajo  18 – 59  60+

**2. Necesito transporte público porque:**

(Marque todos los que correspondan)

- Soy incapaz de caminar, andar en bicicleta, o conducir  
 Prefiero utilizar el transporte público  
 No tengo coche  
 No tengo licencia de conducir actual  
 No puedo permitirme el lujo de conducir  
 Tengo una discapacidad  
 Soy una persona mayor y no manejo  
 Prefiero no conducir en el tiempo inclemente, o despues del anochecer  
 Transporte no está disponible cuando lo necesito  
 Otro: \_\_\_\_\_

**3. Necesito transporte para los siguientes servicios:**

(Compruebe sus 5 primeras opciones)

- |  |  |
|--|--|
| <input type="checkbox"/> Cuidado de niños      | <input type="checkbox"/> Trabajo/búsqueda  |
| <input type="checkbox"/> Iglesia/religioso     | <input type="checkbox"/> Médico/dental     |
| <input type="checkbox"/> Eventos de comunidad  | <input type="checkbox"/> Programas de      |
| <input type="checkbox"/> Consejería/Salud      | <input type="checkbox"/> Comida/nutrición  |
| <input type="checkbox"/> conductual            | <input type="checkbox"/> Fisioterapia      |
| <input type="checkbox"/> Tribunal/legal        | <input type="checkbox"/> Farmacia          |
| <input type="checkbox"/> Droga/alcohol         | <input type="checkbox"/> Recreacional      |
| <input type="checkbox"/> DSHS/Servicios Social | <input type="checkbox"/> Educación/Formaci |
| <input type="checkbox"/> Familia y amigos      | <input type="checkbox"/> Compras/actividad |
| <input type="checkbox"/> Banco de Comida       | <input type="checkbox"/> diarias           |
|  | <input type="checkbox"/> Trabajo           |
- Otro: \_\_\_\_\_

Senders Name  
Street Address  
City, State & Zip

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

**4. Necesito ir a:**

(Compruebe sus 5 primeras opciones)

- |   |                                       |   |
|---|---------------------------------------|---|
| <input type="checkbox"/> Cle Elum           | <input type="checkbox"/> Seattle área | <input type="checkbox"/> Wenatchee área |
| <input type="checkbox"/> Easton             | <input type="checkbox"/> Thorp        | <input type="checkbox"/> Yakima área    |
| <input type="checkbox"/> Ellensburg         | <input type="checkbox"/> Vantage      | <input type="checkbox"/> Ronald/Roslyn  |
| <input type="checkbox"/> Kittitas           | <input type="checkbox"/> Suncadia     | <input type="checkbox"/> Cle Elum área  |
| <input type="checkbox"/> Otra ciudad: _____ |                                       |   |

**5. En los 3 meses pasados, he usado los siguientes medios de transporte:**

(Marque todos los que correspondan)

- Mi o vehiculo prestado  
 Airporter Shuttle  
 Bicicleta  
 Central Transito de Ellensburg  
 Carpool/Rideshare  
 Dial-A-Ride/Paratransit (HopeSource)  
 Transporte Elmview  
 Empleador proporcionó transporte  
 Familia, amigos, voluntarios  
 Medicaid (Coupons medicos)  
 Silla de ruedas o otro movilidad  
 Autobus de escuela  
 Caminar  
 Servicio de taxi  
 Tren/Amtrak  
 Uber/Lyft  
 Servicios para mayores o ancianos  
 Lanzadera/coche de Iglesia  
 Yakima-Ellensburg Commuter  
 Grant Transit Authority  
 Apple Linea  
 Greyhound  
 Otro: \_\_\_\_\_

**6. Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las de su comunidad?**

- Si  No (pregunta continua)

# Investigación Publica de Transporte 2022



## Condado de Kittitas

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?  
<https://www.surveymonkey.com/r/HLCP5GF>



Para la actualización 2022 del plan de transporte del servicio humano de QUADCO

**6. Continúa la pregunta:**

por que si o por que no?

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**7. Por falta de transporte he tenido que mudarme para mantener la independencia?**  Si  No

**8. Por favor indique con qué frecuencia necesita transporte público.**

- Siempre (5 dias/semana)  
 Frecuentemente (1 a 4 dias/semana)  
 De vez en cuando (1 a 3 dias/mes)  
 Limitado (1 a 11 dias/año)  
 Nunca

**9. Indique el(los) día(s) de la semana en que necesita transporte público.**

- |                                    |                                  |
|------------------------------------|----------------------------------|
| <input type="checkbox"/> Lunes     | <input type="checkbox"/> Viernes |
| <input type="checkbox"/> Martes    | <input type="checkbox"/> Sábado  |
| <input type="checkbox"/> Miércoles | <input type="checkbox"/> Domingo |
| <input type="checkbox"/> Jueves    | <input type="checkbox"/> Ninguno |

**10. Indique la hora(s) del día que necesita transporte público.**

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> Antes de 8AM | <input type="checkbox"/> 5PM-7PM  |
| <input type="checkbox"/> 8AM-10AM     | <input type="checkbox"/> 7PM-10PM |
| <input type="checkbox"/> 10AM-3PM     | <input type="checkbox"/> 10PM-2AM |
| <input type="checkbox"/> 3PM-5PM      | <input type="checkbox"/> Ningun   |

**11. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.**

\_\_\_\_\_  
 Dirección/cruce, Ciudad, Código postal

12. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

	Nueva ruta de autobuses	Horas extendidas	Puerta a puerta	Seguro de gas	Miocioo ayuda
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

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Gracias por completar esta encuesta! Si usted tiene alguna pregunta, póngase en contacto con:

People For People  
304 West Lincoln Ave  
Yakima, WA 98902  
Email: executiveassistant@pfp.org  
Fax: (509) 457-7897

Favor de enviar por correo electrónico o correo antes de **Julio 5, 2022**.

**1. Soy edad:**

- 17 y bajo     18 – 59     60+

**2. Necesito transporte público porque:**

- (Marque todos los que correspondan)  
 Soy incapaz de caminar, andar en bicicleta, o conducir  
 Prefiero utilizar el transporte público  
 No tengo coche  
 No tengo licencia de conducir actual  
 No puedo permitirme el lujo de conducir  
 Tengo una discapacidad  
 Soy una persona mayor y no manejo  
 Prefiero no conducir en el tiempo inclemente, o despues del anochecer  
 Transporte no está disponible cuando lo necesito  
 Otro: \_\_\_\_\_

**3. Necesito transporte para los siguientes servicios:**

- (Compruebe sus 5 primeras opciones)  
 Cuidado de niños     Médico/dental  
 Iglesia/religioso     Programas de  
 Evento de comunidad     Comida/nutrición  
 Consejería/Salud     Fisioterapia conductual  
 Farmacia  
 Tribunal/legal     Recreacional  
 Droga/alcohol     Escuela/Formación  
 DSHS/Servicios Social     Compras/actividad  
 Servicios de ancianos     diarias  
 Familia y amigos     Trabajo  
 Banco de Comida  
 Otro: \_\_\_\_\_

**4. Necesito ir a:**

- (Compruebe sus 5 primeras opciones)  
(pregunta continua en la siguiente página)

People For People  
304 West Lincoln Ave  
Yakima, WA 98902

Senders Name:  
Street Address  
City, State & Zip

**4.**

- Airway Heights     Irby     Reardan  
 Almira     Lamona     Seattle  
 Creston     Little Falls Dam     Seven Bays  
 Davenport     Medical Lake     Spokane  
 Edwall     Mohler     Sprague  
 Ellensburg     Moses Lake     Tri-Cities  
 Grand Coulee     Odessa     Wilbur  
 Harrington     Porcupine Bay     Yakima  
 Otra ciudad: \_\_\_\_\_

**5. En los 3 meses pasados, he usado los siguientes medios de transporte:**

- (Marque todos los que correspondan)  
 Mi o vehiculo prestado  
 Lanzadera de la comunidad de SMS  
 Bicicleta  
 People For People/Conectores  
 Carpool/Rideshare  
 Dial-A-Ride/para tránsito  
 Empleador proporcionó transporte  
 Familia, amigos, voluntarios  
 Medicaid (Coupones medicos)  
 Silla de ruedas o otro movilidad  
 Autobus de escuela  
 Caminar  
 Servicio de taxi  
 Tren/Amtrak  
 Uber/Lyft  
 Servicios para mayores o ancianos  
 Lanzadera/coche de Iglesia  
 Grant Transit Authority  
 Van Pool  
 Greyhound  
 Otro: \_\_\_\_\_

**6. Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las necesidades de su comunidad?**  Sí  No  
(pregunta continua en la siguiente página)

# Investigación Pública de Transporte 2022



## Condado de Lincoln

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?  
<https://www.surveymonkey.com/r/H8ZJ5CQ>



Para la actualización 2022 del plan de transporte del servicio humano de QUADCO

**6. ¿por qué si o por qué no?**

**7. Por falta de transporte he tenido que mudarme para mantener la independencia?**  Sí  No

**8. Por favor indique con qué frecuencia necesita transporte público.**

- Siempre (5-7 dias/semana)  
 Frecuentemente (1 a 4 dias/semana)  
 De vez en cuando (1 a 3 dias/mes)  
 Limitado (1 a 11 dias/año)  
 Nunca

**9. Indique el(los) día(s) de la semana en que necesita transporte público.**

- Lunes     Viernes  
 Martes     Sábado  
 Miércoles     Domingo  
 Jueves     Ninguno

**10. Indique la hora(s) del día en que necesita transporte público.**

- Antes de 8AM     5PM a 7PM  
 8AM a 10AM     7PM a 10AM  
 10AM a 3PM     10AM a 2AM  
 3PM a 5PM     Ninguno

**11. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.**

Dirección/cruce, Ciudad, Código postal

4-County Service Provider Survey - 2022 Adams County

Q1 For Stakeholder Meeting Attendees. Please enter name to be entered into the drawing:

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	[REDACTED]	3/15/2022 11:32 AM
2	[REDACTED]	3/15/2022 8:32 AM
3	[REDACTED]	3/15/2022 7:22 AM
4	[REDACTED]	3/15/2022 3:00 AM

4-County Service Provider Survey - 2022 Adams County

Q2 Please provide the following information:

Answered: 7 Skipped: 0

ANSWER CHOICES	RESPONSES
Name of Organization	100.00% 7
Name of Program	85.71% 6
Street Address, City, State, Zip	100.00% 7
Telephone	100.00% 7
Contact Name	100.00% 7
Email	100.00% 7

#	NAME OF ORGANIZATION	DATE
1	Adams County Integrated Health Care Services	3/23/2022 2:24 PM
2	Adams County	3/15/2022 11:32 AM
3	Aging & Adult Care of Central Washington	3/15/2022 8:33 AM
4	Office of Superintendent of Public Instruction (OSPI)	3/15/2022 8:32 AM
5	Lamont School District	3/15/2022 7:22 AM
6	Washtucna School District	3/15/2022 3:00 AM
7	Adams County Integrated Health Care Services	1/18/2022 7:14 AM

#	NAME OF PROGRAM	DATE
1	Integrated Health Care Services	3/23/2022 2:24 PM
2	IHCS	3/15/2022 11:32 AM
3	Pupil Transportation	3/15/2022 8:32 AM
4	[REDACTED]	3/15/2022 7:22 AM
5	[REDACTED]	3/15/2022 3:00 AM
6	Integrated Health Care Services	1/18/2022 7:14 AM

#	STREET ADDRESS, CITY, STATE, ZIP	DATE
1	[REDACTED]	3/23/2022 2:24 PM
2	[REDACTED]	3/15/2022 11:32 AM
3	[REDACTED]	3/15/2022 8:33 AM
4	[REDACTED]	3/15/2022 8:32 AM
5	[REDACTED]	3/15/2022 7:22 AM
6	[REDACTED]	3/15/2022 3:00 AM
7	[REDACTED]	1/18/2022 7:14 AM

#	TELEPHONE	DATE
1	[REDACTED]	3/23/2022 2:24 PM
2	[REDACTED]	3/15/2022 11:32 AM

4-County Service Provider Survey - 2022 Adams County

3	[REDACTED]	3/15/2022 8:33 AM
4	[REDACTED]	3/15/2022 8:32 AM
5	[REDACTED]	3/15/2022 7:22 AM
6	[REDACTED]	3/15/2022 3:00 AM
7	[REDACTED]	1/18/2022 7:14 AM
#	CONTACT NAME	DATE
1	[REDACTED]	3/23/2022 2:24 PM
2	[REDACTED]	3/15/2022 11:32 AM
3	[REDACTED]	3/15/2022 8:33 AM
4	[REDACTED]	3/15/2022 8:32 AM
5	[REDACTED]	3/15/2022 7:22 AM
6	[REDACTED]	3/15/2022 3:00 AM
7	[REDACTED]	1/18/2022 7:14 AM
#	EMAIL	DATE
1	[REDACTED]	3/23/2022 2:24 PM
2	[REDACTED]	3/15/2022 11:32 AM
3	[REDACTED]	3/15/2022 8:33 AM
4	[REDACTED]	3/15/2022 8:32 AM
5	[REDACTED]	3/15/2022 7:22 AM
6	[REDACTED]	3/15/2022 3:00 AM
7	[REDACTED]	1/18/2022 7:14 AM

4-County Service Provider Survey - 2022 Adams County

Q3 Days/Hours of Operation:

Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	M-F / 8-5 and 24/7 Behavioral Health Care Crisis Services	3/23/2022 2:24 PM
2	M-F 8am-5pm	3/15/2022 11:32 AM
3	M-F, 8-5pm	3/15/2022 8:33 AM
4	0800-1630	3/15/2022 8:32 AM
5	Monday thru Friday/ 8:00-2:45	3/15/2022 7:22 AM
6	7:00am-4:00pm	3/15/2022 3:00 AM
7	Varies depending on program	1/18/2022 7:14 AM

## 4-County Service Provider Survey - 2022 Adams County

## Q4 Description of Services:

Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	Mental Health, Substance Use Disorder, Public Health, Prevention and Emergency Housing	3/23/2022 2:24 PM
2	Behavioral Health	3/15/2022 11:32 AM
3	Supporting Seniors and people with disabilities, including their caregivers and kinship children.	3/15/2022 8:33 AM
4	Regional Transportation Coordinator	3/15/2022 8:32 AM
5	Middle School	3/15/2022 7:22 AM
6	School	3/15/2022 3:00 AM
7	See Website	1/18/2022 7:14 AM

4-County Service Provider Survey - 2022 Adams County

Q5 Approximate number of clients that need transportation services:

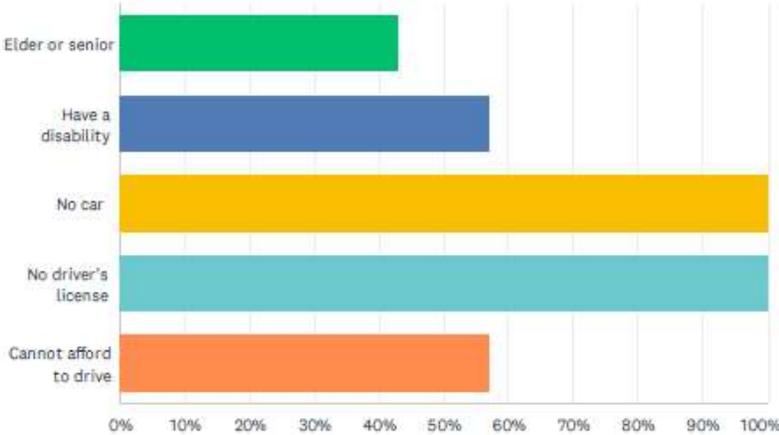
Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	unknown	3/23/2022 2:24 PM
2	10	3/15/2022 11:32 AM
3	200	3/15/2022 8:33 AM
4	100,000	3/15/2022 8:32 AM
5	45	3/15/2022 7:22 AM
6	50	3/15/2022 3:00 AM
7	Depends, about 80% of our clients are Medicaid	1/18/2022 7:14 AM

4-County Service Provider Survey - 2022 Adams County

Q6 Client characteristics that need transportation services. (Check all that apply)

Answered: 7 Skipped: 0

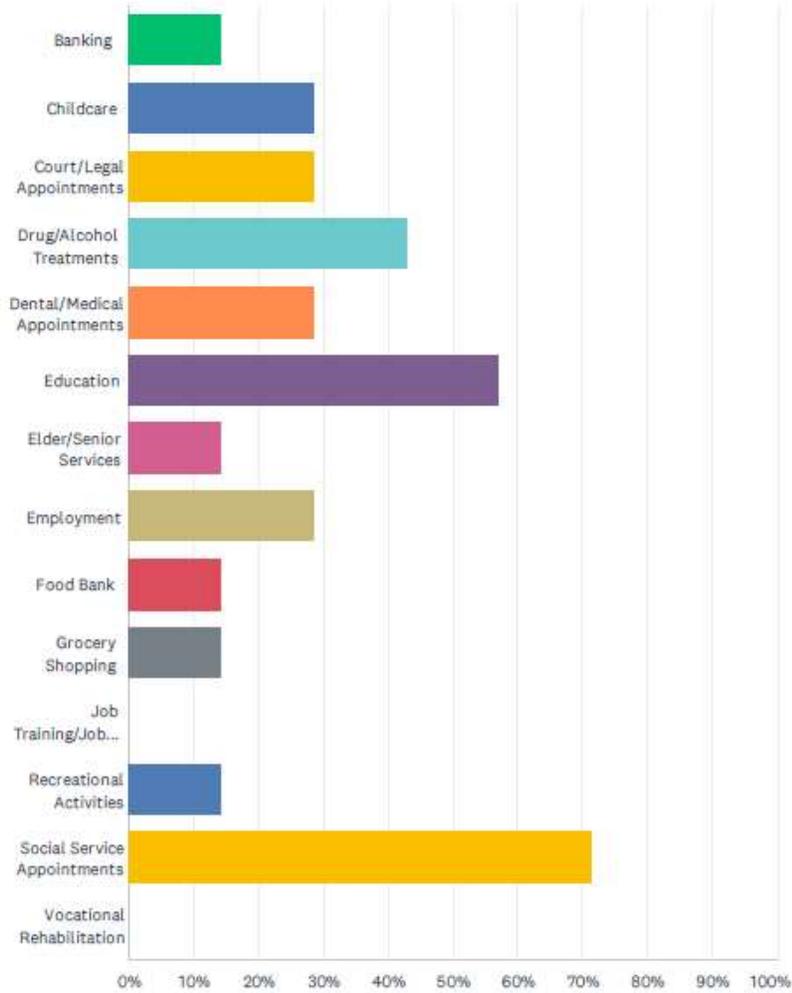


ANSWER CHOICES	RESPONSES	
Elder or senior	42.86%	3
Have a disability	57.14%	4
No car	100.00%	7
No driver's license	100.00%	7
Cannot afford to drive	57.14%	4
Total Respondents: 7		

4-County Service Provider Survey - 2022 Adams County

Q7 Clients need transportation to: (Check all that apply)

Answered: 7 Skipped: 0



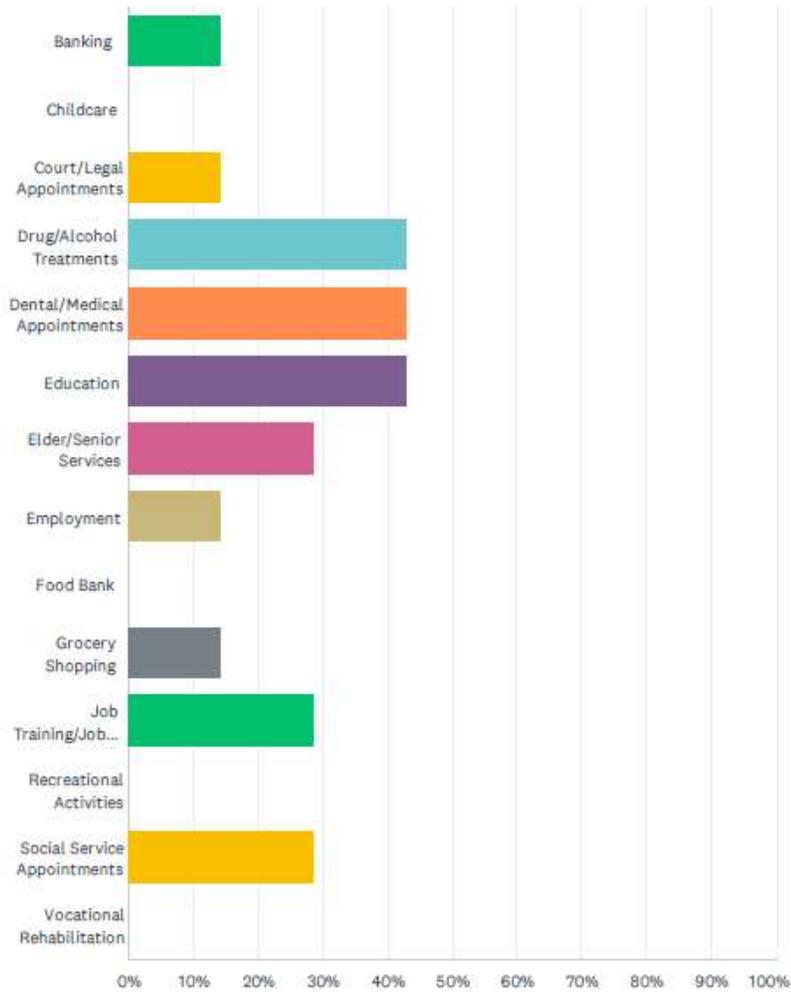
4-County Service Provider Survey - 2022 Adams County

ANSWER CHOICES	RESPONSES	
Banking	14.29%	1
Childcare	28.57%	2
Court/Legal Appointments	28.57%	2
Drug/Alcohol Treatments	42.86%	3
Dental/Medical Appointments	28.57%	2
Education	57.14%	4
Elder/Senior Services	14.29%	1
Employment	28.57%	2
Food Bank	14.29%	1
Grocery Shopping	14.29%	1
Job Training/Job Search	0.00%	0
Recreational Activities	14.29%	1
Social Service Appointments	71.43%	5
Vocational Rehabilitation	0.00%	0
Total Respondents: 7		

4-County Service Provider Survey - 2022 Adams County

Q8 Where do you see the great need for transportation: (Check you top 3 choices)

Answered: 7 Skipped: 0



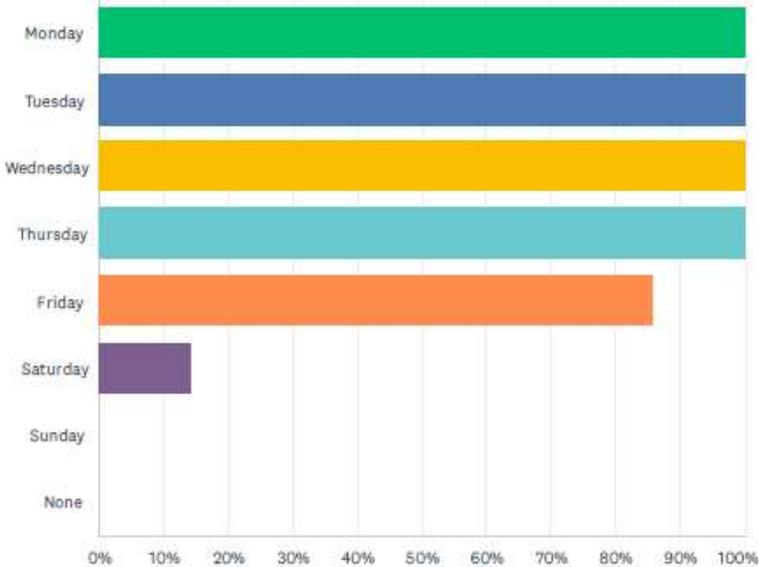
4-County Service Provider Survey - 2022 Adams County

ANSWER CHOICES	RESPONSES	
Banking	14.29%	1
Childcare	0.00%	0
Court/Legal Appointments	14.29%	1
Drug/Alcohol Treatments	42.86%	3
Dental/Medical Appointments	42.86%	3
Education	42.86%	3
Elder/Senior Services	28.57%	2
Employment	14.29%	1
Food Bank	0.00%	0
Grocery Shopping	14.29%	1
Job Training/Job Search	28.57%	2
Recreational Activities	0.00%	0
Social Service Appointments	28.57%	2
Vocational Rehabilitation	0.00%	0
Total Respondents: 7		

4-County Service Provider Survey - 2022 Adams County

Q9 What day(s) of the week do your clients generally need transportation? (Check all that apply)

Answered: 7 Skipped: 0

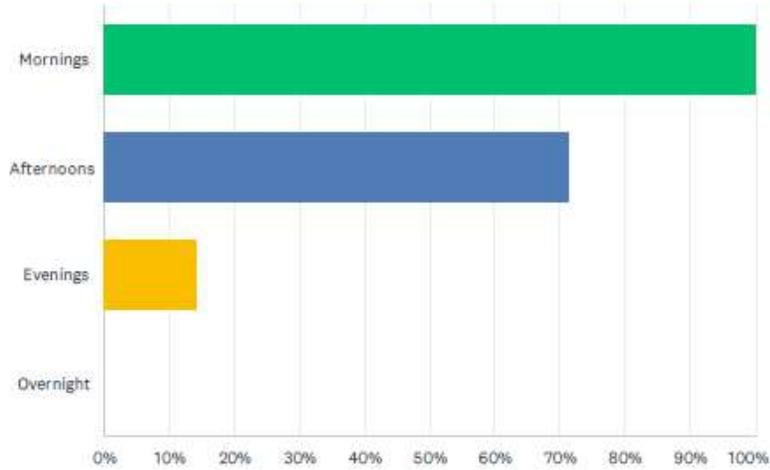


ANSWER CHOICES	RESPONSES	
Monday	100.00%	7
Tuesday	100.00%	7
Wednesday	100.00%	7
Thursday	100.00%	7
Friday	85.71%	6
Saturday	14.29%	1
Sunday	0.00%	0
None	0.00%	0
Total Respondents: 7		

4-County Service Provider Survey - 2022 Adams County

Q10 What time(s) of the day do your client's generally need transportation? (Check all that apply)

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Mornings	100.00%	7
Afternoons	71.43%	5
Evenings	14.29%	1
Overnight	0.00%	0
Total Respondents: 7		

4-County Service Provider Survey - 2022 Adams County

Q11 What general locations (city, town, area) do your clients need transportation from and to?

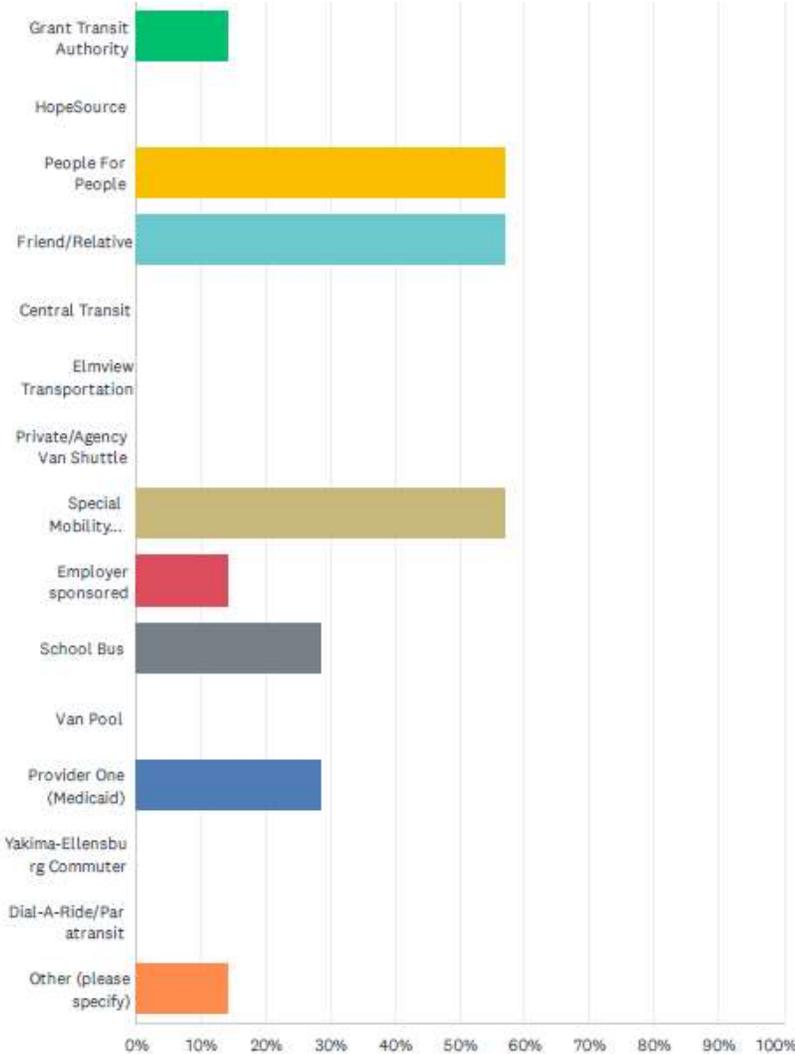
Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	Othello and Ritzville	3/23/2022 2:24 PM
2	Othello, Ritzville	3/15/2022 11:32 AM
3	Tri-Cities, Moses Lake, Spokane	3/15/2022 8:33 AM
4	My region covers all of Eastern Washington	3/15/2022 8:32 AM
5	Home to school	3/15/2022 7:22 AM
6	Ritzville	3/15/2022 3:00 AM
7	our agency has offices in Ritzville and Othello	1/18/2022 7:14 AM

4-County Service Provider Survey - 2022 Adams County

Q12 What transportation is available for your clients? (Check all that apply)

Answered: 7 Skipped: 0



4-County Service Provider Survey - 2022 Adams County

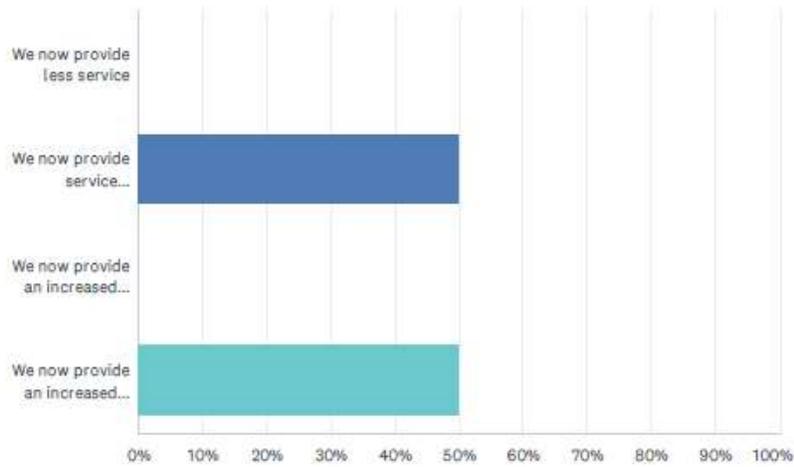
ANSWER CHOICES	RESPONSES	
Grant Transit Authority	14.29%	1
HopeSource	0.00%	0
People For People	57.14%	4
Friend/Relative	57.14%	4
Central Transit	0.00%	0
Elmview Transportation	0.00%	0
Private/Agency Van Shuttle	0.00%	0
Special Mobility Services (SMS) – Shuttle	57.14%	4
Employer sponsored	14.29%	1
School Bus	28.57%	2
Van Pool	0.00%	0
Provider One (Medicaid)	28.57%	2
Yakima-Ellensburg Commuter	0.00%	0
Dial-A-Ride/Paratransit	0.00%	0
Other (please specify)	14.29%	1
Total Respondents: 7		

#	OTHER (PLEASE SPECIFY)	DATE
1	Spokane area transit buses	3/15/2022 8:32 AM

4-County Service Provider Survey - 2022 Adams County

Q13 How has COVID-19 affected your service and need for transportation?  
(Check all that apply)

Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
We now provide less service	0.00%	0
We now provide service differently (videoconference, phone, etc.)	50.00%	3
We now provide an increased level of service that has increased need for transportation	0.00%	0
We now provide an increased level of service that does not require additional transportation	50.00%	3
Total Respondents: 6		

2022 Public Transportation Research Adams County

Q1 For Stakeholder Meeting Attendees - Please enter name to be entered into the drawing:

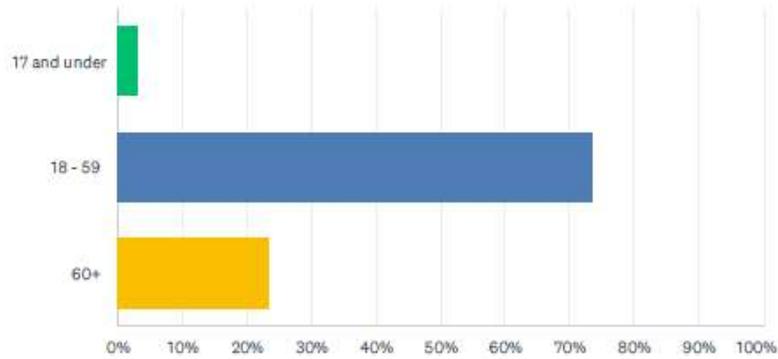
Answered: 5 Skipped: 29

#	RESPONSES	DATE
1	[REDACTED]	6/27/2022 10:49 PM
2	[REDACTED]	6/27/2022 7:11 PM
3	[REDACTED]	3/14/2022 12:15 PM
4	[REDACTED]	3/14/2022 12:10 PM
5	[REDACTED]	3/14/2022 12:09 PM

2022 Public Transportation Research Adams County

Q2 I am age:

Answered: 34 Skipped: 0

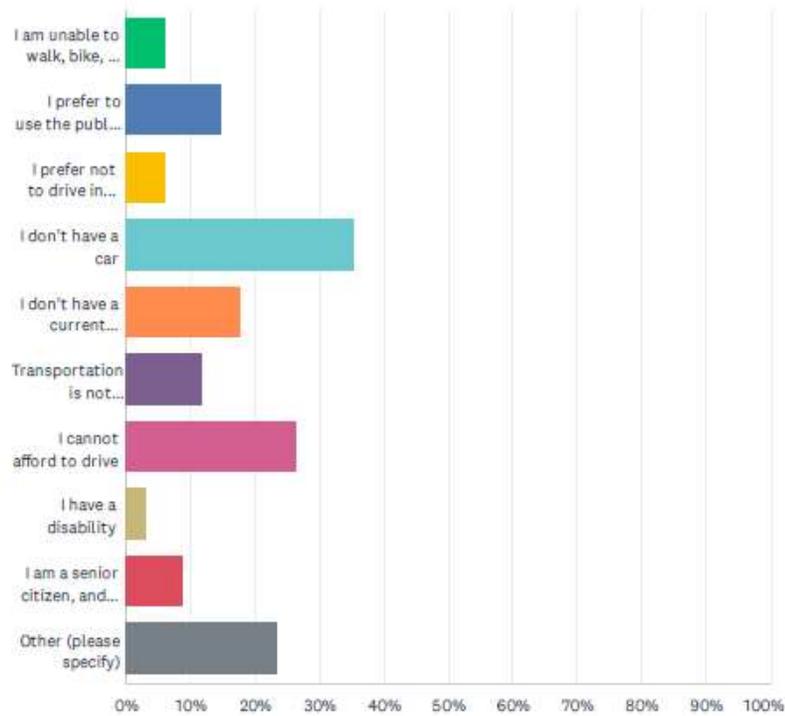


ANSWER CHOICES	RESPONSES	
17 and under	2.94%	1
18 - 59	73.53%	25
60+	23.53%	8
TOTAL		34

2022 Public Transportation Research Adams County

Q3 I need transportation because: (Check all that apply)

Answered: 34 Skipped: 0



2022 Public Transportation Research Adams County

ANSWER CHOICES	RESPONSES	
I am unable to walk, bike, or drive	5.88%	2
I prefer to use the public transit	14.71%	5
I prefer not to drive in inclement weather, or after dark	5.88%	2
I don't have a car	35.29%	12
I don't have a current driver's license	17.65%	6
Transportation is not available when I need it	11.76%	4
I cannot afford to drive	26.47%	9
I have a disability	2.94%	1
I am a senior citizen, and do not drive	8.82%	3
Other (please specify)	23.53%	8
Total Respondents: 34		

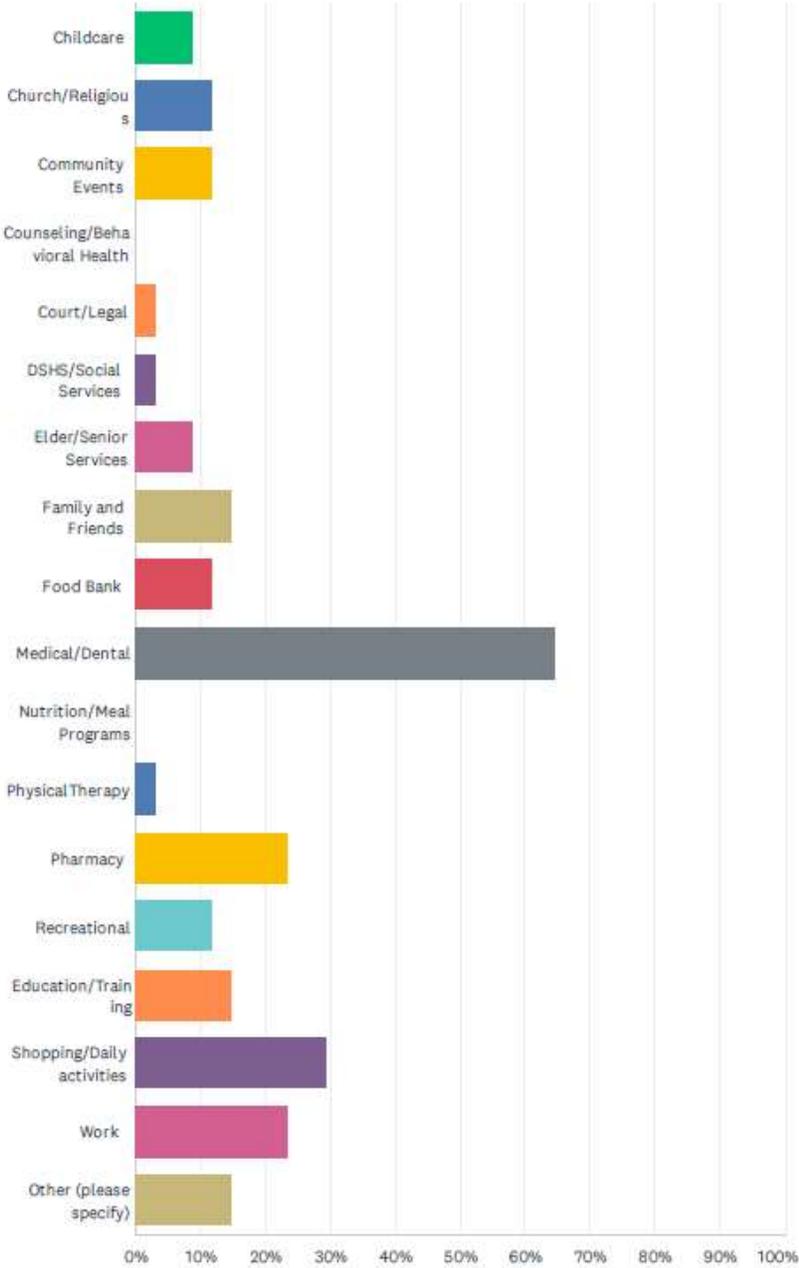
#	OTHER (PLEASE SPECIFY)	DATE
1	I have car, there are no buses where I live	4/22/2022 11:27 AM
2	I drive	4/22/2022 11:16 AM
3	I have a car	4/22/2022 10:39 AM
4	I don't know how to drive	4/22/2022 10:05 AM
5	Did not provide an answer	4/15/2022 4:39 PM
6	NA	3/14/2022 12:15 PM
7	Currently not in need. Interested in what is available.	3/14/2022 12:10 PM
8	Looking for solutions	3/14/2022 12:09 PM

2022 Public Transportation Research Adams County

Q4 I need transportation for the following services: (Check your top 5 choices)

Answered: 34 Skipped: 0

2022 Public Transportation Research Adams County



2022 Public Transportation Research Adams County

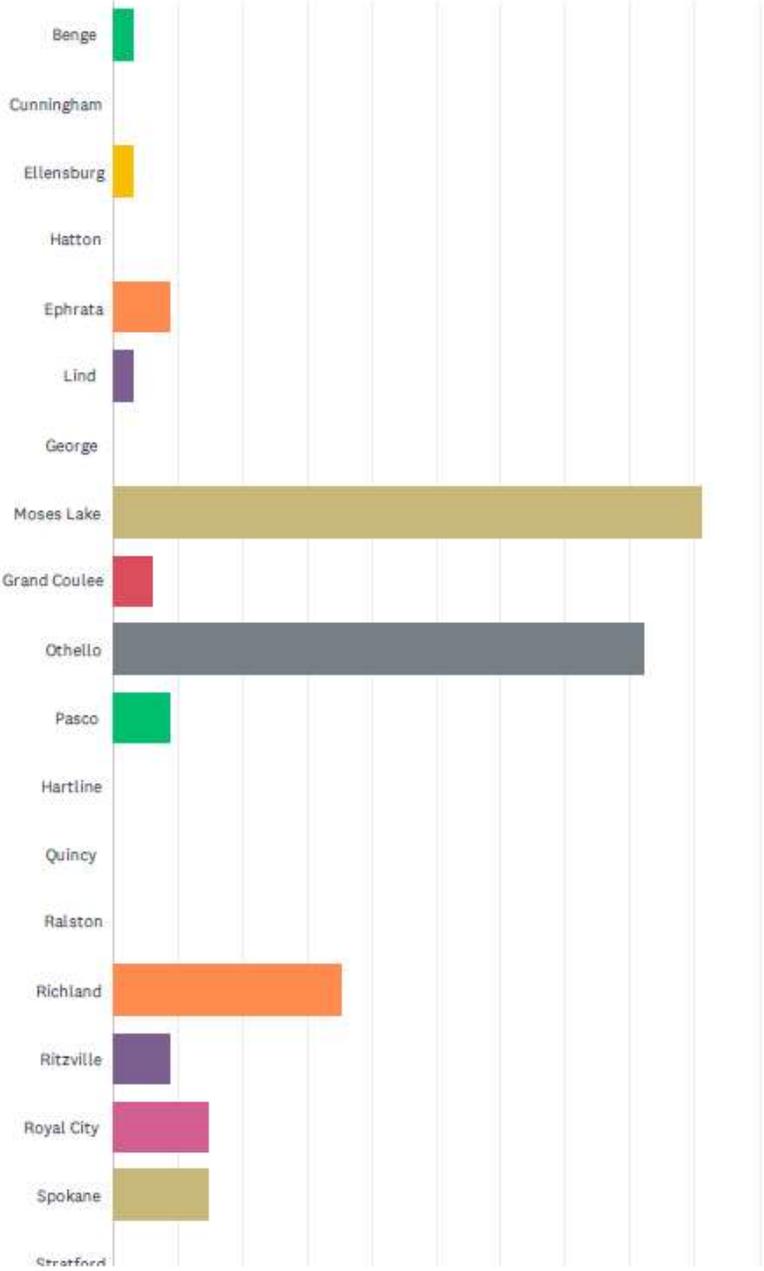
ANSWER CHOICES	RESPONSES	
Childcare	8.82%	3
Church/Religious	11.76%	4
Community Events	11.76%	4
Counseling/Behavioral Health	0.00%	0
Court/Legal	2.94%	1
DSHS/Social Services	2.94%	1
Elder/Senior Services	8.82%	3
Family and Friends	14.71%	5
Food Bank	11.76%	4
Medical/Dental	64.71%	22
Nutrition/Meal Programs	0.00%	0
PhysicalTherapy	2.94%	1
Pharmacy	23.53%	8
Recreational	11.76%	4
Education/Training	14.71%	5
Shopping/Daily activities	29.41%	10
Work	23.53%	8
Other (please specify)	14.71%	5
Total Respondents: 34		

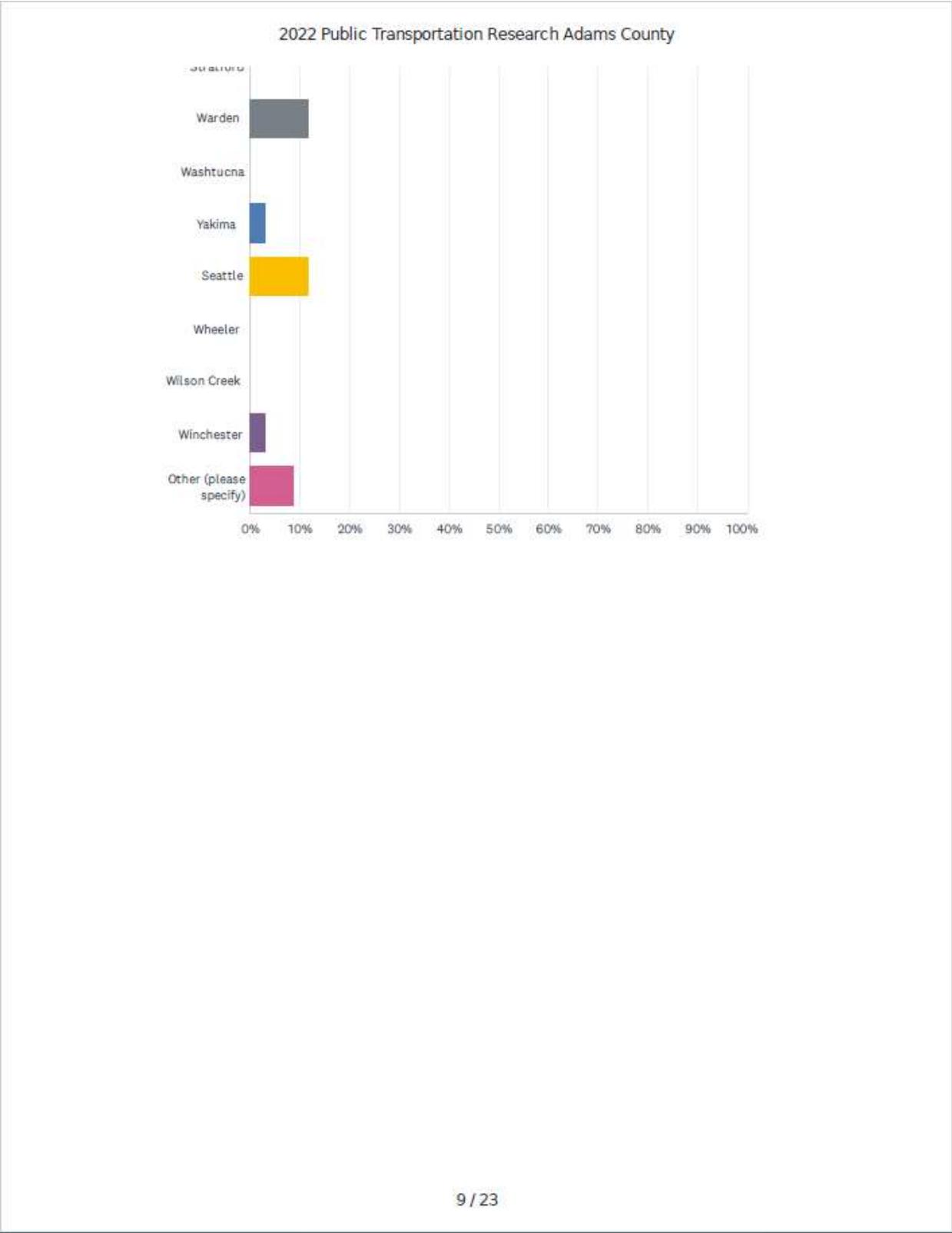
#	OTHER (PLEASE SPECIFY)	DATE
1	None	4/22/2022 11:16 AM
2	I don't need public transportation but it would be nice if it were an option for my kids.	4/22/2022 10:39 AM
3	my kids give me rides	4/22/2022 10:28 AM
4	NA	3/14/2022 12:15 PM
5	To go to school	3/11/2022 1:32 PM

2022 Public Transportation Research Adams County

Q5 I need to go to: (Check your top 5 choices)

Answered: 34 Skipped: 0





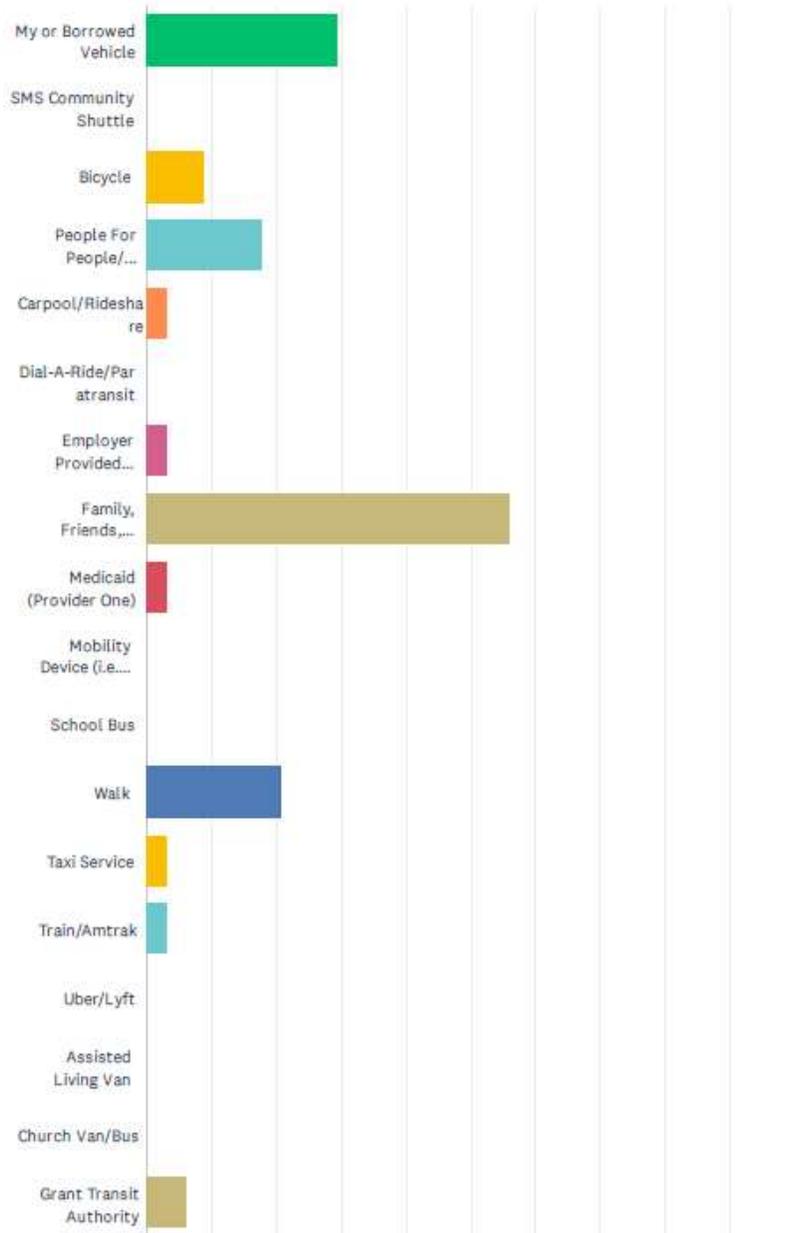
2022 Public Transportation Research Adams County

ANSWER CHOICES	RESPONSES	
Benge	2.94%	1
Cunningham	0.00%	0
Ellensburg	2.94%	1
Hatton	0.00%	0
Ephrata	8.82%	3
Lind	2.94%	1
George	0.00%	0
Moses Lake	91.18%	31
Grand Coulee	5.88%	2
Othello	82.35%	28
Pasco	8.82%	3
Hartline	0.00%	0
Quincy	0.00%	0
Ralston	0.00%	0
Richland	35.29%	12
Ritzville	8.82%	3
Royal City	14.71%	5
Spokane	14.71%	5
Stratford	0.00%	0
Warden	11.76%	4
Wash Tucna	0.00%	0
Yakima	2.94%	1
Seattle	11.76%	4
Wheeler	0.00%	0
Wilson Creek	0.00%	0
Winchester	2.94%	1
Other (please specify)	8.82%	3
Total Respondents: 34		
#	OTHER (PLEASE SPECIFY)	DATE
1	Kennewick Wa	6/27/2022 7:11 PM
2	Medai	6/27/2022 10:17 AM
3	NA	3/14/2022 12:15 PM

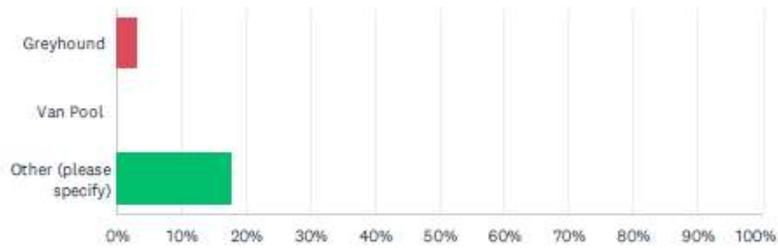
2022 Public Transportation Research Adams County

Q6 In the past 3 months, I used the following means of transportation:  
(Check all that apply)

Answered: 34 Skipped: 0



2022 Public Transportation Research Adams County



ANSWER CHOICES	RESPONSES	
My or Borrowed Vehicle	29.41%	10
SMS Community Shuttle	0.00%	0
Bicycle	8.82%	3
People For People/ Connectors	17.65%	6
Carpool/Rideshare	2.94%	1
Dial-A-Ride/Paratransit	0.00%	0
Employer Provided Transportation	2.94%	1
Family, Friends, Volunteer	55.88%	19
Medicaid (Provider One)	2.94%	1
Mobility Device (i.e. wheelchair)	0.00%	0
School Bus	0.00%	0
Walk	20.59%	7
Taxi Service	2.94%	1
Train/Amtrak	2.94%	1
Uber/Lyft	0.00%	0
Assisted Living Van	0.00%	0
Church Van/Bus	0.00%	0
Grant Transit Authority	5.88%	2
Greyhound	2.94%	1
Van Pool	0.00%	0
Other (please specify)	17.65%	6
Total Respondents: 34		

#	OTHER (PLEASE SPECIFY)	DATE
1	Senior Services	6/27/2022 10:17 AM
2	None	4/22/2022 10:48 AM

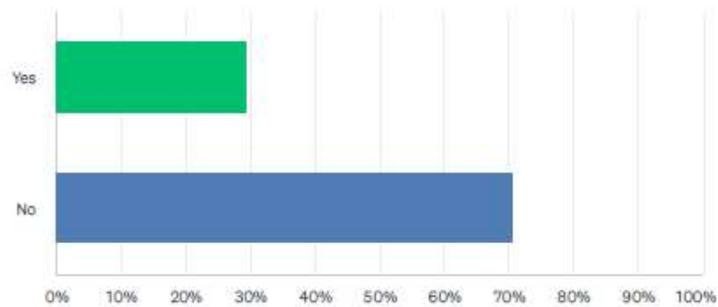
2022 Public Transportation Research Adams County

3	None	4/22/2022 10:39 AM
4	I told you, my kids.	4/22/2022 10:28 AM
5	Did not provide an answer	4/15/2022 4:39 PM
6	NA	3/14/2022 12:15 PM

2022 Public Transportation Research Adams County

Q7 Do you feel that the current transportation services available meet your needs and the needs of your community?

Answered: 34 Skipped: 0



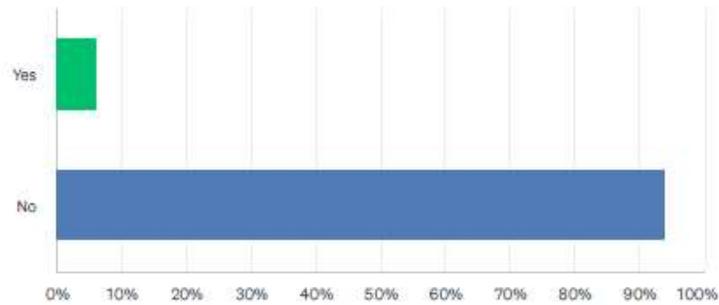
ANSWER CHOICES	RESPONSES	
Yes	29.41%	10
No	70.59%	24
<b>TOTAL</b>		<b>34</b>

#	WHY OR WHY NOT?	DATE
1	There's no public transportation where I reside.	6/27/2022 10:49 PM
2	Time it's too early for me.	6/27/2022 7:11 PM
3	It gets me to the places I need to go	6/27/2022 10:17 AM
4	It can get me from Othello to Moses Lake before school starts	6/27/2022 10:11 AM
5	I do not know if current services meet peoples needs.	4/22/2022 11:16 AM
6	service is very limited and has large gaps in runs. I moved to Royal City from California to help family. I use to ride the bus all of the time there. Here I feel stuck and hopeless with very limited bus service.	4/22/2022 10:48 AM
7	I do not know if current services meet my needs. I do not use it.	4/22/2022 10:28 AM
8	services are very limited and the times public transit runs do not work with where I need to go	4/22/2022 10:25 AM
9	Did not provide an answer	4/15/2022 4:39 PM
10	Time availability	3/14/2022 12:09 PM
11	Scheduling	3/11/2022 5:21 PM

2022 Public Transportation Research Adams County

Q8 Due to the lack of transportation, have you had to move to maintain independence?

Answered: 34 Skipped: 0

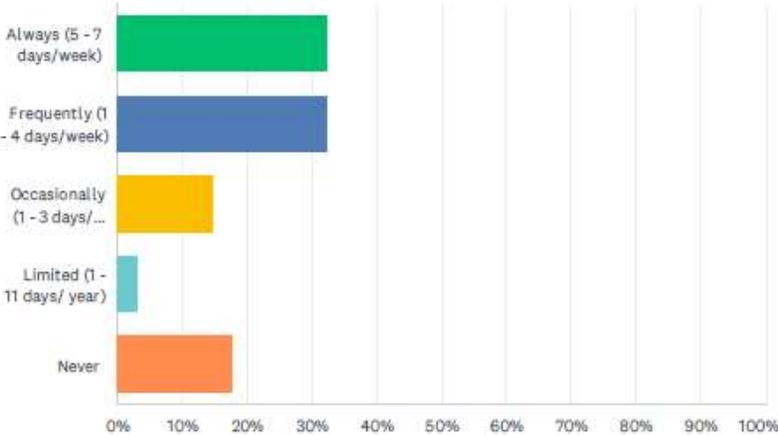


ANSWER CHOICES	RESPONSES	
Yes	5.88%	2
No	94.12%	32
TOTAL		34

2022 Public Transportation Research Adams County

Q9 Please indicate how often you need public transportation.

Answered: 34 Skipped: 0

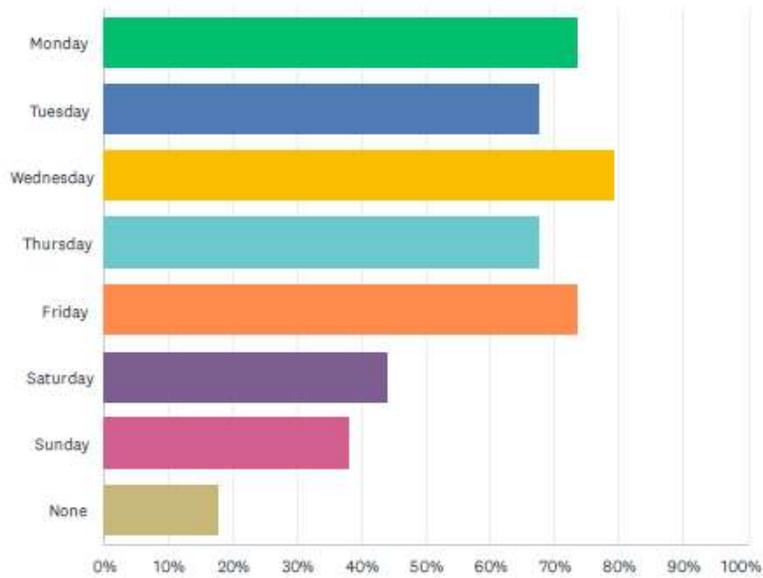


ANSWER CHOICES	RESPONSES	
Always (5 - 7 days/week)	32.35%	11
Frequently (1 - 4 days/week)	32.35%	11
Occasionally (1 - 3 days/ month)	14.71%	5
Limited (1 - 11 days/ year)	2.94%	1
Never	17.65%	6
<b>TOTAL</b>		<b>34</b>

2022 Public Transportation Research Adams County

Q10 Indicate the day(s) of the week you need public transportation.

Answered: 34 Skipped: 0

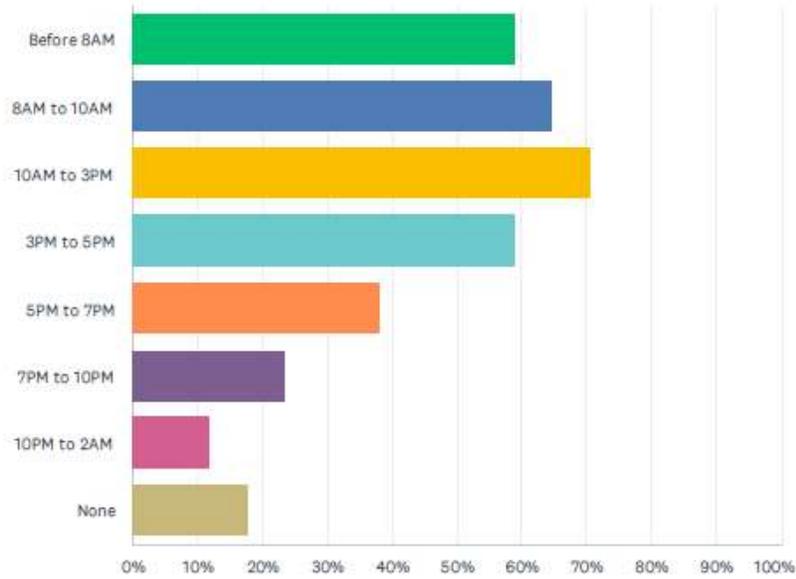


ANSWER CHOICES	RESPONSES	
Monday	73.53%	25
Tuesday	67.65%	23
Wednesday	79.41%	27
Thursday	67.65%	23
Friday	73.53%	25
Saturday	44.12%	15
Sunday	38.24%	13
None	17.65%	6
Total Respondents: 34		

2022 Public Transportation Research Adams County

Q11 Indicate the time(s) of the day you need public transportation.

Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Before 8AM	58.82%	20
8AM to 10AM	64.71%	22
10AM to 3PM	70.59%	24
3PM to 5PM	58.82%	20
5PM to 7PM	38.24%	13
7PM to 10PM	23.53%	8
10PM to 2AM	11.76%	4
None	17.65%	6
Total Respondents: 34		

2022 Public Transportation Research Adams County

Q12 For mapping purposes only, please identify your pick-up location if you were to use transportation services: (Address or Crossroad, City, Zip Code)

Answered: 34 Skipped: 0

#	RESPONSES	DATE
1	[REDACTED] 99344	6/29/2022 2:42 PM
2	Warden	6/29/2022 2:40 PM
3	Warden Police Office	6/29/2022 2:38 PM
4	99341	6/27/2022 10:49 PM
5	[REDACTED] 99326 To [REDACTED] Kennewick Wa	6/27/2022 7:11 PM
6	[REDACTED] hello 99349 Moses Lake 98837	6/27/2022 10:17 AM
7	Prefer not to say	6/27/2022 10:11 AM
8	99105	5/26/2022 9:00 PM
9	Royal City	4/22/2022 11:30 AM
10	Beverly	4/22/2022 11:27 AM
11	Beverly	4/22/2022 11:24 AM
12	Othello	4/22/2022 11:16 AM
13	Othello	4/22/2022 11:13 AM
14	Royal City	4/22/2022 10:48 AM
15	Othello	4/22/2022 10:39 AM
16	Royal City	4/22/2022 10:28 AM
17	Mattawa	4/22/2022 10:25 AM
18	Mattawa	4/22/2022 10:19 AM
19	Royal City	4/22/2022 10:16 AM
20	Mattawa	4/22/2022 10:05 AM
21	Royal City	4/22/2022 10:01 AM
22	Royal City	4/22/2022 10:00 AM
23	Mattawa	4/22/2022 9:58 AM
24	mattawa	4/22/2022 9:57 AM
25	Mattawa	4/22/2022 9:38 AM
26	Royal City	4/22/2022 9:36 AM
27	Mattawa	4/22/2022 9:33 AM
28	Royal City	4/22/2022 9:29 AM
29	[REDACTED] 99341	4/15/2022 4:39 PM
30	99169	3/14/2022 12:15 PM

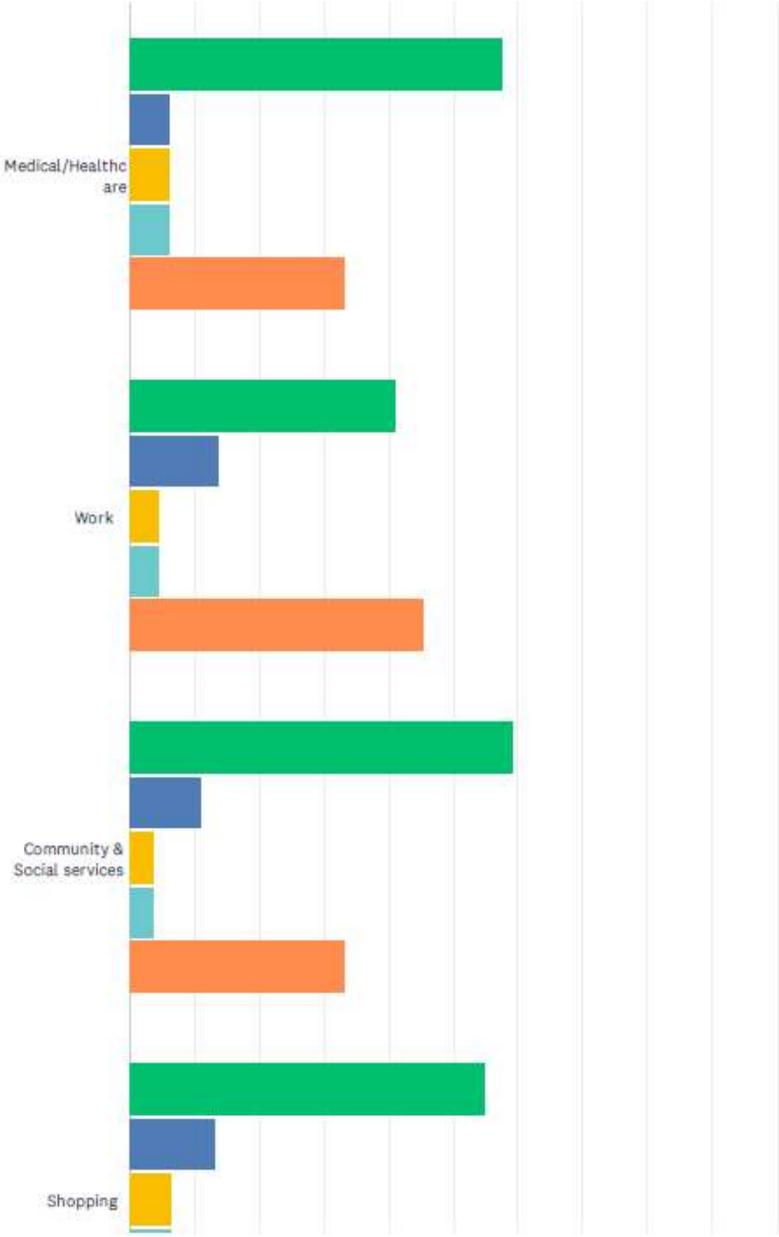
2022 Public Transportation Research Adams County

31	Ephrata, WA	3/14/2022 12:10 PM
32	99344	3/14/2022 12:09 PM
33	99169	3/11/2022 5:21 PM
34	Moses lake and othello	3/11/2022 1:32 PM

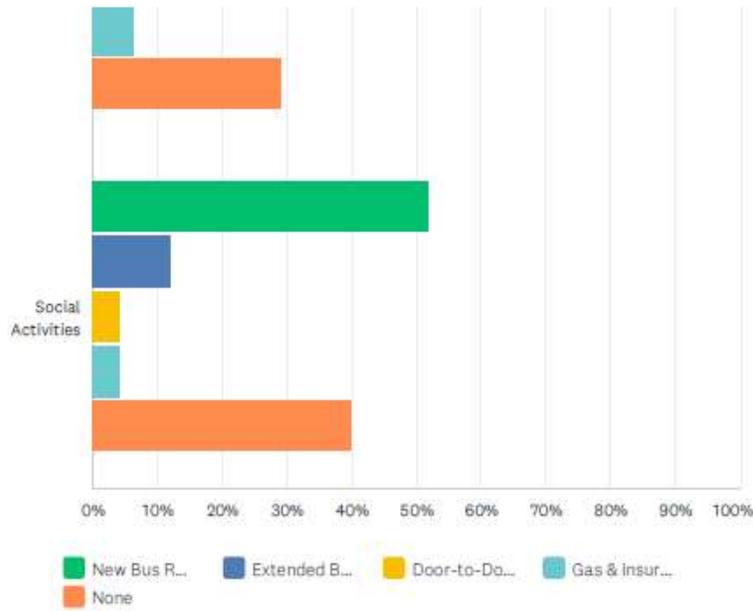
2022 Public Transportation Research Adams County

Q13 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)

Answered: 34 Skipped: 0



2022 Public Transportation Research Adams County



	NEW BUS ROUTE	EXTENDED BUS HOURS	DOOR-TO-DOOR BUS	GAS & INSURANCE HELP	NONE	TOTAL RESPONDENTS
Medical/Healthcare	57.58% 19	6.06% 2	6.06% 2	6.06% 2	33.33% 11	33
Work	40.91% 9	13.64% 3	4.55% 1	4.55% 1	45.45% 10	22
Community & Social services	59.26% 16	11.11% 3	3.70% 1	3.70% 1	33.33% 9	27
Shopping	54.84% 17	12.90% 4	6.45% 2	6.45% 2	29.03% 9	31
Social Activities	52.00% 13	12.00% 3	4.00% 1	4.00% 1	40.00% 10	25

2022 Public Transportation Research Adams County

Q14 Please write any additional comments regarding transportation services. Thank you for completing this survey! If you have any questions, please contact: People For People 304 West Lincoln Ave Yakima, WA 98902 executiveassistant@pfp.org Fax: (509) 457-7897 Please finish this survey by April 25, 2022.

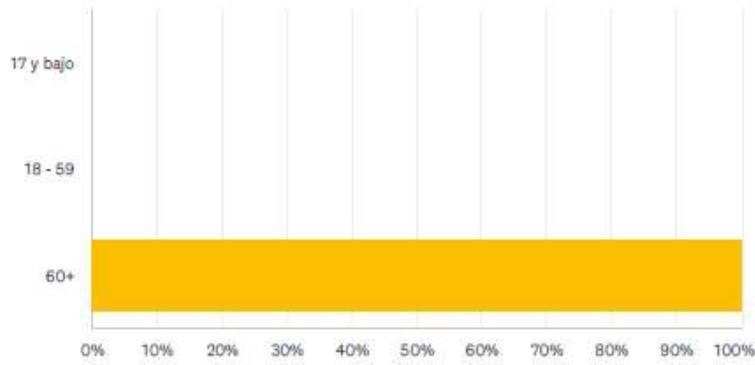
Answered: 4 Skipped: 30

#	RESPONSES	DATE
1	[REDACTED]	6/27/2022 7:11 PM
2	You people do a great job getting me to my destination.	6/27/2022 10:17 AM
3	N/A	6/27/2022 10:11 AM
4	I use the bus to get to college in Pasco	4/22/2022 11:13 AM

2022 Investigación Publica de Transporte Condado de Adams

Q1 Soy edad:

Answered: 1 Skipped: 0

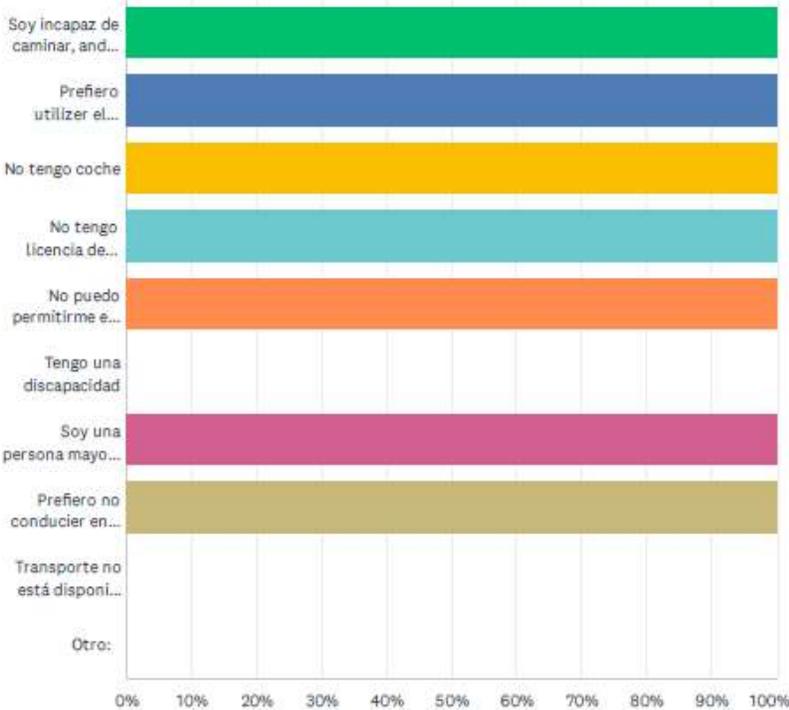


ANSWER CHOICES	RESPONSES	
17 y bajo	0.00%	0
18 - 59	0.00%	0
60+	100.00%	1
TOTAL		1

2022 Investigación Publica de Transporte Condado de Adams

Q2 Necesito transporte público porque: (Marque todos los que correspondan)

Answered: 1 Skipped: 0



2022 Investigación Pública de Transporte Condado de Adams

ANSWER CHOICES	RESPONSES	
Soy incapaz de caminar, andar en bicicleta, o conducir	100.00%	1
Prefiero utilizar el transporte público	100.00%	1
No tengo coche	100.00%	1
No tengo licencia de conducir actual	100.00%	1
No puedo permitirme el lujo de conducir	100.00%	1
Tengo una discapacidad	0.00%	0
Soy una persona mayor y no manejo	100.00%	1
Prefiero no conducir en el tiempo inclemente, o después del anochecer	100.00%	1
Transporte no está disponible cuando lo necesito	0.00%	0
Otro:	0.00%	0

Total Respondents: 1

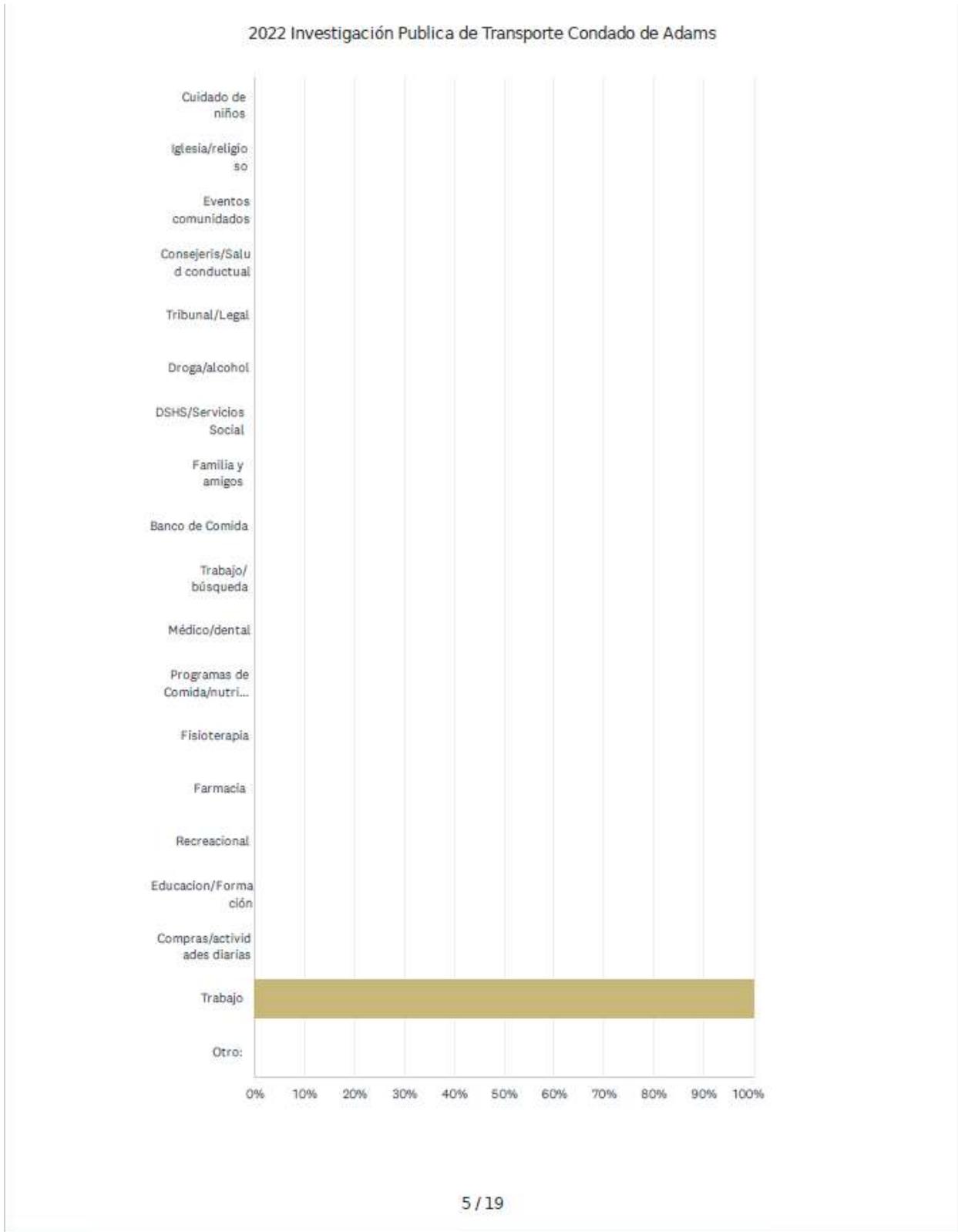
#	OTRO:	DATE
	There are no responses.	

2022 Investigación Pública de Transporte Condado de Adams

Q3 Necesito transporte para los siguientes servicios: (Compruebe sus 5 primeras opciones)

Answered: 1 Skipped: 0

4 / 19



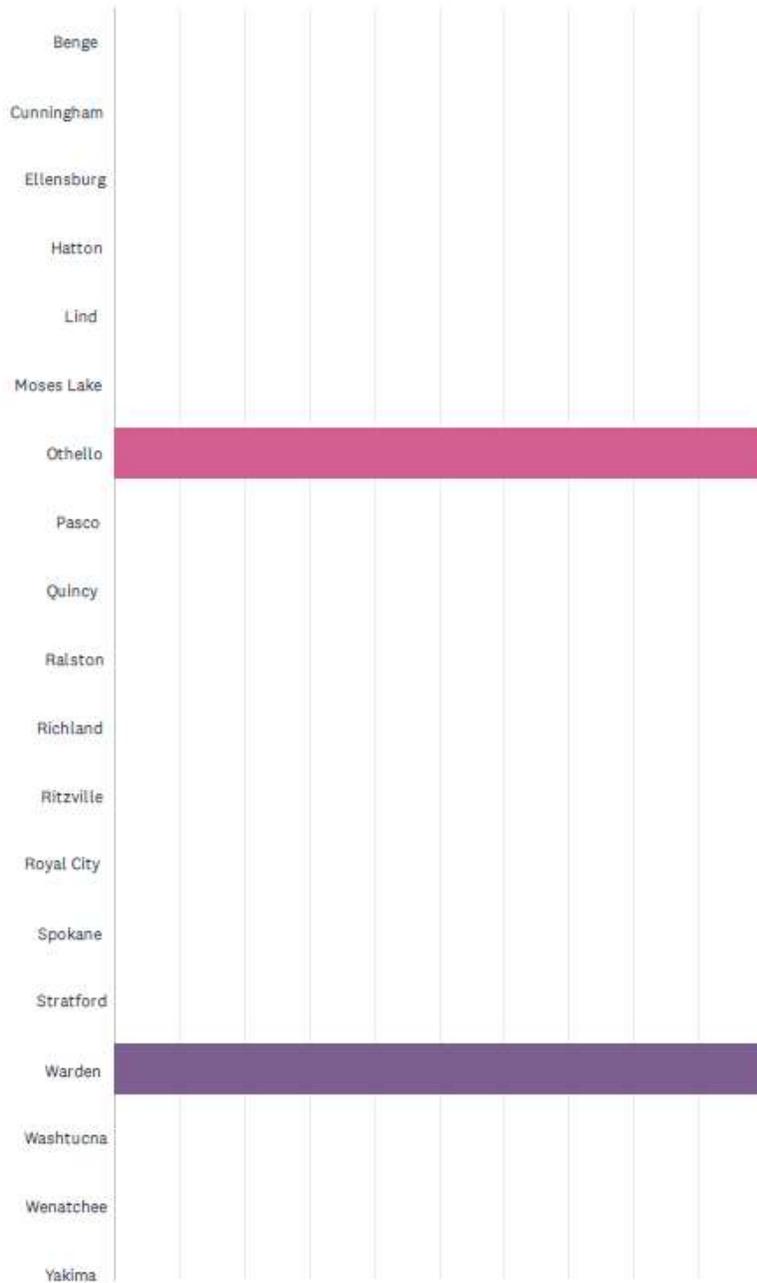
2022 Investigación Publica de Transporte Condado de Adams

ANSWER CHOICES		RESPONSES	
Cuidado de niños		0.00%	0
Iglesia/religioso		0.00%	0
Eventos comunitarios		0.00%	0
Consejeris/Salud conductual		0.00%	0
Tribunal/Legal		0.00%	0
Droga/alcohol		0.00%	0
DSHS/Servicios Social		0.00%	0
Familia y amigos		0.00%	0
Banco de Comida		0.00%	0
Trabajo/ búsqueda		0.00%	0
Médico/dental		0.00%	0
Programas de Comida/nutrición		0.00%	0
Fisioterapia		0.00%	0
Farmacia		0.00%	0
Recreacional		0.00%	0
Educacion/Formación		0.00%	0
Compras/actividades diarias		0.00%	0
Trabajo		100.00%	1
Otro:		0.00%	0
Total Respondents: 1			
#	OTRO:	DATE	
	There are no responses.		

2022 Investigación Pública de Transporte Condado de Adams

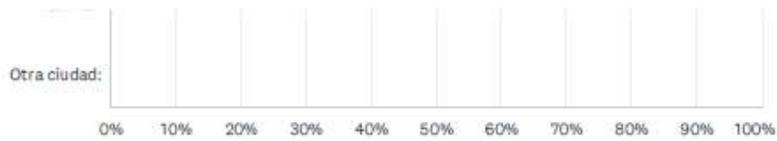
Q4 Necesito ir a: (Compruebe sus 5 primeras opciones)

Answered: 1 Skipped: 0



7 / 19

2022 Investigación Pública de Transporte Condado de Adams



ANSWER CHOICES	RESPONSES	
Benge	0.00%	0
Cunningham	0.00%	0
Ellensburg	0.00%	0
Hatton	0.00%	0
Lind	0.00%	0
Moses Lake	0.00%	0
Othello	100.00%	1
Pasco	0.00%	0
Quincy	0.00%	0
Ralston	0.00%	0
Richland	0.00%	0
Ritzville	0.00%	0
Royal City	0.00%	0
Spokane	0.00%	0
Stratford	0.00%	0
Warden	100.00%	1
Washtucna	0.00%	0
Wenatchee	0.00%	0
Yakima	0.00%	0
Otra ciudad:	0.00%	0
Total Respondents: 1		

#	OTRA CIUDAD:	DATE
	There are no responses.	

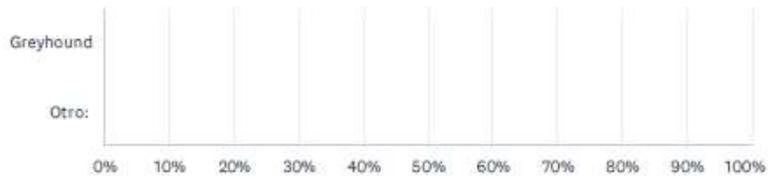
2022 Investigación Pública de Transporte Condado de Adams

Q5 En los 3 meses pasados, he usado los siguientes medios de transporte: (Marque todos los que correspondan)

Answered: 1 Skipped: 0



2022 Investigación Publica de Transporte Condado de Adams



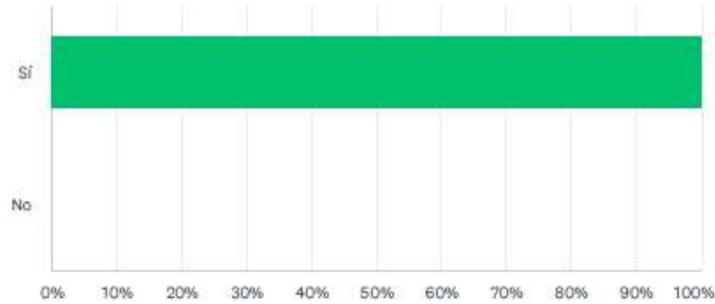
ANSWER CHOICES	RESPONSES	
Mi o vehículo prestado	0.00%	0
Lanzader de la comunidad de SMS	0.00%	0
Bicicleta	0.00%	0
People For People/ Conectores	100.00%	1
Carpool/Rideshare	0.00%	0
Dial-A-Ride/para tránsito	0.00%	0
Empleador proporcionó transporte	0.00%	0
Familia, amigos, voluntarios	100.00%	1
Medicaid (Coupones medicos)	0.00%	0
Silla de ruedas o otro movilidad	0.00%	0
Autobus de escuela	0.00%	0
Caminar	0.00%	0
Servicio de taxi	0.00%	0
Uber	0.00%	0
Servicios para mayores o ancianos	0.00%	0
Lanzadera/ coche de Iglesia	0.00%	0
Grant Transit Authority	0.00%	0
Van Pool	0.00%	0
Greyhound	0.00%	0
Otro:	0.00%	0
Total Respondents: 1		

#	OTRO:	DATE
	There are no responses.	

2022 Investigación Publica de Transporte Condado de Adams

Q6 Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las de su comunidad?

Answered: 1 Skipped: 0



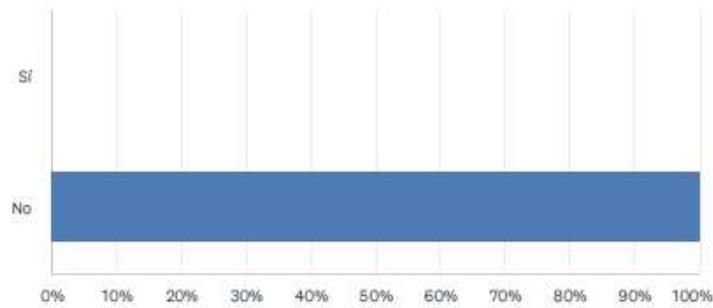
ANSWER CHOICES	RESPONSES	
Sí	100.00%	1
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	FAVOR DE EXPLICAR PORQUE SI O PORQUE NO:	DATE
1	boy ami trauqjo	6/29/2022 2:36 PM

2022 Investigación Publica de Transporte Condado de Adams

Q7 ¿Ha sido obligado a moverse para mantener la independencia?

Answered: 1 Skipped: 0

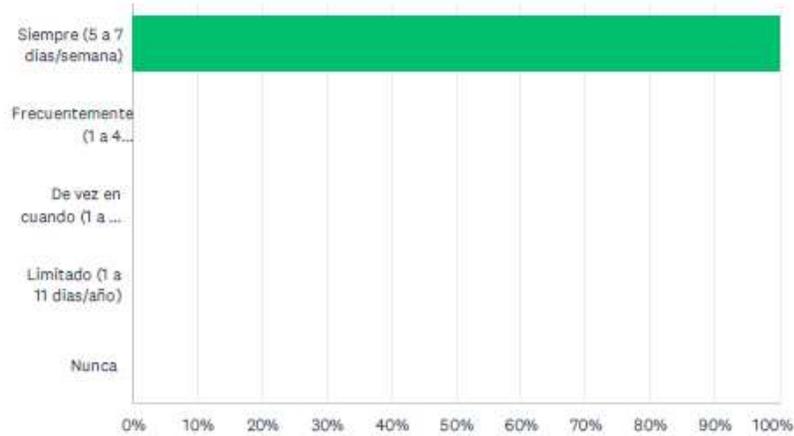


ANSWER CHOICES	RESPONSES	
Sí	0.00%	0
No	100.00%	1
TOTAL		1

2022 Investigación Publica de Transporte Condado de Adams

Q8 Por favor indique con qué frecuencia necesita transporte público.

Answered: 1 Skipped: 0

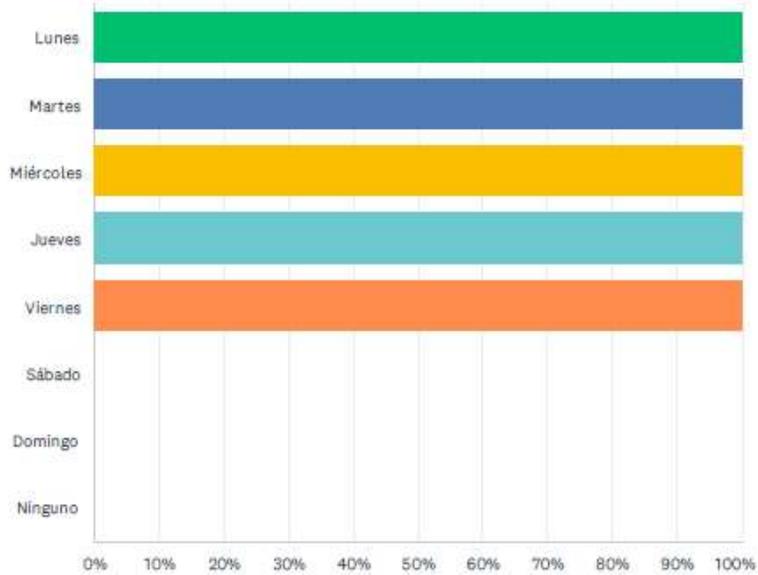


ANSWER CHOICES	RESPONSES	
Siempre (5 a 7 dias/semana)	100.00%	1
Frecuentemente (1 a 4 dias/semana)	0.00%	0
De vez en cuando (1 a 3 days/ month)	0.00%	0
Limitado (1 a 11 dias/año)	0.00%	0
Nunca	0.00%	0
<b>TOTAL</b>		<b>1</b>

2022 Investigación Publica de Transporte Condado de Adams

Q9 Indique el(los) día(s) de la seman en que necesita transporte público.

Answered: 1 Skipped: 0

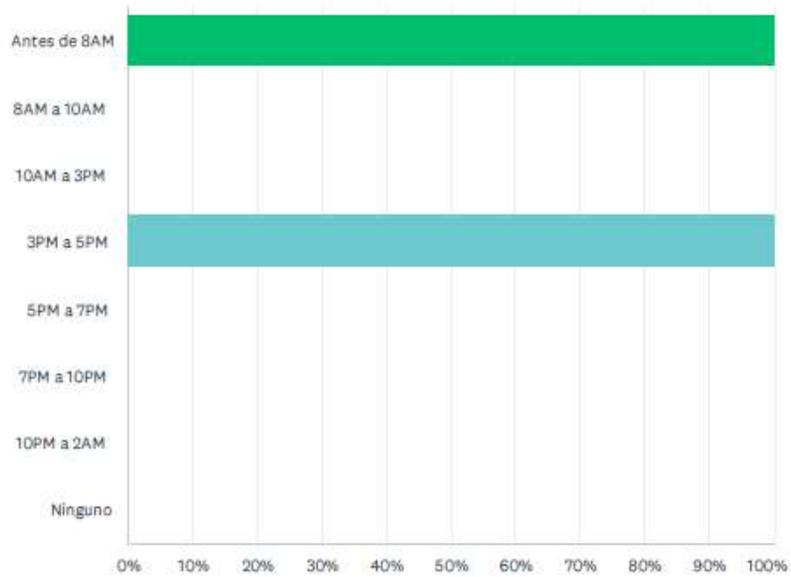


ANSWER CHOICES	RESPONSES	
Lunes	100.00%	1
Martes	100.00%	1
Miércoles	100.00%	1
Jueves	100.00%	1
Viernes	100.00%	1
Sábado	0.00%	0
Domingo	0.00%	0
Ninguno	0.00%	0
Total Respondents: 1		

2022 Investigación Pública de Transporte Condado de Adams

Q10 Indique la hora(s) del día en que necesita transporte público.

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Antes de 8AM	100.00%	1
8AM a 10AM	0.00%	0
10AM a 3PM	0.00%	0
3PM a 5PM	100.00%	1
5PM a 7PM	0.00%	0
7PM a 10PM	0.00%	0
10PM a 2AM	0.00%	0
Ninguno	0.00%	0
Total Respondents: 1		

2022 Investigación Pública de Transporte Condado de Adams

Q11 Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.

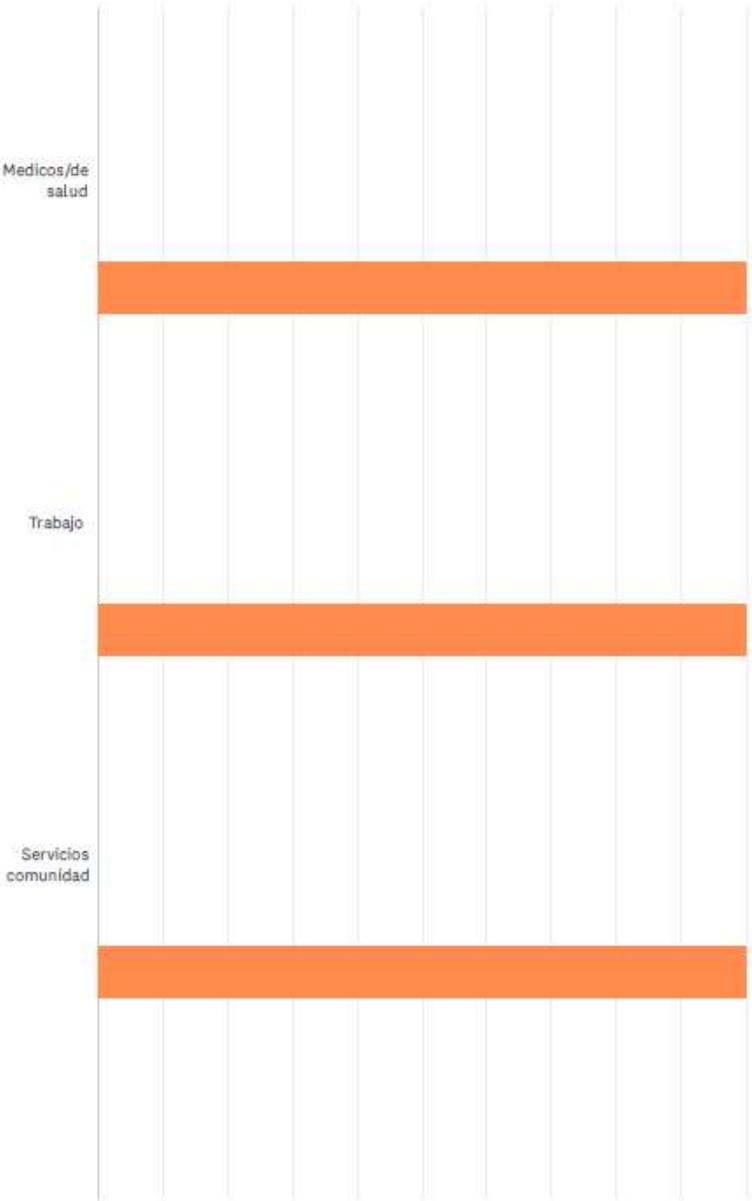
Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	Othello 99344	6/29/2022 2:36 PM

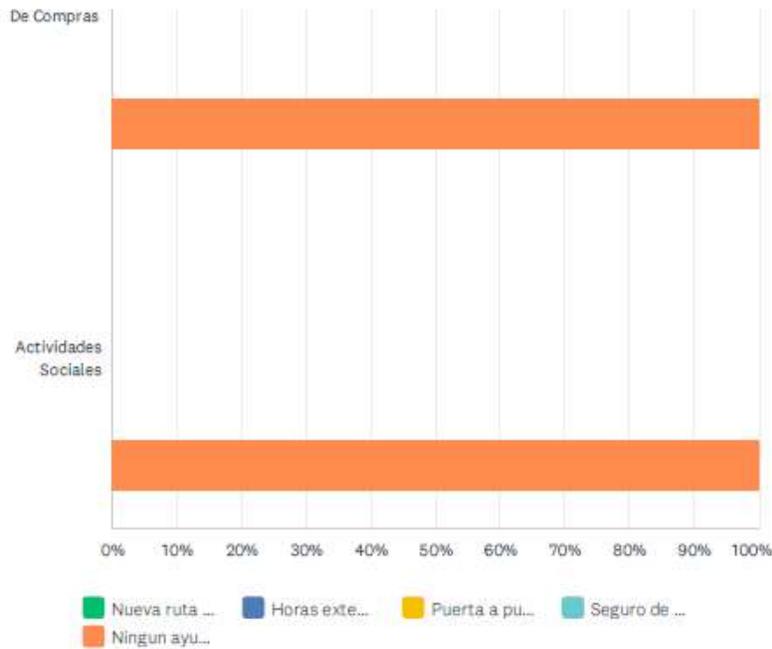
2022 Investigación Pública de Transporte Condado de Adams

Q12 Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

Answered: 1 Skipped: 0



2022 Investigación Publica de Transporte Condado de Adams



	NUEVA RUTA DE AUTOBÚS	HORAS EXTENDIDAS	PUERTA A PUERTA	SEGURO DE GAS	NINGUN AYUDA	TOTAL RESPONDENTS
Medicos/de salud	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Trabajo	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Servicios comunidad	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
De Compras	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Actividades Sociales	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1

2022 Investigación Pública de Transporte Condado de Adams

Q13 ¡Gracias por completar esta encuesta! Sí usted tiene alguna pregunta, póngase en contacto con: People For People 304 West Lincoln Ave Yakima, WA 98902 executiveassistant@pfp.org Fax: (509) 457-7897 Favor de enviar encuestas por correo electrónico o correo antes de la fecha Abril 25, 2022.

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

4-County Service Provider Survey - 2022 Grant County

Q1 For Stakeholder Attendees Only - Please include your name to be entered into the drawing:

Answered: 3 Skipped: 3

#	RESPONSES	DATE
1	[REDACTED]	3/16/2022 5:08 PM
2	[REDACTED]	3/16/2022 12:06 PM
3	[REDACTED]	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q2 Please provide the following information:

Answered: 6 Skipped: 0

ANSWER CHOICES	RESPONSES
Name of Organization	100.00% 6
Name of Program	100.00% 6
Street Address, City, State, Zip	100.00% 6
Telephone	100.00% 6
Contact Name	83.33% 5
Email	100.00% 6

#	NAME OF ORGANIZATION	DATE
1	CBHA	4/22/2022 11:03 AM
2	Columbia Basin Health Association	4/22/2022 10:57 AM
3	Adams County Sheriff's Office	4/22/2022 10:52 AM
4	Family Services of Grant County	3/16/2022 5:08 PM
5	City of Moses Lake	3/16/2022 12:06 PM
6	OIC of Washington	3/16/2022 11:59 AM

#	NAME OF PROGRAM	DATE
1	Maternity Support Services (MSS)	4/22/2022 11:03 AM
2	Family Services	4/22/2022 10:57 AM
3	ACSO	4/22/2022 10:52 AM
4	Head Start/Early Head Start	3/16/2022 5:08 PM
5	Open Doors Sleep Center	3/16/2022 12:06 PM
6	[REDACTED]	3/16/2022 11:59 AM

#	STREET ADDRESS, CITY, STATE, ZIP	DATE
1	[REDACTED]	4/22/2022 11:03 AM
2	[REDACTED]	4/22/2022 10:57 AM
3	[REDACTED]	4/22/2022 10:52 AM
4	[REDACTED]	3/16/2022 5:08 PM
5	[REDACTED]	3/16/2022 12:06 PM
6	[REDACTED]	3/16/2022 11:59 AM

#	TELEPHONE	DATE
1	[REDACTED]	4/22/2022 11:03 AM
2	[REDACTED]	4/22/2022 10:57 AM
3	[REDACTED]	4/22/2022 10:52 AM
4	[REDACTED]	3/16/2022 5:08 PM

4-County Service Provider Survey - 2022 Grant County

5	[REDACTED]	3/16/2022 12:06 PM
6	[REDACTED]	3/16/2022 11:59 AM
#	CONTACT NAME	DATE
1	[REDACTED]	4/22/2022 11:03 AM
2	[REDACTED]	4/22/2022 10:57 AM
3	[REDACTED]	4/22/2022 10:52 AM
4	[REDACTED]	3/16/2022 5:08 PM
5	[REDACTED]	3/16/2022 12:06 PM
#	EMAIL	DATE
1	[REDACTED]	4/22/2022 11:03 AM
2	[REDACTED]	4/22/2022 10:57 AM
3	[REDACTED]	4/22/2022 10:52 AM
4	[REDACTED]	3/16/2022 5:08 PM
5	[REDACTED]	3/16/2022 12:06 PM
6	[REDACTED]	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q3 Days/Hours of Operation:

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	9-6	4/22/2022 11:03 AM
2	9-6	4/22/2022 10:57 AM
3	24/7	4/22/2022 10:52 AM
4	8:00 to 5:00	3/16/2022 5:08 PM
5	7 days a week, 6pm-9am	3/16/2022 12:06 PM
6	Monday-Thursday 7am-6pm	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q4 Description of Services:

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Pregnancy, infants, general public	4/22/2022 11:03 AM
2	Family Services	4/22/2022 10:57 AM
3	Law enforcement	4/22/2022 10:52 AM
4	Preschool, full day child care and home visiting services.	3/16/2022 5:08 PM
5	Low barrier emergency shelter, hotel vouchers; case management, outreach, and rental assistance through a partnership with HopeSource	3/16/2022 12:06 PM
6	We provide, free financial awareness, credit reports and education on building credit. Mortgage assistance, rental assistance. Home ownership, first time homebuyers education with certificate for zero down options. Small business education.	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q5 Approximate number of clients that need transportation services:

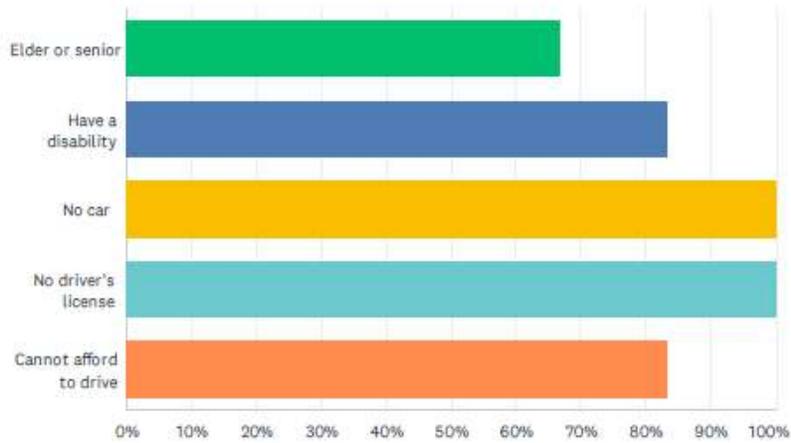
Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	50%	4/22/2022 11:03 AM
2	50%	4/22/2022 10:57 AM
3	UNK	4/22/2022 10:52 AM
4	10	3/16/2022 5:08 PM
5	it varies, hard to give exact number	3/16/2022 12:06 PM
6	20	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q6 Client characteristics that need transportation services. (Check all that apply)

Answered: 6 Skipped: 0

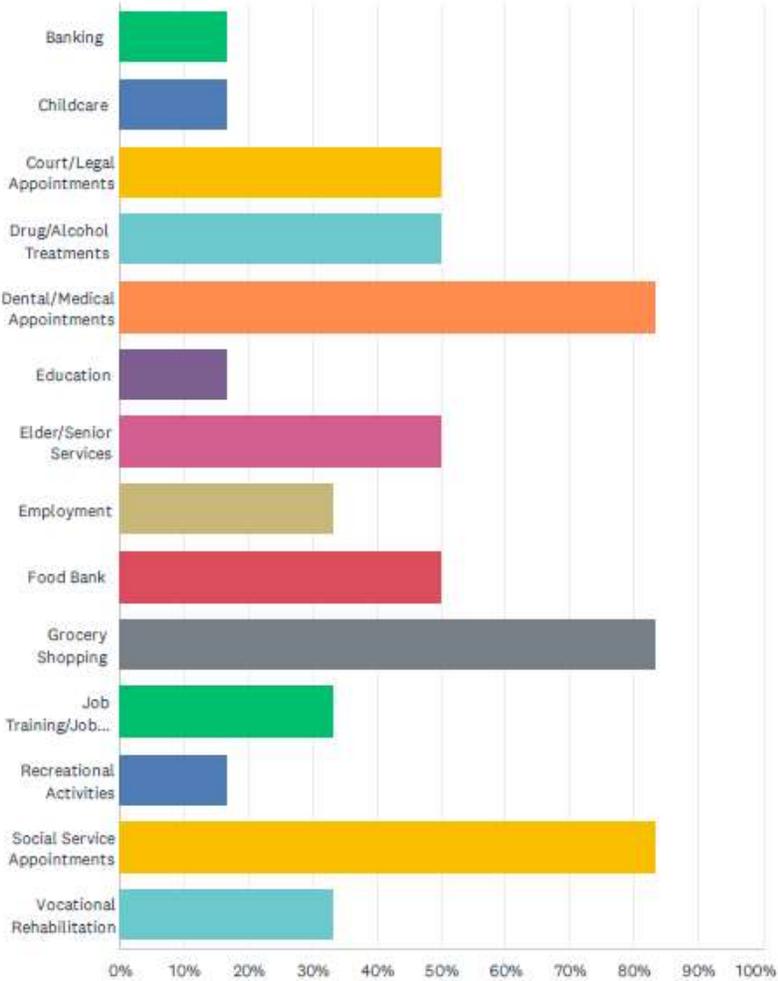


ANSWER CHOICES	RESPONSES	
Elder or senior	66.67%	4
Have a disability	83.33%	5
No car	100.00%	6
No driver's license	100.00%	6
Cannot afford to drive	83.33%	5
Total Respondents: 6		

4-County Service Provider Survey - 2022 Grant County

Q7 Clients need transportation to: (Check all that apply)

Answered: 6 Skipped: 0



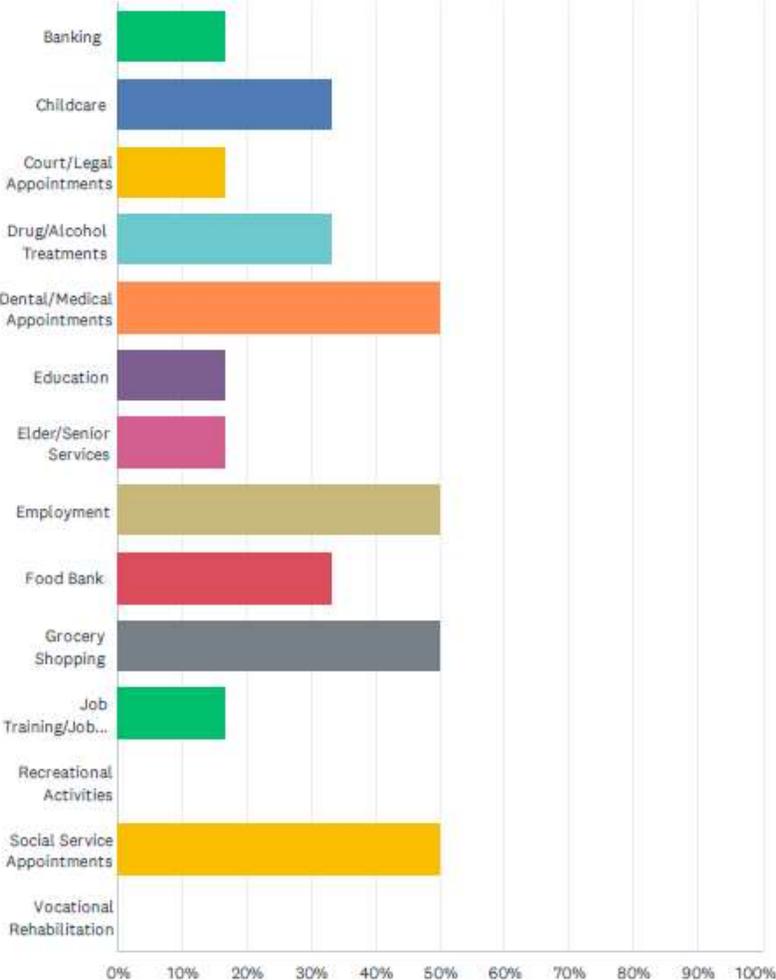
4-County Service Provider Survey - 2022 Grant County

ANSWER CHOICES	RESPONSES	
Banking	16.67%	1
Childcare	16.67%	1
Court/Legal Appointments	50.00%	3
Drug/Alcohol Treatments	50.00%	3
Dental/Medical Appointments	83.33%	5
Education	16.67%	1
Elder/Senior Services	50.00%	3
Employment	33.33%	2
Food Bank	50.00%	3
Grocery Shopping	83.33%	5
Job Training/Job Search	33.33%	2
Recreational Activities	16.67%	1
Social Service Appointments	83.33%	5
Vocational Rehabilitation	33.33%	2
Total Respondents: 6		

4-County Service Provider Survey - 2022 Grant County

Q8 Where do you see the great need for transportation: (Check you top 3 choices)

Answered: 6 Skipped: 0



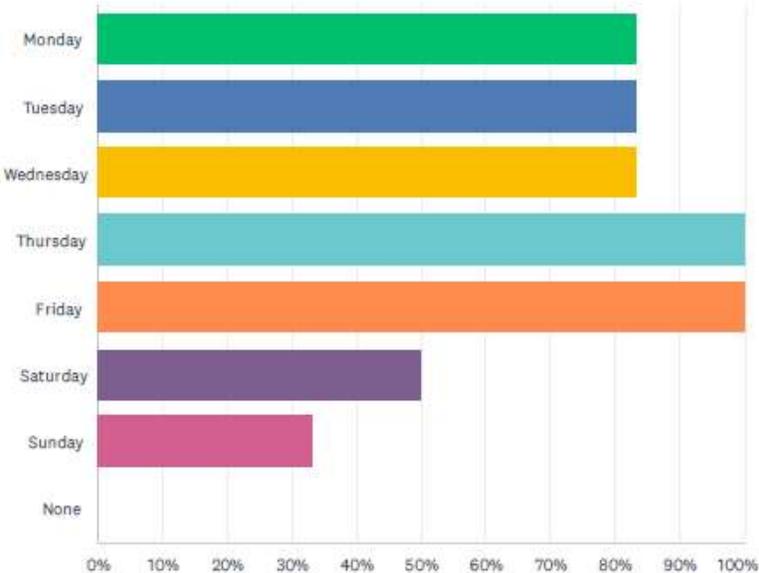
4-County Service Provider Survey - 2022 Grant County

ANSWER CHOICES	RESPONSES	
Banking	16.67%	1
Childcare	33.33%	2
Court/Legal Appointments	16.67%	1
Drug/Alcohol Treatments	33.33%	2
Dental/Medical Appointments	50.00%	3
Education	16.67%	1
Elder/Senior Services	16.67%	1
Employment	50.00%	3
Food Bank	33.33%	2
Grocery Shopping	50.00%	3
Job Training/Job Search	16.67%	1
Recreational Activities	0.00%	0
Social Service Appointments	50.00%	3
Vocational Rehabilitation	0.00%	0
Total Respondents: 6		

4-County Service Provider Survey - 2022 Grant County

Q9 What day(s) of the week do your clients generally need transportation? (Check all that apply)

Answered: 6 Skipped: 0

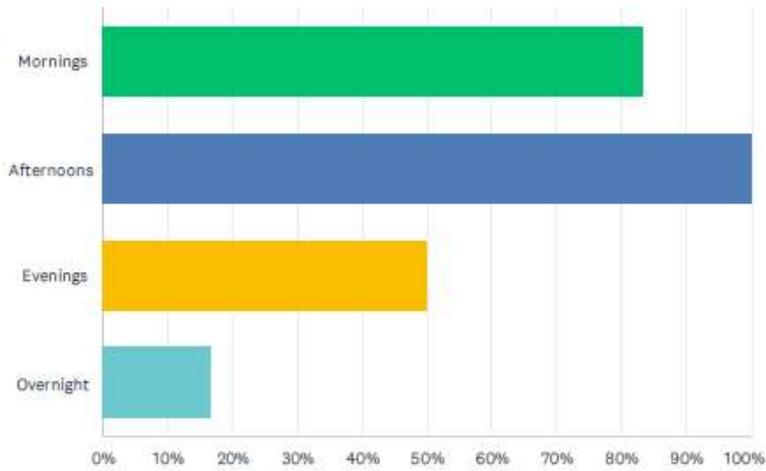


ANSWER CHOICES	RESPONSES	
Monday	83.33%	5
Tuesday	83.33%	5
Wednesday	83.33%	5
Thursday	100.00%	6
Friday	100.00%	6
Saturday	50.00%	3
Sunday	33.33%	2
None	0.00%	0
Total Respondents: 6		

4-County Service Provider Survey - 2022 Grant County

Q10 What time(s) of the day do your client's generally need transportation? (Check all that apply)

Answered: 6 Skipped: 0



ANSWER CHOICES	RESPONSES
Mornings	83.33% 5
Afternoons	100.00% 6
Evenings	50.00% 3
Overnight	16.67% 1
Total Respondents: 6	

4-County Service Provider Survey - 2022 Grant County

Q11 What general locations (city, town, area) do your clients need transportation from and to?

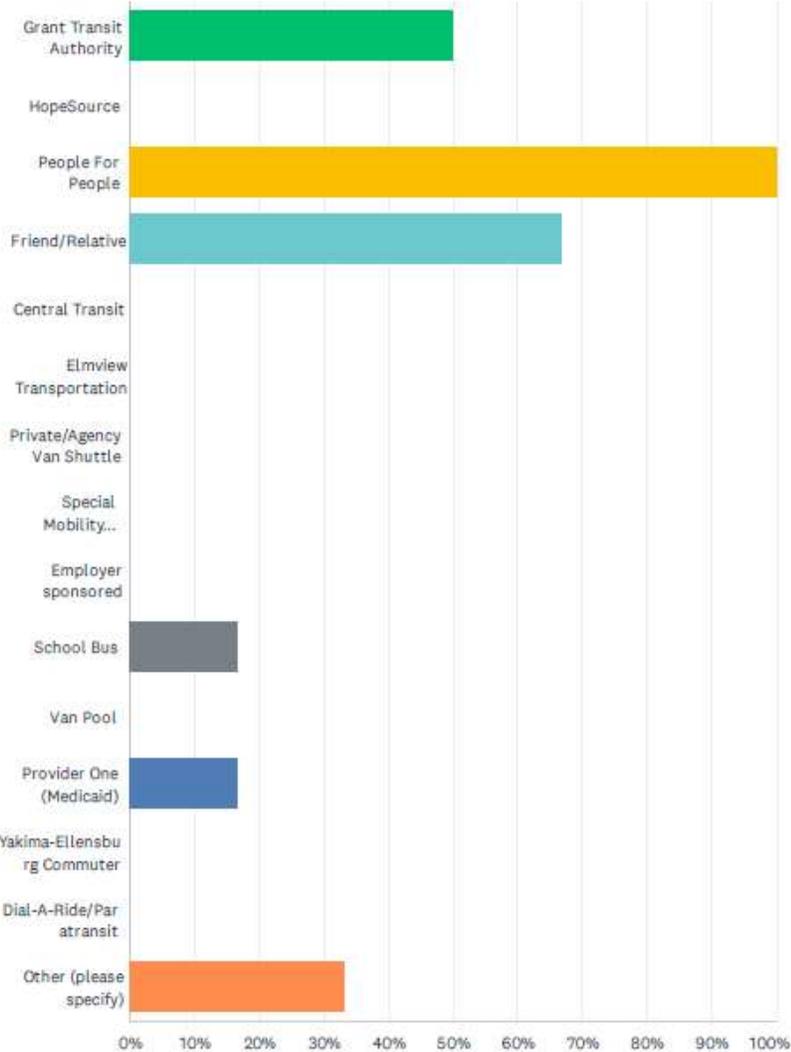
Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Othello, Royal City to Seattle, Spokane, Tri-Cities	4/22/2022 11:03 AM
2	Othello, Royal City to Spokane, Seattle, Tri Cities	4/22/2022 10:57 AM
3	Othello to Ritzville & Vice Versa	4/22/2022 10:52 AM
4	To Moses Lake for services (medical, social services, & mental health).	3/16/2022 5:08 PM
5	From Sleep Center to appointments or to treatment facilities for substance use/mental health	3/16/2022 12:06 PM
6	All grant and Adams	3/16/2022 11:59 AM

4-County Service Provider Survey - 2022 Grant County

Q12 What transportation is available for your clients? (Check all that apply)

Answered: 6 Skipped: 0



4-County Service Provider Survey - 2022 Grant County

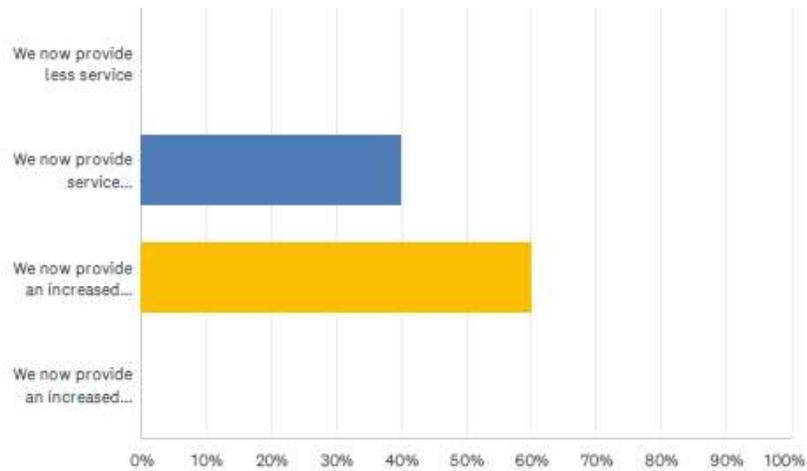
ANSWER CHOICES	RESPONSES	
Grant Transit Authority	50.00%	3
HopeSource	0.00%	0
People For People	100.00%	6
Friend/Relative	66.67%	4
Central Transit	0.00%	0
Elmview Transportation	0.00%	0
Private/Agency Van Shuttle	0.00%	0
Special Mobility Services (SMS) – Shuttle	0.00%	0
Employer sponsored	0.00%	0
School Bus	16.67%	1
Van Pool	0.00%	0
Provider One (Medicaid)	16.67%	1
Yakima-Ellensburg Commuter	0.00%	0
Dial-A-Ride/Paratransit	0.00%	0
Other (please specify)	33.33%	2
Total Respondents: 6		

#	OTHER (PLEASE SPECIFY)	DATE
1	CBHA to medical appt.	4/22/2022 11:03 AM
2	CBHA transportation to Medical	4/22/2022 10:57 AM

4-County Service Provider Survey - 2022 Grant County

Q13 How has COVID-19 affected your service and need for transportation?  
(Check all that apply)

Answered: 5 Skipped: 1

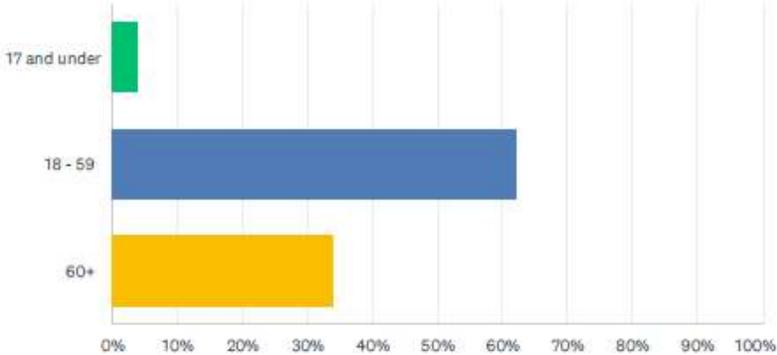


ANSWER CHOICES	RESPONSES	
We now provide less service	0.00%	0
We now provide service differently (videoconference, phone, etc.)	40.00%	2
We now provide an increased level of service that has increased need for transportation	60.00%	3
We now provide an increased level of service that does not require additional transportation	0.00%	0
Total Respondents: 5		

2022 Public Transportation Research Grant County

Q1 I am age:

Answered: 106 Skipped: 0

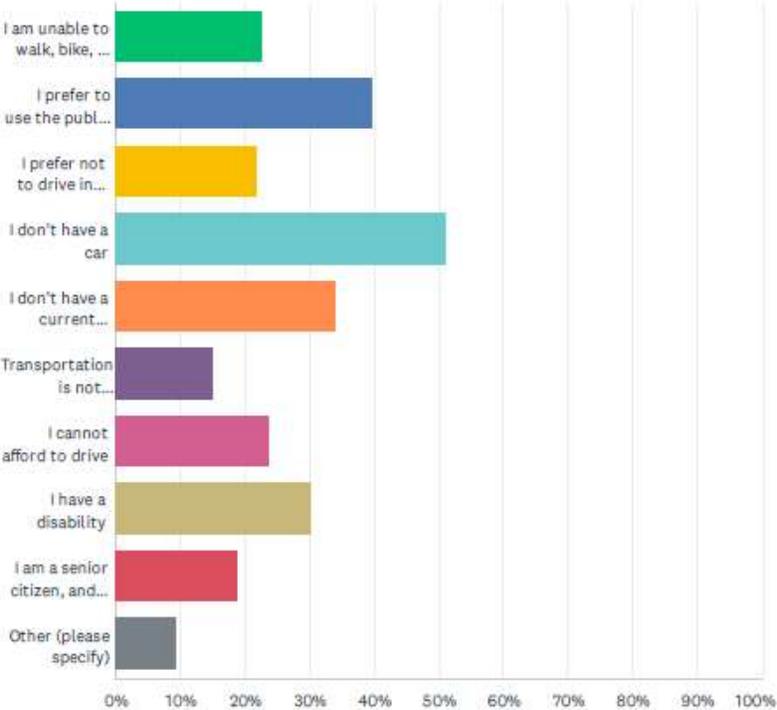


ANSWER CHOICES	RESPONSES
17 and under	3.77% 4
18 - 59	62.26% 66
60+	33.96% 36
TOTAL	106

2022 Public Transportation Research Grant County

Q2 I need transportation because: (Check all that apply)

Answered: 106 Skipped: 0



2022 Public Transportation Research Grant County

ANSWER CHOICES	RESPONSES	
I am unable to walk, bike, or drive	22.64%	24
I prefer to use the public transit	39.62%	42
I prefer not to drive in inclement weather, or after dark	21.70%	23
I don't have a car	50.94%	54
I don't have a current driver's license	33.96%	36
Transportation is not available when I need it	15.09%	16
I cannot afford to drive	23.58%	25
I have a disability	30.19%	32
I am a senior citizen, and do not drive	18.87%	20
Other (please specify)	9.43%	10
Total Respondents: 106		

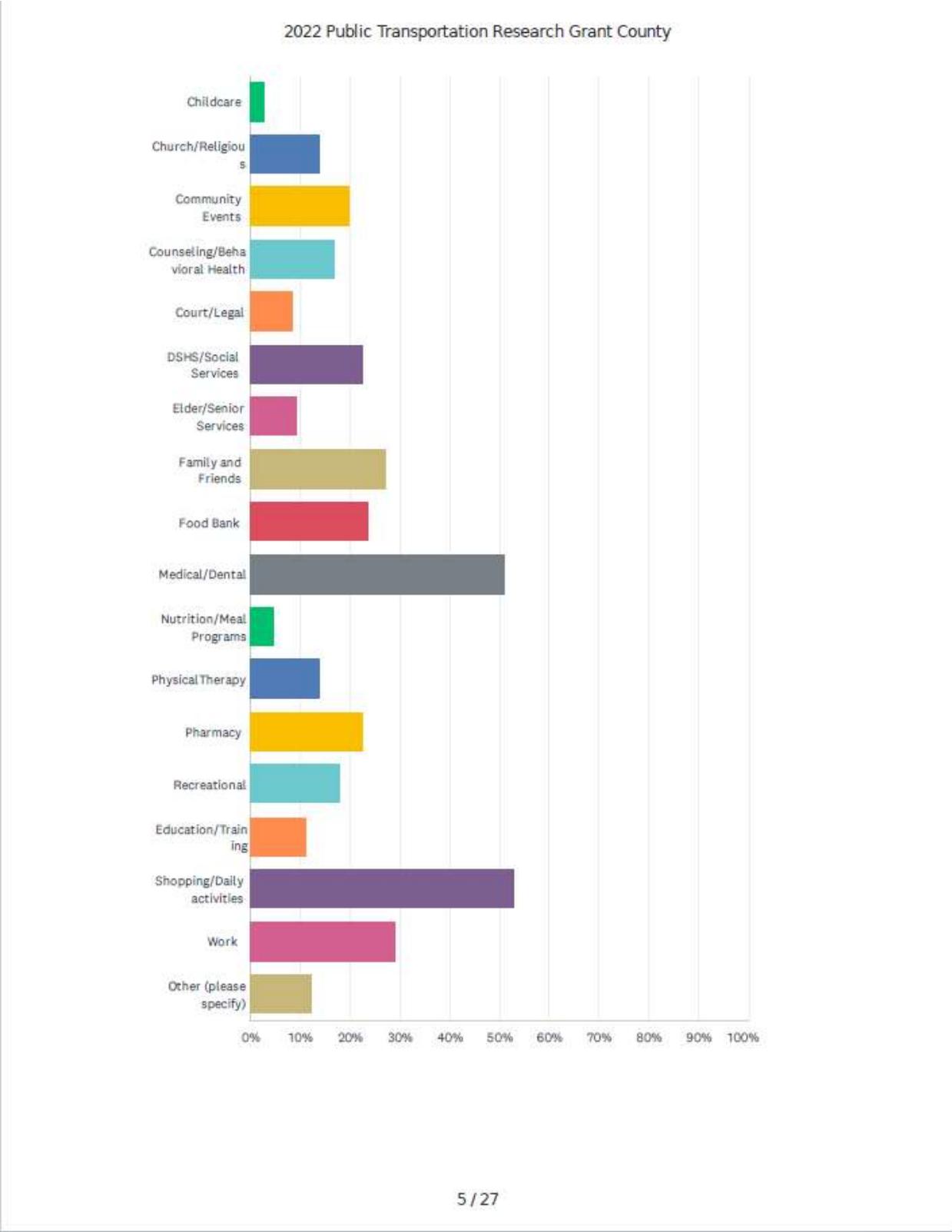
#	OTHER (PLEASE SPECIFY)	DATE
1	Did not specify	6/24/2022 1:55 PM
2	None selected	6/24/2022 1:46 PM
3	Homeless	6/24/2022 11:30 AM
4	I have been in a car accident, and my vehicle is out of commission. I also have limited funds.	6/24/2022 11:13 AM
5	None provided	6/22/2022 3:24 PM
6	None selected	4/22/2022 2:59 PM
7	None selected	4/22/2022 2:58 PM
8	go to school	4/8/2022 10:24 AM
9	go to college	4/8/2022 10:19 AM
10	Car's temporarily broken	4/8/2022 8:57 AM

2022 Public Transportation Research Grant County

Q3 I need transportation for the following services: (Check your top 5 choices)

Answered: 106 Skipped: 0

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2022 Public Transportation Research Grant County

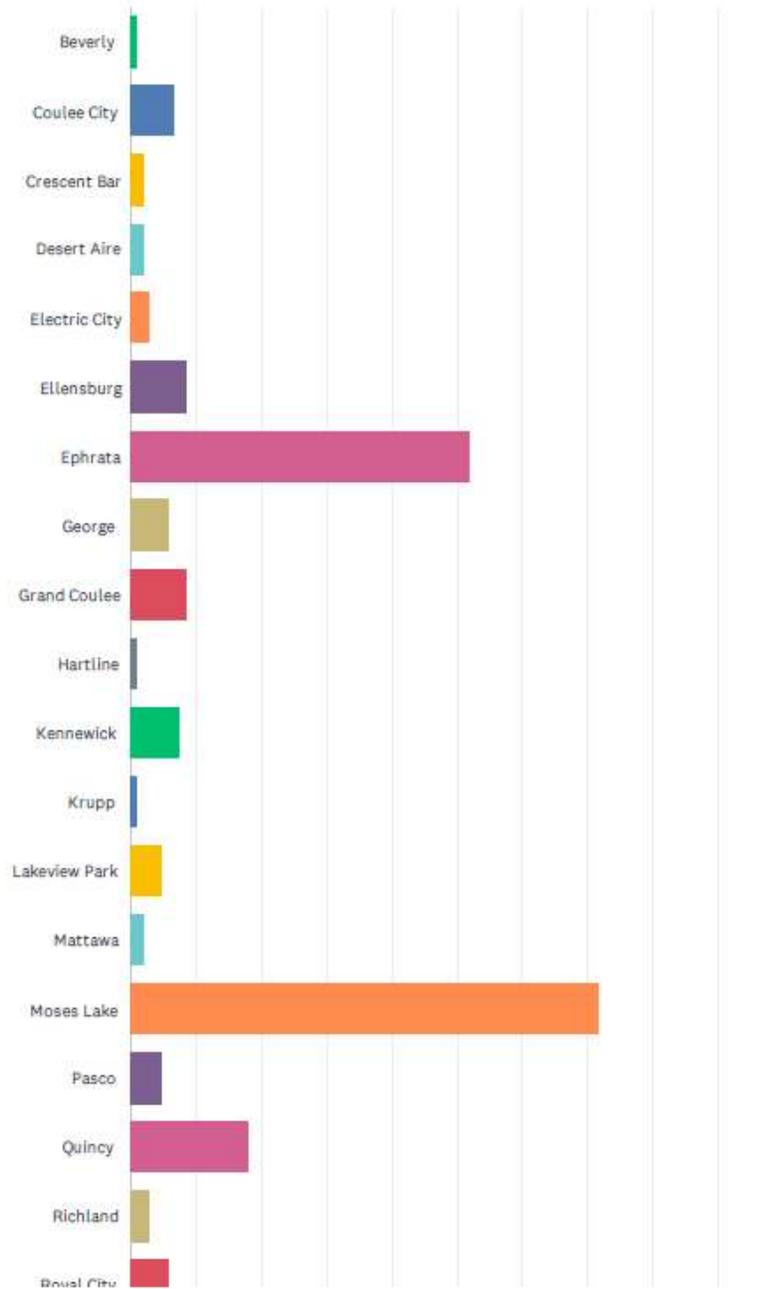
ANSWER CHOICES	RESPONSES	
Childcare	2.83%	3
Church/Religious	14.15%	15
Community Events	19.81%	21
Counseling/Behavioral Health	16.98%	18
Court/Legal	8.49%	9
DSHS/Social Services	22.64%	24
Elder/Senior Services	9.43%	10
Family and Friends	27.36%	29
Food Bank	23.58%	25
Medical/Dental	50.94%	54
Nutrition/Meal Programs	4.72%	5
PhysicalTherapy	14.15%	15
Pharmacy	22.64%	24
Recreational	17.92%	19
Education/Training	11.32%	12
Shopping/Daily activities	52.83%	56
Work	29.25%	31
Other (please specify)	12.26%	13
Total Respondents: 106		

#	OTHER (PLEASE SPECIFY)	DATE
1	Outpatient Dialysis	6/27/2022 10:22 AM
2	did not specify	6/24/2022 1:55 PM
3	None selected	6/24/2022 1:46 PM
4	None selected	6/24/2022 11:43 AM
5	No response	6/23/2022 4:42 PM
6	gym	6/23/2022 4:33 PM
7	dialysis	6/23/2022 9:42 AM
8	Twice a year appointments	4/22/2022 3:11 PM
9	visiting family in other cities	4/8/2022 10:46 AM
10	SSI	4/8/2022 10:21 AM
11	college	4/8/2022 10:19 AM
12	Collect Funds	4/8/2022 10:15 AM
13	Warmth	4/8/2022 9:48 AM

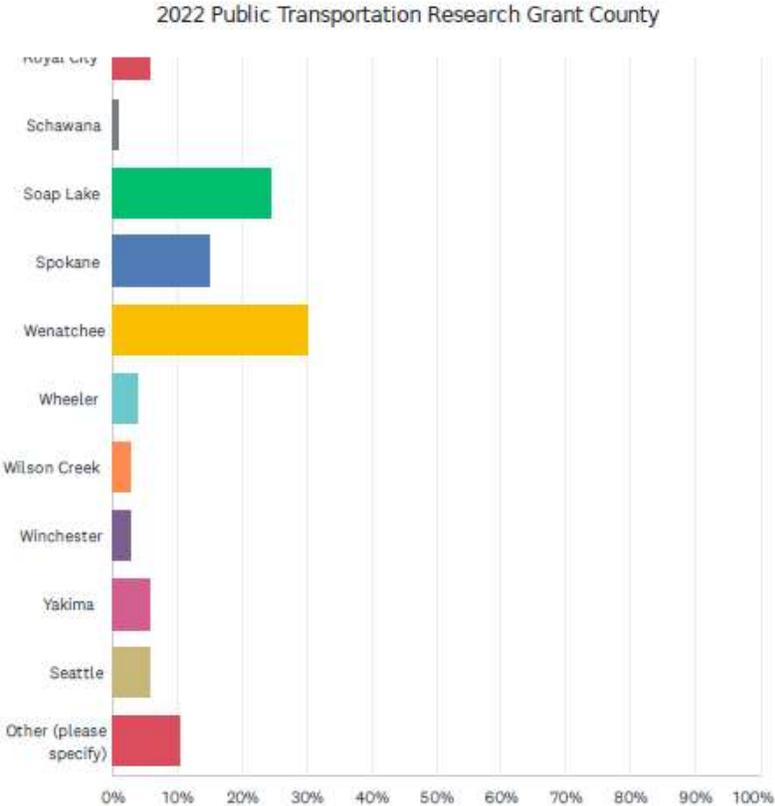
2022 Public Transportation Research Grant County

Q4 I need to go to: (Check your top 5 choices)

Answered: 106 Skipped: 0



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2022 Public Transportation Research Grant County

ANSWER CHOICES		RESPONSES
Beverly		0.94% 1
Coulee City		6.60% 7
Crescent Bar		1.89% 2
Desert Aire		1.89% 2
Electric City		2.83% 3
Ellensburg		8.49% 9
Ephrata		51.89% 55
George		5.66% 6
Grand Coulee		8.49% 9
Hartline		0.94% 1
Kennewick		7.55% 8
Krupp		0.94% 1
Lakeview Park		4.72% 5
Mattawa		1.89% 2
Moses Lake		71.70% 76
Pasco		4.72% 5
Quincy		17.92% 19
Richland		2.83% 3
Royal City		5.66% 6
Schawana		0.94% 1
Soap Lake		24.53% 26
Spokane		15.09% 16
Wenatchee		30.19% 32
Wheeler		3.77% 4
Wilson Creek		2.83% 3
Winchester		2.83% 3
Yakima		5.66% 6
Seattle		5.66% 6
Other (please specify)		10.38% 11
Total Respondents: 106		
#	OTHER (PLEASE SPECIFY)	DATE
1	None selected	6/27/2022 10:22 AM

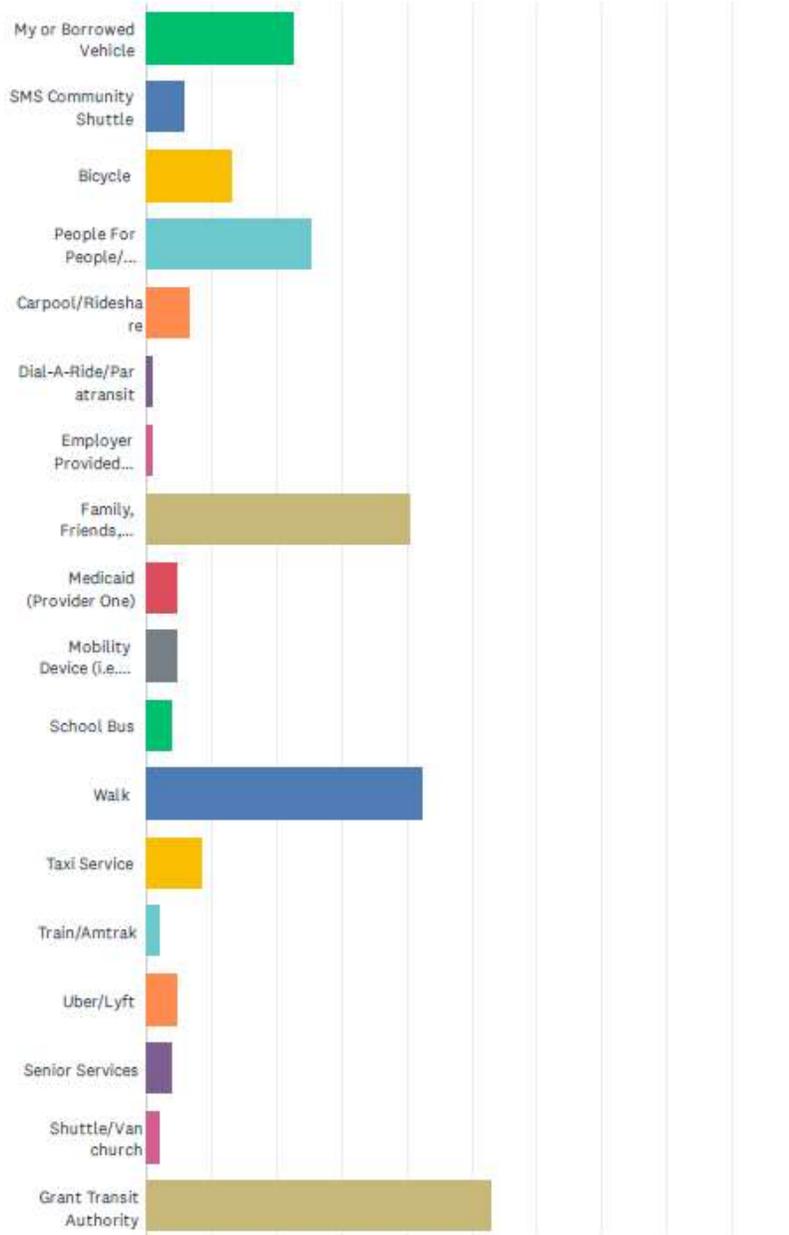
2022 Public Transportation Research Grant County

2	Did not specify	6/24/2022 1:55 PM
3	None selected	6/24/2022 11:43 AM
4	no responsse	6/23/2022 4:49 PM
5	None selected	4/22/2022 3:01 PM
6	None selected	4/22/2022 2:59 PM
7	None selected	4/22/2022 2:58 PM
8	No answer provided	4/8/2022 10:36 AM
9	No answer provided	4/8/2022 8:54 AM
10	No answer provided	4/8/2022 8:45 AM
11	Cheney, WA.	3/30/2022 3:00 PM

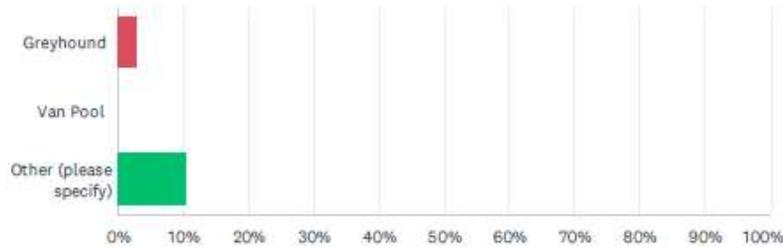
2022 Public Transportation Research Grant County

Q5 In the past 3 months, I used the following means of transportation:  
(Check all that apply)

Answered: 106 Skipped: 0



2022 Public Transportation Research Grant County



ANSWER CHOICES	RESPONSES	
My or Borrowed Vehicle	22.64%	24
SMS Community Shuttle	5.66%	6
Bicycle	13.21%	14
People For People/ Connectors	25.47%	27
Carpool/Rideshare	6.60%	7
Dial-A-Ride/Paratransit	0.94%	1
Employer Provided Transportation	0.94%	1
Family, Friends, Volunteer	40.57%	43
Medicaid (Provider One)	4.72%	5
Mobility Device (i.e. wheelchair)	4.72%	5
School Bus	3.77%	4
Walk	42.45%	45
Taxi Service	8.49%	9
Train/Amtrak	1.89%	2
Uber/Lyft	4.72%	5
Senior Services	3.77%	4
Shuttle/Van church	1.89%	2
Grant Transit Authority	52.83%	56
Greyhound	2.83%	3
Van Pool	0.00%	0
Other (please specify)	10.38%	11
Total Respondents: 106		

#	OTHER (PLEASE SPECIFY)	DATE
1	Did not specify	6/24/2022 1:55 PM
2	Not disclosed	6/24/2022 1:22 PM

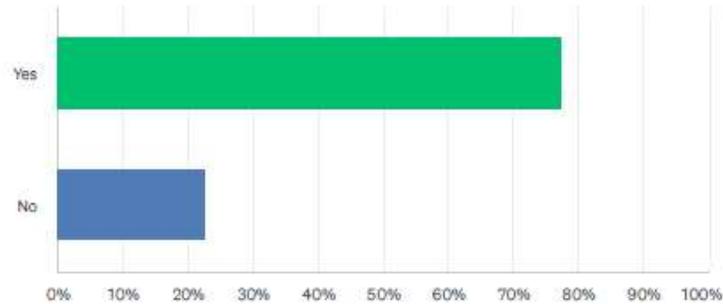
2022 Public Transportation Research Grant County

3	None Selected	6/24/2022 12:03 PM
4	None Selected	6/24/2022 11:45 AM
5	None Selected	6/24/2022 11:43 AM
6	no response	6/23/2022 4:42 PM
7	NA	6/23/2022 4:40 PM
8	None Selected	6/21/2022 4:35 PM
9	None Selected	4/22/2022 2:59 PM
10	Work	4/8/2022 10:29 AM
11	Family car	4/8/2022 10:19 AM

2022 Public Transportation Research Grant County

Q6 Do you feel that the current transportation services available meet your needs and the needs of your community?

Answered: 106 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.36%	82
No	22.64%	24
<b>TOTAL</b>		<b>106</b>

#	WHY OR WHY NOT?	DATE
1	Longer hours.	7/11/2022 12:51 PM
2	When needed, you are there.	7/11/2022 12:39 PM
3	It would be nice to have a Sunday service for church	6/29/2022 1:55 PM
4	Gets me to and from where I need to go. God Bless.	6/27/2022 3:26 PM
5	Goes in front of my place	6/27/2022 3:24 PM
6	It gets me closer to where I need to be and runs a lot more than it used to.	6/27/2022 3:22 PM
7	need more routes or drivers	6/27/2022 3:20 PM
8	I need someone to take me to the Doc's for !&R and other needs too.	6/27/2022 10:22 AM
9	It would be nice to have earlier bus - not at 5:02	6/24/2022 1:43 PM
10	It seems to always be on time	6/24/2022 1:36 PM
11	good times, great service, punctual	6/24/2022 12:33 PM
12	makes getting around easier for me.	6/24/2022 12:07 PM
13	They do not meet my needs	6/24/2022 11:49 AM
14	We need a weekend service.	6/24/2022 11:36 AM
15	because of the long wait time for connecting buses.	6/24/2022 11:30 AM
16	There seems to be enough buses to cover nearly all routes.	6/24/2022 11:13 AM
17	Quit too early	6/24/2022 11:06 AM

## 2022 Public Transportation Research Grant County

18	it helps me	6/23/2022 4:49 PM
19	Great friendly drivers. They know their way around Moses Lake better than I do. Helpful and keep an eye on riders.	6/23/2022 4:37 PM
20	Issues with pick up times (late)	6/23/2022 9:42 AM
21	The bus doesn't go far enough down Wheeler rd.	6/22/2022 4:38 PM
22	Would like to see the schedule open back up	6/22/2022 4:29 PM
23	I have a destination, they take me there. Pretty satisfactory.	6/22/2022 4:26 PM
24	Schedule times do not coordinate overly well w/work schedule	6/22/2022 4:23 PM
25	It gets me where I need to be	6/22/2022 4:15 PM
26	Speed & I'm disabled	6/22/2022 4:12 PM
27	Yes, because I am able to get to the places I need to go.	6/22/2022 4:09 PM
28	Dial-A-Ride transportation has been great. It meets all of my work needs.	6/22/2022 3:53 PM
29	Excellent service	6/22/2022 3:48 PM
30	Yes, the available times fit my school schedule well.	6/22/2022 3:22 PM
31	They're always on time for the most part.	6/22/2022 3:18 PM
32	I do not currently have a vehicle. P4P services serve me well and I am very grateful	6/21/2022 4:44 PM
33	It meets my needs mon-fri, the weekend I struggle I struggle to get a ride to work. I am a caregiver.	6/21/2022 4:37 PM
34	Schedules not easy to read or readily available	5/29/2022 10:04 AM
35	If I took the bus, I would have to transfer 1 or 2 times	4/22/2022 3:04 PM
36	Weekends; Time range - need earlier and/or later	4/8/2022 10:50 AM
37	I require two routes to reach my destination, though they do not run early enough for me to use both.	4/8/2022 10:48 AM
38	I'm making my destinations every day	4/8/2022 10:46 AM
39	But could use the weekend routes again.	4/8/2022 10:29 AM
40	Good services	4/8/2022 10:26 AM
41	good for use	4/8/2022 10:21 AM
42	They are doing an amazing job!	4/8/2022 10:19 AM
43	Because most of the time I get off one bus to just get on the next one I need	4/8/2022 10:13 AM
44	it cheap	4/8/2022 10:09 AM
45	convenient, good price when fee	4/8/2022 10:06 AM
46	I like taking the bus so I don't have to ask anyone	4/8/2022 10:00 AM
47	GTA helps me get around on my own	4/8/2022 9:58 AM
48	because I don't drive	4/8/2022 9:53 AM
49	options	4/8/2022 9:48 AM
50	I always am able to get were I'm going on time	4/8/2022 9:42 AM
51	Work on weekends and often end up not being able to go. Plus late hours.	4/8/2022 9:30 AM
52	work on weekend and work past 7p.m.	4/8/2022 9:17 AM
53	maybe a little more like on just Saturdays 1/2 day or something	4/8/2022 9:14 AM
54	I think they should run on the weekend	4/8/2022 9:09 AM

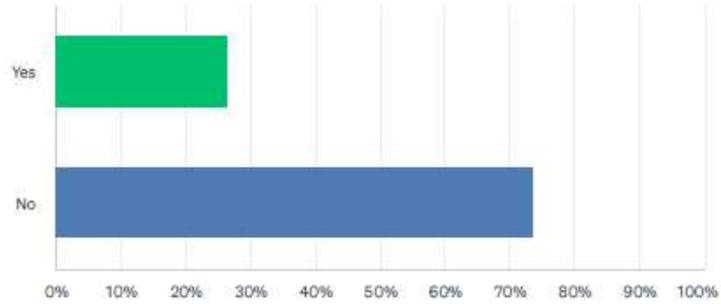
2022 Public Transportation Research Grant County

55	Because it fits my needs	4/8/2022 9:01 AM
56	I work in another town. Riding a bus limits me because there are few routes.	4/8/2022 8:57 AM
57	It's good and works	4/8/2022 8:54 AM
58	Need to get to Mattawa and Desert Aire	4/8/2022 8:51 AM
59	I would like to see more frequent service on the weekends. I don't believe there is any service at all on Saturday or Sunday. Thank you.	3/30/2022 3:00 PM

2022 Public Transportation Research Grant County

Q7 Due to the lack of transportation I have had to move to maintain independence?

Answered: 106 Skipped: 0

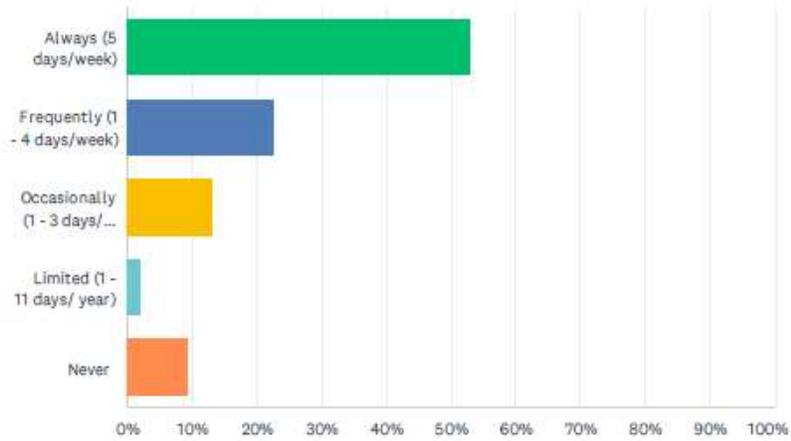


ANSWER CHOICES	RESPONSES	
Yes	26.42%	28
No	73.58%	78
TOTAL		106

2022 Public Transportation Research Grant County

Q8 Please indicate how often you need public transportation.

Answered: 106 Skipped: 0

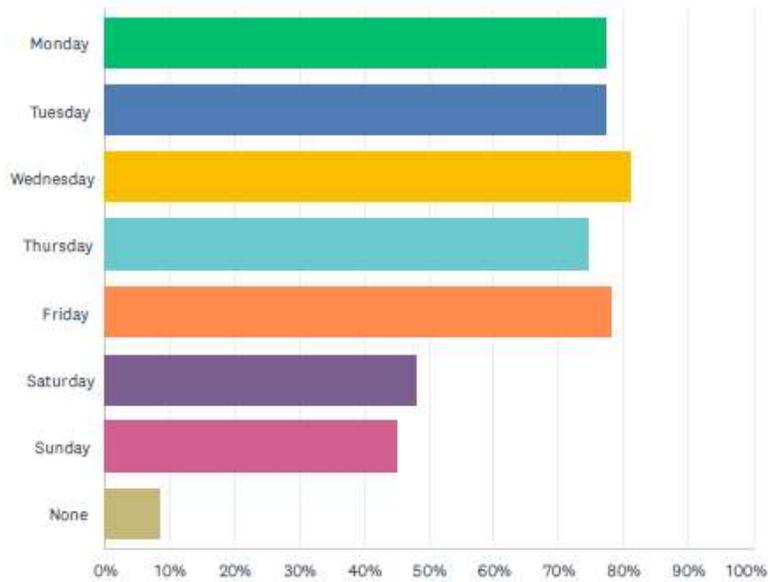


ANSWER CHOICES	RESPONSES	
Always (5 days/week)	52.83%	56
Frequently (1 - 4 days/week)	22.64%	24
Occasionally (1 - 3 days/ month)	13.21%	14
Limited (1 - 11 days/ year)	1.89%	2
Never	9.43%	10
<b>TOTAL</b>		<b>106</b>

2022 Public Transportation Research Grant County

Q9 Indicate the day(s) of the week you need public transportation.

Answered: 106 Skipped: 0

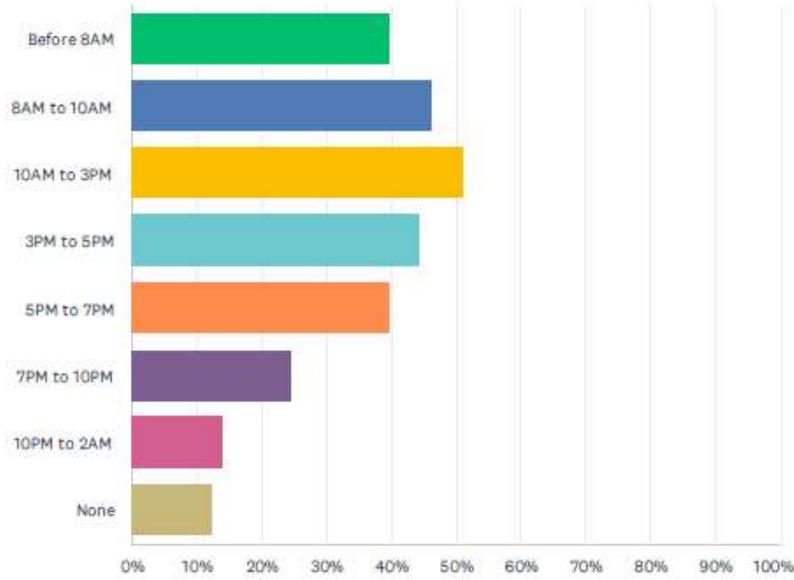


ANSWER CHOICES	RESPONSES	
Monday	77.36%	82
Tuesday	77.36%	82
Wednesday	81.13%	86
Thursday	74.53%	79
Friday	78.30%	83
Saturday	48.11%	51
Sunday	45.28%	48
None	8.49%	9
Total Respondents: 106		

2022 Public Transportation Research Grant County

Q10 Indicate the time(s) of the day you need public transportation.

Answered: 106 Skipped: 0



ANSWER CHOICES	RESPONSES	
Before 8AM	39.62%	42
8AM to 10AM	46.23%	49
10AM to 3PM	50.94%	54
3PM to 5PM	44.34%	47
5PM to 7PM	39.62%	42
7PM to 10PM	24.53%	26
10PM to 2AM	14.15%	15
None	12.26%	13
Total Respondents: 106		

## 2022 Public Transportation Research Grant County

Q11 For mapping purposes only, please identify your pick-up location if you were to use transportation services: (Address or Crossroad, City, Zip Code)

Answered: 106 Skipped: 0

#	RESPONSES	DATE
1	██████████ Moses Lake, 98837	7/11/2022 12:51 PM
2	Quincy Hospital, 91814	7/11/2022 12:42 PM
3	Not provided	7/11/2022 12:39 PM
4	██████████ Moses Lake 98837	6/30/2022 8:48 AM
5	██████████ Moses Lake 98837	6/29/2022 1:55 PM
6	██████████ Ephrata WA, 98823	6/29/2022 1:53 PM
7	Quincy 98848	6/27/2022 3:27 PM
8	██████████ Moses Lake WA 98837	6/27/2022 3:26 PM
9	██████████ Moses Lake WA 98837	6/27/2022 3:24 PM
10	Daisey Soap Lake 98851	6/27/2022 3:22 PM
11	Daisy St Soap Lake	6/27/2022 3:20 PM
12	Not provided	6/27/2022 10:22 AM
13	██████████ Ephrata	6/24/2022 1:55 PM
14	Division St. & D St. Ephrata	6/24/2022 1:53 PM
15	not provided	6/24/2022 1:46 PM
16	ETC Ephrata 98823	6/24/2022 1:43 PM
17	Division St.	6/24/2022 1:36 PM
18	Not provided	6/24/2022 1:22 PM
19	Not provided	6/24/2022 12:54 PM
20	Not provided.	6/24/2022 12:45 PM
21	Not provided	6/24/2022 12:33 PM
22	Not provided	6/24/2022 12:07 PM
23	Not provided	6/24/2022 12:03 PM
24	Ephrata	6/24/2022 11:49 AM
25	Not Provided	6/24/2022 11:45 AM
26	None provided	6/24/2022 11:43 AM
27	none provided	6/24/2022 11:41 AM
28	none provided	6/24/2022 11:37 AM
29	Safeway, Ephrata, 98823	6/24/2022 11:36 AM
30	Grape Dirt Valley Rd. Moses Lake, 98837	6/24/2022 11:30 AM

## 2022 Public Transportation Research Grant County

31	Courthouse, Ephrata, 98823	6/24/2022 11:13 AM
32	Soap Lake	6/24/2022 11:06 AM
33	No response	6/23/2022 4:49 PM
34	Soap Lake Senior Center	6/23/2022 4:46 PM
35	2183 Rd Pl	6/23/2022 4:45 PM
36	██████████ Moses Lake 98837	6/23/2022 4:43 PM
37	██████████ Moses Lake 98837	6/23/2022 4:42 PM
38	██████████ Moses Lake WA 98837	6/23/2022 4:40 PM
39	██████████ Moses Lake WA 98837	6/23/2022 4:37 PM
40	██████ aspi	6/23/2022 4:35 PM
41	██████████ Moses Lake 98837	6/23/2022 4:33 PM
42	NA	6/23/2022 9:46 AM
43	██████████ Quincy 98848	6/23/2022 9:44 AM
44	██████████ ML WA 98837	6/23/2022 9:42 AM
45	Wheeler Rd. Moses Lake, 98837	6/22/2022 4:38 PM
46	Safeway Ephrata, 98823	6/22/2022 4:29 PM
47	Big Bend, Moses Lake	6/22/2022 4:26 PM
48	Big Beno Comm. Col Moses Lake	6/22/2022 4:23 PM
49	None provided	6/22/2022 4:19 PM
50	██████████ Moses Lake 98837	6/22/2022 4:15 PM
51	GTA Transfer Station	6/22/2022 4:12 PM
52	None provided	6/22/2022 4:09 PM
53	None provided	6/22/2022 4:05 PM
54	Quincy Senior Center Quincy, 98848	6/22/2022 4:03 PM
55	Royal City - Rock Creek Park	6/22/2022 3:53 PM
56	Rock Creek St. NE Royal City, 99357	6/22/2022 3:48 PM
57	██████████ West Soap Lake, 98851	6/22/2022 3:24 PM
58	George 98824	6/22/2022 3:22 PM
59	S.C Fire Station	6/22/2022 3:18 PM
60	██████████ Moses Lake, 98837	6/21/2022 4:44 PM
61	None Provided	6/21/2022 4:41 PM
62	██████████ Moses Lake, 98837	6/21/2022 4:40 PM
63	██████████ Moses Lake, 98837	6/21/2022 4:37 PM
64	Soap Lake	6/21/2022 4:35 PM
65	Patton Blvd. Moses Lake, 98837	6/21/2022 4:33 PM
66	98851	5/29/2022 10:04 AM
67	Electric City	4/22/2022 3:11 PM
68	██████████ Grand Coulee, 99133	4/22/2022 3:07 PM

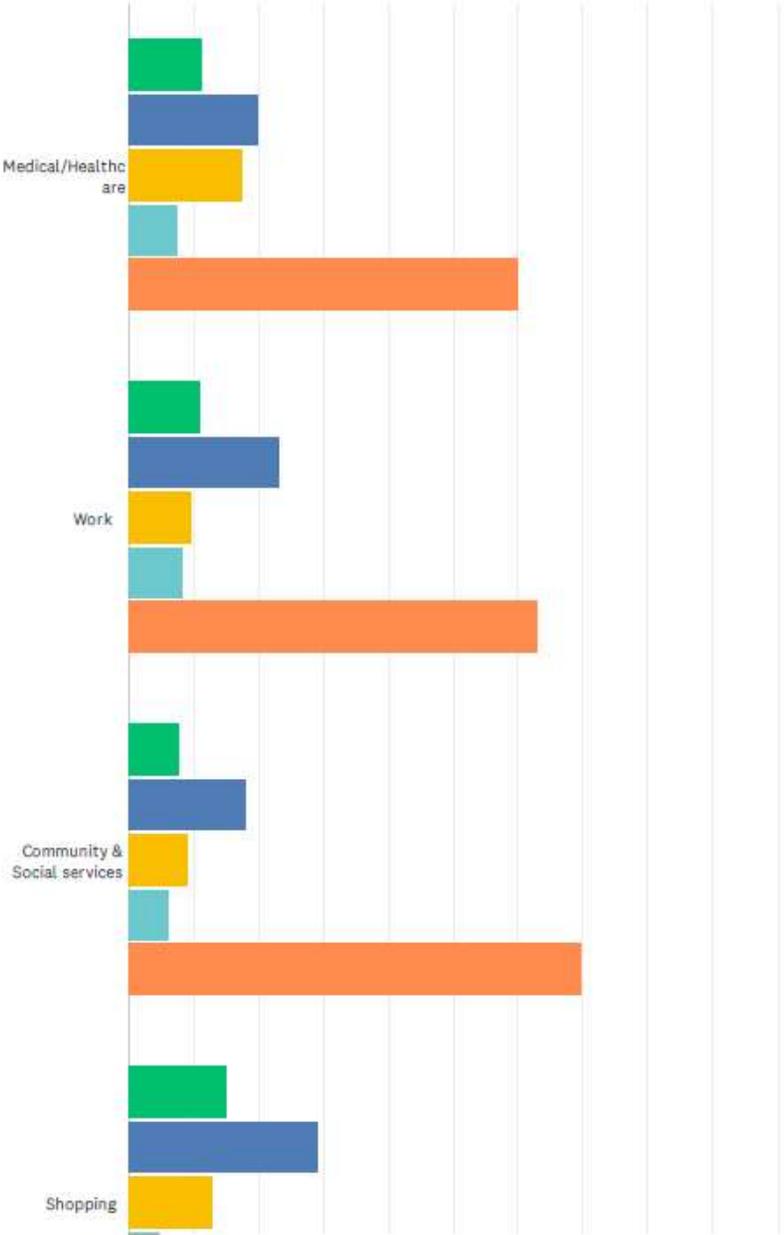
2022 Public Transportation Research Grant County

69	██████████ Grand Coulee, 99133	4/22/2022 3:04 PM
70	Grant County 99133	4/22/2022 3:01 PM
71	None provided	4/22/2022 2:59 PM
72	Electric City City Hall, 97123	4/22/2022 2:58 PM
73	Lakeview Fire Hall	4/8/2022 10:50 AM
74	Division St. Moses Lake, WA. 98837	4/8/2022 10:48 AM
75	BBCC Moses Lake, WA. 98837	4/8/2022 10:46 AM
76	Air Way Deli Moses Lake, WA. 98837	4/8/2022 10:36 AM
77	Moses Lake, WA. 98837	4/8/2022 10:31 AM
78	Quick Lube 3rd/Ivy Moses Lake, WA. 98837	4/8/2022 10:29 AM
79	██████████ Warden, WA. 98857	4/8/2022 10:26 AM
80	██████████ Moses Lake, WA. 98837	4/8/2022 10:24 AM
81	██████ Lybbert Dr Moses Lake, WA. 98837	4/8/2022 10:21 AM
82	██████████ Moses Lake, WA. 98837	4/8/2022 10:19 AM
83	MTC Moses Lake, WA. 98837	4/8/2022 10:15 AM
84	██████████ Moses Lake, WA. 98837	4/8/2022 10:13 AM
85	No answer provided	4/8/2022 10:09 AM
86	Walmart	4/8/2022 10:06 AM
87	██████████ N Soaplake, WA. 98851	4/8/2022 10:03 AM
88	Airway Dr Moses Lake, WA. 98837	4/8/2022 10:00 AM
89	Airway Dr Moses Lake, WA. 98837	4/8/2022 9:58 AM
90	No answer provided	4/8/2022 9:55 AM
91	No answer provided	4/8/2022 9:53 AM
92	Safeway	4/8/2022 9:51 AM
93	hully sun truck stop Moses Lake, WA. 98837	4/8/2022 9:48 AM
94	Ivy/3rd Moses Lake, WA. 98837	4/8/2022 9:42 AM
95	Right Here (So the area of the event?)	4/8/2022 9:33 AM
96	Doolittle Park Moses Lake, WA. 98837	4/8/2022 9:30 AM
97	Doolittle Park Moses Lake, 98837	4/8/2022 9:17 AM
98	Division/2nd SW Ephrata, WA. 98823	4/8/2022 9:14 AM
99	██████████ Moses Lake, WA. 98837	4/8/2022 9:09 AM
100	██████████ Moses Lake, WA. 98837	4/8/2022 9:05 AM
101	No answer provided	4/8/2022 9:01 AM
102	No answer provided	4/8/2022 8:57 AM
103	Pi vintage Moses Lake, 98837	4/8/2022 8:54 AM
104	East Broadway & Cinema Moses Lake, WA. 98837	4/8/2022 8:51 AM
105	No answer provided	4/8/2022 8:45 AM
106	██████████ Grand Coulee, WA. 99133	3/30/2022 3:00 PM

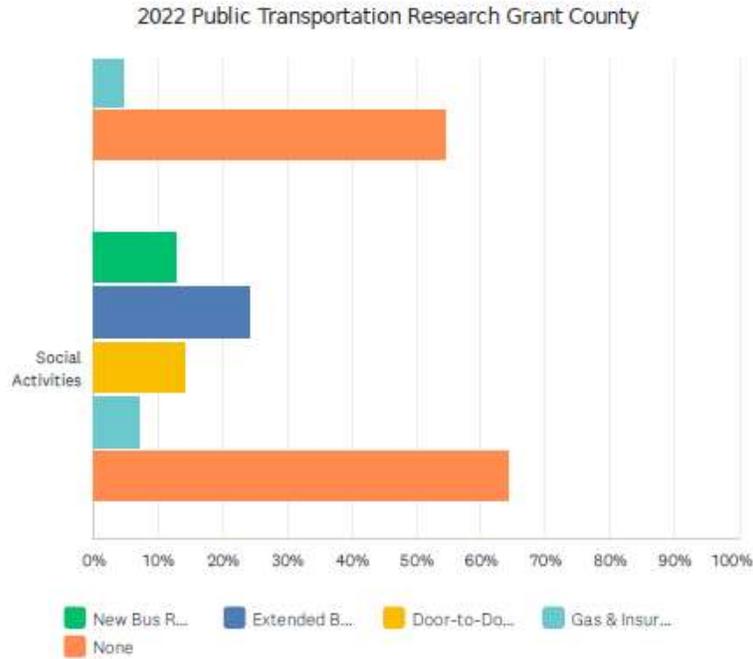
2022 Public Transportation Research Grant County

Q12 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)

Answered: 106 Skipped: 0



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	NEW BUS ROUTE	EXTENDED BUS HOURS	DOOR-TO-DOOR BUS	GAS & INSURANCE HELP	NONE	TOTAL RESPONDENTS
Medical/Healthcare	11.25% 9	20.00% 16	17.50% 14	7.50% 6	60.00% 48	80
Work	10.96% 8	23.29% 17	9.59% 7	8.22% 6	63.01% 46	73
Community & Social services	7.58% 5	18.18% 12	9.09% 6	6.06% 4	69.70% 46	66
Shopping	15.12% 13	29.07% 25	12.79% 11	4.65% 4	54.65% 47	86
Social Activities	12.86% 9	24.29% 17	14.29% 10	7.14% 5	64.29% 45	70

## 2022 Public Transportation Research Grant County

Q13 Please write any additional comments regarding transportation services. Thank you for completing this survey! If you have any questions, please contact: People For People 304 West Lincoln Ave Yakima, WA 98902 executiveassistant@pfp.org Fax: (509) 457-7897 Please finish this survey by April 25, 2022.

Answered: 39 Skipped: 67

#	RESPONSES	DATE
1	I only take People For People	7/11/2022 12:51 PM
2	This is a very useful form of transportation, for everyone, when needed	7/11/2022 12:39 PM
3	I love the service you provide and the drivers.	6/29/2022 1:55 PM
4	Thank you for the service!	6/29/2022 1:53 PM
5	I am very happy with the service.	6/27/2022 3:27 PM
6	I would like to add to do more medical.	6/27/2022 10:22 AM
7	GTA is awesome!	6/24/2022 1:43 PM
8	Great job!	6/24/2022 1:22 PM
9	Please open on weekends	6/24/2022 11:49 AM
10	Make 14 every 30 minutes	6/24/2022 11:43 AM
11	You're all doing a great job and you are appreciated.	6/24/2022 11:36 AM
12	Although I greatly appreciate having a bus service, I feel that it could be expanded and that the hours could be extended.	6/24/2022 11:30 AM
13	You have very helpful and kind drivers. They were all very willing to answer any questions I had. I also enjoyed riding your themed bus. Thank you!	6/24/2022 11:13 AM
14	People For People does a good job!	6/23/2022 4:46 PM
15	Great service!	6/23/2022 4:42 PM
16	I love People For People! Thank you!	6/23/2022 4:37 PM
17	I love the People For People bus	6/23/2022 4:35 PM
18	great drivers	6/23/2022 4:33 PM
19	Drivers do a great job	6/22/2022 3:48 PM
20	Thank you for all of your help. Merle is an awesome driver! I love P4P, and I wish they were open on weekends	6/21/2022 4:44 PM
21	Wow! Just got this notice today, May 29th. It would be appreciated if you could post your schedule at the stops! It is very hard to read online	5/29/2022 10:04 AM
22	Wait for out-of-town daughter to drive here - trips to Spokane for Dr. appts. is the biggest issue. Find friends or family willing to volunteer. Bus is too rough with bad back	4/22/2022 3:11 PM
23	The only complaint I could make is the severity of dangerous passengers on drugs or ... I feel I need to protect myself at all times	4/8/2022 10:46 AM
24	You guys are doing great. Keep up the good work!	4/8/2022 10:24 AM
25	it's easy to get around	4/8/2022 10:09 AM

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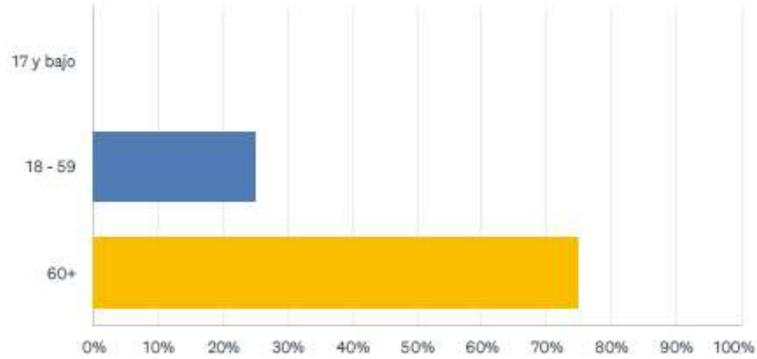
## 2022 Public Transportation Research Grant County

26	We like riding the bus; friendly people/drivers	4/8/2022 10:06 AM
27	Thank you	4/8/2022 10:00 AM
28	I appreciate the GTA services. Thanks	4/8/2022 9:58 AM
29	bus weekend	4/8/2022 9:53 AM
30	It helps with the buses being free	4/8/2022 9:51 AM
31	Thank you for your service :)	4/8/2022 9:48 AM
32	Keep going and be sure to take care of yourself. I appreciate you :)	4/8/2022 9:42 AM
33	None	4/8/2022 9:33 AM
34	I feel that all of you do an excellent job! Just need a little Saturday on there Thank you so much!	4/8/2022 9:14 AM
35	N/A	4/8/2022 9:09 AM
36	Need weekend bus service	4/8/2022 9:05 AM
37	A new bus route or 2	4/8/2022 8:57 AM
38	Extended Hours route to Warden	4/8/2022 8:51 AM
39	I do appreciate all the help we riders are getting!	4/8/2022 8:45 AM

2022 Público Investigación de Transporte Condado de Grant

Q1 Soy edad:

Answered: 4 Skipped: 0

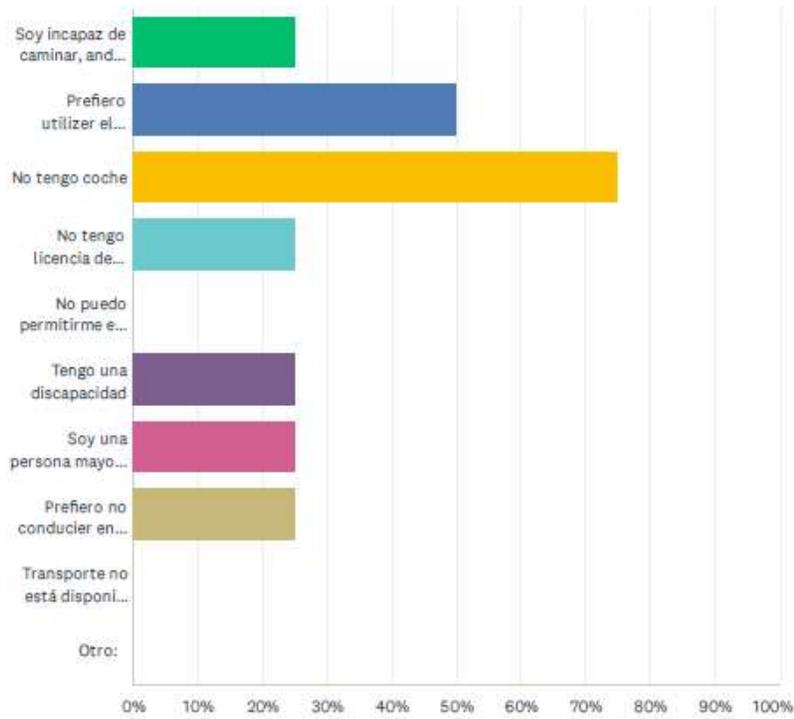


ANSWER CHOICES	RESPONSES	
17 y bajo	0.00%	0
18 - 59	25.00%	1
60+	75.00%	3
<b>TOTAL</b>		<b>4</b>

2022 Público Investigación de Transporte Condado de Grant

Q2 Necesito transporte público porque: (Marque todos los que correspondan)

Answered: 4 Skipped: 0



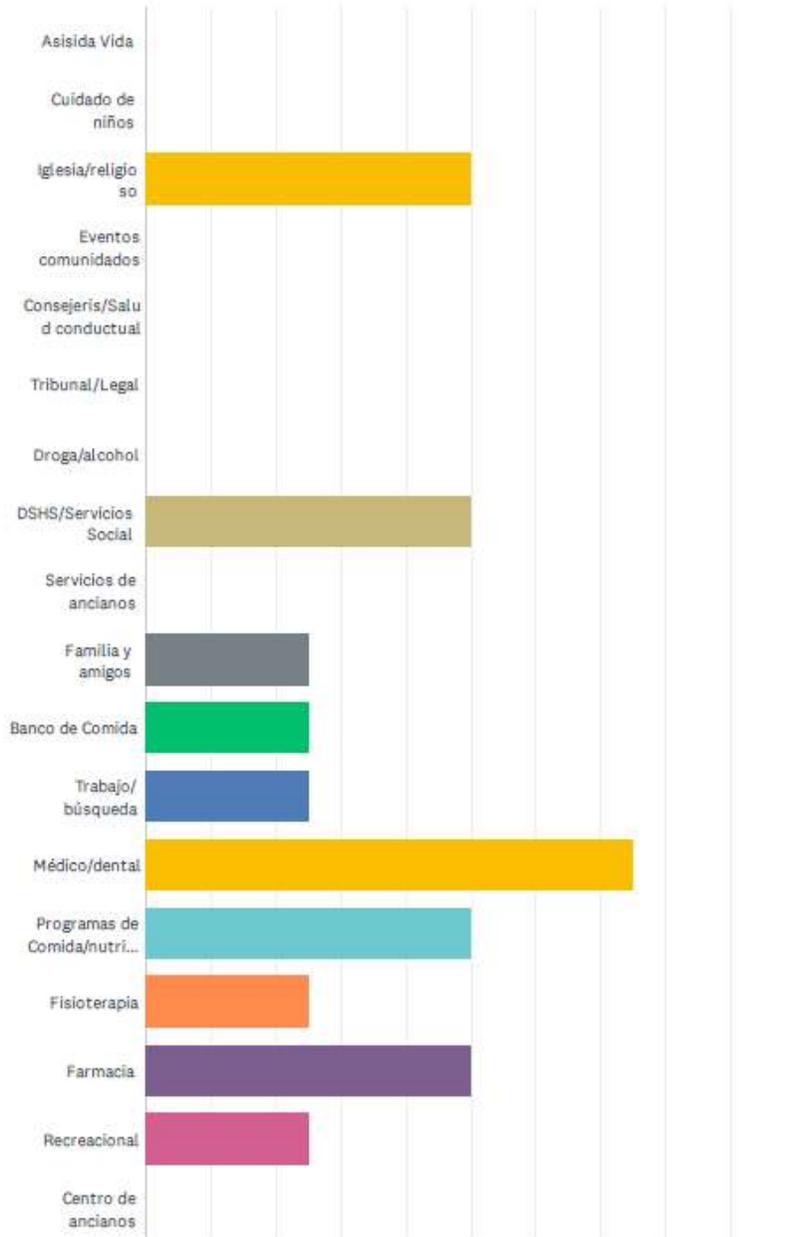
2022 Público Investigación de Transporte Condado de Grant

ANSWER CHOICES		RESPONSES	
Soy incapaz de caminar, andar en bicicleta, o conducir		25.00%	1
Prefiero utilizar el transporte público		50.00%	2
No tengo coche		75.00%	3
No tengo licencia de conducir actual		25.00%	1
No puedo permitirme el lujo de conducir		0.00%	0
Tengo una discapacidad		25.00%	1
Soy una persona mayor y no manejo		25.00%	1
Prefiero no conducir en el tiempo inclemente, o despues del anochecer		25.00%	1
Transporte no está disponible cuando lo necesito		0.00%	0
Otro:		0.00%	0
Total Respondents: 4			
#	OTRO:	DATE	
	There are no responses.		

2022 Público Investigación de Transporte Condado de Grant

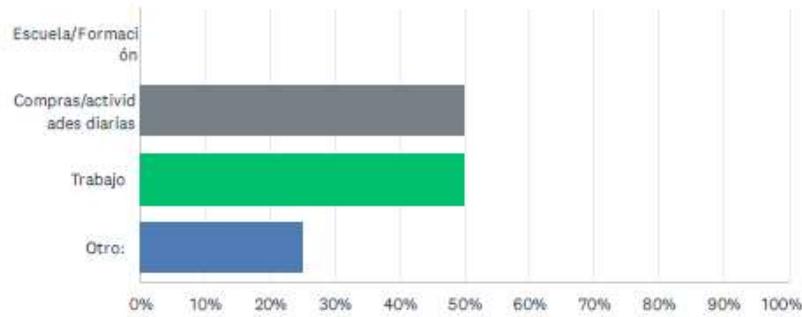
Q3 Necesito transporte para los siguientes servicios: (Compruebe sus 5 primeras opciones)

Answered: 4 Skipped: 0



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2022 Público Investigación de Transporte Condado de Grant



ANSWER CHOICES	RESPONSES	
Asisida Vida	0.00%	0
Cuidado de niños	0.00%	0
Iglesia/religioso	50.00%	2
Eventos comunidades	0.00%	0
Consejeris/Salud conductual	0.00%	0
Tribunal/Legal	0.00%	0
Droga/alcohol	0.00%	0
DSHS/Servicios Social	50.00%	2
Servicios de ancianos	0.00%	0
Familia y amigos	25.00%	1
Banco de Comida	25.00%	1
Trabajo/ búsqueda	25.00%	1
Médico/dental	75.00%	3
Programas de Comida/nutrición	50.00%	2
Fisioterapia	25.00%	1
Farmacia	50.00%	2
Recreacional	25.00%	1
Centro de ancianos	0.00%	0
Escuela/Formación	0.00%	0
Compras/actividades diarias	50.00%	2
Trabajo	50.00%	2
Otro:	25.00%	1
<b>Total Respondents: 4</b>		

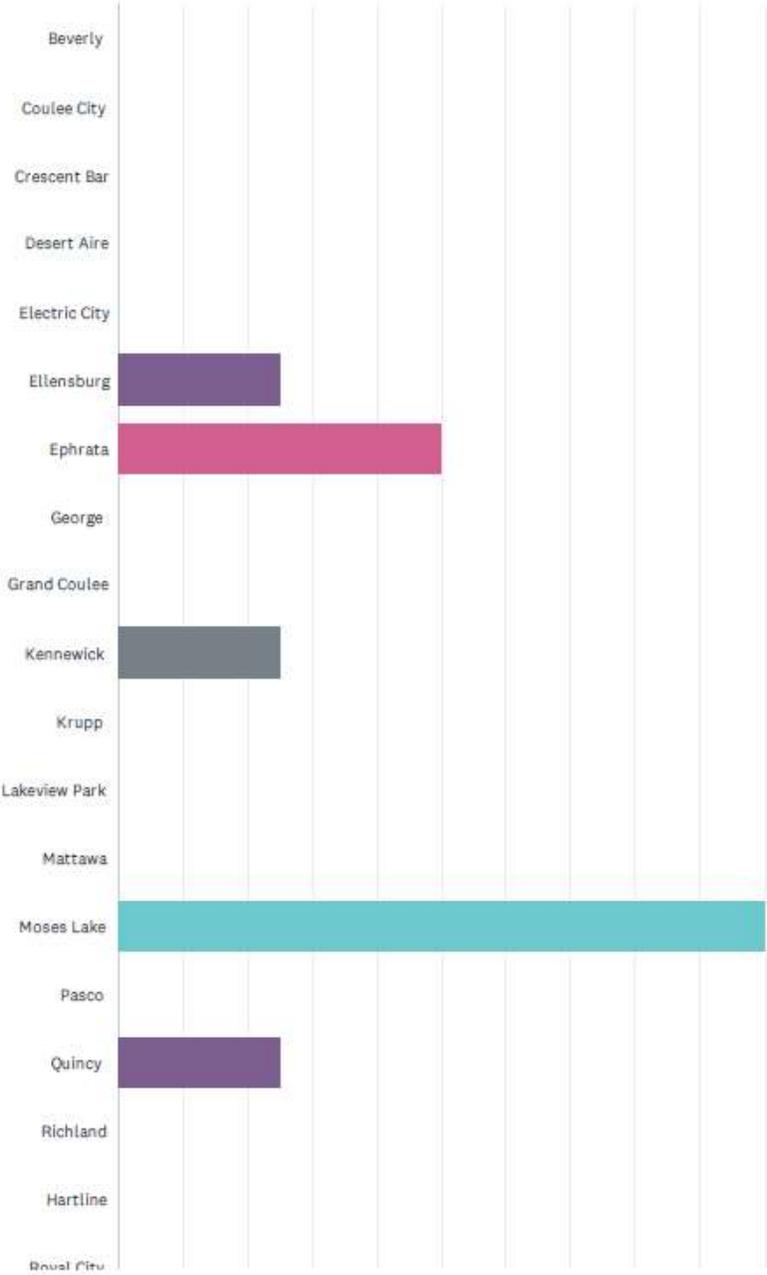
2022 Público Investigación de Transporte Condado de Grant

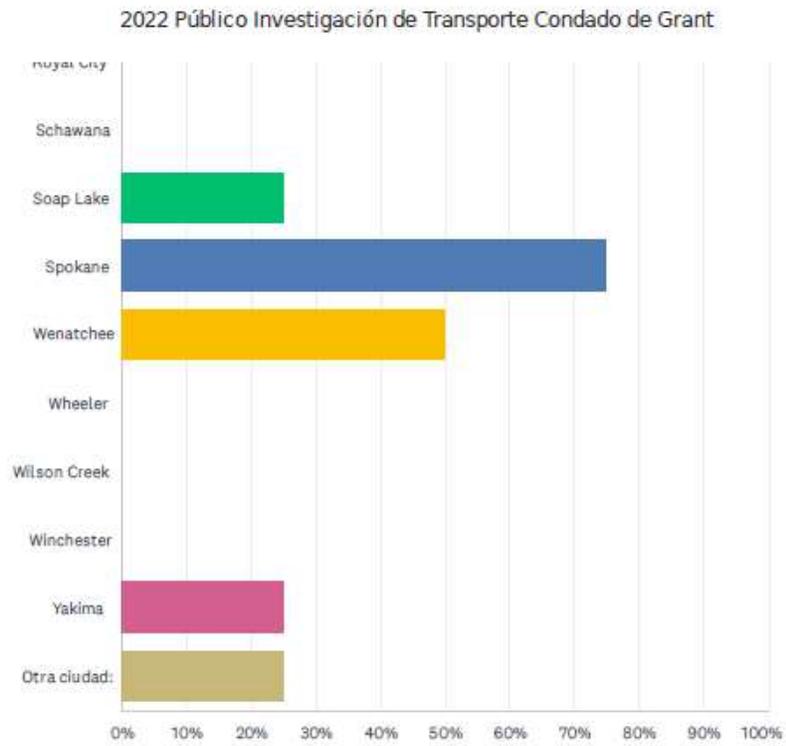
#	OTRO:	DATE
1	None provided	6/24/2022 1:59 PM

2022 Público Investigación de Transporte Condado de Grant

Q4 Necesito ir a: (Compruebe sus 5 primeras opciones)

Answered: 4 Skipped: 0





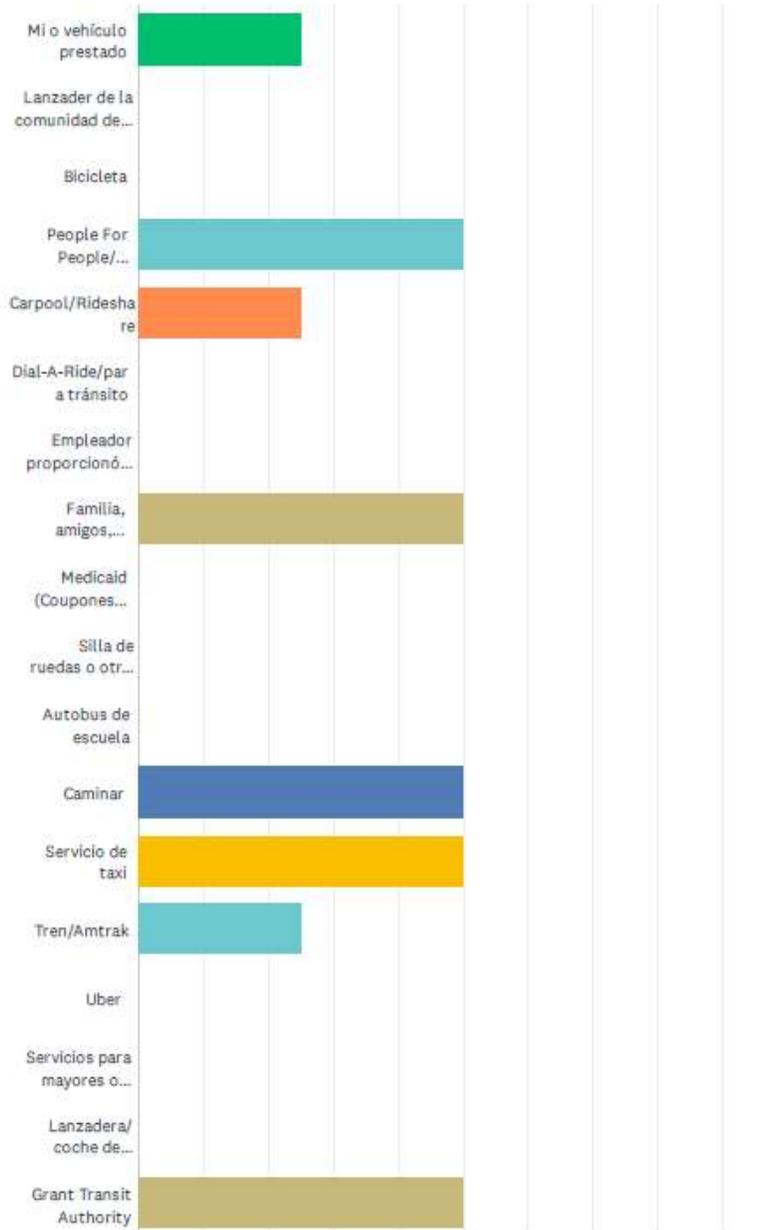
2022 Público Investigación de Transporte Condado de Grant

ANSWER CHOICES	RESPONSES	
Beverly	0.00%	0
Coulee City	0.00%	0
Crescent Bar	0.00%	0
Desert Aire	0.00%	0
Electric City	0.00%	0
Ellensburg	25.00%	1
Ephrata	50.00%	2
George	0.00%	0
Grand Coulee	0.00%	0
Kennewick	25.00%	1
Krupp	0.00%	0
Lakeview Park	0.00%	0
Mattawa	0.00%	0
Moses Lake	100.00%	4
Pasco	0.00%	0
Quincy	25.00%	1
Richland	0.00%	0
Hartline	0.00%	0
Royal City	0.00%	0
Schawana	0.00%	0
Soap Lake	25.00%	1
Spokane	75.00%	3
Wenatchee	50.00%	2
Wheeler	0.00%	0
Wilson Creek	0.00%	0
Winchester	0.00%	0
Yakima	25.00%	1
Otra ciudad:	25.00%	1
Total Respondents: 4		
#	OTRA CIUDAD:	DATE
1	Warden; Othello	4/8/2022 8:35 AM

2022 Público Investigación de Transporte Condado de Grant

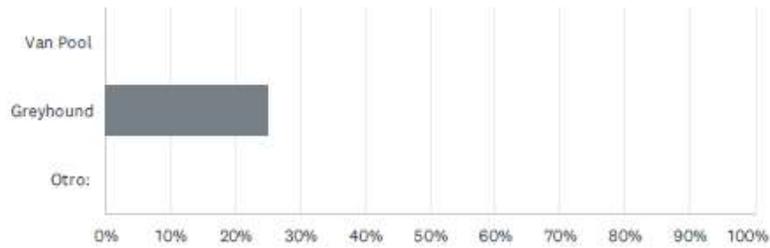
Q5 En los 3 meses pasados, he usado los siguientes medios de transporte: (Marque todos los que correspondan)

Answered: 4 Skipped: 0



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2022 Público Investigación de Transporte Condado de Grant



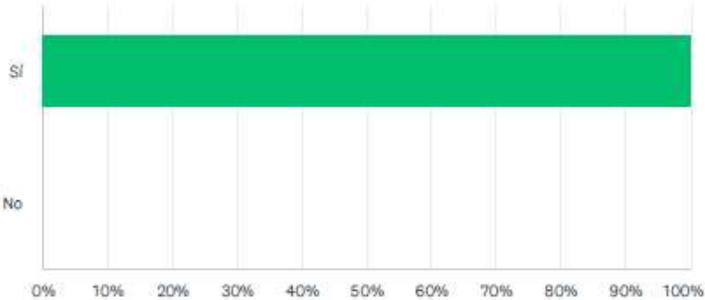
ANSWER CHOICES	RESPONSES	
Mi o vehículo prestado	25.00%	1
Lanzader de la comunidad de SMS	0.00%	0
Bicicleta	0.00%	0
People For People/ Conectores	50.00%	2
Carpool/Rideshare	25.00%	1
Dial-A-Ride/para tránsito	0.00%	0
Empleador proporcionó transporte	0.00%	0
Familia, amigos, voluntarios	50.00%	2
Medicaid (Coupones medicos)	0.00%	0
Silla de ruedas o otro movilidad	0.00%	0
Autobus de escuela	0.00%	0
Caminar	50.00%	2
Servicio de taxi	50.00%	2
Tren/Amtrak	25.00%	1
Uber	0.00%	0
Servicios para mayores o ancianos	0.00%	0
Lanzadera/ coche de Iglesia	0.00%	0
Grant Transit Authority	50.00%	2
Van Pool	0.00%	0
Greyhound	25.00%	1
Otro:	0.00%	0
Total Respondents: 4		

#	OTRO:	DATE
	There are no responses.	

2022 Público Investigación de Transporte Condado de Grant

Q6 Cree que los servicios actuales de transporte disponibles satisfacen sus necesidades y las de su comunidad?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Sí	100.00%	4
No	0.00%	0
TOTAL		4

2022 Público Investigación de Transporte Condado de Grant

Q7 Porque si o Porque no satisfacen sus necesidades ?

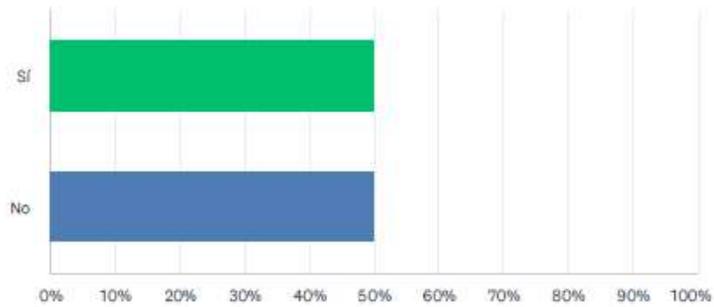
Answered: 2 Skipped: 2

#	RESPONSES	DATE
1	NA	6/27/2022 3:38 PM
2	Prestan el servicio cuando lo hemos requerido	6/27/2022 3:35 PM

2022 Público Investigación de Transporte Condado de Grant

Q8 ¿Se ha tenido que mover para mantener la independencia?

Answered: 4 Skipped: 0

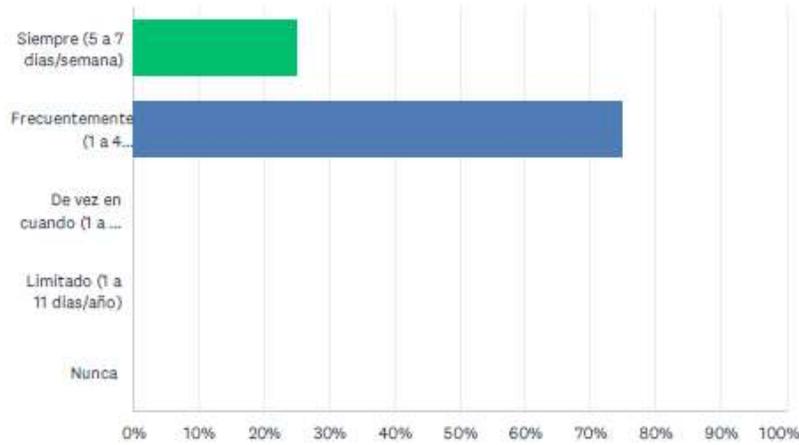


ANSWER CHOICES	RESPONSES	
Sí	50.00%	2
No	50.00%	2
<b>TOTAL</b>		<b>4</b>

2022 Público Investigación de Transporte Condado de Grant

Q9 Por favor indique con qué frecuencia necesita transporte público.

Answered: 4 Skipped: 0

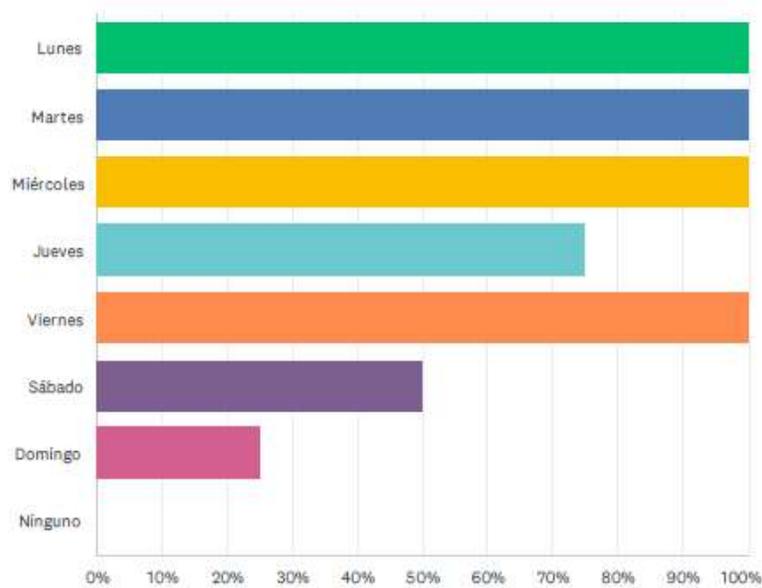


ANSWER CHOICES	RESPONSES	
Siempre (5 a 7 días/semana)	25.00%	1
Frecuentemente (1 a 4 días/semana)	75.00%	3
De vez en cuando (1 a 3 días/ month)	0.00%	0
Limitado (1 a 11 días/año)	0.00%	0
Nunca	0.00%	0
<b>TOTAL</b>		<b>4</b>

2022 Público Investigación de Transporte Condado de Grant

Q10 Indique el(los) día(s) de la semana en que necesita transporte público.

Answered: 4 Skipped: 0

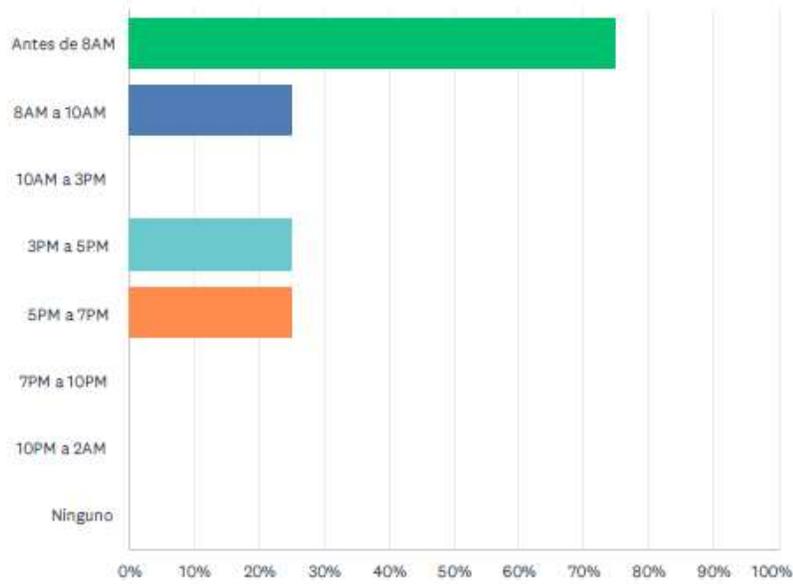


ANSWER CHOICES	RESPONSES	
Lunes	100.00%	4
Martes	100.00%	4
Miércoles	100.00%	4
Jueves	75.00%	3
Viernes	100.00%	4
Sábado	50.00%	2
Domingo	25.00%	1
Ninguno	0.00%	0
Total Respondents: 4		

2022 Público Investigación de Transporte Condado de Grant

Q11 Indique la hora(s) del día en que necesita transporte público.

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Antes de 8AM	75.00%	3
8AM a 10AM	25.00%	1
10AM a 3PM	0.00%	0
3PM a 5PM	25.00%	1
5PM a 7PM	25.00%	1
7PM a 10PM	0.00%	0
10PM a 2AM	0.00%	0
Ninguno	0.00%	0
Total Respondents: 4		

## 2022 Público Investigación de Transporte Condado de Grant

Q12 Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.

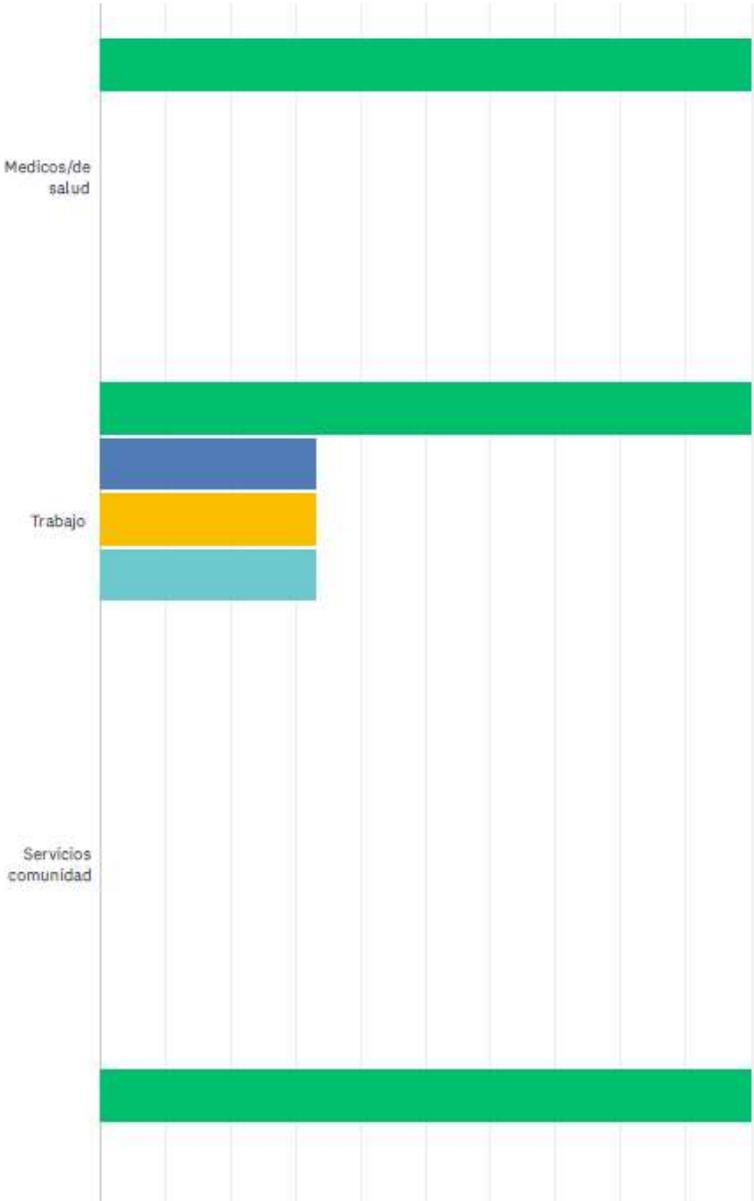
Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	NA	6/27/2022 3:38 PM
2	Central de Moses Lake	6/27/2022 3:35 PM
3	Not provided	6/24/2022 1:59 PM
4	Burres Moses Lake, WA. 98837	4/8/2022 8:35 AM

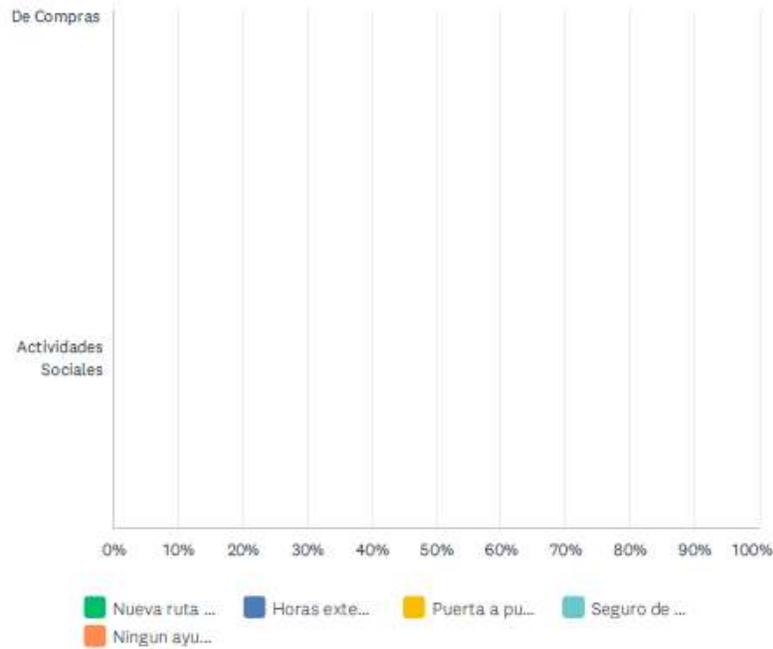
2022 Público Investigación de Transporte Condado de Grant

Q13 Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

Answered: 4 Skipped: 0



2022 Público Investigación de Transporte Condado de Grant



	NUEVA RUTA DE AUTOBÚS	HORAS EXTENDIDAS	PUERTA A PUERTA	SEGURO DE GAS	NINGUN AYUDA	TOTAL RESPONDENTS
Medicos/de salud	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2
Trabajo	100.00% 3	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3
Servicios comunidad	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
De Compras	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Actividades Sociales	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

2022 Público Investigación de Transporte Condado de Grant

Q14 ¡Gracias por completar esta encuesta! Sí usted tiene alguna pregunta, póngase en contacto con: People For People 304 West Lincoln Ave. Yakima, WA 98902 executiveassistant@pfp.org Fax: (509) 457-7897 Favor de enviar encuestas por correo electrónico o correo por Abril 25, 2022.

Answered: 1 Skipped: 3

#	RESPONSES	DATE
1	Para llegar a mi trabajo yo ago 2 hora de faq	6/24/2022 1:59 PM

4-County Service Provider Survey - 2022 Kittitas County

Q1 For Stakeholder Attendees Only - Please include your name to be entered into the drawing:

Answered: 7 Skipped: 1

#	RESPONSES	DATE
1	[REDACTED]	3/22/2022 8:50 AM
2	[REDACTED]	3/22/2022 7:31 AM
3	[REDACTED]	3/21/2022 3:15 PM
4	[REDACTED]	3/21/2022 1:56 PM
5	[REDACTED]	3/21/2022 1:52 PM
6	[REDACTED]	3/21/2022 1:36 PM
7	[REDACTED]	3/21/2022 12:58 PM

4-County Service Provider Survey - 2022 Kittitas County

Q2 Please provide the following information:

Answered: 8 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name of Organization	100.00%	8
Name of Program	87.50%	7
Street Address, City, State, Zip	100.00%	8
Telephone	100.00%	8
Contact Name	87.50%	7
Email	87.50%	7

#	NAME OF ORGANIZATION	DATE
1	Kittitas County Health Network	3/22/2022 8:50 AM
2	Housing Authority of Kittitas County	3/22/2022 7:31 AM
3	City of Ellensburg	3/21/2022 3:15 PM
4	Central Washington Disability Resources	3/21/2022 1:56 PM
5	Central Washington University	3/21/2022 1:52 PM
6	Aging & Long Term Care	3/21/2022 1:36 PM
7	Merit Resource Services	3/21/2022 12:58 PM
8	City of Ellensburg	1/25/2022 2:31 PM

#	NAME OF PROGRAM	DATE
1	Care Coordination	3/22/2022 8:50 AM
2	Low income housing / Tax Credit	3/22/2022 7:31 AM
3	Central Transit	3/21/2022 3:15 PM
4	College of Business	3/21/2022 1:52 PM
5	[REDACTED]	3/21/2022 1:36 PM
6	Mental Health/Recovery Navigator	3/21/2022 12:58 PM
7	Central Transit	1/25/2022 2:31 PM

#	STREET ADDRESS, CITY, STATE, ZIP	DATE
1	[REDACTED]	3/22/2022 8:50 AM
2	[REDACTED]	3/22/2022 7:31 AM
3	[REDACTED]	3/21/2022 3:15 PM
4	[REDACTED]	3/21/2022 1:56 PM
5	[REDACTED]	3/21/2022 1:52 PM
6	[REDACTED]	3/21/2022 1:36 PM
7	[REDACTED]	3/21/2022 12:58 PM
8	[REDACTED]	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

#	TELEPHONE	DATE
1	[REDACTED]	3/22/2022 8:50 AM
2	[REDACTED]	3/22/2022 7:31 AM
3	[REDACTED]	3/21/2022 3:15 PM
4	[REDACTED]	3/21/2022 1:56 PM
5	[REDACTED]	3/21/2022 1:52 PM
6	[REDACTED]	3/21/2022 1:36 PM
7	[REDACTED]	3/21/2022 12:58 PM
8	[REDACTED]	1/25/2022 2:31 PM
#	CONTACT NAME	DATE
1	[REDACTED]	3/22/2022 8:50 AM
2	[REDACTED]	3/22/2022 7:31 AM
3	[REDACTED]	3/21/2022 3:15 PM
4	[REDACTED]	3/21/2022 1:52 PM
5	[REDACTED]	3/21/2022 1:36 PM
6	[REDACTED]	3/21/2022 12:58 PM
7	[REDACTED]	1/25/2022 2:31 PM
#	EMAIL	DATE
1	[REDACTED]	3/22/2022 8:50 AM
2	[REDACTED]	3/22/2022 7:31 AM
3	[REDACTED]	3/21/2022 3:15 PM
4	[REDACTED]	3/21/2022 1:52 PM
5	[REDACTED]	3/21/2022 1:36 PM
6	[REDACTED]	3/21/2022 12:58 PM
7	[REDACTED]	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q3 Days/Hours of Operation:

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	M-F, 9am-4pm	3/22/2022 8:50 AM
2	8-5	3/22/2022 7:31 AM
3	Daily 7AM - 7PM	3/21/2022 3:15 PM
4	30 hours a week	3/21/2022 1:56 PM
5	M-F; 7am-6pm	3/21/2022 1:52 PM
6	8:30-5:00, M-F (excluding holidays)	3/21/2022 1:36 PM
7	Mon-Fri 8:00am-6:00pm	3/21/2022 12:58 PM
8	Daily 7a.m. - 7p.m.	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q4 Description of Services:

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	Care coordination and connecting vulnerable members of our community to resources.	3/22/2022 8:50 AM
2	low income housing	3/22/2022 7:31 AM
3	Fixed Route, ADA Paratransit, 24-7 NEMT Cabulance Service	3/21/2022 3:15 PM
4	center for independent living assisting for people with disabilities	3/21/2022 1:56 PM
5	Higher Education	3/21/2022 1:52 PM
6	Information & referral, case management, support for unpaid caregivers. Clientele are people 18 & older who are disabled or people over 60 whether disabled or not.	3/21/2022 1:36 PM
7	Individual Counseling, group counseling, education, peer support	3/21/2022 12:58 PM
8	Fixed Route, ADA Paratransit, NEMT Cabulance	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q5 Approximate number of clients that need transportation services:

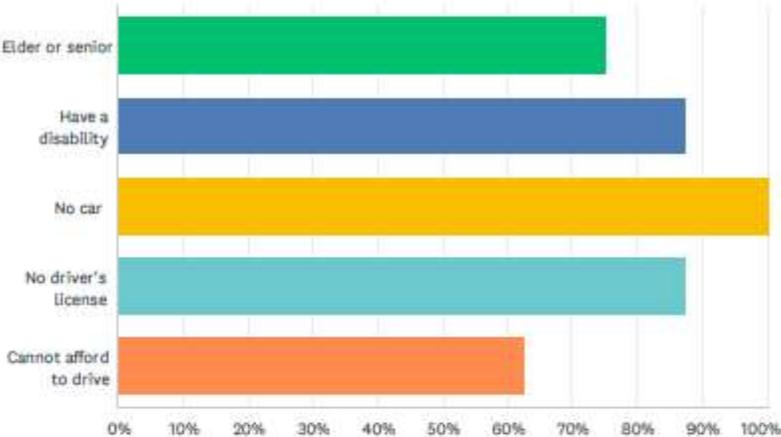
Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	30	3/22/2022 8:50 AM
2	50-160	3/22/2022 7:31 AM
3	150,000 Plus	3/21/2022 3:15 PM
4	15	3/21/2022 1:56 PM
5	unknown percentage of students, faculty & staff	3/21/2022 1:52 PM
6	250	3/21/2022 1:36 PM
7	15%	3/21/2022 12:58 PM
8	Unknown	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q6 Client characteristics that need transportation services. (Check all that apply)

Answered: 8 Skipped: 0

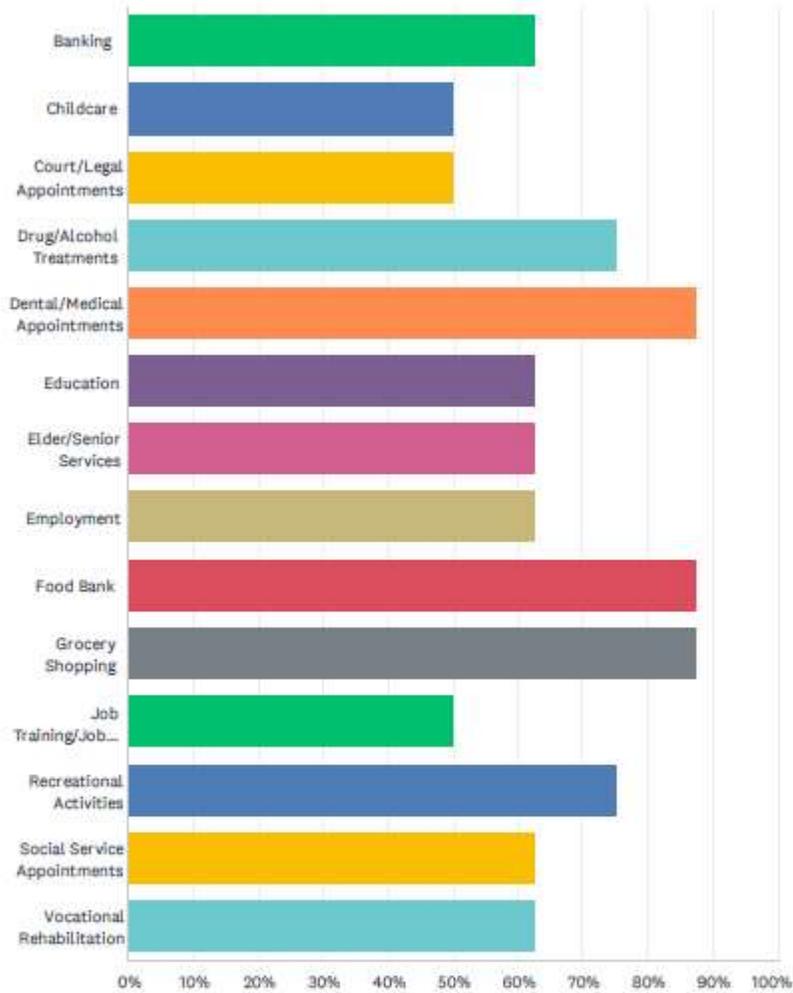


ANSWER CHOICES	RESPONSES	
Elder or senior	75.00%	6
Have a disability	87.50%	7
No car	100.00%	8
No driver's license	87.50%	7
Cannot afford to drive	62.50%	5
Total Respondents: 8		

4-County Service Provider Survey - 2022 Kittitas County

Q7 Clients need transportation to: (Check all that apply)

Answered: 8 Skipped: 0



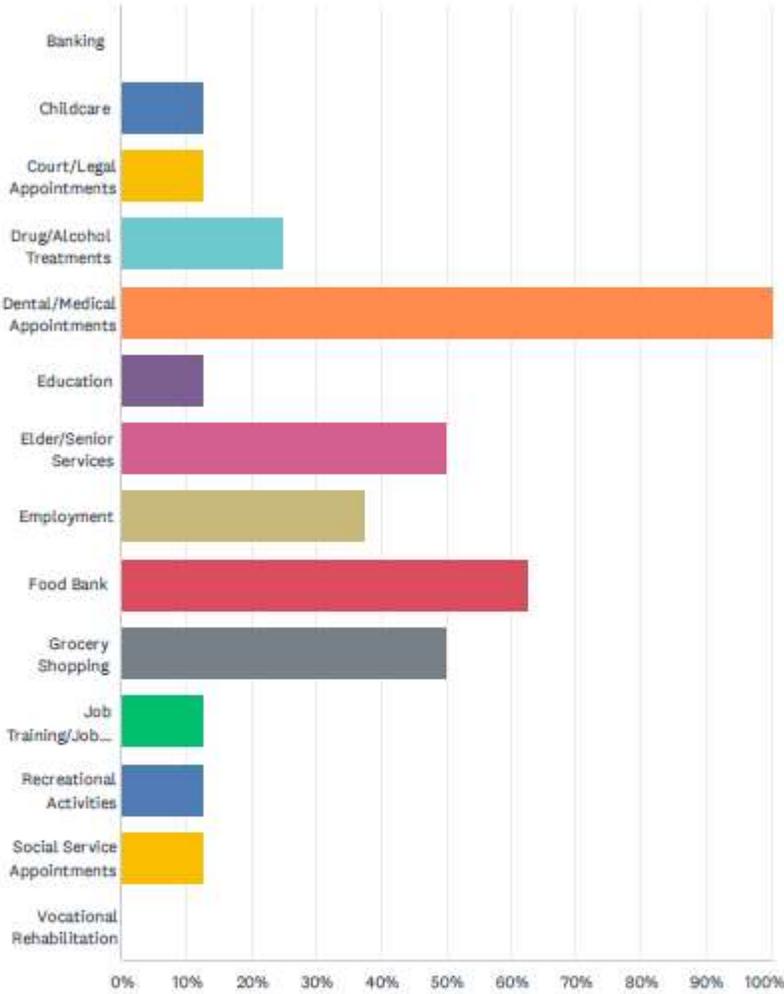
4-County Service Provider Survey - 2022 Kittitas County

ANSWER CHOICES	RESPONSES	
Banking	62.50%	5
Childcare	50.00%	4
Court/Legal Appointments	50.00%	4
Drug/Alcohol Treatments	75.00%	6
Dental/Medical Appointments	87.50%	7
Education	62.50%	5
Elder/Senior Services	62.50%	5
Employment	62.50%	5
Food Bank	87.50%	7
Grocery Shopping	87.50%	7
Job Training/Job Search	50.00%	4
Recreational Activities	75.00%	6
Social Service Appointments	62.50%	5
Vocational Rehabilitation	62.50%	5
Total Respondents: 8		

4-County Service Provider Survey - 2022 Kittitas County

Q8 Where do you see the great need for transportation: (Check you top 3 choices)

Answered: 8 Skipped: 0



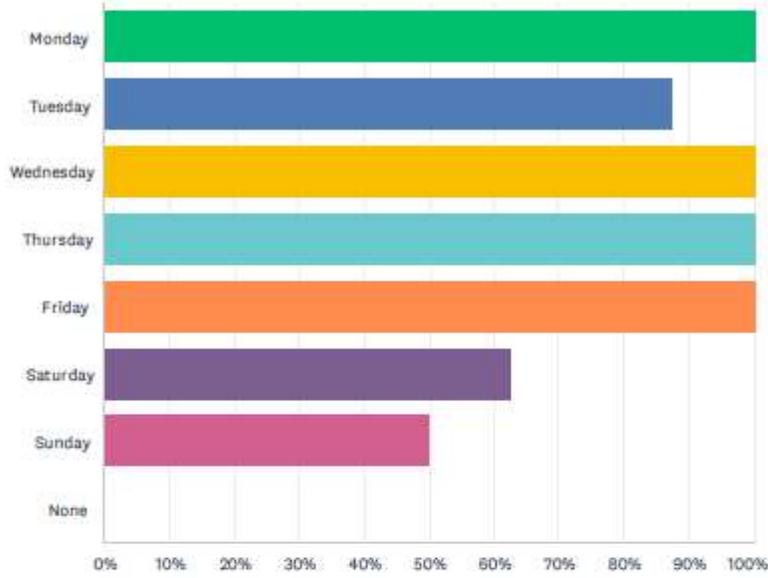
4-County Service Provider Survey - 2022 Kittitas County

ANSWER CHOICES	RESPONSES	
Banking	0.00%	0
Childcare	12.50%	1
Court/Legal Appointments	12.50%	1
Drug/Alcohol Treatments	25.00%	2
Dental/Medical Appointments	100.00%	8
Education	12.50%	1
Elder/Senior Services	50.00%	4
Employment	37.50%	3
Food Bank	62.50%	5
Grocery Shopping	50.00%	4
Job Training/Job Search	12.50%	1
Recreational Activities	12.50%	1
Social Service Appointments	12.50%	1
Vocational Rehabilitation	0.00%	0
Total Respondents: 8		

4-County Service Provider Survey - 2022 Kittitas County

Q9 What day(s) of the week do your clients generally need transportation? (Check all that apply)

Answered: 8 Skipped: 0

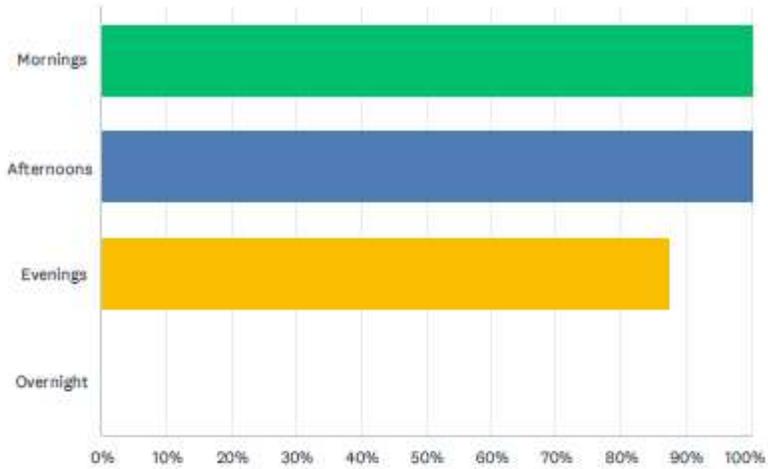


ANSWER CHOICES	RESPONSES	
Monday	100.00%	8
Tuesday	87.50%	7
Wednesday	100.00%	8
Thursday	100.00%	8
Friday	100.00%	8
Saturday	62.50%	5
Sunday	50.00%	4
None	0.00%	0
Total Respondents: 8		

4-County Service Provider Survey - 2022 Kittitas County

Q10 What time(s) of the day do your client's generally need transportation? (Check all that apply)

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Mornings	100.00%	8
Afternoons	100.00%	8
Evenings	87.50%	7
Overnight	0.00%	0
Total Respondents: 8		

4-County Service Provider Survey - 2022 Kittitas County

Q11 What general locations (city, town, area) do your clients need transportation from and to?

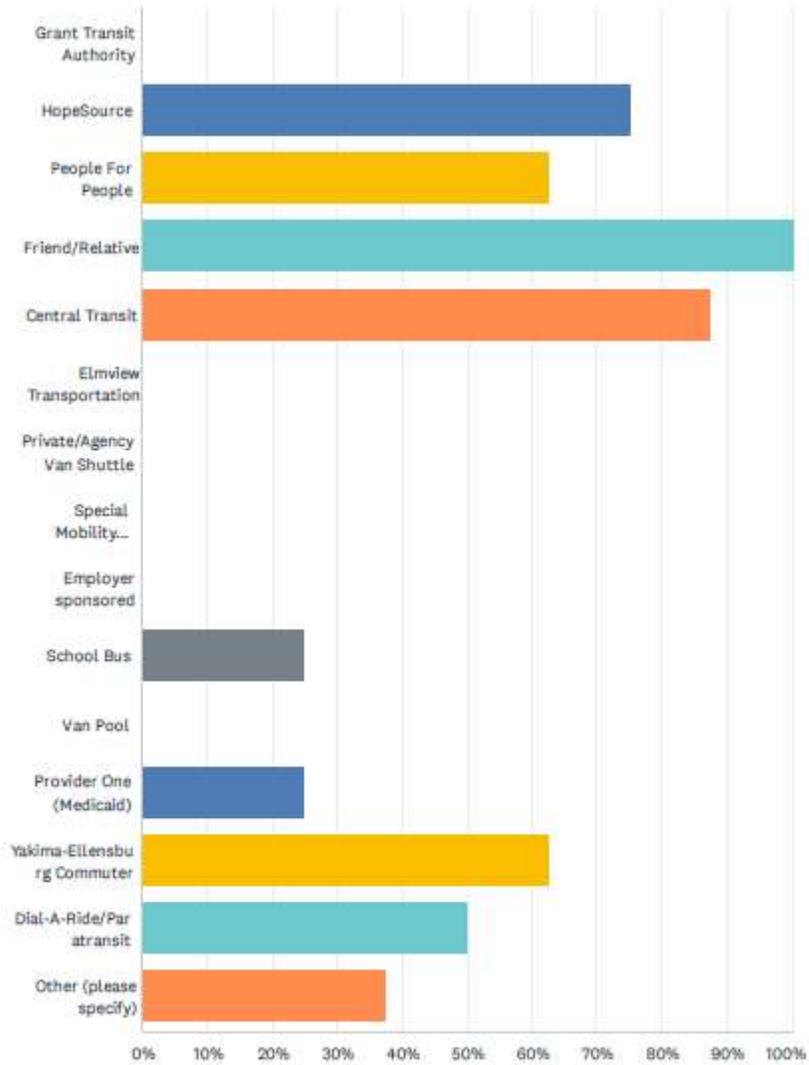
Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	upper county/rural areas to appointments in Ellensburg and Yakima	3/22/2022 8:50 AM
2	Kittitas to Ellensburg and back home	3/22/2022 7:31 AM
3	Within the City Limits of Ellensburg, WA	3/21/2022 3:15 PM
4	Ellensburg in town. Doctor's appointments, food bank, grocery store	3/21/2022 1:56 PM
5	CWU	3/21/2022 1:52 PM
6	Throughout Kittitas County, to Yakima, Wenatchee, sometimes the Seattle area	3/21/2022 1:36 PM
7	Within Kittitas County and at times Yakima County	3/21/2022 12:58 PM
8	Downtown, Health, Shopping, CWU	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q12 What transportation is available for your clients? (Check all that apply)

Answered: 8 Skipped: 0



4-County Service Provider Survey - 2022 Kittitas County

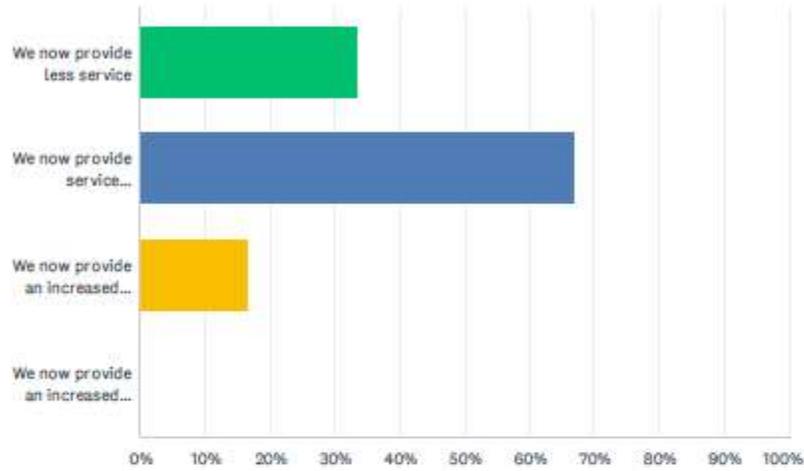
ANSWER CHOICES	RESPONSES	
Grant Transit Authority	0.00%	0
HopeSource	75.00%	6
People For People	62.50%	5
Friend/Relative	100.00%	8
Central Transit	87.50%	7
Elmview Transportation	0.00%	0
Private/Agency Van Shuttle	0.00%	0
Special Mobility Services (SMS) – Shuttle	0.00%	0
Employer sponsored	0.00%	0
School Bus	25.00%	2
Van Pool	0.00%	0
Provider One (Medicaid)	25.00%	2
Yakima-Ellensburg Commuter	62.50%	5
Dial-A-Ride/Paratransit	50.00%	4
Other (please specify)	37.50%	3
Total Respondents: 8		

#	OTHER (PLEASE SPECIFY)	DATE
1	Greyhound, AppleLine, FlixBus, Airporter Shuttle	3/21/2022 3:15 PM
2	Volunteers	3/21/2022 1:36 PM
3	Apple Line, Bellair, Greyhound, Kittitas County Connector	1/25/2022 2:31 PM

4-County Service Provider Survey - 2022 Kittitas County

Q13 How has COVID-19 affected your service and need for transportation?

Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES
We now provide less service	33.33% 2
We now provide service differently (videoconference, phone, etc.)	66.67% 4
We now provide an increased level of service that has increased need for transportation	16.67% 1
We now provide an increased level of service that does not require additional transportation	0.00% 0
Total Respondents: 6	

2022 Public Transportation Research Kittitas County

Q1 Please enter your name if stakeholder to be entered into the drawing:

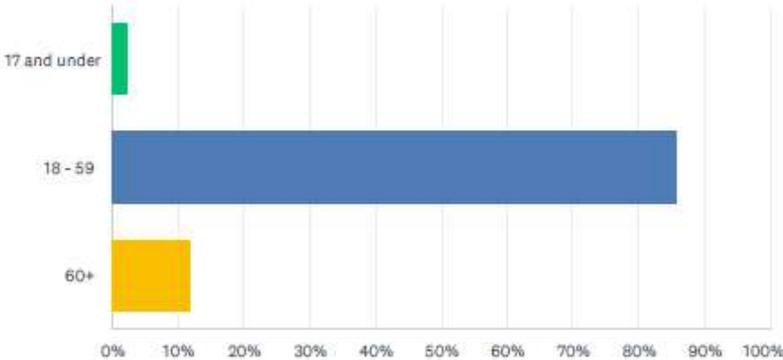
Answered: 9 Skipped: 33

#	RESPONSES	DATE
1	[REDACTED]	6/18/2022 11:09 PM
2	[REDACTED]	5/29/2022 4:34 PM
3	[REDACTED]	5/26/2022 6:06 PM
4	[REDACTED]	5/26/2022 8:04 AM
5	[REDACTED]	4/7/2022 12:25 PM
6	[REDACTED]	4/7/2022 12:24 PM
7	[REDACTED]	4/6/2022 2:19 PM
8	[REDACTED]	3/22/2022 6:56 AM
9	[REDACTED]	3/21/2022 3:48 PM

2022 Public Transportation Research Kittitas County

Q2 I am age:

Answered: 42 Skipped: 0

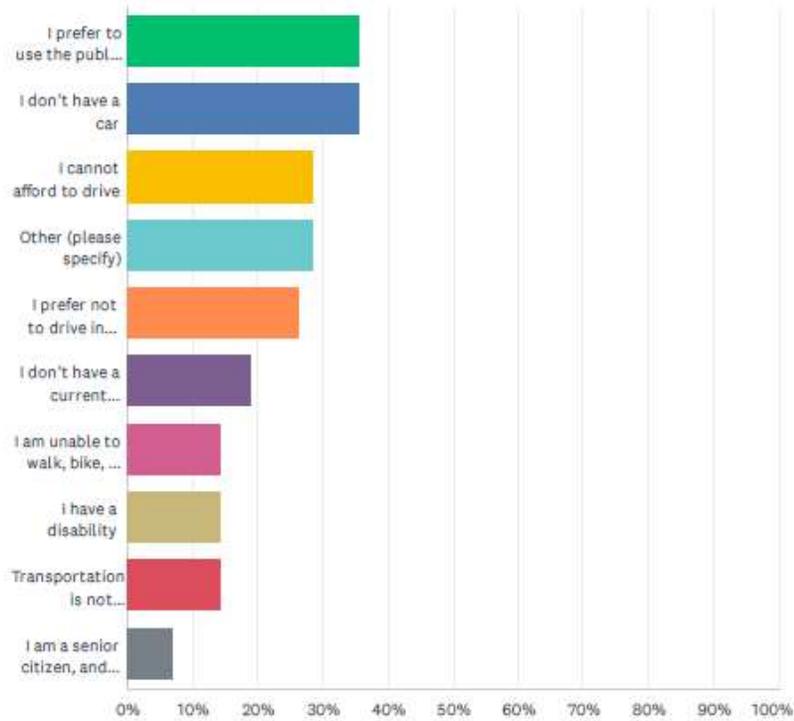


ANSWER CHOICES	RESPONSES	
17 and under	2.38%	1
18 - 59	85.71%	36
60+	11.90%	5
TOTAL		42

2022 Public Transportation Research Kittitas County

Q3 I need transportation because: (Check all that apply)

Answered: 42 Skipped: 0



2022 Public Transportation Research Kittitas County

ANSWER CHOICES	RESPONSES	
I prefer to use the public transit	35.71%	15
I don't have a car	35.71%	15
I cannot afford to drive	28.57%	12
Other (please specify)	28.57%	12
I prefer not to drive in inclement weather, or after dark	26.19%	11
I don't have a current driver's license	19.05%	8
I am unable to walk, bike, or drive	14.29%	6
I have a disability	14.29%	6
Transportation is not available when I need it	14.29%	6
I am a senior citizen, and do not drive	7.14%	3
Total Respondents: 42		

#	OTHER (PLEASE SPECIFY)	DATE
1	Climate	6/13/2022 9:33 AM
2	Need options as a just in case	5/29/2022 10:48 AM
3	Very hard to move from King Co. that has everything.	5/26/2022 6:06 PM
4	Public transportation is vital in every community	5/26/2022 8:04 AM
5	Don't need transit system	4/10/2022 12:24 PM
6	J	4/7/2022 12:24 PM
7	Choice/save gas	3/28/2022 4:44 PM
8	I've never driven a vehicle.	3/28/2022 4:41 PM
9	Great Service!	3/28/2022 4:29 PM
10	I don't need transportation assistance	3/28/2022 12:24 PM
11	Environmental sustainability	3/24/2022 10:27 AM
12	We have low income residents in Kittitas, WA that don't have transportation to get in to Ellensburg daily	3/22/2022 6:56 AM

2022 Public Transportation Research Kittitas County

Q4 I need transportation for the following services: (Check your top 5 choices)

Answered: 42 Skipped: 0

2022 Public Transportation Research Kittitas County



2022 Public Transportation Research Kittitas County

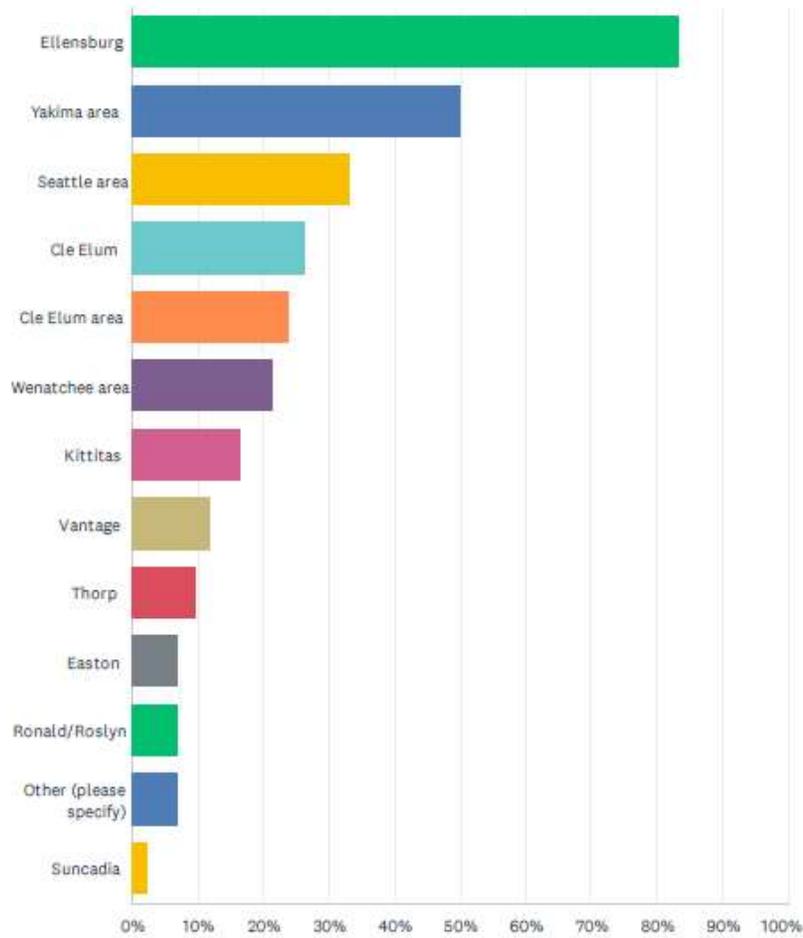
ANSWER CHOICES	RESPONSES	
Shopping/Daily activities	76.19%	32
Medical/Dental	50.00%	21
Work	47.62%	20
Recreational	28.57%	12
Community Events	26.19%	11
Family and Friends	26.19%	11
Pharmacy	26.19%	11
Education/Training	26.19%	11
Counseling/Behavioral Health	14.29%	6
Food Bank	14.29%	6
Other (please specify)	14.29%	6
Church/Religious	9.52%	4
DSHS/Social Services	9.52%	4
PhysicalTherapy	9.52%	4
Court/Legal	4.76%	2
Nutrition/Meal Programs	4.76%	2
Childcare	2.38%	1
Elder/Senior Services	2.38%	1
Total Respondents: 42		

#	OTHER (PLEASE SPECIFY)	DATE
1	Public transportation should always be an option!	5/26/2022 8:04 AM
2	Don't need transit system	4/10/2022 12:24 PM
3	Gym	4/7/2022 12:25 PM
4	J	4/7/2022 12:24 PM
5	Did not specify any response	3/28/2022 4:37 PM
6	day to day transportation needed for low income individuals or elderly	3/22/2022 6:56 AM

2022 Public Transportation Research Kittitas County

Q5 I need to go to: (Check your top 5 choices)

Answered: 42 Skipped: 0



2022 Public Transportation Research Kittitas County

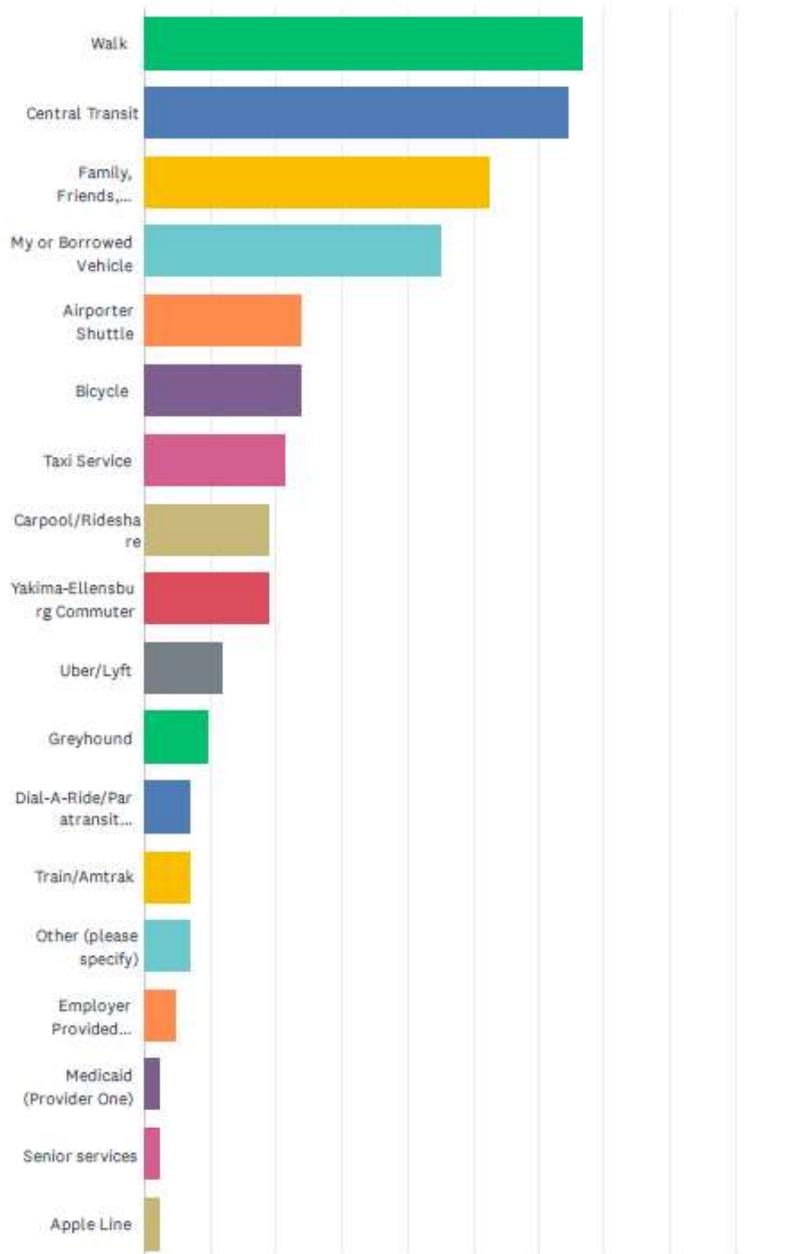
ANSWER CHOICES	RESPONSES	
Ellensburg	83.33%	35
Yakima area	50.00%	21
Seattle area	33.33%	14
Cle Elum	26.19%	11
Cle Elum area	23.81%	10
Wenatchee area	21.43%	9
Kittitas	16.67%	7
Vantage	11.90%	5
Thorp	9.52%	4
Easton	7.14%	3
Ronald/Roslyn	7.14%	3
Other (please specify)	7.14%	3
Suncadia	2.38%	1
Total Respondents: 42		

#	OTHER (PLEASE SPECIFY)	DATE
1	Transit systems are a waste of my money	4/10/2022 12:24 PM
2	M	4/7/2022 12:24 PM
3	Did not specify any response	3/28/2022 4:37 PM

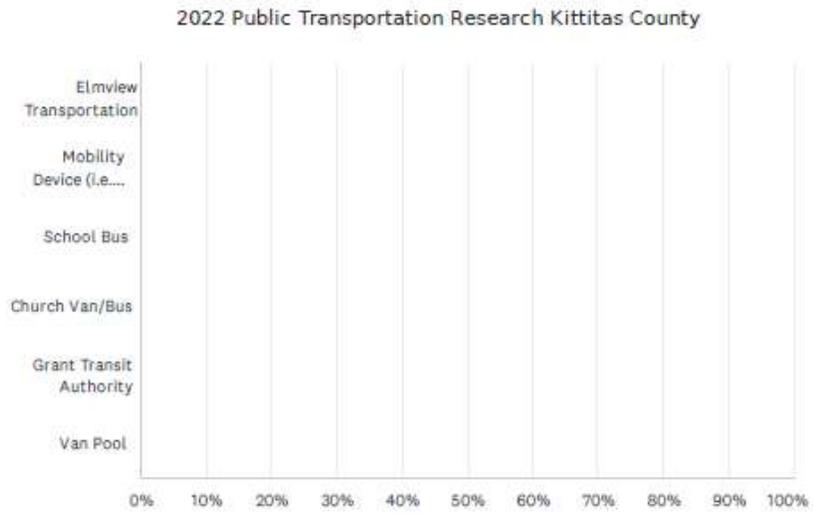
2022 Public Transportation Research Kittitas County

Q6 In the past 3 months, I used the following means of transportation:  
(Check all that apply)

Answered: 42 Skipped: 0



10 / 22



2022 Public Transportation Research Kittitas County

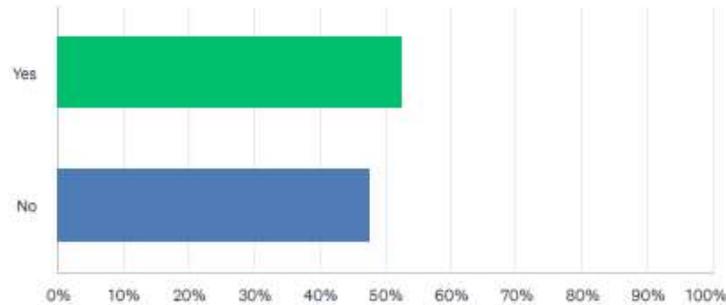
ANSWER CHOICES	RESPONSES	
Walk	66.67%	28
Central Transit	64.29%	27
Family, Friends, Volunteer	52.38%	22
My or Borrowed Vehicle	45.24%	19
Airporter Shuttle	23.81%	10
Bicycle	23.81%	10
Taxi Service	21.43%	9
Carpool/Rideshare	19.05%	8
Yakima-Ellensburg Commuter	19.05%	8
Uber/Lyft	11.90%	5
Greyhound	9.52%	4
Dial-A-Ride/Paratransit (HopeSource)	7.14%	3
Train/Amtrak	7.14%	3
Other (please specify)	7.14%	3
Employer Provided Transportation	4.76%	2
Medicaid (Provider One)	2.38%	1
Senior services	2.38%	1
Apple Line	2.38%	1
Elmview Transportation	0.00%	0
Mobility Device (i.e. wheelchair)	0.00%	0
School Bus	0.00%	0
Church Van/Bus	0.00%	0
Grant Transit Authority	0.00%	0
Van Pool	0.00%	0
Total Respondents: 42		

#	OTHER (PLEASE SPECIFY)	DATE
1	Public transportation should be available even though I can drive myself	5/26/2022 8:04 AM
2	Vehicle	3/28/2022 12:24 PM
3	unsure, assuming they don't go unless they find a ride	3/22/2022 6:56 AM

2022 Public Transportation Research Kittitas County

Q7 Do you feel that the current transportation services available meet your needs and the needs of your community?

Answered: 42 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.38%	22
No	47.62%	20
<b>TOTAL</b>		<b>42</b>

#	WHY OR WHY NOT?	DATE
1	Central Transit is free and goes to most areas of Ellensburg	6/29/2022 2:03 PM
2	We need more routes to the West Side. We also need more frequency.	6/29/2022 1:58 PM
3	The timed stops need work. I suggest making ones in north, south, and at safeway.	6/18/2022 11:09 PM
4	REOPEN THE IRON GOAT!!	6/13/2022 9:33 AM
5	Hard time understanding schedules and maps. I need to be able to say: pick me up at my house and take me to this doctor	6/6/2022 10:59 AM
6	I am not aware of any route that stops frequently in my Elk Heights area.	5/29/2022 4:34 PM
7	There isn't any.	5/26/2022 6:06 PM
8	Can always improve	5/26/2022 8:04 AM
9	Bumpy Road (Brooklane Village) its hard to get same day paid transit	4/8/2022 8:27 AM
10	No direct route to hospital and community health	4/8/2022 8:23 AM
11	Ridership is low	4/7/2022 12:25 PM
12	I use the bus to get from Cle Elum to Ellensburg for work primarily. There are not enough times in the day when the bus goes.	3/28/2022 4:41 PM
13	Have no family, just me.	3/28/2022 4:37 PM
14	This service is great to have in the community, time frames are great.	3/28/2022 4:32 PM
15	They do a great job to get me where I need to be.	3/28/2022 4:29 PM
16	I don't like having to take two buses to get to the Hospital.	3/28/2022 4:22 PM

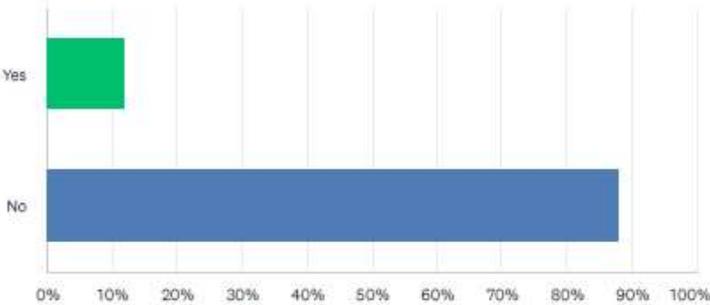
2022 Public Transportation Research Kittitas County

17	Buses don't run late enough	3/28/2022 4:19 PM
18	I get to where I need to go.	3/28/2022 4:17 PM
19	It takes me where I need to go. On time.	3/28/2022 4:09 PM
20	Inconsistent Drivers	3/28/2022 4:01 PM
21	unknown	3/28/2022 12:24 PM
22	Hope Source does not go to Kittitas regularly	3/22/2022 6:56 AM
23	I live outside the City Limits	3/21/2022 3:48 PM
24	The buses in Central Transit come frequently enough for it being in a small town, and it's consistent and reliable.	3/20/2022 11:47 AM
25	I would like to see transportation expanded	3/4/2022 10:25 AM
26	Would like a stop on Hwy 10	1/31/2022 1:17 PM
27	Need to go to Kittitas	1/31/2022 1:13 PM

2022 Public Transportation Research Kittitas County

Q8 Due to lack of transportation I have had to move to maintain independence?

Answered: 42 Skipped: 0

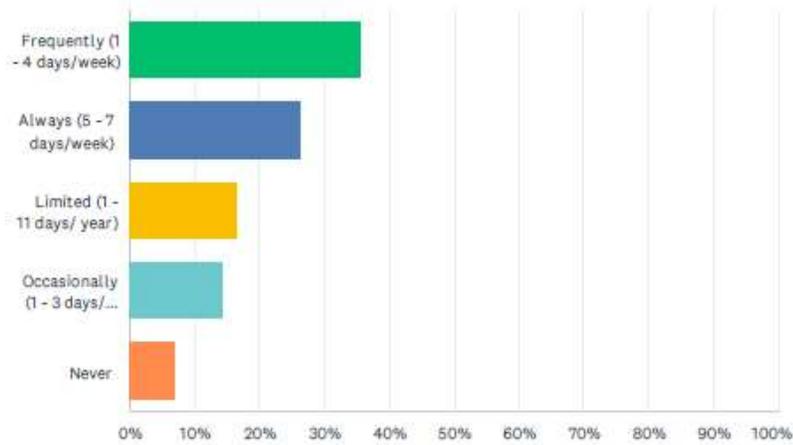


ANSWER CHOICES	RESPONSES	
Yes	11.90%	5
No	88.10%	37
TOTAL		42

2022 Public Transportation Research Kittitas County

Q9 Please indicate how often you need public transportation.

Answered: 42 Skipped: 0

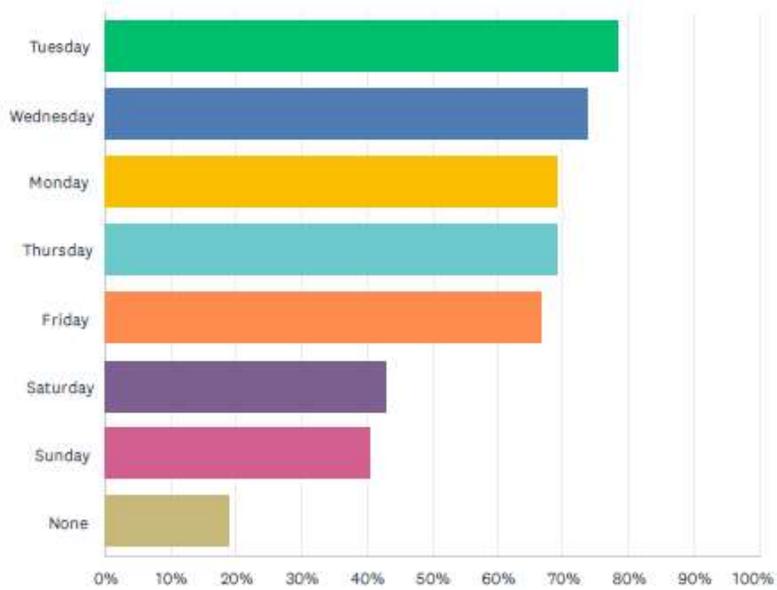


ANSWER CHOICES	RESPONSES	
Frequently (1 - 4 days/week)	35.71%	15
Always (5 - 7 days/week)	26.19%	11
Limited (1 - 11 days/ year)	16.67%	7
Occasionally (1 - 3 days/ month)	14.29%	6
Never	7.14%	3
<b>TOTAL</b>		<b>42</b>

2022 Public Transportation Research Kittitas County

Q10 Indicate the day(s) of the week you need public transportation.

Answered: 42 Skipped: 0

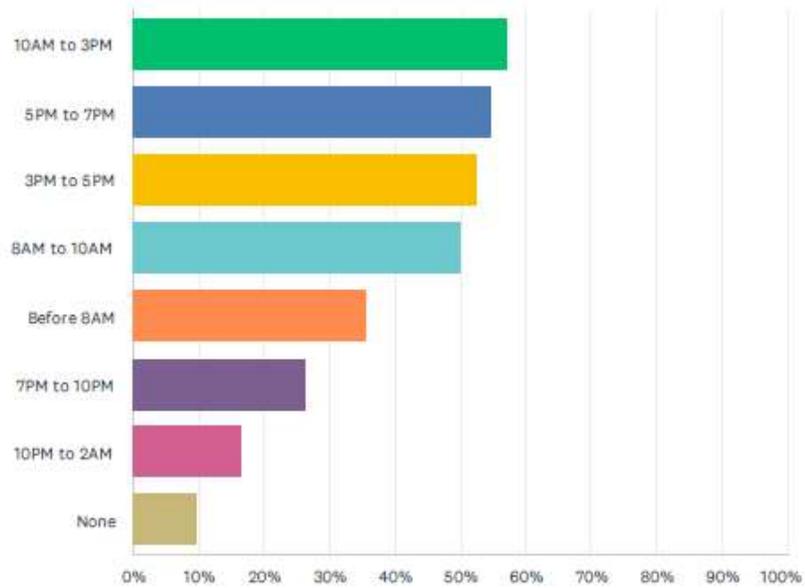


ANSWER CHOICES	RESPONSES	
Tuesday	78.57%	33
Wednesday	73.81%	31
Monday	69.05%	29
Thursday	69.05%	29
Friday	66.67%	28
Saturday	42.86%	18
Sunday	40.48%	17
None	19.05%	8
Total Respondents: 42		

2022 Public Transportation Research Kittitas County

Q11 Indicate the time(s) of the day you need public transportation.

Answered: 42 Skipped: 0



ANSWER CHOICES	RESPONSES	
10AM to 3PM	57.14%	24
5PM to 7PM	54.76%	23
3PM to 5PM	52.38%	22
8AM to 10AM	50.00%	21
Before 8AM	35.71%	15
7PM to 10PM	26.19%	11
10PM to 2AM	16.67%	7
None	9.52%	4
Total Respondents: 42		

2022 Public Transportation Research Kittitas County

Q12 For mapping purposes only, please identify your pick-up location if you were to use transportation services: (Address or Crossroad, City, Zip Code)

Answered: 42 Skipped: 0

#	RESPONSES	DATE
1	Not provided	6/30/2022 8:51 AM
2	Not provided	6/29/2022 2:05 PM
3	[REDACTED] Ellensburg 98926	6/29/2022 2:03 PM
4	[REDACTED] Ellensburg 98926	6/29/2022 2:00 PM
5	[REDACTED] Ellensburg 98926	6/29/2022 1:58 PM
6	The verge area.	6/18/2022 11:09 PM
7	None Provided	6/13/2022 9:33 AM
8	98926	6/6/2022 10:59 AM
9	[REDACTED] Cle Elum	5/29/2022 4:34 PM
10	Cle elum 98922	5/29/2022 10:48 AM
11	98922	5/26/2022 6:06 PM
12	Main and Pennsylvania Ave, 98922	5/26/2022 8:04 AM
13	98946	4/10/2022 12:24 PM
14	Brooklane Village Ellensburg, 98926	4/8/2022 8:27 AM
15	[REDACTED] Ellensburg, 98926	4/8/2022 8:23 AM
16	5th and Kittitas	4/7/2022 12:25 PM
17	J	4/7/2022 12:24 PM
18	98926 / [REDACTED]	4/6/2022 2:19 PM
19	[REDACTED] Ellensburg, WA. 98926	3/28/2022 4:44 PM
20	[REDACTED] Cle Elum, WA. 98922	3/28/2022 4:41 PM
21	No response was given	3/28/2022 4:37 PM
22	Manatoba & Ruby Ellensburg, WA. 98926	3/28/2022 4:35 PM
23	Helena Ave. Ellensburg, WA. 98926	3/28/2022 4:32 PM
24	Did not provide a response.	3/28/2022 4:29 PM
25	Alder & Helena Ellensburg, WA. 98926	3/28/2022 4:25 PM
26	N. Brooklane St.	3/28/2022 4:22 PM
27	Brooklane Village	3/28/2022 4:19 PM
28	None given	3/28/2022 4:17 PM
29	Safeway	3/28/2022 4:14 PM
30	Student Village	3/28/2022 4:09 PM

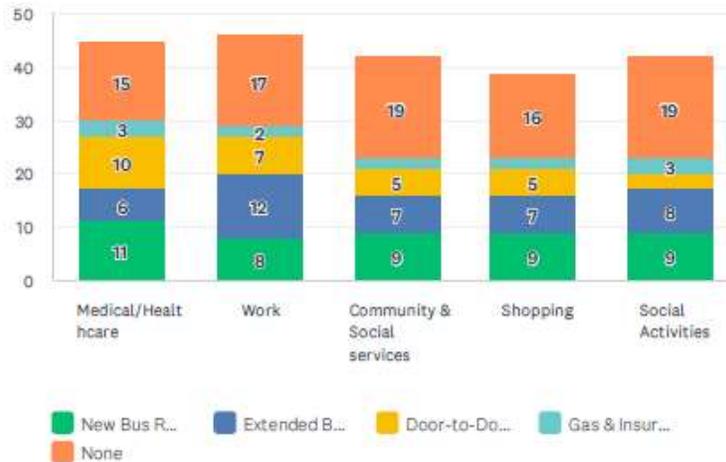
2022 Public Transportation Research Kittitas County

31	18th & Alder Ellensburg, WA. 98926	3/28/2022 4:06 PM
32	██████████ Ellensburg, WA. 98926	3/28/2022 4:01 PM
33	98941	3/28/2022 12:24 PM
34	98122	3/24/2022 10:27 AM
35	██████████ Kittitas WA 98934	3/22/2022 6:56 AM
36	Deer Valley Drive and Hwy 10	3/21/2022 3:48 PM
37	Walnut and 18th, Ellensburg, WA 98926	3/20/2022 11:47 AM
38	4th and ruby ellensburg washington I-90 West ellensburg washington	3/18/2022 8:19 PM
39	██████████ Ellensburg, 98926	3/4/2022 10:25 AM
40	Pioneer Rd., Ellensburg WA.	2/22/2022 4:06 PM
41	If there was a stop close to HWY 10 and 97 that would help	1/31/2022 1:17 PM
42	98926	1/31/2022 1:13 PM

2022 Public Transportation Research Kittitas County

Q13 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)

Answered: 42 Skipped: 0



	NEW BUS ROUTE (1)	EXTENDED BUS HOURS (2)	DOOR-TO-DOOR BUS (3)	GAS & INSURANCE HELP (4)	NONE (5)	TOTAL RESPONDENTS
Medical/Healthcare	30.56% 11	16.67% 6	27.78% 10	8.33% 3	41.67% 15	36
Work	21.05% 8	31.58% 12	18.42% 7	5.26% 2	44.74% 17	38
Community & Social services	25.71% 9	20.00% 7	14.29% 5	5.71% 2	54.29% 19	35
Shopping	26.47% 9	20.59% 7	14.71% 5	5.88% 2	47.06% 16	34
Social Activities	25.00% 9	22.22% 8	8.33% 3	8.33% 3	52.78% 19	36

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Medical/Healthcare	1.00	5.00	3.00	3.11		1.58
Work	1.00	5.00	3.00	3.17		1.56
Community & Social services	1.00	5.00	3.50	3.36		1.66
Shopping	1.00	5.00	3.00	3.23		1.66
Social Activities	1.00	5.00	4.00	3.36		1.67

## 2022 Public Transportation Research Kittitas County

Q14 Please write any additional comments regarding transportation services. Thank you for completing this survey! If you have any questions, please contact: People For People 304 West Lincoln Ave Yakima, WA 98902 executiveassistant@pfp.org Fax: (509) 457-7897 Please finish this survey by April 25, 2022.

Answered: 11 Skipped: 31

#	RESPONSES	DATE
1	High Speed Rail Please	6/13/2022 9:33 AM
2	It would be great to have the option of taking a bus to Dr and grocery shopping when the weather is bad.	5/29/2022 4:34 PM
3	April 25th?	5/26/2022 8:04 AM
4	Kittitas county doesn't need a transit system	4/10/2022 12:24 PM
5	Love Central Transit - Need help with the road and door to door services	4/8/2022 8:27 AM
6	Stop placing bus stops where it is hard to see oncoming traffic! Across Safeway for example leaving downtown it is almost impossible to see around the bus or two at that stop sign. It is blocking view of roadway, Bicyclists, pedestrians because you have to pull way up forward into crosswalk.	4/7/2022 12:24 PM
7	Love the bus service. Please extend the hours and routes.	3/28/2022 4:41 PM
8	Very thankful to have amazing people as drivers!	3/28/2022 4:32 PM
9	You guys are awesome keep doing what you're doing!! :)	3/28/2022 4:29 PM
10	Could improve by going back to the way it used to be.	3/28/2022 4:22 PM
11	Thank you for the services!	3/28/2022 4:09 PM

4-County Service Provider Survey - 2022 Lincoln County

Q1 Please include your name to be entered into the drawing:

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	[REDACTED]	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM
3	[REDACTED]	3/22/2022 12:13 PM
4	[REDACTED]	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q2 Please provide the following information:

Answered: 4 Skipped: 0

ANSWER CHOICES	RESPONSES
Name of Organization	100.00% 4
Name of Program	50.00% 2
Street Address, City, State, Zip	75.00% 3
Telephone	100.00% 4
Contact Name	75.00% 3
Email	100.00% 4

#	NAME OF ORGANIZATION	DATE
1	Lincoln County Health Department	3/30/2022 3:06 PM
2	Mayor of the town of Reardan	3/22/2022 12:13 PM
3	DDA	3/22/2022 12:13 PM
4	Lincoln County	3/22/2022 11:43 AM

#	NAME OF PROGRAM	DATE
1	WIC	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM

#	STREET ADDRESS, CITY, STATE, ZIP	DATE
1	[REDACTED] Davenport, WA 99122	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM
3	[REDACTED]	3/22/2022 12:13 PM

#	TELEPHONE	DATE
1	[REDACTED]	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM
3	[REDACTED]	3/22/2022 12:13 PM
4	[REDACTED]	3/22/2022 11:43 AM

#	CONTACT NAME	DATE
1	[REDACTED]	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM
3	[REDACTED]	3/22/2022 11:43 AM

#	EMAIL	DATE
1	[REDACTED]	3/30/2022 3:06 PM
2	[REDACTED]	3/22/2022 12:13 PM
3	[REDACTED]	3/22/2022 12:13 PM
4	[REDACTED]	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q3 Days/Hours of Operation:

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	Tues, Wed, Thurs but will provide services on Monday and Thurs	3/30/2022 3:06 PM
2	Anytime	3/22/2022 12:13 PM
3	M-F 8-5	3/22/2022 12:13 PM
4	9-5 mon-fri	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q4 Description of Services:

Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	WIC appointments	3/30/2022 3:06 PM
2	Transportation to Spokane or Davenport	3/22/2022 12:13 PM
3	Case Management	3/22/2022 12:13 PM
4	government services	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q5 Approximate number of clients that need transportation services:

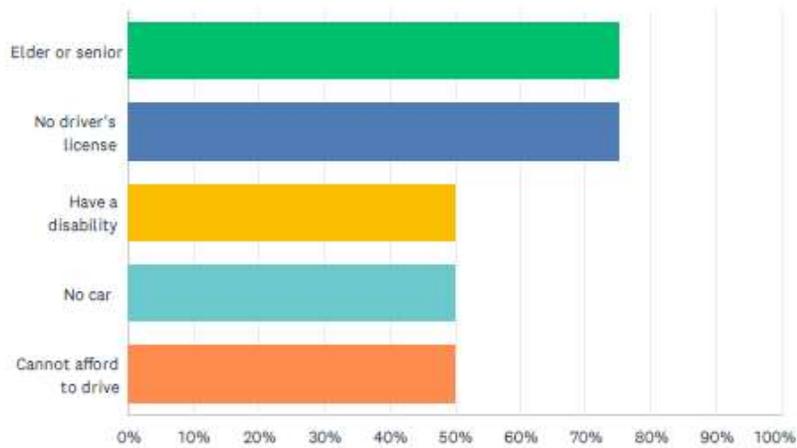
Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	10	3/30/2022 3:06 PM
2	50	3/22/2022 12:13 PM
3	over 100	3/22/2022 12:13 PM
4	unknown	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q6 Client characteristics that need transportation services. (Check all that apply)

Answered: 4 Skipped: 0

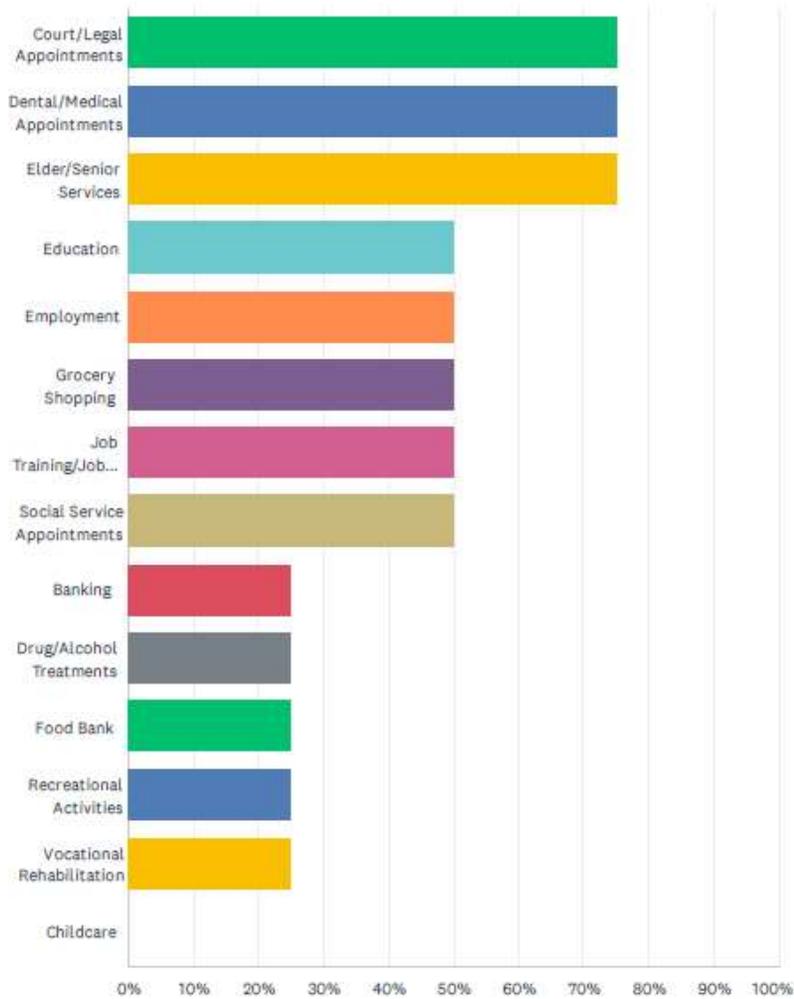


ANSWER CHOICES	RESPONSES	
Elder or senior	75.00%	3
No driver's license	75.00%	3
Have a disability	50.00%	2
No car	50.00%	2
Cannot afford to drive	50.00%	2
Total Respondents: 4		

4-County Service Provider Survey - 2022 Lincoln County

Q7 Clients need transportation to: (Check all that apply)

Answered: 4 Skipped: 0



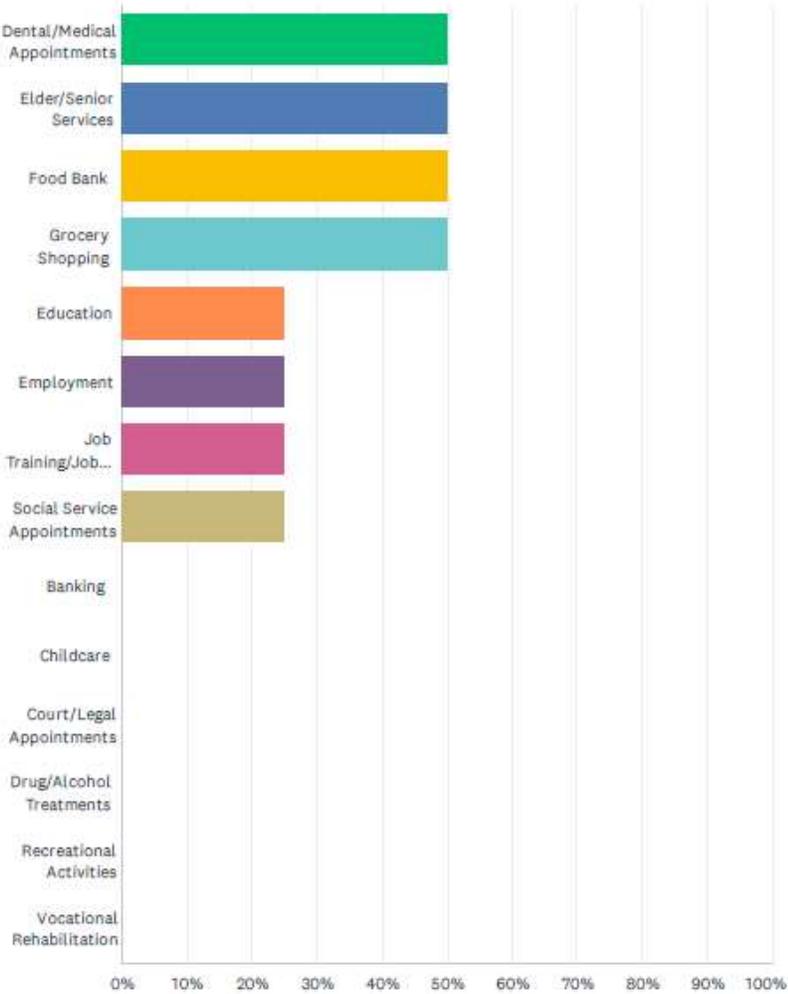
4-County Service Provider Survey - 2022 Lincoln County

ANSWER CHOICES	RESPONSES	
Court/Legal Appointments	75.00%	3
Dental/Medical Appointments	75.00%	3
Elder/Senior Services	75.00%	3
Education	50.00%	2
Employment	50.00%	2
Grocery Shopping	50.00%	2
Job Training/Job Search	50.00%	2
Social Service Appointments	50.00%	2
Banking	25.00%	1
Drug/Alcohol Treatments	25.00%	1
Food Bank	25.00%	1
Recreational Activities	25.00%	1
Vocational Rehabilitation	25.00%	1
Childcare	0.00%	0
Total Respondents: 4		

4-County Service Provider Survey - 2022 Lincoln County

Q8 Where do you see the great need for transportation: (Check you top 3 choices)

Answered: 4 Skipped: 0



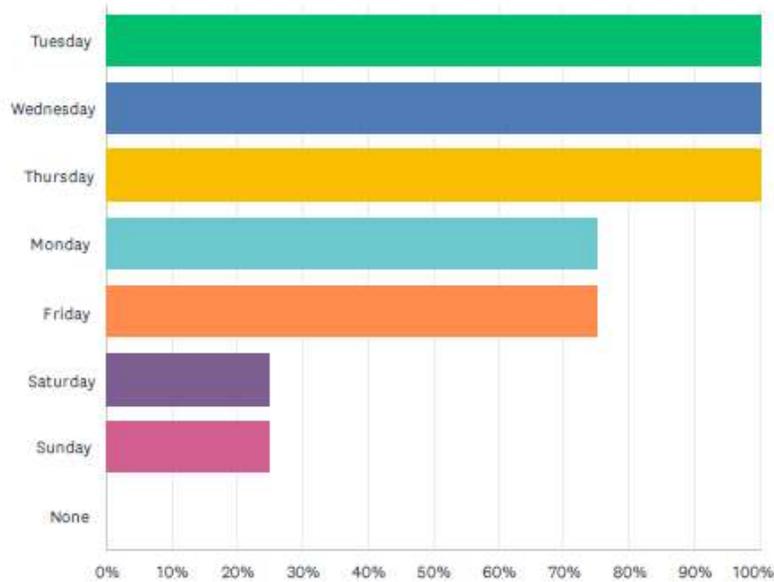
4-County Service Provider Survey - 2022 Lincoln County

ANSWER CHOICES	RESPONSES	
Dental/Medical Appointments	50.00%	2
Elder/Senior Services	50.00%	2
Food Bank	50.00%	2
Grocery Shopping	50.00%	2
Education	25.00%	1
Employment	25.00%	1
Job Training/Job Search	25.00%	1
Social Service Appointments	25.00%	1
Banking	0.00%	0
Childcare	0.00%	0
Court/Legal Appointments	0.00%	0
Drug/Alcohol Treatments	0.00%	0
Recreational Activities	0.00%	0
Vocational Rehabilitation	0.00%	0
Total Respondents: 4		

4-County Service Provider Survey - 2022 Lincoln County

Q9 What day(s) of the week do your clients generally need transportation? (Check all that apply)

Answered: 4 Skipped: 0

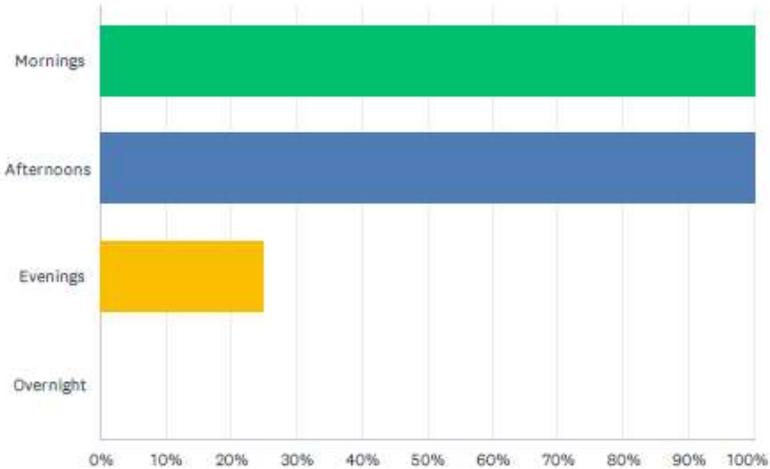


ANSWER CHOICES	RESPONSES	
Tuesday	100.00%	4
Wednesday	100.00%	4
Thursday	100.00%	4
Monday	75.00%	3
Friday	75.00%	3
Saturday	25.00%	1
Sunday	25.00%	1
None	0.00%	0
Total Respondents: 4		

4-County Service Provider Survey - 2022 Lincoln County

Q10 What time(s) of the day do your client's generally need transportation? (Check all that apply)

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Mornings	100.00%	4
Afternoons	100.00%	4
Evenings	25.00%	1
Overnight	0.00%	0
Total Respondents: 4		

4-County Service Provider Survey - 2022 Lincoln County

Q11 What general locations (city, town, area) do your clients need transportation from and to?

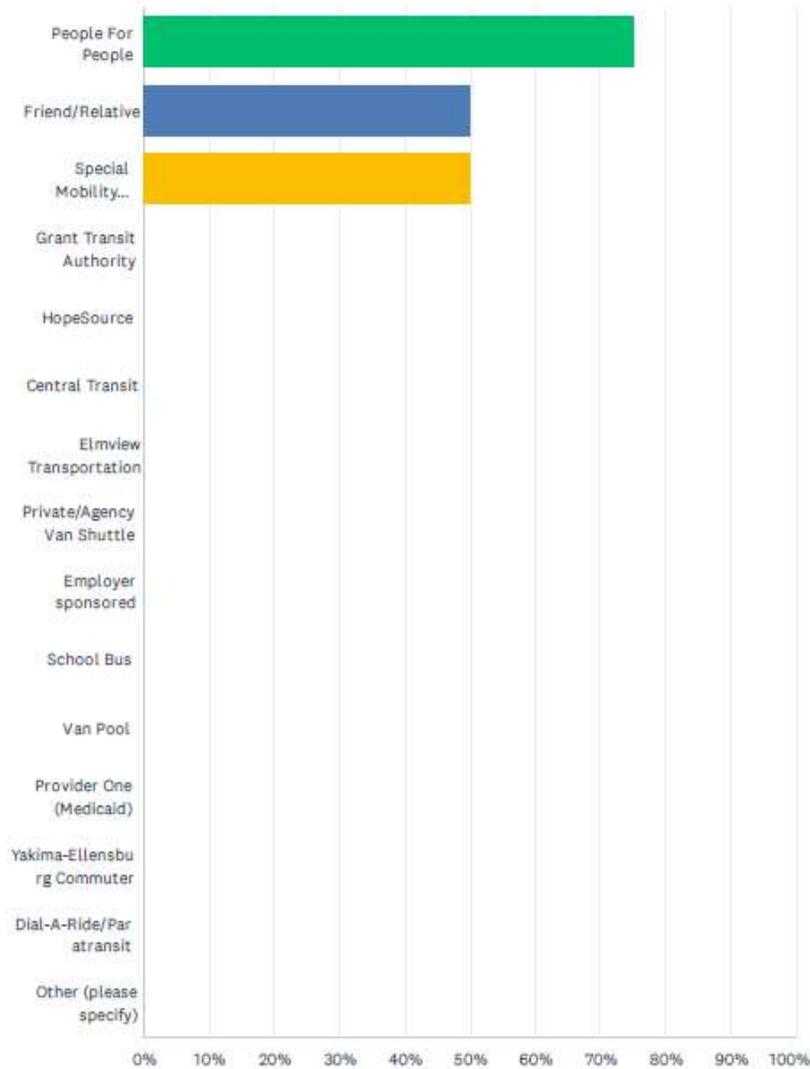
Answered: 4 Skipped: 0

#	RESPONSES	DATE
1	Lincoln County	3/30/2022 3:06 PM
2	Spokane or Davenport	3/22/2022 12:13 PM
3	Between Lincoln, Spokane, Adams and Stevens Counties	3/22/2022 12:13 PM
4	wilbur area	3/22/2022 11:43 AM

4-County Service Provider Survey - 2022 Lincoln County

Q12 What transportation is available for your clients? (Check all that apply)

Answered: 4 Skipped: 0



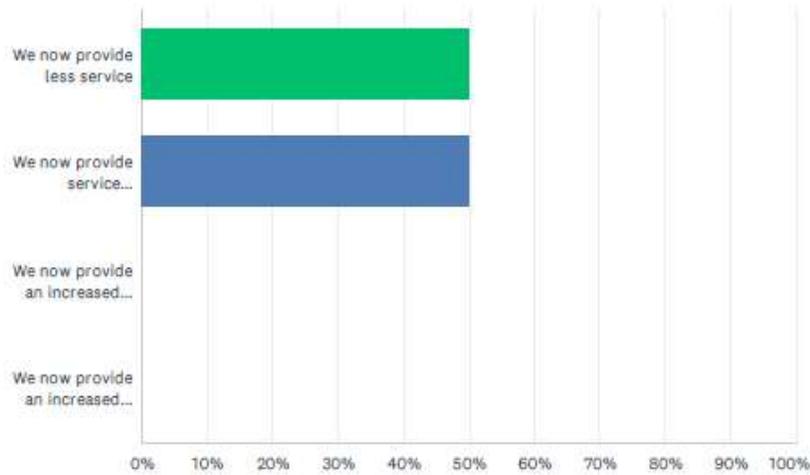
4-County Service Provider Survey - 2022 Lincoln County

ANSWER CHOICES		RESPONSES	
People For People		75.00%	3
Friend/Relative		50.00%	2
Special Mobility Services (SMS) – Shuttle		50.00%	2
Grant Transit Authority		0.00%	0
HopeSource		0.00%	0
Central Transit		0.00%	0
Elmview Transportation		0.00%	0
Private/Agency Van Shuttle		0.00%	0
Employer sponsored		0.00%	0
School Bus		0.00%	0
Van Pool		0.00%	0
Provider One (Medicaid)		0.00%	0
Yakima-Ellensburg Commuter		0.00%	0
Dial-A-Ride/Paratransit		0.00%	0
Other (please specify)		0.00%	0
Total Respondents: 4			
#	OTHER (PLEASE SPECIFY)	DATE	
	There are no responses.		

4-County Service Provider Survey - 2022 Lincoln County

Q13 How has COVID-19 affected your service and need for transportation? (Check all that apply)

Answered: 2 Skipped: 2

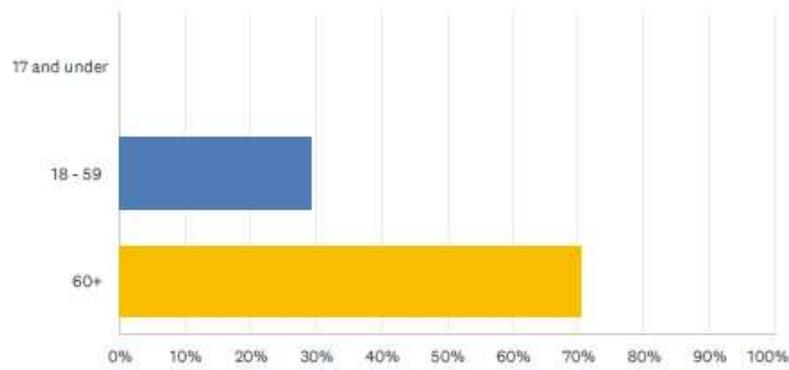


ANSWER CHOICES	RESPONSES	
We now provide less service	50.00%	1
We now provide service differently (videoconference, phone, etc.)	50.00%	1
We now provide an increased level of service that has increased need for transportation	0.00%	0
We now provide an increased level of service that does not require additional transportation	0.00%	0
Total Respondents: 2		

2022 Public Transportation Research Lincoln County

Q1 I am age:

Answered: 17 Skipped: 0

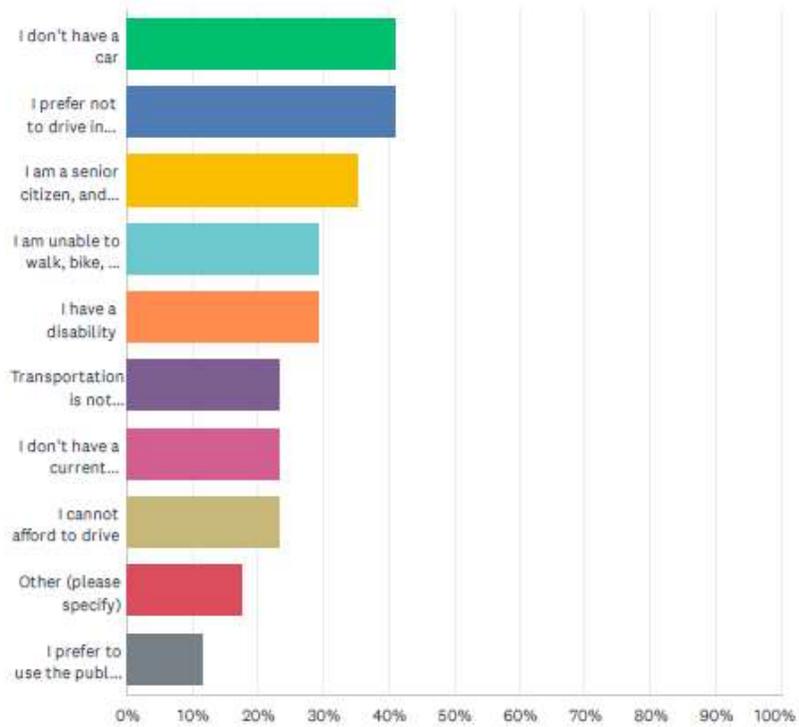


ANSWER CHOICES	RESPONSES	
17 and under	0.00%	0
18 - 59	29.41%	5
60+	70.59%	12
TOTAL		17

2022 Public Transportation Research Lincoln County

Q2 I need transportation because: (Check all that apply)

Answered: 17 Skipped: 0



2022 Public Transportation Research Lincoln County

ANSWER CHOICES	RESPONSES	
I don't have a car	41.18%	7
I prefer not to drive in inclement weather, or after dark	41.18%	7
I am a senior citizen, and do not drive	35.29%	6
I am unable to walk, bike, or drive	29.41%	5
I have a disability	29.41%	5
Transportation is not available when I need it	23.53%	4
I don't have a current driver's license	23.53%	4
I cannot afford to drive	23.53%	4
Other (please specify)	17.65%	3
I prefer to use the public transit	11.76%	2
Total Respondents: 17		

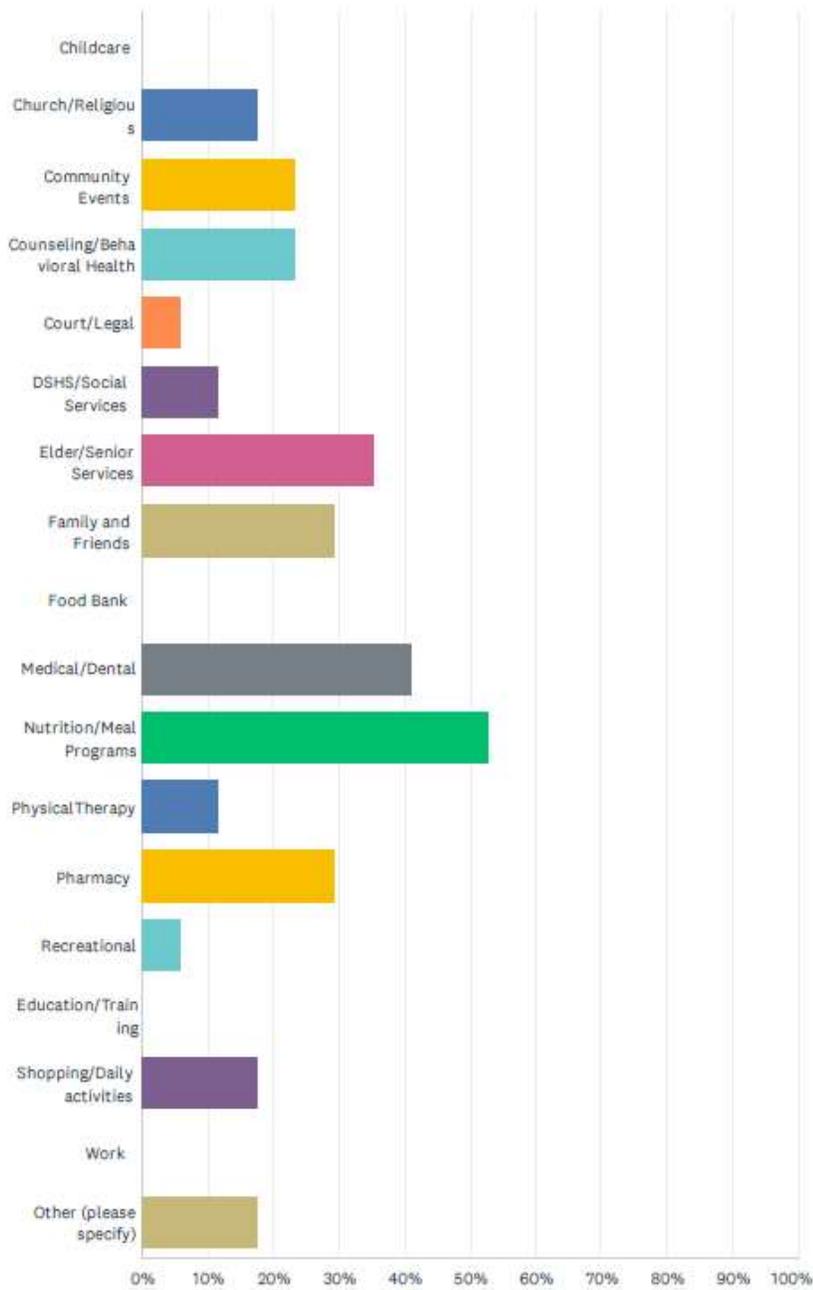
#	OTHER (PLEASE SPECIFY)	DATE
1	No running vehicle	6/30/2022 8:28 AM
2	i dont	4/22/2022 9:00 AM
3	I drive	4/22/2022 7:16 AM

2022 Public Transportation Research Lincoln County

Q3 I need transportation for the following services: (Check your top 5 choices)

Answered: 17 Skipped: 0

2022 Public Transportation Research Lincoln County



2022 Public Transportation Research Lincoln County

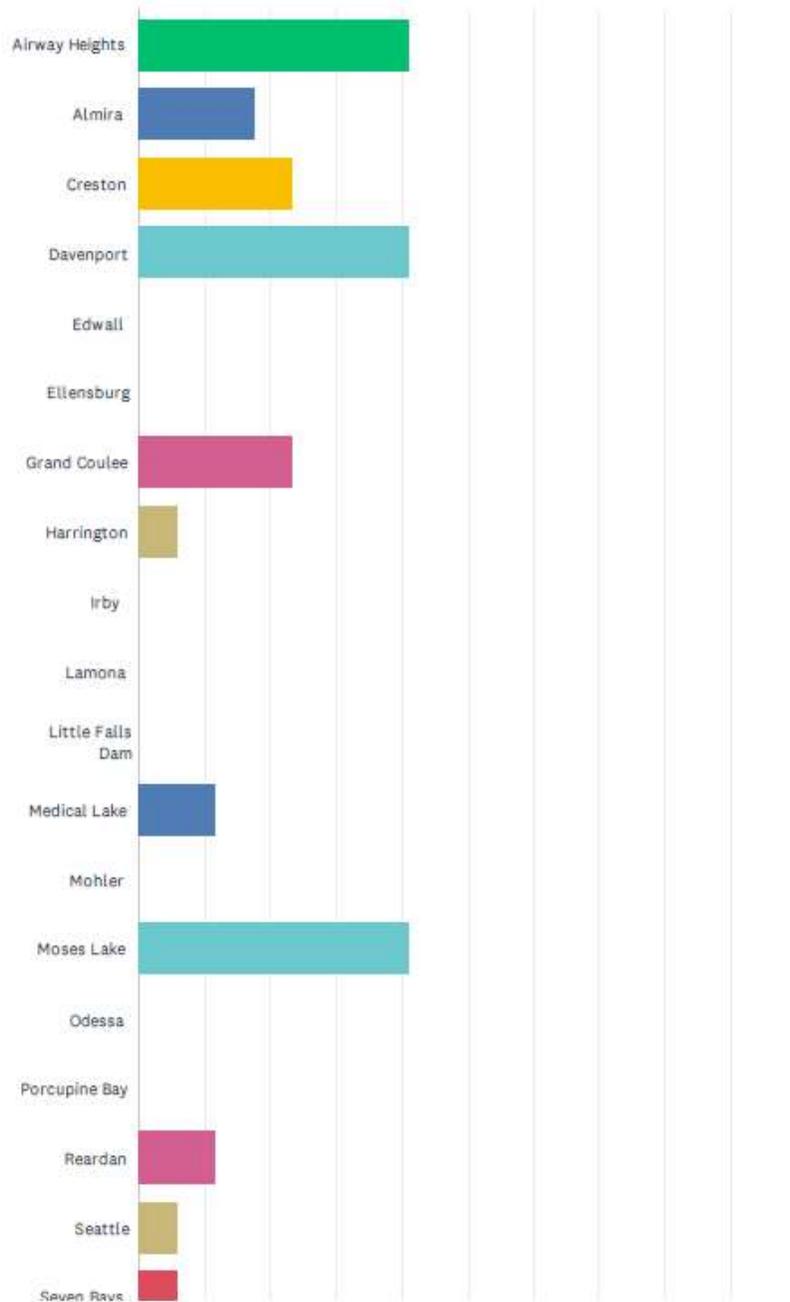
ANSWER CHOICES	RESPONSES	
Childcare	0.00%	0
Church/Religious	17.65%	3
Community Events	23.53%	4
Counseling/Behavioral Health	23.53%	4
Court/Legal	5.88%	1
DSHS/Social Services	11.76%	2
Elder/Senior Services	35.29%	6
Family and Friends	29.41%	5
Food Bank	0.00%	0
Medical/Dental	41.18%	7
Nutrition/Meal Programs	52.94%	9
PhysicalTherapy	11.76%	2
Pharmacy	29.41%	5
Recreational	5.88%	1
Education/Training	0.00%	0
Shopping/Daily activities	17.65%	3
Work	0.00%	0
Other (please specify)	17.65%	3
Total Respondents: 17		

#	OTHER (PLEASE SPECIFY)	DATE
1	nowhere	4/22/2022 9:12 AM
2	none	4/22/2022 9:00 AM
3	i drive	4/22/2022 7:16 AM

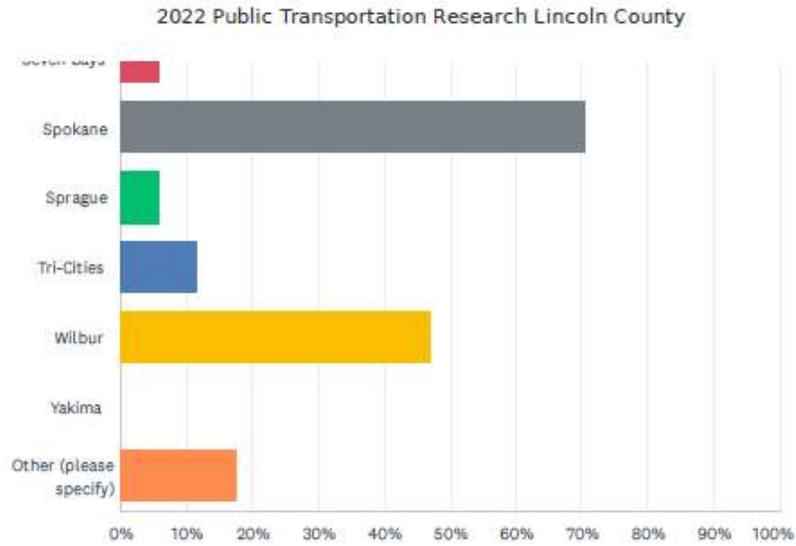
2022 Public Transportation Research Lincoln County

Q4 I need to go to: (Check your top 5 choices)

Answered: 17 Skipped: 0



7 / 20



2022 Public Transportation Research Lincoln County

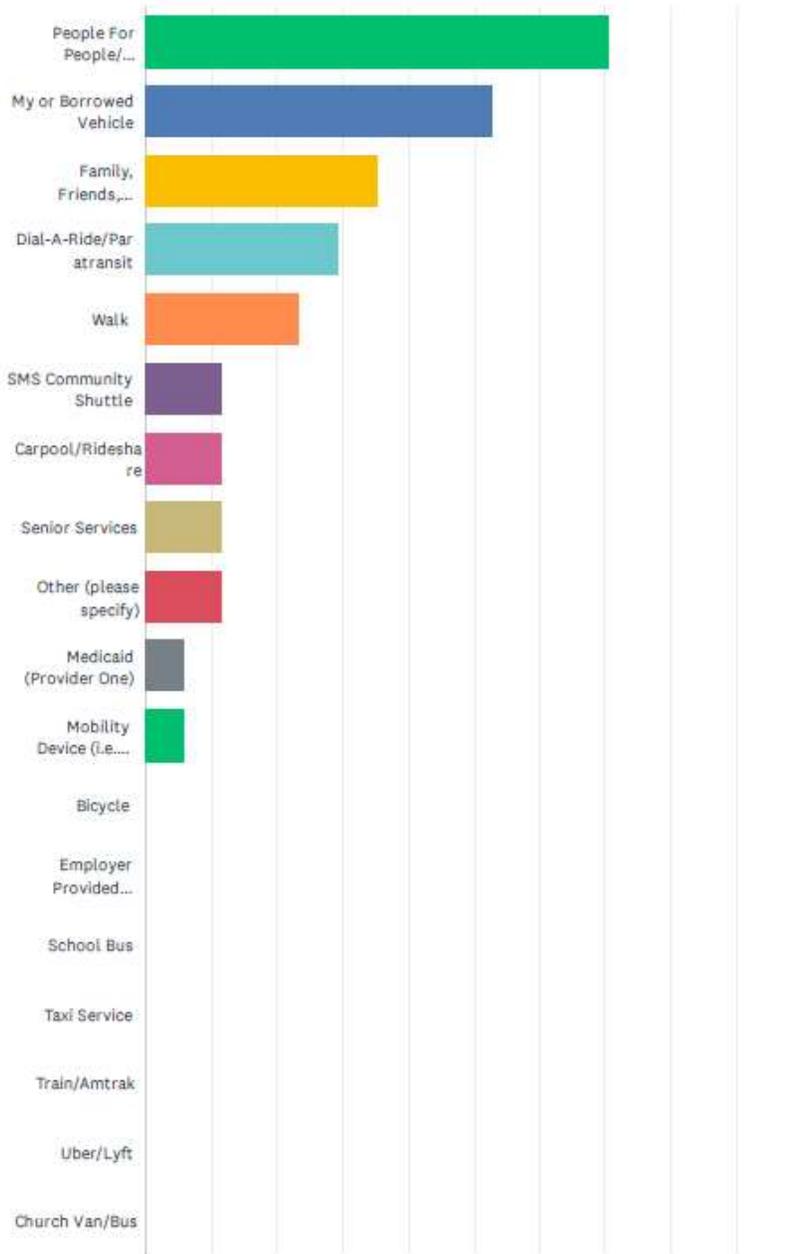
ANSWER CHOICES	RESPONSES	
Airway Heights	41.18%	7
Almira	17.65%	3
Creston	23.53%	4
Davenport	41.18%	7
Edwall	0.00%	0
Ellensburg	0.00%	0
Grand Coulee	23.53%	4
Harrington	5.88%	1
Irby	0.00%	0
Lamona	0.00%	0
Little Falls Dam	0.00%	0
Medical Lake	11.76%	2
Mohler	0.00%	0
Moses Lake	41.18%	7
Odessa	0.00%	0
Porcupine Bay	0.00%	0
Reardan	11.76%	2
Seattle	5.88%	1
Seven Bays	5.88%	1
Spokane	70.59%	12
Sprague	5.88%	1
Tri-Cities	11.76%	2
Wilbur	47.06%	8
Yakima	0.00%	0
Other (please specify)	17.65%	3
Total Respondents: 17		

#	OTHER (PLEASE SPECIFY)	DATE
1	Coulee Dam	6/30/2022 8:43 AM
2	Coulee Dam	6/30/2022 8:16 AM
3	i drive myself	4/22/2022 9:00 AM

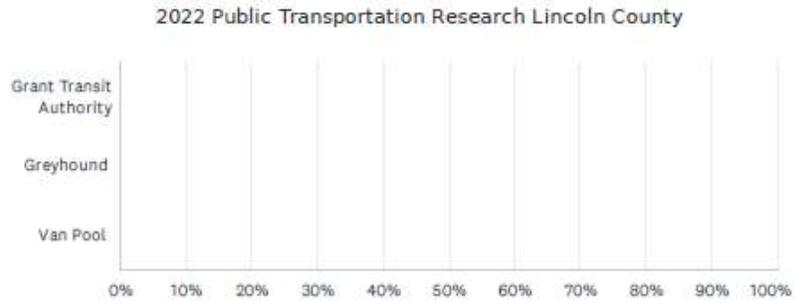
2022 Public Transportation Research Lincoln County

Q5 In the past 3 months, I used the following means of transportation:  
(Check all that apply)

Answered: 17 Skipped: 0



10 / 20



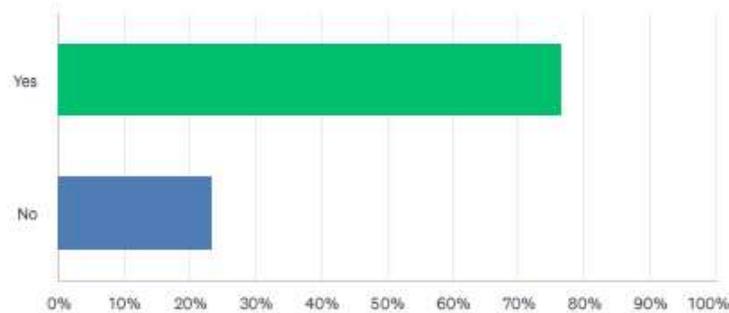
ANSWER CHOICES	RESPONSES	
People For People/ Connectors	70.59%	12
My or Borrowed Vehicle	52.94%	9
Family, Friends, Volunteer	35.29%	6
Dial-A-Ride/Paratransit	29.41%	5
Walk	23.53%	4
SMS Community Shuttle	11.76%	2
Carpool/Rideshare	11.76%	2
Senior Services	11.76%	2
Other (please specify)	11.76%	2
Medicaid (Provider One)	5.88%	1
Mobility Device (i.e. wheelchair)	5.88%	1
Bicycle	0.00%	0
Employer Provided Transportation	0.00%	0
School Bus	0.00%	0
Taxi Service	0.00%	0
Train/Amtrak	0.00%	0
Uber/Lyft	0.00%	0
Church Van/Bus	0.00%	0
Grant Transit Authority	0.00%	0
Greyhound	0.00%	0
Van Pool	0.00%	0
Total Respondents: 17		

#	OTHER (PLEASE SPECIFY)	DATE
1	Cane at all times, I need an arm to steady	6/30/2022 8:43 AM
2	OCTN	6/30/2022 8:16 AM

2022 Public Transportation Research Lincoln County

Q6 Do you feel that the current transportation services available meet your needs and the needs of your community?

Answered: 17 Skipped: 0



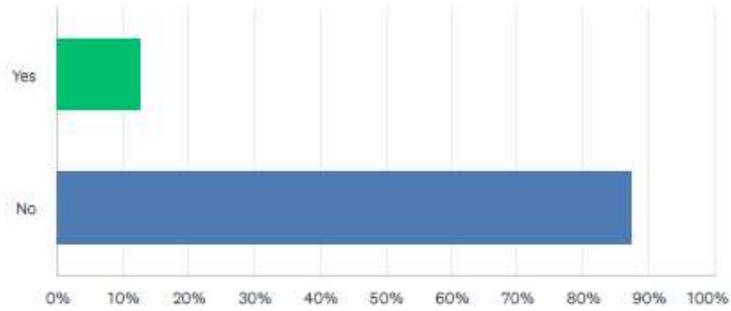
ANSWER CHOICES	RESPONSES	
Yes	76.47%	13
No	23.53%	4
<b>TOTAL</b>		<b>17</b>

#	WHY OR WHY NOT?	DATE
1	Could use a few more hours	6/30/2022 8:46 AM
2	They meet my needs at this time because I have family in the area that can help at times	6/30/2022 8:43 AM
3	I would hate to be without them	6/30/2022 8:36 AM
4	I wish there was an earlier route to Spokane	6/30/2022 8:28 AM
5	The make it on time	6/30/2022 8:19 AM
6	I've needed to go places while the bus was not running and had to find an alternate route	6/29/2022 2:48 PM
7	I do not need it but I am sure the community will appreciate it.	4/22/2022 8:58 AM
8	i dont know	4/22/2022 7:16 AM

2022 Public Transportation Research Lincoln County

Q7 Due to the lack of transportation I have you had to move to maintain independence?

Answered: 16 Skipped: 1

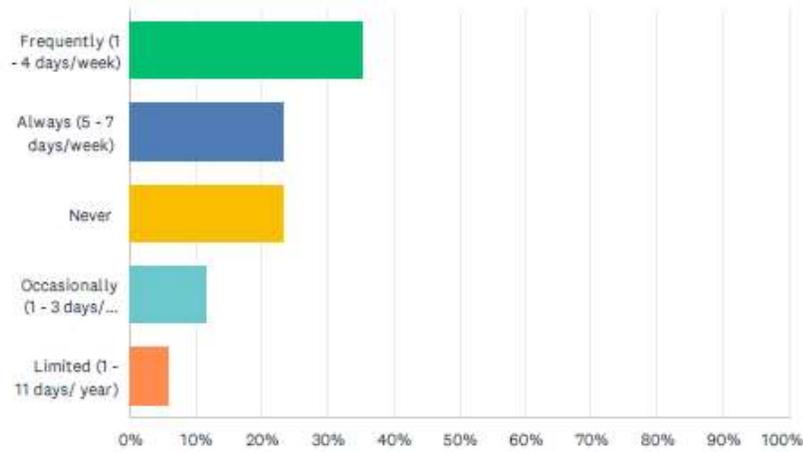


ANSWER CHOICES	RESPONSES	
Yes	12.50%	2
No	87.50%	14
<b>TOTAL</b>		<b>16</b>

2022 Public Transportation Research Lincoln County

Q8 Please indicate how often you need public transportation.

Answered: 17 Skipped: 0

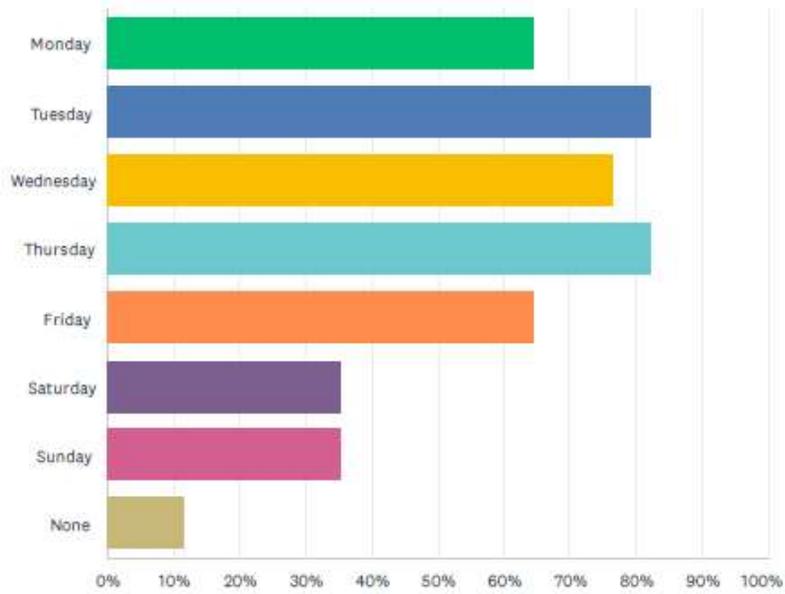


ANSWER CHOICES	RESPONSES	
Frequently (1 - 4 days/week)	35.29%	6
Always (5 - 7 days/week)	23.53%	4
Never	23.53%	4
Occasionally (1 - 3 days/ month)	11.76%	2
Limited (1 - 11 days/ year)	5.88%	1
<b>TOTAL</b>		<b>17</b>

2022 Public Transportation Research Lincoln County

Q9 Indicate the day(s) of the week you need public transportation.

Answered: 17 Skipped: 0

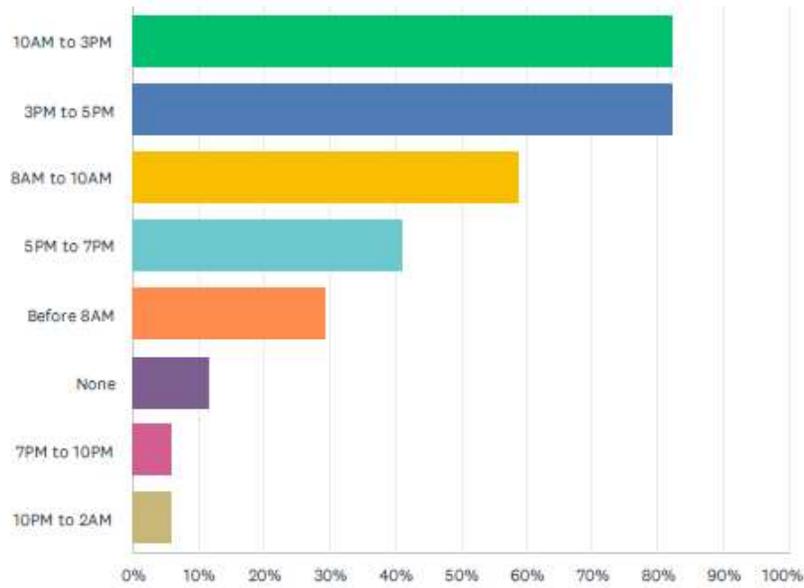


ANSWER CHOICES	RESPONSES	
Monday	64.71%	11
Tuesday	82.35%	14
Wednesday	76.47%	13
Thursday	82.35%	14
Friday	64.71%	11
Saturday	35.29%	6
Sunday	35.29%	6
None	11.76%	2
Total Respondents: 17		

2022 Public Transportation Research Lincoln County

Q10 Indicate the time(s) of the day you need public transportation.

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
10AM to 3PM	82.35%	14
3PM to 5PM	82.35%	14
8AM to 10AM	58.82%	10
5PM to 7PM	41.18%	7
Before 8AM	29.41%	5
None	11.76%	2
7PM to 10PM	5.88%	1
10PM to 2AM	5.88%	1
Total Respondents: 17		

2022 Public Transportation Research Lincoln County

Q11 For mapping purposes only, please identify your pick-up location if you were to use transportation services: (Address or Crossroad, City, Zip Code)

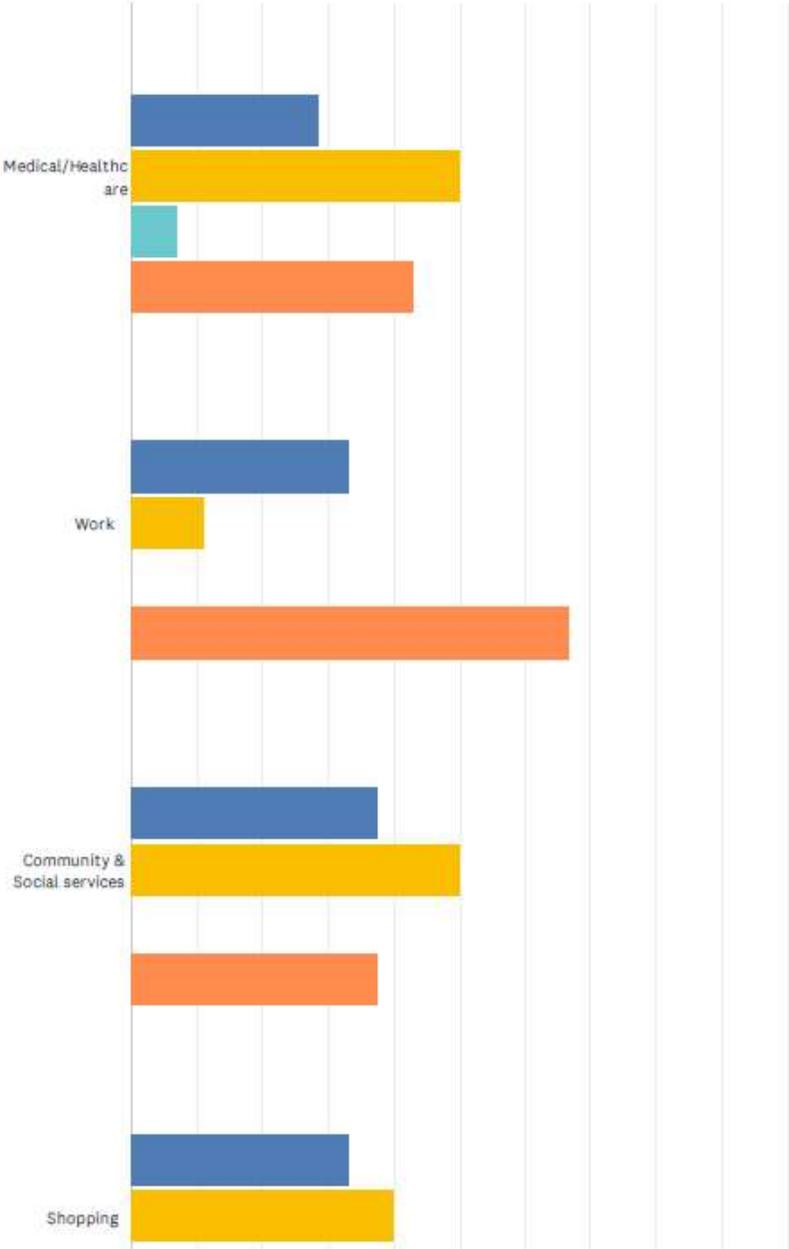
Answered: 17 Skipped: 0

#	RESPONSES	DATE
1	████████ Almira 99103	6/30/2022 8:46 AM
2	████████ EAST Grand Coulee 99133	6/30/2022 8:43 AM
3	████████ Coulee Dam 99116	6/30/2022 8:36 AM
4	████████ Creston 99117	6/30/2022 8:33 AM
5	████████ Wilbur	6/30/2022 8:28 AM
6	Davenport	6/30/2022 8:19 AM
7	████████ Coulee Dam 99118	6/30/2022 8:16 AM
8	████████ Wilbur 99185	6/29/2022 2:54 PM
9	████████ Davenport 99122	6/29/2022 2:50 PM
10	███ SE Milmont	6/29/2022 2:48 PM
11	wilbur	4/22/2022 9:17 AM
12	wilbur	4/22/2022 9:12 AM
13	wilbur	4/22/2022 9:08 AM
14	wilbur	4/22/2022 9:03 AM
15	wilbur	4/22/2022 9:00 AM
16	Wilbur	4/22/2022 8:58 AM
17	davenport	4/22/2022 7:16 AM

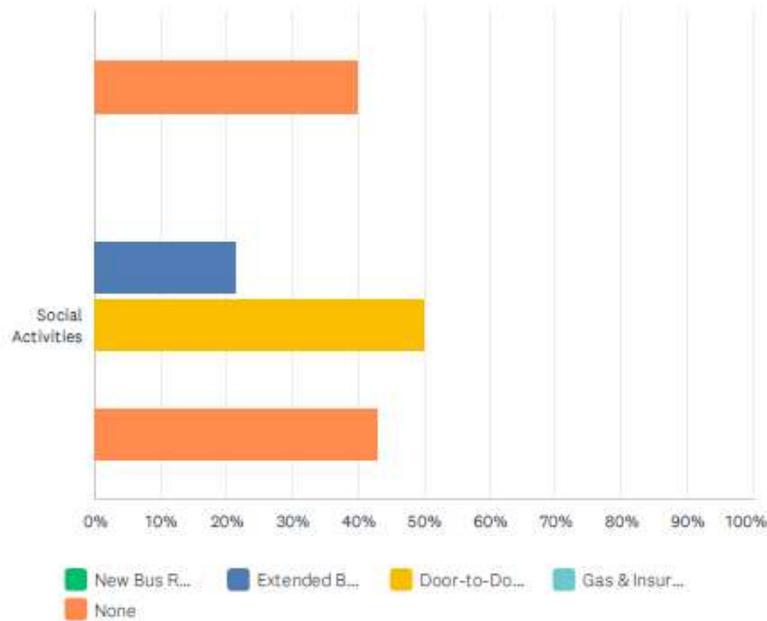
2022 Public Transportation Research Lincoln County

Q12 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)

Answered: 17 Skipped: 0



2022 Public Transportation Research Lincoln County



	NEW BUS ROUTE	EXTENDED BUS HOURS	DOOR-TO-DOOR BUS	GAS & INSURANCE HELP	NONE	TOTAL RESPONDENTS
Medical/Healthcare	0.00% 0	28.57% 4	50.00% 7	7.14% 1	42.86% 6	14
Work	0.00% 0	33.33% 3	11.11% 1	0.00% 0	66.67% 6	9
Community & Social services	0.00% 0	37.50% 6	50.00% 8	0.00% 0	37.50% 6	16
Shopping	0.00% 0	33.33% 5	40.00% 6	0.00% 0	40.00% 6	15
Social Activities	0.00% 0	21.43% 3	50.00% 7	0.00% 0	42.86% 6	14

2022 Public Transportation Research Lincoln County

Q13 Please write any additional comments regarding transportation services. Thank you for completing this survey! If you have any questions, please contact: People For People 304 West Lincoln Ave Yakima, WA 98908 executiveassistant@pfp.org Fax: (509) 457-7897 Please finish this survey by April 25, 2022.

Answered: 3 Skipped: 14

#	RESPONSES	DATE
1	I am satisfied and appreciate the services. The drivers are great	6/30/2022 8:46 AM
2	Every PFP driver I've had has done their job well, however some are outstanding at what they do and how they do it.	6/30/2022 8:43 AM
3	Since I don't drive out of town during inclement weather, or after dark I really appreciate the transportation when I need it.	6/29/2022 2:54 PM

# Appendix D

# EXAMPLE MUTUAL AID AGREEMENT FORM

## EXAMPLE MUTUAL AID AGREEMENT FORM

### Public Transportation Emergency Response Mutual Aid Agreement

WHEREAS, the purpose of this pre-disaster agreement between the agencies is to provide for immediate assistance to protect life and property;

WHEREAS, this Agreement is authorized under State of Washington, RCW's 35 (City), 36 (County), 38.52 (Emergency Management), 36.57 A (Public transportation benefit authority), 39.34 (Interlocal Agreement) and 47 (Public Highway Transportation (DOT)); which is activated only in the event of a proclamation of an emergency by the local and/or state government approving authority;

WHEREAS, each agency that becomes a party to this Agreement shall be termed a Signatory Agency;

WHEREAS, a Signatory Agency asking for assistance from any other Signatory Agency will hereinafter be referred to as a Requesting Agency;

WHEREAS, the Signatory Agency agreeing to assist another Signatory Agency asking for assistance hereunder will hereinafter be referred to as a Responding Agency;

WHEREAS, it is necessary and desirable that this Agreement be executed for the exchange of mutual aid; with the intent to supplement not supplant agency personnel.

NOW, THEREFORE, it is hereby agreed by the parties hereto that:

- 1 Each Signatory Agency has authority hereunder to furnish available resources and services to a Requesting Agency to assist in the prevention, response, recovery and mitigation of proclaimed emergencies/disasters. Any such Responding Agency shall have complete and sole discretion to determine what resources and services are available for its response to any such request. The Responding Agency may limit its response to provision of personnel, equipment, and materials it has determined to be qualified, appropriate, and/or necessary to its response to a Requesting Agency. The Responding Agency shall have no responsibilities or incur any liabilities because it declines to provide resources and/or services to any individual or entity including any Signatory Agency.
- 2 Resources of the Responding Agency that are made available to the Requesting Agency shall, whenever possible, remain under the control and direction of the Responding Agency. The Requesting Agency shall coordinate the activities and resources of all Responding Agencies.

3 The Responding Agency shall retain the right to withdraw some or all of its resources at any time. Notice of any such intention to withdraw resources shall be communicated to the Requesting Agency's authorized representative not less than five (5) business days before actual withdrawal except the period for prior notice of intent to withdraw resources may be shortened, or completely dispensed with, under emergent circumstances.

4 The Requesting Agency shall be obligated to reimburse any Responding Agency at its usual and customary rates for its actual costs incurred in the provision of available resources and services in response to a request for assistance including, but not limited to, actual costs of labor, equipment, materials, and related expenses as well as for loss or damage to equipment. The Responding Agency shall submit an itemized invoice specifying all reimbursable costs to the Executive Head of the Requesting Agency within sixty (60) days after completion of work (RCW 38.52.080). Unless otherwise agreed, the Requesting Agency shall fully reimburse the Responding Agency for legitimate invoiced costs within ninety (90) days after its receipt of any such invoice.

5 Any dispute regarding reimbursable costs that is not resolved by agreement of the Requesting and Responding Agencies involved with that particular invoice shall be decided in writing by the authorized representative of the Requesting Agency. The decision of the Requesting Agency shall be final and conclusive unless, within ten (10) days from the date the Responding Agency receives its copy of that decision, the Responding Agency mails or otherwise furnishes a written appeal to the authorized representative of the Requesting Agency. In connection with any such appeal, the Responding Agency shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the authorized representative of the Requesting Agency shall be final subject to appeal to the Superior Court of the State of Washington, situate in the County of Thurston.

6 All privileges, immunities, rights, duties, and benefits of officers and employees of the Responding Agency shall remain in effect while those officers and employees are performing functions and duties at the request of a Requesting Agency, unless otherwise provided by law. Employees of the Responding Agency shall remain employees of the Responding Agency while performing functions and duties at the request of a Requesting Agency (RCW 38.52.080).

7 The Requesting Agency shall indemnify and hold any Responding Agency, and its agents, employees, and/or officers, harmless from and shall process and defend at its own expense any and all claims, demands, suits, penalties, losses, damages, or costs of whatsoever kind or nature (hereafter "claims") brought against any Responding Agency arising out of or incident to the execution, performance, or failure to perform of or under this Agreement; provided, however, that if such claims are caused by or result from the concurrent negligence of (a) a Requesting Agency, its agents, employees, and/or officers; and (b) a Responding Agency, its agents, employees, and/or officers, this indemnity provision shall be valid and enforceable only to the extent of the negligence of the Requesting Agency, its agents, employees, and/or officers; and provided further that nothing herein shall require the Requesting Agency to hold harmless or

defend a Responding Agency, its agents, employees, and/or officers, from any claims arising from the sole negligence of a Responding Agency, its agents, employees, and/or officers.

8 This Agreement shall be effective upon approval by two or more Signatory Agencies and shall remain in effect so long as two or more Signatory Agencies remain consenting parties to this Agreement.

9 Upon execution of this Agreement, a Signatory Agency shall send an original or a certified copy of the executed agreement to the Washington State Department of Transportation, Public Transportation and Rail Division. The Public Transportation and Rail Division shall maintain a list of all Signatory Agencies and send an updated list to all Signatory Agencies whenever an agency is added or removed from the list of Signatory Agencies.

10 Any Signatory Agency to this Agreement may cancel its participation in this Agreement by giving written notice to the Washington State Department of Transportation, Public Transportation and Rail Division.

11 This Agreement is supplemental to, and not a substitute for, pre-existing mutual aid agreements and is not intended to restrict the right of any Signatory Agency to negotiate additional mutual aid agreements with a Signatory Agency or others.

12 This Agreement is for the benefit of the Signatory Agencies only and no other person or entity shall have any rights whatsoever under this Agreement as a third party beneficiary, or otherwise.

13 All rights and remedies provided in the Agreement are distinct and cumulative to any other right or remedy afforded by law or equity, and may be exercised independently, concurrently, or successively to such rights or remedies, and shall not be construed to be a limitation of any duties, obligations, rights and remedies of the parties hereto.

# Appendix E

## ACRONYMS and Definitions

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.
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	Washington State Department of Social and Health Services
FTA	Federal Transit Administration
GPAC	Grants Policy Advisory Committee of Washington State Department of Transportation
GTA	Grant Transit Authority
HSTP	Human Services Transportation Plan
LEP	Limited English Proficient
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 Department of Transportation