

Quad County

Regional Transportation Planning Organization (QUADCO)

Adams, Grant, Kittitas, and Lincoln Counties
Washington State

2018

Coordinated Public Transit – Human Services Transportation Plan



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Chapter One - Introduction

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 these special needs 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 individuals who have disabilities, youth, older adults, veterans, and individuals with lower incomes. 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 special needs populations.

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 seven different Mobility Forums held throughout the QUADCO region. The general public was invited to participate in four separate public forums and asked to fill out surveys designed to gather their ideas on



needs and improvements for public transportation services. 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 - Individuals with Special Needs



This HSTP identifies public transportation needs and improvements specifically for individuals with special needs. Individuals with special 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 individuals who have disabilities, youth, older adults, veterans, and individuals with lower incomes.

What is the 4-County Team?

The 4-County Community Transportation Planning Team (4-County Team) is a coalition of agencies who work toward improving transportation services for persons with special 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 has supported development of QUADCO's HSTP in 2006, 2010, 2014, and this current 2018 version. During development of the 2018 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 special 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 special needs. The 4-County Team membership, that helped to create this HSTP, included the following agencies:

- Adams County Health Dpt.
- Aging & Adult Care of Ctrl. WA
- American Legion, Moses Lake
- Central Transit - Ellensburg
- Chamber of Commerce Othello
- DSHS – Home and Comm. Svcs.
- Elmview
- Employment Security Dpt.
- Grant Transit Authority
- HopeSource
- Job Corps
- Lincoln Co. Dvlp. Disabilities
- Lincoln Co. WSU Coop. Ext.
- MedStar
- Moses Lake School Dist. Transp.
- Okanogan Co. Transp.& Nutrition
- Opportunities Industr. Ctr. of WA
- People For People
- Rural Resources Comm. Action
- SkillSource
- Special Mobility Services, Inc.
- WorkSource Moses Lake
- WSDOT
- Yakima Transit

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 2018 was Grant County Public Works Department.

QUADCO Council Member Jurisdictions

<u><i>Adams County</i></u>	Hatton	Lind	Othello	Ritzville	Washtucna
<u><i>Grant County</i></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><i>Kittitas County</i></u>	Cle Elum	Ellensburg	Kittitas	Roslyn	South Cle Elum
<u><i>Lincoln County</i></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 agencies 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 People For People, HopeSource, and Special Mobility Services. These 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 a coordinated process.

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

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, 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 special 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 vehicles and other equipment to 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

Schedule of Activities

Planning activities for the 2018 QUADCO Coordinated Public Transit Human Services Transportation Plan (HSTP) update took place from November 2017 through April 2018. These activities included:

1. The 4-County Community Transportation Planning Team (4-County Team) identified the stakeholders who would provide input on transportation needs and solutions. The 4-County Team also assisted with outreach to people with disabilities, seniors, youth, veterans and low-income people.
2. Providers were surveyed on their planned and existing technology improvements for provision of transportation services.
3. Individuals with special needs were engaged and surveyed; and paper and online surveys were developed to conduct these surveys.
4. Research and networking took place to obtain data and information describing the existing conditions and services.
5. 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.
6. Emergency Management Offices were contacted to update procedures for transporting individuals with special needs in an emergency.
7. Outreach activities were planned and conducted, including Stakeholder meetings and community public forums that took place throughout the four counties.

Each activity was designed to inform the special needs population about the 2018 HSTP and to gather information about the transportation resources and needs within the county.

The 4-County Team reviewed the draft 2018 HSTP and provided ongoing feedback during the draft development. This provided opportunity for the 4-County Team to identify 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 was presented to QUADCO and approved at their May 24, 2018 Council meeting.

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 special needs (youth, older adults, individuals who have disabilities, low income, and veterans) as well as representatives of individuals who have special 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 2018 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 User HSTP survey.
3. Attend one of seven different Mobility Summits held in QUADCO’s major cities – Cle Elum, Davenport, Ellensburg, Grand Coulee, Moses Lake, Othello, and Ritzville.

Table 1 below lists the stakeholder organizations that were invited to participate in the HSTP development, the type of special need(s) they represent, and the county they are located in. The organizations with representation at a Mobility Summit meeting are highlighted in this table.

Table 1	
Stakeholders and Organizations Invited to Participate in HSTP Development	
<i>(organizations that attended a Mobility Summit are highlighted)</i>	
<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
Employment Providers	<p>Adams County: McCain Food, Simplot, Adams Co. Economic Dvlpt., Adams Co. Dvlpt. Council</p> <p>Grant County: Chamber of Commerce’s (Grant Co., Grand Coulee, Moses Lake), Tri-County Economic Development District, Grand Coulee Dam Chamber of Commerce</p> <p>Kittitas County: Anderson Hay & Grain, Twin City Foods, Ward Rugh, Shoemakers, USFS, DNR, Safeway, Suncadia, Zachliff Inter., Chamber of Commerce, WorkFirst, Ellensburg Business Author.</p> <p>Lincoln County: Lincoln Co. Econ. Dvlp., Lincoln Co. Resource Center, Chamber of Commerce</p>
Education & Youth	<p>Adams County: School Districts (Endicott, Lacross, Lamont, Lind, Odessa, Othello, Ritzville, Sprague, Warden, & Washtucna), Boys & Girls Club, Juvenile Svcs. Adams Co., WSU Extension</p> <p>Grant County: School Districts (Coulee-Hartline, Ephrata, Grand Coulee Dam, Moses Lake, Quincy, Odessa, Royal City, Soap Lake, Wahluke, Warden, Wilson Creek), Big Bend Com. College, Work First, WSU Grant-Adams College, Grant Co. Youth Svc. Ctr – Ephrata, Family Svc. Grant Co.</p> <p>Kittitas County: School Districts (Cle Elum-Roslyn, Easton, Ellensburg, Kittitas, Thorp), CWU Police, Ellensburg Christian School, Bright Beginnings, Youth Services, NW Com. Action Center, OIC, City of Ellensburg Parks & Recreation, Ellensburg Youth Baseball & Softball, Kittitas Valley Junior Soccer</p> <p>Lincoln County: Juvenile Services, Lincoln-Adams 4-H, School Districts (Almira, Creston, Davenport, Grand Coulee Dam, Harrington, Odessa, Reardan-Edwall, Ritzville, Sprague, Wilbur, Wilson Creek)</p>

Table 1 - Continued
Stakeholders and Organizations Invited to Participate in HSTP Development
(organizations that attended a Mobility Summit are highlighted)

Type of Organization	Representatives of Following Organizations Invited to be Stakeholders
Medical providers	<p>Adams County: Columbia Basin Health Association, East Adams Rural Hospital, Othello Community Hospital, Integrated Health Care Services, Adams Co. Health Department</p> <p>Grant County: Hospitals & Health Ctrs (Samaritan Hosp., Moses Lake Com. Health, Quincy Valley Medical Ctr., Quincy Com. Health Ctr., Coulee City Medical Ctr., Columbia Basin Hospital, Columbia Basin Family Medicine, Confluence Health), Grand Coulee Physical Therapy, Quincy Valley Medical Physical Therapy, Grant Co. Health Dist., Assured Home Health & Hospice, Community Choice, N. Central Accountable Com of Health, New Hope Domestic Violence, Health Alliance Medicare</p> <p>Kittitas County: Community Health of Central WA, Kittitas Valley Hospital, Kittitas Valley Healthcare, Family Medicine, Comp. Healthcare (Residential Mental Health), Merit Resources, Barth Clinic, Open Door Health Clinic, Care Net Pregnancy Ctr., Central WA Pediatric Dentistry</p> <p>Lincoln County: Lincoln Co. Hospital and Clinics, Odessa Memorial Healthcare Center, Coulee Community Hospital – Electric City, Lincoln County Health Department, New Alliance Counseling</p>
Transp. Providers	<p>Adams County: People For People, Head Start, Special Mobility Services, Grant Transit Authority, NW Trailways, Greyhound</p> <p>Grant County: Grant Transit Authority, People For People, Special Mobility Services, Head Start Transportation, Northwestern Trailways, Greyhound, Scabland Taxi, Amtrak, Pack’s Delivery, Okanogan County Transportation and Nutrition, Inchelium-Gifford Ferry</p> <p>Kittitas County: Grant Transit Authority, HopeSource, Ellensburg Public Transit Advisory Committee, Central Transit, NW Trailways, Greyhound, Airporter Shuttle, Yakima Transit, Rodeo Town Taxi, KC Cab, Yakima Transit, People For People Non-Emergency Medical Transp.</p> <p>Lincoln County: People For People, Special Mobility Services, Greyhound, NW Trailways, Amtrak</p>
Government Entities	<p>Adams County: Hatton, Lind, Othello, Ritzville, Washtucna, WSDOT</p> <p>Grant County: QUADCO members, WSDOT, Grant County Fairgrounds, Grant Co. (Commissioners, Public Records Officer, Public Works), Mayors (Coulee City, Electric City, Ephrata, George, Mattawa, Moses Lake, Quincy, Royal City, Soap Lake, Warden, Wilson Creek), Coulee City Fire Department, Bureau of Reclamation, Colville Tribe TERO, Coulee Area Park and Recr. District</p> <p>Kittitas County: City Councils and Public Works Depts. (Cle Elum, Ellensburg, Kittitas, Roslyn, South Cle Elum), Kittitas County (Commissioners, Public Works and Sheriff Office)</p> <p>Lincoln County: Lincoln Co. (Commissioners, Sheriff Office), City Mayors (Almira, Creston, Davenport, Harrington, Odessa, Reardan, Sprague, Wilbur), QUADCO members, WSDOT</p>
By/For People With Disabilities	<p>Adams County: DSHS – Developmental Disabilities Admin., Informing Families</p> <p>Grant County: Community Living, Informing Families, DSHS Dvlp. Disabilities Admin., Hamilton Relay, SL Start/Compass, BBCC Disabilities Support Services, Grant Integrated Services</p> <p>Kittitas County: Elmview, Central WA Disability Resources, DSHS, Parent-To-Parent, HopeSource - Special Needs, Sunridge Ranch Trellis Center</p> <p>Lincoln County: Developmental Disabilities Lincoln County</p>

Table 1 - Continued
Stakeholders and Organizations Invited to Participate in HSTP Development
(organizations that attended a Mobility Summit are highlighted)

<i>Type of Organization</i>	<i>Representatives of Following Organizations Invited to be Stakeholders</i>
By/For People With Low Income	<p>Adams County: Department of Social and Health Services, Othello Housing Authority</p> <p>Grant County: DSHS WorkFirst, Skillsource, Employment Security, Food Banks (Ephrata, Mattawa, Quincy, Royal City, Soap Lake), WorkSource Partners, Community Services of Moses Lake, Pioneer Village, WSU SNAP, Care and Share Food Bank, SkillSource, Opportunities Industrialization Center</p> <p>Kittitas County: WorkSource, FISH Food Bank, Allied People Offering Year-Round Outreach (APOYO) Food Bank, Community Outreach & Life Skills Ctr., Crestview Terrace, Housing & Homeless Network, La Casa Hogar, Ministerial Assoc., Central WA Area Narcotics Anonymous, Pennsylvania Place Apartments, Housing Authority of Kittitas County</p> <p>Lincoln County: Department of Social and Health Services</p>
By/For Seniors	<p>Adams County: Aging and Adult Care of Central WA, RSVP Volunteer Center of N. Central WA, Senior Centers (Lind, Othello, HE Gritman)</p> <p>Grant County: RSVP and Volunteer Center, Aging and Adult Care of Central Washington, Columbia Crest Care, Pioneer Village, Assured Home Health and Hospice, Moses Lake Brookdale, North Central Accountable Community of Health, Grand Coulee Senior Center, Summerwood, Brookdale Hearthstone</p> <p>Kittitas County: RSVP and Volunteer Center of Kittitas County, SE WA Aging and Long Term Care, Long Term Care Ombudsman, Ellensburg Adult Activity Ctr., Putnam Centennial Ctr. Cle Elum, Senior Life Resources NW, Briarwood Commons Senior Housing,</p> <p>Lincoln County: RSVP, Aging and Adult Care of Central WA, Senior Centers</p>
By/For Veterans	<p>Adams County: American Legion Posts, Veterans of Foreign Wars, Adams Co., Veterans Ast. Prog.</p> <p>Grant County: Grant Co. Veterans Advisory Board, American Legion Posts, Veterans of Foreign Wars, Support Service for Veterans Families, WorkSource Veterans Employment & ESD</p> <p>Kittitas County: Kittitas Co. Veterans Coalition, Veterans Prog Kittitas Co., American Legion, Kittitas Co. Veterans Assoc., Supportive Svcs. for Veterans Families, WorkSource Veterans Employment</p> <p>Lincoln County: Lincoln Co. Veterans Rep., American Legion, Veterans of Foreign Wars</p>
Other	<p>Adams County: Ritzville Journal</p> <p>Grant County: United Way of Grant County, Coulee City News and Standard, Star News, Grant County Emergency Management</p> <p>Kittitas County: Kittitas County Emergency Management System, Kittitas Valley Fire and Rescue, Pennsylvania Place Apts., Housing Authority of Kittitas County, United Way, Citizenship Class and Daily Dose English Language Program, Community Network of Kittitas County, Northern Kittitas County Tribune</p> <p>Lincoln County: Wilbur Register</p>

Mobility Summits

Seven different Mobility Summits were held in the QUADCO region to obtain stakeholder input. The Mobility Summits began with presentations by transportation providers who described the existing transportation services available in the area. The stakeholders at the Mobility Summits then identified transportation challenges, such as transportation service gaps and unmet transportation needs, present in their communities and have an impact on the mobility of persons with special needs. Stakeholders also came up with possible solutions for these gaps and unmet transportation needs. The identified solutions were voted on by attendees to determine their top four priorities.

Appendix A - Mobility Summit Meeting Minutes provides a summary of each Mobility Summit, 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 Mobility Summits. Table 2 below indicates each Mobility Summit’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 Stakeholders</i>
Adams	Othello	1/25/2018	15
	Ritzville	3/23/2018	24
Grant	Moses Lake	11/1/2017	30
	Grand Coulee	1/11/2018 & 3/23/2018	24
Kittitas	Ellensburg	1/23/2018	25
	Cle Elum	1/30/2018	14
Lincoln	Davenport	1/18/2018	10
TOTAL Stakeholder Attendance			142

Stakeholder HSTP Survey

The stakeholder Human Services Transportation Plan (HSTP) survey was conducted to gather additional data on mobility needs for persons with special 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 Mobility Summit meetings, community gatherings, public forums, and the stakeholder email distribution lists. Appendix C - HSTP Surveys shows an example of the stakeholder survey used for this 2018 HSTP.

There were a total of 87 stakeholders that responded to the survey. Table 3 below shows the type of stakeholder organization the survey respondent represented.

Table 3 QUADCO HSTP Stakeholder Survey Returns									
<i>County</i>	<i>Completed Surveys</i>	<i>Types of Organizations Respondents Represent</i>							
		<i>Employers</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	24		1	21	2				
Grant	19	1	1	8	1			5	3
Kittitas	16		2	11			1		2
Lincoln	28	2	3	19		1	1	1	
Total	87	3	7	59	3	1	2	6	5

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 special needs. Individuals were also provided an option to complete the survey online in English or Spanish. Appendix C - HSTP Surveys shows examples of the general public surveys for each county in the QUADCO region.

A total of 447 English and 49 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.

Table 4 QUADCO HSTP User and General Public Survey Results			
<i>County</i>	<i>English Surveys</i>	<i>Spanish Surveys</i>	<i>Total</i>
Adams	35	21	56
Grant	233	23	256
Kittitas	127	4	131
Lincoln	52	1	53
Total	447	49	496

Public Forums

Four public forums 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 special needs. These public forums 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 but wanted to provide their input in this process.

Appendix B - Stakeholder and Public Meeting Notices shows the flyers and meeting announcements used to invite the general public to a public forum. Table 5 below indicates each public forum'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	Othello	4/18/2018	13
Grant	Moses Lake	4/19/2018	12
Kittitas	Ellensburg	4/24/2018	12
Lincoln	Davenport	4/12/2018	4
Total Public Attendance			41

Future Coordination Efforts

QUADCO will continue to engage stakeholders and persons with special needs during the current and through the next biennium (July 1, 2017 through June 30, 2021). 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. Because 4-County Team members are spread out through such a large geographical area, the meetings will include conference call capability and meeting locations will rotate to different parts of the region.

In addition to the 4-County Team, separate Mobility Coalitions in different parts of the QUADCO region will be formed to provide separate forums for Transportation, Health, and Social Service providers to discuss their Special Needs 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 located in that part of the region. Representatives from the Mobility Coalition 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.

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. People For People does not discriminate in providing services on the grounds of race, creed, color, religion, national origin, gender, age, marital status or the presence of any sensory, mental, or physical handicap. Auxiliary aids and services are available upon request to persons with disabilities. To obtain more information on People For People’s non-discrimination obligations or to file a Title VI complaint, contact: Human Resource Representative, People For People, 304 West Lincoln, Yakima, WA 98902, (509) 248-6726, TTY 711

Advertising Public Meetings

Four public forums were held, one in each of QUADCO’s counties, to obtaining public input on the region’s transportation gaps and needed improvements. These meetings were advertised in the local newspapers (papers of record) and in flyers posted in places frequented by transportation users and the general public. The advertisements and flyers encouraged people who were unable to attend the scheduled public forums to provide their input by either contacting People For People staff or filling out a survey on-line. 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 5 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.”

Compared to the English-proficient population, the LEP population tends to be less educated and more likely to live in poverty. Employed LEP men are more likely to work in construction, natural resources, and maintenance occupations than English-proficient men, while LEP women were more likely to be employed in service and personal-care occupations than English-proficient women.¹



¹ The Limited English Proficient Population in the United States, July 3, 2015, Migration Policy Institute, By Jie Zong and Jeanne Batalova, <https://www.migrationpolicy.org/article/limited-english-proficient-population-united-states>.

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 mobility summits, public forums, 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. Using Spanish surveys and bilingual staff to assist persons taking the surveys was very effective. Through this effort, 49 surveys returned were the Spanish version of the survey. This is 10% of the total of 496 survey responses received.

The QUADCO region has a 21,226 LEP residents, which is 13.9% 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 28.6%. Grant County has the next highest level of 17.9%. Kittitas County ranks third with a LEP population level of 2.8%. Lincoln County has the lowest LEP population level of 0.6%.

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

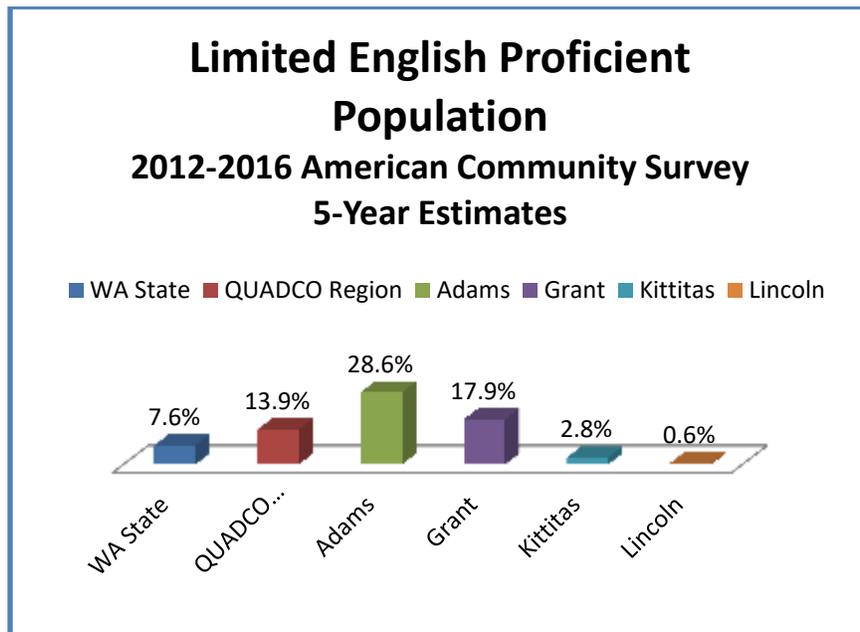
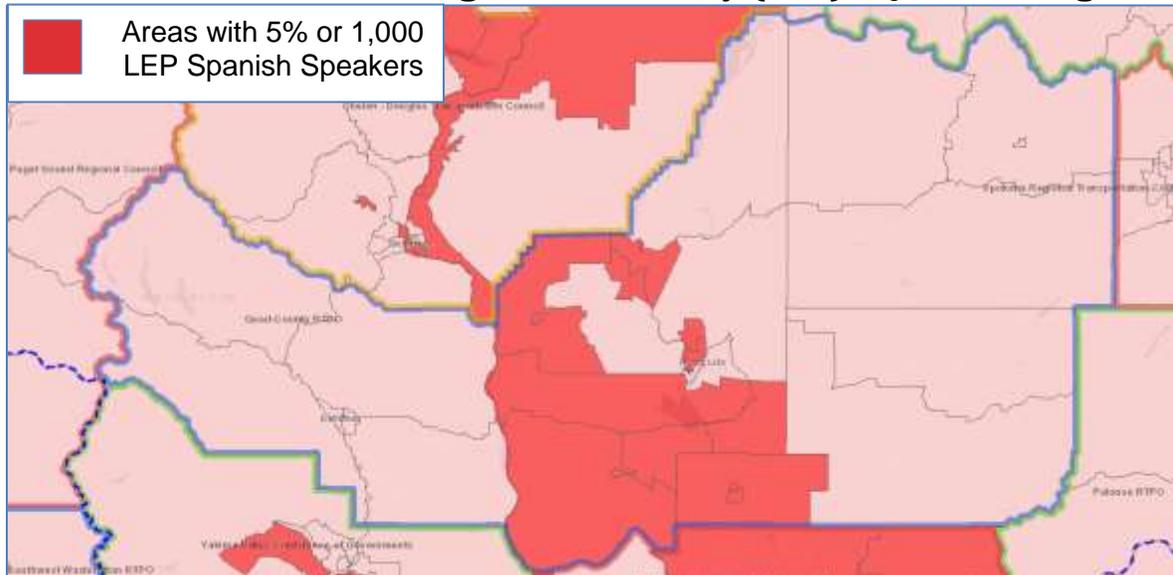


Table 6
QUADCO Region
2016 Languages Spoken by LEP Population²

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	17,040	4,632 (27.2%)	7 (0.1%)	32 (0.2%)	196 (1.2%)	4,867 (28.6%)
Grant County	84,722	14,412 (17.0%)	417 (0.5%)	289 (0.3%)	47 (0.1%)	15,165 (17.9%)
Kittitas County	40,668	655 (1.6%)	30 (0.1%)	260 (0.6%)	195 (0.5%)	1,140 (2.8%)
Lincoln County	9,818	41 (0.4%)	7 (0.1%)	6 (0.1%)	0 (0%)	54 (0.6%)
QUADCO	152,248	19,740 (13.0%)	461 (0.3%)	587 (0.4%)	438 (0.3%)	21,226 (13.9%)
Washington State	6,626,003	229,549 (3.5%)	75,494 (1.1%)	171,277 (2.6%)	27,762 (0.4%)	504,082 (7.6%)

Persons With Limited English Proficiency (LEP) - QUADCO Region³



² 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#>

³ 2018 Limited English Alpaca Data

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.

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. It also contains over 1.3 million acres of harvested croplands, amounting to 30.5% of the state’s total harvested croplands. The majority of these croplands grow hay, fruit, grain, corn, wheat, potatoes, and wheat. Additionally, cattle grazing lands are prevalent in Kittitas and Lincoln counties.

<i>County</i>	<i>Total Area in Square Miles⁴</i>	<i>Ranking of Size Compared to all WA Counties</i>
Adams	1,925	14
Grant	2,680	4
Kittitas	2,297	9
Lincoln	2,311	7

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 14th in size among all 39 Washington Counties. Grant County is 2,680 square miles in land area and ranks 4th in size among all 39 Washington Counties. Kittitas County is 2,297 square miles in land area and ranks 9th in size among all 39 Washington Counties. Lincoln County is 2,311 square miles in land area and ranks 7th in size among all 39 Washington Counties.

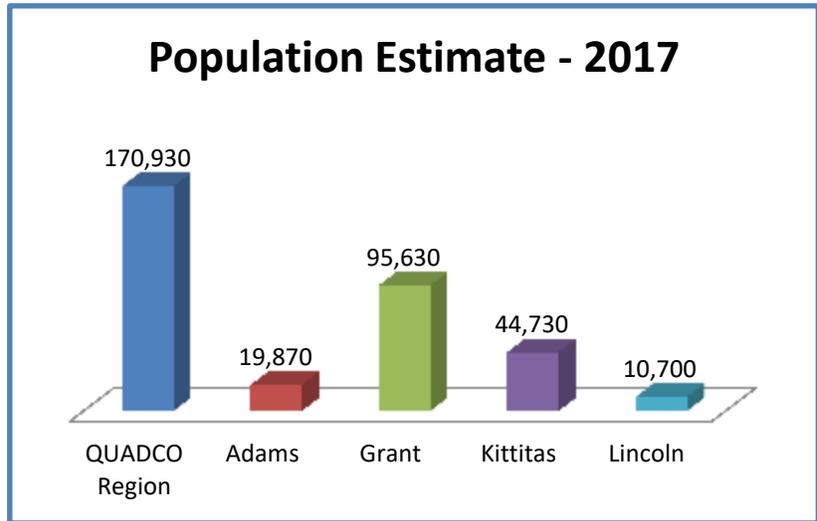
Demographics

Number of Residents

Although QUADCO is rural and generally low in population density, the combination of all four county populations is 170,930 – a significant number of residents needing transportation services. These residents tend to be spread out with 45% residing in unincorporated areas as compared to the statewide average of 35% residing in unincorporated areas.

⁴ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

Grant County has the greatest concentration of people with 95,630 residents, which is 56% of QUADCO’s population. Kittitas County ranks second highest in population with 44,730 residents, which is 26% of QUADCO’s population. Adams County is third in population with 19,870 residents, which is 12% of QUADCO’s population. Lincoln County is fourth in population with 10,700 residents, which is 6% of QUADCO’s population.



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

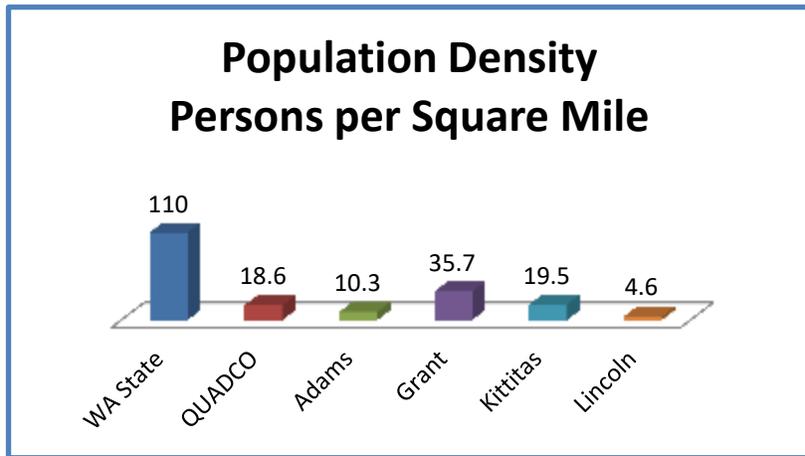
<i>County</i>	<i>Unincorporated⁵</i>	<i>Incorporated¹</i>	<i>Total</i>
Adams	9,165	10,705	19,870
Grant	42,422	53,208	95,630
Kittitas	20,385	24,345	44,730
Lincoln	5,280	5,420	10,700
QUADCO	77,252	93,678	170,930
Washington State	2,557,466	4,752,834	7,310,300

Population Density

The QUADCO region has a low population density of 18.6 people per square mile, reflecting its rural and isolated nature. This is considerably lower than Washington State’s average population density of 110 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 (2.3%). Additionally, 45% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

⁵ State of Washington 2017 Population Trends, Forecasting & Research Division, Office of Financial Management, November 2017.

Grant County has the highest population density of 35.7 people per square mile. Kittitas County has the next highest population density of 19.5 people per square mile. Adams County ranks third in population density with 10.3 people per square mile. Lincoln County has the lowest population density with 4.6 people per square mile.



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

**Table 9
QUADCO Region
Population Density by Land Area**

<i>County</i>	<i>2017 Population</i>	<i>Total Area in Square Miles⁶</i>	<i>Population Density</i>
Adams	19,870	1,925	10.3
Grant	95,630	2,680	35.7
Kittitas	44,730	2,297	19.5
Lincoln	10,700	2,311	4.6
QUADCO	170,930	9,213	18.6
Washington State	7,310,300	66,456	110.0

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 10 employers throughout the QUADCO region are indicated in Table 10 below.

⁶ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

Table 10 QUADCO Region 2018 Top Ten Employers		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees (FTE's)</i>
Ellensburg, Kittitas Co.	Central Washington University	1,438
Moses Lake, Grant Co.	Genie Industries, Inc. - aerial work platforms	950
Ritzville, Adams Co.	Othello School District	577
Othello, Adams Co.	McCains Food USA, Inc. – food processing	500
Cle Elum, Kittitas Co.	Suncadia Resort	500
Othello, Adams Co.	JR Simplot Company – food processing	480
Ellensburg, Kittitas Co.	Kittitas Valley Community Hospital	470
Moses Lake/Quincy, Grant Co.	National Frozen Foods - corn and pea processing	460
Moses Lake, Grant Co.	Takata Corporation – automotive air bags	430
Quincy, Grant Co.	Quincy Foods, LLC – frozen vegetable processing	420

Central Washington University in Kittitas County has the most employees in the region. It employed 1,438 full-time employees in 2018. Genie Industries, Inc. in Grant County had the next highest number of employees with 950 full-time employees. The third largest employer was the Othello School District in Adams County with 577 full-time employees.



There were 70,300 employees working in the QUADCO region in 2016 that were sixteen years and older. The employment sectors having the largest percentage of workers were

the education/health/social services employment sector with 21.2% of the total employees and the agriculture and mining employment sector with 19.2% 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.

<i>Location</i>	<i>Type of Industry Employees 16 Years & Older Worked For (shown by %)</i>							<i>Total Employees 16 Years & Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale & Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Adams County	2,474 (31.5%)	274 (3.5%)	1,016 (12.9%)	871 (11.1%)	511 (6.5%)	1,433 (18.3%)	1,268 (16.2%)	7,847
Grant County	9,401 (24.6%)	1,550 (4.1%)	4,680 (12.3%)	4,619 (12.1%)	2,284 (6.0%)	6,730 (17.6%)	8,880 (22.2%)	38,144
Kittitas County	945 (4.7%)	1,436 (7.1%)	863 (4.3%)	3,066 (15.3%)	1,082 (5.4%)	5,789 (28.8%)	6,940 (34.5%)	20,121
Lincoln County	693 (16.5%)	379 (9.0%)	194 (4.6%)	441 (10.5%)	250 (6.0%)	933 (22.3%)	1,298 (30.9%)	4,188
QUADCO	13,512 (19.2%)	3,639 (5.2%)	6,753 (9.6%)	8,997 (12.8%)	4,127 (5.9%)	14,885 (21.2%)	18,386 (26.2%)	70,300
Washington State	2.7%	6.1%	10.5%	14.7%	5.2%	21.4%	39.4%	3,331,321

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 below. More detailed descriptions of these services are included for each county in Chapters 4, 5, 6, and 7.

⁷ Selected Economic Characteristics, 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#>

Transportation Service Providers

1. **Central Transit:** Fixed route and Dial-A-Ride demand response within the City 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 Transit:** Demand response in Kittitas County outside of Ellensburg.
4. **People For People Transportation:** Demand response for persons with Special 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.
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).



Special Needs Populations Characteristics

Individuals Who Have Disabilities

Individuals who have disabilities live throughout the QUADCO region. The highest percentage of this population is 20% in Lincoln County and the lowest is 9.8% in Adams County. The total QUADCO area is 12.8%, the same as the average in Washington State of 12.8%. The chart below shows a comparison of this population between the four counties, the QUADCO region, and Washington State.

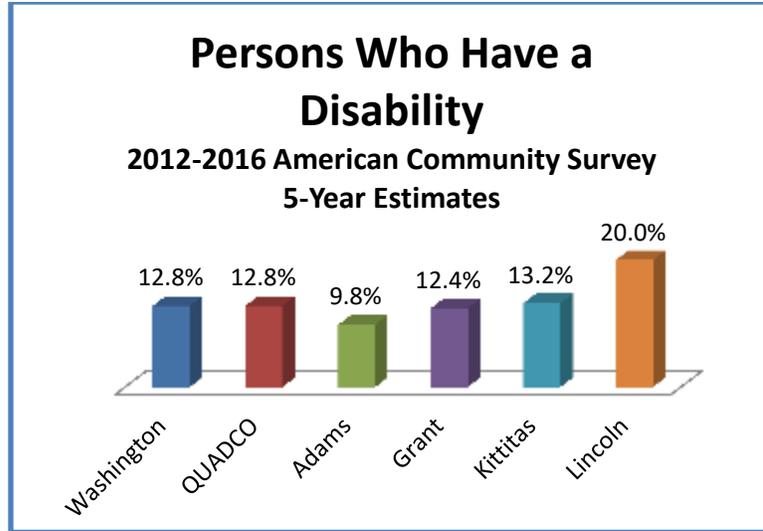


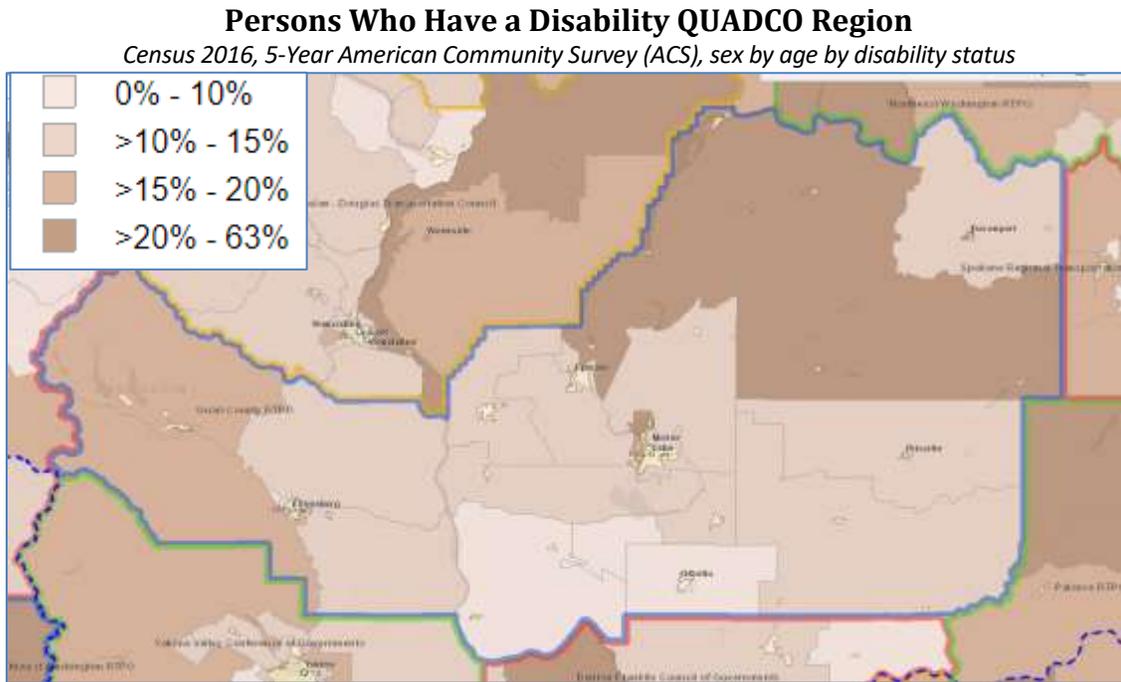
Table 12 below provides the estimated number and percentage of individuals who have a disability in each of the counties in QUADCO and Washington State.

<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Adams County	1,850	9.8%
Grant County	11,390	12.4%
Kittitas County	5,623	13.2%
Lincoln County	2,047	20.0%
QUADCO	20,910	12.8%
Washington State ⁹	889,964	12.8%

⁸ Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, 2016 Data Profiles.

⁹ Disability Characteristics, 2012-2016 American Community Survey 5-Year Estimates.

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



Youth

For the purposes of this planning effort, youth is defined as persons less than 18 years of age. On average there were 44,484 youth, under 18 years of age that resided in the QUADCO region during the 2012 to 2016 period. The population of youth made up 27% 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 22.7%.

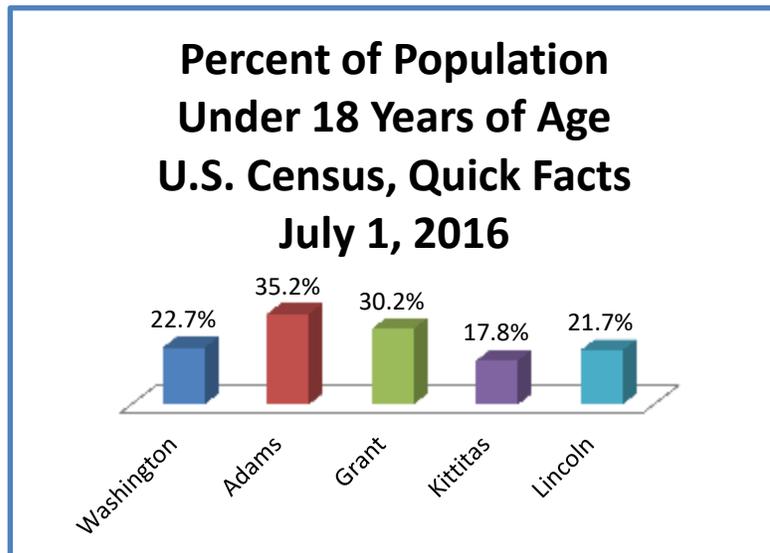


Table 13 below shows the youth breakdown for the QUADCO region, showing the estimated number of youth for each county and the percentage of youth as compared to the total populations.

Table 13 QUADCO Region Youth <i>2012-2016 Population Estimate¹⁰</i>		
<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Adams County	6,718	35.2%
Grant County	27,909	30.2%
Kittitas County	7,616	17.8%
Lincoln County	2,241	21.7%
QUADCO	44,484	27.0%
Washington State	1,604,595	22.7%

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, 22,350 older adults, who were 65 years and over, resided in the QUADCO region during the 2012 to 2016 period. The population of 65 years and over adults made up 13.6% of the region’s total population, an average of one out of seven persons. QUADCO’s percentage of older adults, as compared to the total population, is slightly lower than Washington State’s 14.0.



Of those persons who were 85 years and over during the same time period, 2,842 persons or 1.7% lived in the QUADCO region. The distribution of older adults 85 years and over is fairly regularly in all four counties, ranging from 1.6% to 2.1%. Table 14 below shows the estimated populations for older adults who are 65 years and over, as well as 85 years and over.

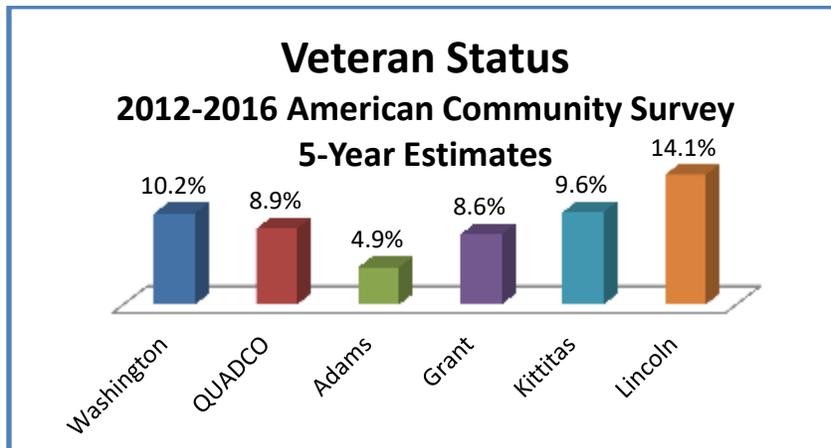
¹⁰ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Table 14
QUADCO Region
Older Adults – 65 and 85 years and Over
2012-2016 Population Estimate¹¹

<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	1,982	10.4%	258	1.6%
Grant County	11,637	12.6%	1,480	1.6%
Kittitas County	6,260	14.6%	898	2.1%
Lincoln County	2,471	23.9%	206	2.0%
QUADCO	22,350	13.6%	2,842	1.7%
Washington State	992,842	14.0%	127,300	1.8%

Veterans

Approximately 10,640 veterans lived in the QUADCO region during the 2012 to 2016 period. The population of veterans made up 8.9% 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 10.2%.



The county with the greatest percentage of veterans as compared to its overall population was Lincoln County, with 1,144 veterans or 14.1% of the county’s population. Adams County had the lowest percentage of veterans, with 606 or 4.9% of the county’s population.

¹¹ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Table 15 QUADCO Region Veteran Population <i>2012-2016 Population Estimate¹²</i>		
<i>Location</i>	<i>Number of Veterans</i>	<i>% of Total Population 18 Years and Over</i>
Adams County	606	4.9%
Grant County	5,524	8.6%
Kittitas County	3,366	9.6%
Lincoln County	1,144	14.1%
QUADCO	10,640	8.9%
Washington State	552,863	10.2%

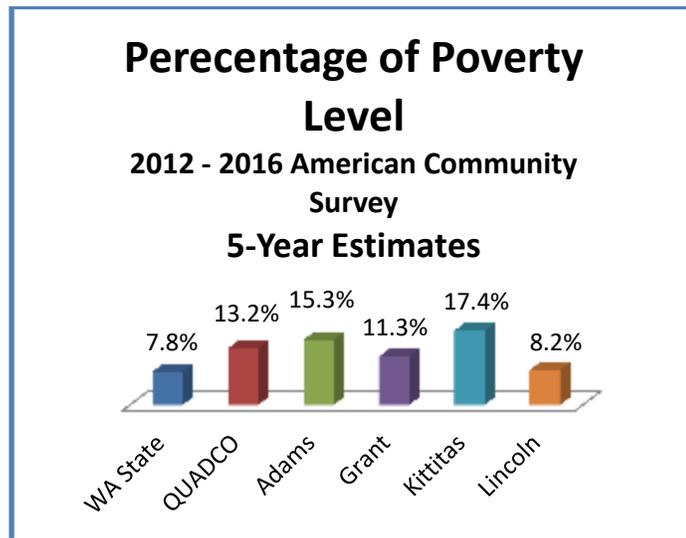


¹² U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Individuals With Lower Incomes

All four counties in QUADCO have an average per capita income lower than Washington State’s per capita income of \$32,999. The per capita income ranges from a high of \$25,382 in Lincoln County to a low of \$17,781 in Adams County.

Another measurement of low income is the percentage of residents living below poverty level. Out of all of QUADCO region residents that are 16 years and over, 13.24% are living below the poverty level. This is an average of about one out of eight persons. This average is higher than Washington State’s average of 7.8%.



The percentage of persons living below the poverty level differs significantly in QUADCO’s counties. Kittitas County has the highest level with 17.4% living at or below poverty level and Lincoln County has the lowest level with 8.2% living at or below poverty level.

Table 16
QUADCO Region
Per Capita Income and Poverty Status
of Civilian Labor Force (16 Years and Over)
2012-2016 Population Estimate¹³

<i>Location</i>	<i>Per Capita Income Amount</i>	<i>Below Poverty Level</i>	<i>% of Total Population 16 Years and Over</i>
Adams County	\$17,781	1,276	15.27%
Grant County	\$20,489	4,724	11.30%
Kittitas County	\$25,147	3,623	17.39%
Lincoln County	\$25,382	357	8.20%
QUADCO	-----	9,980	13.24%
Washington State	\$32,999	277,640	7.8%

Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with special transportation needs, are summarized below. The origins and destinations were identified by stakeholders at 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. 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 special needs in QUADCO is spread throughout the region in all of 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.

¹³ Poverty Status in the Past 12 Months, U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Common Destinations

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

1. **Dental and Medical Providers**: Individuals with special needs require transportation to doctor appointments, dialysis, dental, cancer treatment, and health specialists located in the QUADCO region and also in larger urban centers including Wenatchee, Spokane, Tri-Cities, and Seattle.
2. **Social Service Providers**: Individuals with special 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, child care, and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP).
3. **Employment Centers**: Individuals with special 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.
4. **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.
5. **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.
6. **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. A list of the topics identified as challenges that need to be addressed in the QUADCO region are listed below. 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.

- Informational Materials and Advertising
- Non-Emergency Medicaid Transportation Information
- Transportation to Court and Mental Health Appointments
- Passenger Rail Access

- Service Beyond ADA Requirements
- Access to Underserved Rural Areas
- Access to Medical Facilities
- Accessible Transportation Operations
- Fixed Route and High Occupancy Vehicle Operations
- Non-Traditional Student Transportation
- Weekend Service
- Special Events Transportation

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 -- 14th in size among all 39 Washington Counties. Adams County's land area is 21% 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 19,870 residents, approximately 12% of QUADCO's total population. Of this total, 10,705 persons (54%) live in incorporated areas and 9,165 persons (46%) live in unincorporated areas.

Over 76% of County's residents, who live in incorporated areas, reside in Othello - a city with 8,175 residents. The County seat of Ritzville has the second highest population of 1,660 residents. The remaining cities in Adams County are Lind, Washtucna, and Hatton, and they have a total of 870 residents.

Table 17
Adams County
2017 Population Estimate¹⁴

<i>Location</i>	<i>Total</i>
Hatton	110
Lind	550
Othello	8,175
Ritzville	1,660
Washtucna	210
Incorporated Areas	10,705
Unincorporated Areas	9,165
Adams County Total	19,870
% of QUADCO TOTAL	12%

¹⁴ State of Washington 2017 Population Trends, Forecasting & Research Division, Office of Financial Management, November 2017.

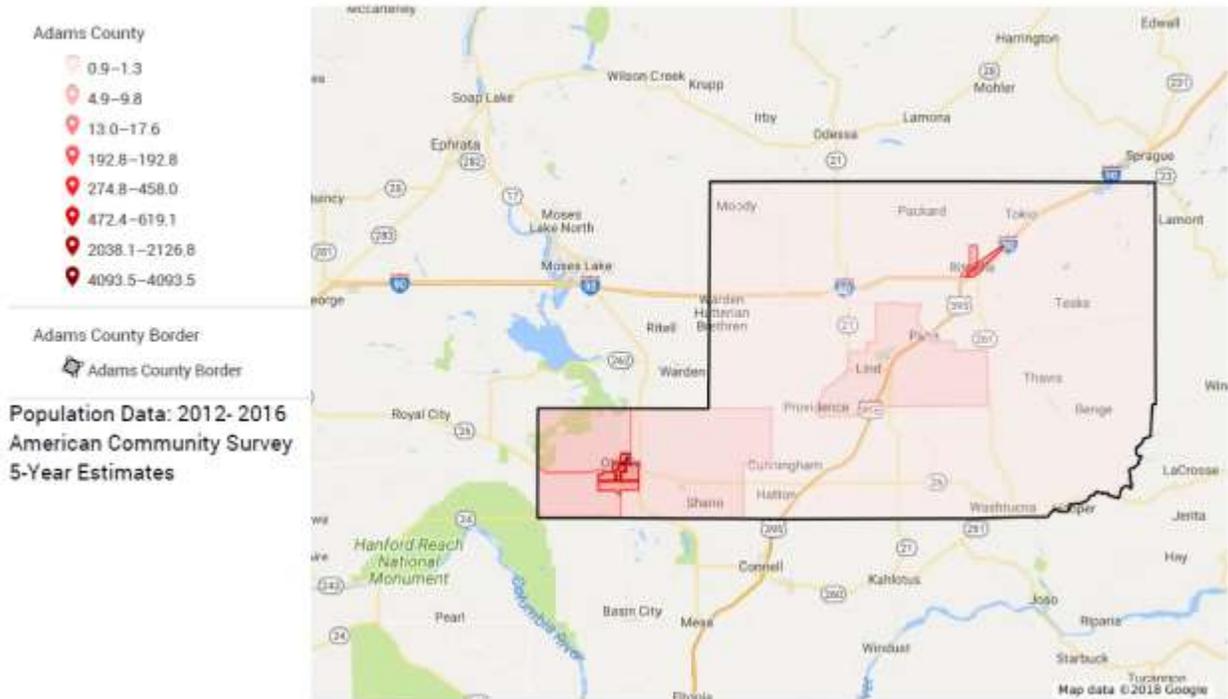
Population Density

Adams County has a low population density with 10.3 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 (19,870).

This population density is the third lowest of the four counties in QUADCO and considerably lower than Washington State’s average population density of 110 people per square mile. Additionally, 46% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

<i>Location</i>	<i>2017 Population</i>	<i>Total Area in Square Miles¹⁵</i>	<i>Population Density</i>
Adams County	19,870	1,925	10.3
QUADCO	170,930	9,213	18.6
Washington State	7,310,300	66,456	110.0

Population Density



¹⁵ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

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.

7,847 persons, sixteen years and older, worked in Adams County during 2016. 31.5% were in the agriculture and mining field. 18.3% 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.

<i>Location</i>	<i>Type of Industry Employees 16 Years & Older Worked For (shown by %)</i>							<i>Total Employees 16 Years & Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale & Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Adams County	2,474 (31.5%)	274 (3.5%)	1,016 (12.9%)	871 (11.1%)	511 (6.5%)	1,433 (18.3%)	1,268 (16.2%)	7,847
QUADCO	13,512 (19.2%)	3,639 (5.2%)	6,753 (9.6%)	8,997 (12.8%)	4,127 (5.9%)	14,885 (21.2%)	18,386 (26.2%)	70,300
Washington State	2.7%	6.1%	10.5%	14.7%	5.2%	21.4%	39.4%	3,331,321

¹⁶ Selected Economic Characteristics, 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#>

Residents of Adams County have a median income of \$47,554 per household. The per capita income in Adams County was \$17,781, compared to \$32,999 for Washington State. 23.0% of the population live below the poverty level, including 31.3% of those under age 18 and 10.6% of those 65 years of age or older.

<i>Location</i>	<i>Per Capita Income</i>	<i>% People Below Poverty Level</i>		
		<i>Under 18 Years</i>	<i>65 Years & Older</i>	<i>All People</i>
Adams County	\$17,781	31.3%	10.6%	23.0%
Washington State	\$32,999	16.5%	7.9%	12.7%

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.

Traditional Services

1. Othello Connector

Service Type:	Route-Deviated.
Service Provider:	People For People, website: www.pfp.org
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:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.
2017 Annual Hours/Miles/Trips:	3,899 hours/68,458 miles/5,004 trips.

¹⁷ Selected Economic Characteristics, 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#>

2. Adams County/Ritzville/Spokane Shuttle

Service Type:	Fixed-Route, Tuesdays and Thursdays by reservation only.
Service Provider:	Special Mobility Services, website: www.sms1.org
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 \$364,828 award for 2017-2019 SMS operations between Davenport and Spokane and between Ritzville and Spokane.

3. Moses Lake to Ritzville Shuttle

Service Type:	Fixed-Route, by reservation only
Service Provider:	People For People, website: www.pfp.org
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:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.

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

Service Type:	Demand Response Transportation for individuals with special needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: www.pfp.org
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 \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.
2017 Annual Hours/Miles/Trips:	9,873 hours/151,600 miles/13,420 trips (all three counties)

5. Mobility Management Services for Adams, Grant, and Lincoln Counties

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: www.pfp.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$134,105 award for 2017-2019 services in Adams, Grant, and Lincoln counties.

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, volunteers, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: www.sms1.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

7. Greyhound Network

Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: www.locations.greyhound.com
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.

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

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways, website: www.northwesterntrailways.com
Communities Served:	Grant County stops in Quincy, Ephrata, and Moses Lake and Adams County stop in Ritzville.
Frequency of Service:	1 eastbound bus and 1 westbound 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 \$21 per person from Ritzville to Spokane.
Funded By:	Rider fares, private company.

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: www.granttransit.com
Communities Served:	Grant County, Othello, Ellensburg and Wenatchee
Major Destinations of users:	Mattawa School District, Grant County PUD including Wanapum Dam, Hanford
Fares:	The cost is 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.
2017 Annual Hours/Miles/Trips	4,112/245,104/37,429

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.

Volunteer Driver Programs

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. Contact: Heidi Lamers, 509-663-3091, heidil@skillsource.org.
Communities Served:	Adams and Grant counties.
Major Destinations of users:	Worksites.
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:	\$1.25 base, \$2.45 safe ride fee, \$0.20 per minute when idling, \$1.25 per mile. Minimum charge is \$7.45.

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:	Average fare in U.S. is \$18. Uses a similar fee structure as Uber.

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.

Table 21				
School District Transportation in Adams County				
Office of Superintendent of Public Transportation (OSPI)				
<i>School District</i>	<i>OSPI Transportation Allocation¹⁸</i>	<i>Students Using School Transportation¹⁹</i>	<i>Student Trips</i>	<i>Reimbursement Per Trip</i>
Benge	\$51,216	24	4,320	\$11.86
Endicott*	\$215,948	132	23,760	\$9.09
Lacross*	\$174,807	50	9,000	\$19.42
Lamont*	\$50,756	92	16,560	\$3.06
Lind	\$758,230	410	73,800	\$10.27
Odessa*	\$278,242	136	24,480	\$11.37
Othello*	\$1,491,499	3,020	543,600	\$2.75
N. Franklin*	\$1,274,187	1,965	353,700	\$3.60
Sprague*	\$106,554	92	16,560	\$6.43
Warden*	\$354,531	402	72,360	\$4.90
Washtucna*	\$122,016	38	6,840	\$17.84
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:

¹⁸ OSPI 2017-2018 "Transportation Operations Allocation."

¹⁹ OSPI Fall 2017-2018 Student Detail Report.

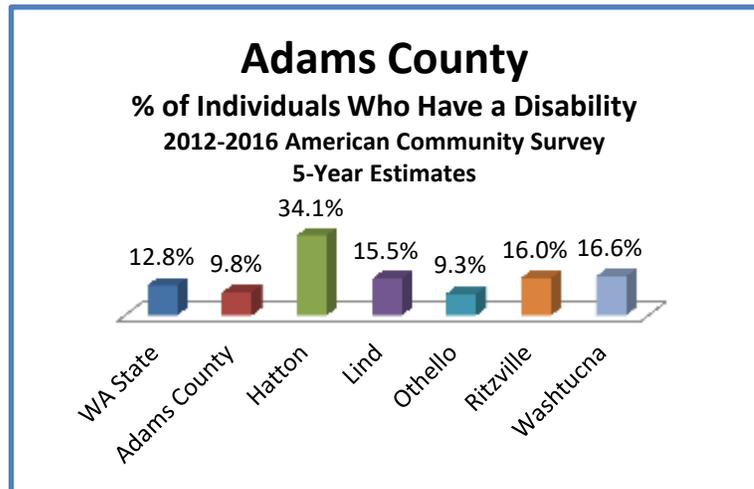
People For People: Each vehicle is equipped with Mobile Data Terminals that record each trip’s origin and destination in the RouteMatch dispatch and scheduling software program. The program also uses a GPS tracking system that is used to locate vehicles as well as integrated with a cell phone application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

Special Needs Populations Characteristics

Adams County has a high percentage of persons with special 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 special needs groups in Adams County are described below.

Individuals Who Have Disabilities

Of those who resided in Adams County during the 2012 to 2016 period, an average of 850 individuals had disabilities. This equates to 9.8% of Adams County residents having a disability, or about one out of ten persons. This percentage is slightly lower than the state average of 12.8%.²⁰



²⁰ Disability characteristics. U.S. Census Bureau. 2012-2016 American Community Survey 5-Year Estimates.

The distribution of individuals having disabilities range from 34.1% residing in Hatton to 9.3% residing in Othello.

<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Hatton	31	34.1%
Lind	84	15.5%
Othello	715	9.3%
Ritzville	244	16.0%
Washtucna	54	16.6%
Adams County Total	1,850	9.8%
QUADCO TOTAL	20,910	12.8%
Washington State ²²	889,964	12.8%

Youth – Persons Under 18 Years of Age

On average, 6,718 youth, who were under 18 years of age, resided in Adams County during the 2012 to 2016 period. The population of youth made up 35.2% of the county's total population, an average of one out of three persons.

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population Under 18 Years</i>
Hatton	26	28.6%
Lind	168	30.8%
Othello	2,924	37.8%
Ritzville	371	22.9%
Washtucna	82	25.2%
Adams County Total	6,718	35.2%
QUADCO TOTAL	44,484	27.0%

²¹ Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, 2016 Data Profiles.

²² Disability Characteristics, 2012-2016 American Community Survey 5-Year Estimates.

²³ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

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 81.7% in the Othello School District to a low of 45.2% in the Ritzville School District. Also, all of the school districts in Adams County have higher percentages than Washington State’s average of 42.9%. See the following table for data from school districts in Adams County.

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2016-2017</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Benge	13	N/A	7.7%	N/A	0.0%	0.0%
Lind	176	63.6%	13.1%	23.1%	16.5%	15.3%
Othello	4,387	81.7%	13.0%	14.9%	41.7i%	11.6%
Ritzville	363	45.2%	10.7%	22.6%	0.3%	0.0%
Washtucna	49	75.5%	14.3%	0.0%	0.0%	0.0%

Teen birth rate is another measure used to evaluate youth barriers in Adams County. Adams County’s teen birth rate is 33 births by women ages 19 and under. This is 8% of all births in the county, which is higher than the State of Washington’s teen birth of rate of 5% of all births in the State of Washington.²⁵

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 child care in order to complete their educational goals.

²⁴ OSPI Washington State Report Card 2016-2017 and *OSPI, Dropout and Graduation Reports, Graduation and Dropout Statistics for Washington’s Counties, Districts, and Schools, School Year 2016-17.

²⁵ Total pregnancies by Woman’s Age and County of Residence, 2016. Center for Health Statistics, Washington State Department of Health, 10/2017.

Older Adults - Persons 65 Years and Over

On average, 1,982 older adults, who were 65 years and over, resided in Adams County during the 2012 to 2016 period. The population of older adults made up 10.4% of the county's total population, an average of one out of ten persons.

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 23.1% in Hatton to a low of 8.5% in Othello.

Table 25 Adams County Persons 65 Years and Over <i>2012-2016 Population Estimate²⁶</i>		
<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population 65 Years and Over</i>
Hatton	21	23.1%
Lind	79	14.5%
Othello	654	8.5%
Ritzville	327	20.2%
Washtucna	54	16.6%
Adams County Total	1,982	10.4%
QUADCO TOTAL	22,350	13.6%

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.

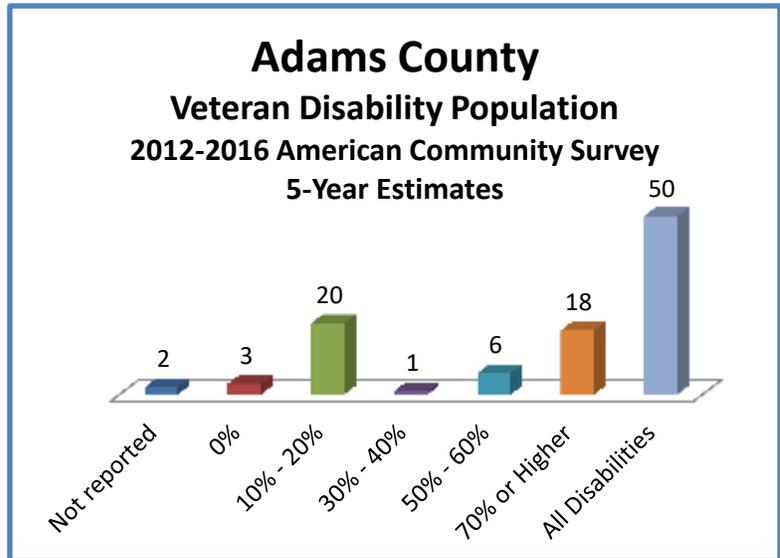
Veterans

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 606 veterans in Adams County and 50 of these veterans have a service related disability, meaning

²⁶ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

the disability was a result of disease or injury that occurred or was aggravated during active military service.

The graph on the right and table 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 Adams County, 58.4% 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.

The estimated age of veterans in Adams County is shown in Table 25 below. Veterans that are over 65 years of age made up 49.8% of the total veteran population in Adams County.

<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	205	33.9%
55 to 64 years	99	16.3%
65 to 74 years	151	24.9%
75 years and older	151	24.9%
Total Veterans in Adams County	606	100%
Total Veterans in QUADCO	10,640	% of Adams Co. in QUADCO: 6%
<i>The total general population of Adams County is 19,100</i>		

²⁷ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

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 2016 was \$17,781.²⁸ 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 \$32,999.

Out of all of Adams County residents, 23% are living below the poverty level, which equals about one out of four persons. Of those that are 16 years and over, 15.3% are living in poverty.²⁹ Of those who are in the labor force, 1,089 individuals or 13.9% are below the poverty level. The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

Table 27 Adams County Poverty Status of Civilian Labor Force 16 Years and Over <i>2012-2016 Population Estimate³⁰</i>			
<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	7,847	1,089	13.9%
Unemployed	507	187	36.9%
Total Persons 16 Years and Over in Adams County	8,354	1,276	15.3%
QUADCO TOTAL	75,377	9,980	7.6%

The number of Adams County residents that received assistance in 2017 included: 4,167 received basic food assistance, 211 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 74 receive a State Supplemental Payment (SSP).³¹

²⁸ 2012-2016 American Community Survey 5-Year Estimates, in 2016 inflation-adjusted dollars.

²⁹ 2012-2016 American Community Survey 5-Year Estimates.

³⁰ Poverty Status in the Past 12 Months, U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

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

Twenty-four stakeholders, who are located in Adams County and provide services to persons with special needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- Columbia Basin Health Assoc.
- Othello School District
- WSDOT
- Adams County Health Dpt.
- E. Adams Rural Healthcare
- Special Mobility Services
- Adams County Integrated Health Care Services

The stakeholder HSTP surveys indicated their clients tend to have trips that originate in Othello, Warden, Royal City and Mattawa. These clients also need transportation to the following destinations: Spokane, Tri-Cities, Moses Lake, Seattle, Adams County’s medical facilities, Adams County’s schools, and Adams County’s child care. Other results from the stakeholder HSTP surveys were as follows:

Top 4 reasons clients need transportation services:

1. Dental & medical appt.s (79.2%)
2. Social service appt.s (58.3%)
3. Elderly & senior services (29.2%)
4. Job training/job search (29.2%)

Top 5 types of destinations:

1. Dental & medical appt.s (83.3%)
2. Social service appt.s (62.5%)
3. Court and legal appt.s (45.8%)
4. Food bank (45.83%)
5. Grocery shopping (45.83%)

³¹ Department of Social and Health Services (DSHS) Economic Services Administration (ESA) Briefing Book for State Fiscal year 2017.

Days of the week clients generally need transportation:

- | | |
|----------------------|---------------------|
| 1. Monday (95.8%) | 5. Thursday (87.5%) |
| 2. Tuesday (95.8%) | 6. Saturday (41.7%) |
| 3. Friday (95.8%) | 7. Sunday (8.3%) |
| 4. Wednesday (87.5%) | |

Most frequent time of the day clients need transportation:

- | | |
|-----------------------|----------------------|
| 1. Mornings (95.8%) | 3. Evenings (62.5%) |
| 2. Afternoons (91.7%) | 4. Overnight (12.5%) |

Top 3 transportation providers used by clients:

- | | |
|--------------------------------------|---------------------------------|
| 1. People For People (83.3%) | 3. Friends or relatives (58.3%) |
| 2. Special Mobility Services (66.7%) | |

Top 3 types of resources used by clients:

- | | |
|------------------------|-----------------------------|
| 1. Van shuttle (57.1%) | 3. Volunteer driver (19.1%) |
| 2. Gas voucher (28.6%) | |

Top 4 reasons clients need transportation:

- | | |
|--------------------------------|-----------------------------------|
| 1. No Car (95.8%) | 3. Cannot afford to drive (91.7%) |
| 2. No driver’s license (91.7%) | 4. Have a disability (58.3%) |

Most common characteristics of clients needing transportation:

- | | |
|-------------------------------------|----------------------------------|
| 1. People with disabilities (95.0%) | 3. Children and students (75.0%) |
| 2. Limited or low income (85.0%) | |

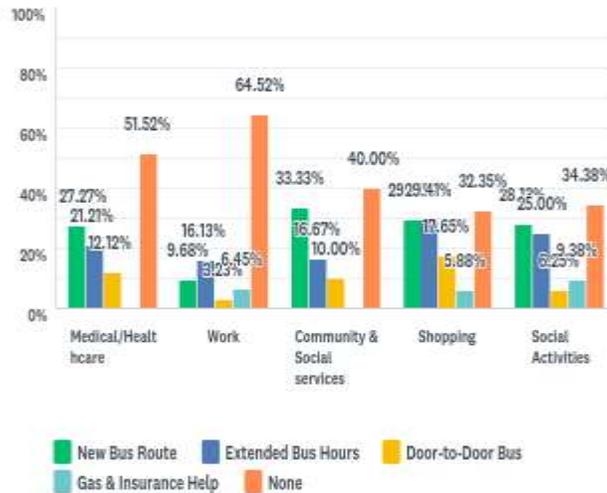
User and General Public HSTP Survey Results

56 persons from Adams County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 44 (78.6%) were ages eighteen through fifty-nine, 8 (14.3%) were sixty years or older, and 4 (7.1%) were seventeen years and younger.

Overall, respondents were appreciative for the transportation services. One respondent indicated a route between Othello and Moses Lake for teachers is needed. About two-thirds of the respondents, 67.9%, felt that current transportation services available meet their needs and the needs of the community.

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

Q12 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)



Locations respondents mentioned needing to be picked-up at was mainly Othello, but also Ephrata, Ritzville, and Moses Lake. The respondents indicated the top destinations they need transportation to are Moses Lake (71.4%), Othello (69.6%), Spokane (28.6%), Wenatchee (28.6%), and Pasco (26.8%). When asked if they had to move to maintain their independence, 14.3% said yes.

The results from the HSTP surveys returned from individuals in Adams County were as follows:

Top 7 types of destinations:

- | | |
|--|-----------------------------|
| 1. Dental/medical appt.s (73.21%) | 5. Community events (19.6%) |
| 2. Family and friends (32.1%) | 6. Food bank (19.6%) |
| 3. Pharmacy (28.6%) | 7. Church/religious (16.1%) |
| 4. Shopping and daily activities (28.6%) | |

Days of the week respondents generally need transportation:

- | | |
|---------------------|----------------------|
| 1. Thursday (57.1%) | 5. Wednesday (51.8%) |
| 2. Friday (57.1%) | 6. Saturday (41.1%) |
| 3. Tuesday (53.6%) | 7. Sunday (33.9%) |
| 4. Monday (51.8%) | 8. None (17.9%) |

Most frequent time of the day respondents need transportation:

- | | |
|--------------------------------|--------------------------------|
| 1. 8:00 am to 10:00 am (46.4%) | 4. 5:00 pm to 7:00 pm (21.4%) |
| 2. 3:00 pm to 5:00 pm (50.0%) | 5. 7:00 pm to 10:00 pm (16.1%) |
| 3. 10:00 am to 3:00 pm (44.6%) | 6. Before 8:00 am (21.4%) |

7. 10:00 pm to 2:00 am (16.1%)

8. None (0%)

Top transportation resources used by respondents:

1. People For People (46.4%)
2. My or borrowed vehicle (32.1%)
3. Family, friends, volunteer (41.1%)
4. Walk (46.4%)

5. Medicaid/Provider One (14.3%)
6. SMS community shuttle (8.9%)
7. Carpool or rideshare (8.9%)

Top 5 reasons respondents need transportation:

1. No Car (32.1%)
2. Can't afford to drive (17.9%)
3. Prefer to use public trans. (19.6%)
4. Can't walk, bike, or drive (14.3%)

5. No driver's license (41.1%)
6. Transportation not available when needed (12.5%)

How frequent respondent uses current transportation services:

1. 5 to 7 days/week (7.1%)
2. 1 to 4 days/week (30.4%)
3. 1 to 3 days/month (39.3%)

4. 1 to 11 days/year (10.7%)
5. Never (12.5%)

Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with special transportation needs, are summarized below. The origins and destinations were identified by stakeholders at 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 special needs are scattered throughout Adams County in its cities, towns, and rural areas. Their trips start at housing that is typical single-family 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 special 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 10% of Adams County's residents have disabilities, ranging from 9% in Othello to 34% in Hatton. Adams County's per capita income level was \$17,781, considerably lower than the State's average of \$32,999. The County's youth population ranges from 23% in Ritzville to 38% in Othello. Othello School District's students are low-income with 82%

qualifying for free or reduced lunches. Approximately 10% of the total population in Adams County are 65 years and older, ranging from 9% in Othello to 23% in Hatton.

Common Destinations

The common destinations made by individuals who have special 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 83% of the stakeholder respondents and 73% of the general survey respondents. Persons with special 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 special needs. 63% of the stakeholder respondents indicated this is a top destination for persons with special needs in Adams County. 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, child care, 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

<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>
Benge	71	71	71	27	80	17	27	27	71/27	17
Hatton	41	41	41	19	52	19	19	19	41/36	24
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	28	66/28	0

*Big Bend Community College and Columbia Basin Technical Skills Center.
**WSU Extension in Ritzville.

3. **Employment Centers**: Individuals with special 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. Employment

centers with the highest number of employees in Adams County are shown in Table 28 below.

<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Ritzville	Othello School District	577
Othello	McCains Food USA, Inc.	500
Othello	JR Simplot Company	480
Othello	Wal-Mart	230
Othello	Columbia Basin Health Association	200
Othello	Othello Family Clinic	200
Ritzville	Adams County	180
Othello	Othello Community Hospital	175
Ritzville	East Adams Rural Hospital	102
Othello	Lineage Logistics	85

The number of workers commuting between Adams County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. Table 29 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	5,593	76.8%
Grant County	934	12.8%
Benton/Franklin/Walla Walla counties	395	5.4%
Spokane/Whitman/NE Washington counties	124	1.7%
Lincoln County	95	1.3%
Chelan/Douglas counties	62	0.9%
King County/Western WA	35	0.5%
Yakima County	5	0.1%
Outside of WA	41	0.6%
QUADCO (within the 4-county region)	6,622	90.9%
TOTAL	7,284	100.0%

³² ReferenceUSA database, retrieved March 21, 2018.

³³ Census County-To-County Work Flow files, last revision in 2013.

4. **Elderly/Senior Service Centers**: Services for the elderly are top destinations according to 29% of the stakeholder respondents. 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.
5. **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, 46% indicated that court and legal appointments are important destinations, 46% indicated that grocery shopping is a top destination, and 46% indicated food banks are important destinations. Top destinations as indicated by the general public survey responses: 32% indicated visits to family and friends, 29% indicated shopping and daily activities, 20% indicated community events, 20% indicated food bank, and 16% indicated church and religious activities. Grocery shopping is available in Lind, Othello, and Ritzville, with WalMarts in Othello and Moses Lake major destinations for Adams County residents.
6. **Education**: Transportation access to education is important for persons with special 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, Wenatchee Valley College, and Central Washington University. Other education programs in Adams County include vocational skills training and GED training.

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 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: Although informational materials are available and explain transportation services for Adams County residents, these materials are not readily available throughout the region and are difficult for new users to understand. There is a lack of knowledge and awareness of transportation services available countywide. Funding has not been adequate to design and mass produce materials that are “easy to read and understand,” as well as to conduct an advertising campaign.

Strategies to Address Challenge: Obtain additional funding to develop an education and outreach plan that identifies the types of services available. Develop “easy to read and understand” materials to explain the transportation services available to Adams County residents in English and Spanish and make the distinction between services for the public and services for only persons eligible. These funds would expand current marketing efforts conducted by Special Mobility Services (SMS) and People For People’s Mobility Manager/Travel Trainer. Coordinate marketing efforts that SMS and People For People develop and implement. Produce pocket schedules with contact information for riders and provide at bus stops. Widely distribute these materials throughout the county. Distribute through utility bills. Advertise on social media: twitter, Facebook, and Ritzville’s “Indoor Yard Sale;” the Spanish radio stations, the Ritzville Journal, social service organizations’ newsletters (senior centers, public health, parent-to-parent, libraries); and other Adams County newspapers. Educate major employers and talk to people at stores, faith groups, Commission of Hispanic Affairs, and reach out to Dreamers (individuals who are not U.S. citizens but migrated here as a child). Add links to information and schedules on medical provider web sites. Attend/set up a booth at outreach events for health organizations, communities, and schools. Train medical provider staff on where buses will pick up patients. Coordinate with other members of the 4-County Team to make sure there is no duplication of efforts.

2. *Non-Emergency Medicaid Transportation Information*

Transportation Challenge: The specific types of transportation services available to persons who are enrolled in Medicaid can be misunderstood and confusing for persons living in Adams County and needing access to medical services. For example, transportation is available to Medicaid eligible patients that are discharged from the Emergency Room (ER), but cannot be used for patients needing to go to an ER. Additionally, the gas vouchers are not accepted by Ritzville’s Texaco gas station.

Strategies to Address Challenge: Develop “easy to read and understand” materials explaining these specific transportation services available to persons enrolled in Medicaid, in English and Spanish. Obtain help from a Ritzville community leader to reach out to Ritzville’s Texaco gas station to enter into an agreement for accepting gas vouchers used by Medicaid clients. Find out if Medicaid is flexible on any of its rules and criteria. Educate people on these Medicaid transportation services by reaching out to them at stores, faith groups, Commission of Hispanic Affairs, and reach out to Dreamers (individuals who are not U.S. citizens but migrated here as a child). Make information available and easy to find on the brokers website. Encourage the different brokers in QUADCO to coordinate so there is no duplication of efforts and coordinate with other members of the 4-County Team so that they understand the services and can provide links to the broker’s website information.

3. *Transportation to Court and Mental Health Appointments*

Transportation Challenge: Although transportation services are available to persons with special needs living in Adams County, it is limited and not often used by persons needing transportation to Superior Courts and mental health services.

Strategies to Address Challenge: Work with the court staff and mental health providers to develop a fixed route that provides access between jail facilities, mental health facilities, and the Superior Courts. Encourage these entities to schedule appointments based on the transportation schedule. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

4. *Passenger Rail Access*

Transportation Challenge: Amtrak has a passenger rail line between Tri-Cities and Spokane that goes through, but doesn't stop in Ritzville. This transportation resource could re-energize the community and provide inter-state travel as well as access to Washington's major cities including Spokane, Tri-Cities, and Seattle.

Strategies to Address Challenge: Meet with Amtrak to determine what is needed to create a stop in Ritzville. Find out if Amtrak provides ADA compliant transportation, such as for persons who use wheelchairs. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

Chapter Five – Grant County

Physical Description

Although Grant County is predominately rural, it has the greatest concentration of people in QUADCO, with 95,630 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 -- 4th 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 95,630 residents, approximately 56% of QUADCO’s total population. Of this total, 53,208 persons (56%) live in incorporated areas and 42,422 persons (44%) live in unincorporated areas.

Approximately 43% of Grant County’s residents who live in incorporated areas reside in Moses Lake, a city with 22,720 residents. The County seat of Ephrata has the seconded highest population of 8,005 residents. The remaining thirteen cities and towns in Grant County, have a combined population of 24,483 residents.

Table 31
Grant County
2017 Population Estimate³⁴

<i>Location</i>	<i>Total</i>
Coulee City	565
Electric City	1,020
Ephrata	8,005
George	720
Grand Coulee	1,055
Hartline	155
Krupp	50
Mattawa	4,805
Moses Lake	22,720
Quincy	7,370
Royal City	2,245
Soap Lake	1,550
Warden	2,730
Wilson Creek	218
Incorporated Areas	53,208
Unincorporated Areas	42,422
Grant County	95,630
% of QUADCO TOTAL	56%

³⁴ State of Washington 2017 Population Trends, Forecasting & Research Division, Office of Financial Management, November 2017.

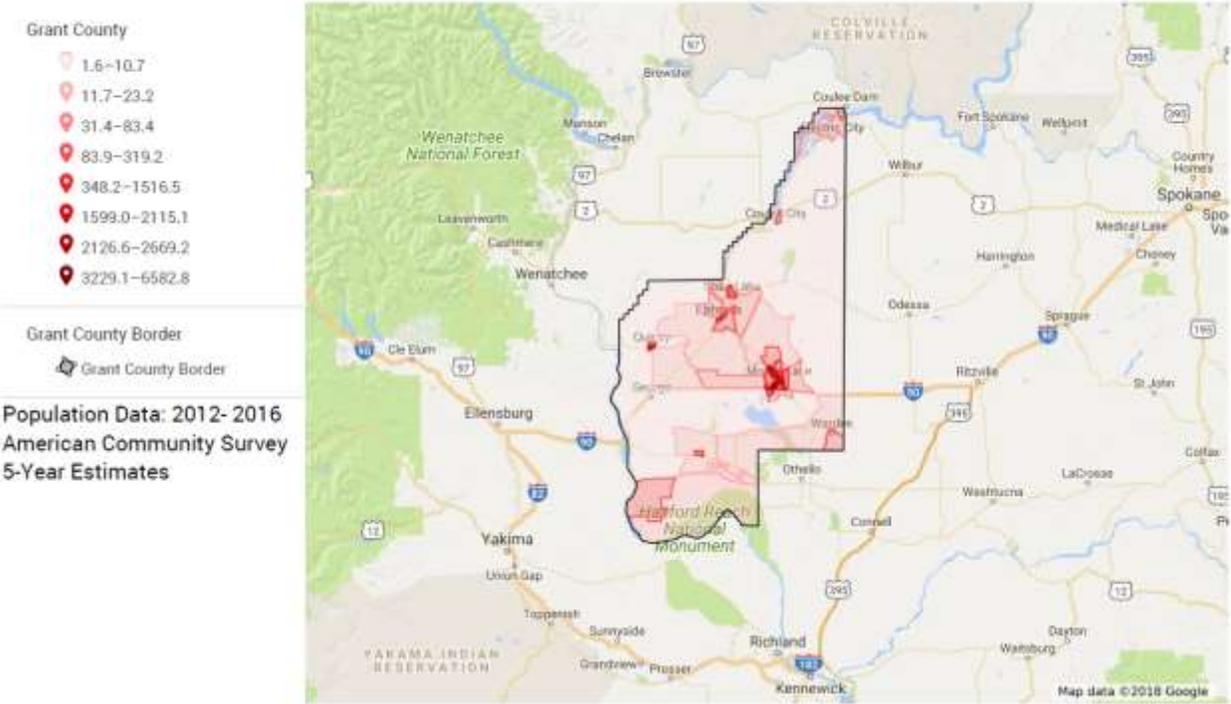
Population Density

Grant County has a low population density with 35.7 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 (95,630).

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 110 people per square mile. Additionally, 44% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

Table 32 Grant County 2017 Population Density by Land Area			
Location	2017 Population	Total Area in Square Miles ³⁵	Population Density
Grant County	95,630	2,680	35.7
QUADCO	170,930	9,213	18.6
Washington State	7,310,300	66,456	110.0

Population Density



³⁵ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

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 manufacturers are Lamb Weston Inc., Washington Potato Company, ConAgra Foods, Inc., Quincy Foods, LLC, and National Frozen Foods.

The education and health care industry has 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).

38,144 persons, sixteen years and older, worked in Grant County during 2016. 24.6% were in the agriculture and mining field. 17.6% 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.

Table 33
Grant County
2016 Employment (16 Years & Older) by Type of Industry³⁶

<i>Location</i>	<i>Type of Industry Employees 16 Years & Older Worked For (shown by %)</i>							<i>Total Employees 16 Years & Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale & Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Grant County	9,401 (24.6%)	1,550 (4.1%)	4,680 (12.3%)	4,619 (12.1%)	2,284 (6.0%)	6,730 (17.6%)	8,880 (22.2%)	38,144
QUADCO	13,512 (19.2%)	3,639 (5.2%)	6,753 (9.6%)	8,997 (12.8%)	4,127 (5.9%)	14,885 (21.2%)	18,386 (26.2%)	70,300
Washington State	2.7%	6.1%	10.5%	14.7%	5.2%	21.4%	39.4%	3,331,321

³⁶ Selected Economic Characteristics, 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#>

Residents of Grant County have a median income of \$50,145 per household. The per capita income in Grant County was \$20,409, compared to \$32,999 for Washington State. 16.9% of the population live below the poverty level, including 21.4% of those under age 18 and 10.1% 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 & Older</i>	<i>All People</i>
Grant County	\$20,409	21.4%	10.1%	16.9%
Washington State	\$32,999	16.5%	7.9%	12.7%

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.

Traditional Services

1. Grant Transit Authority (GTA)

Service Type:	Fixed Route.
Service Provider:	Grant Transit Authority (GTA), website: www.granttransit.com
Communities Served:	Cities, towns, and communities within Grant County.
Frequency of Service:	Weekday and weekend service. Generally 30-60 minute headways. Service is 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 midnight.
Major Destinations:	Provides over 30 routes serving all of Grant County and its communities. Riders use GTA to commute to work, shop, medical appointments, social activities, and education.
Other Service Connections:	Connections with neighboring transit systems including People For People, Link Transit, and Central Transit. Inter-modal connections with Amtrak, Greyhound, Northwestern Trailways, and Apple Line Bus.
Fares:	Fares are \$1.00 standard, \$0.50 VIP. Monthly passes are \$25.00 standard, \$20.00 student, \$15.00 VIP, and \$80 for commuter pass (service to Wenatchee and/or Ellensburg). VIP is defined as anyone 60 years or older or those who may have a disability.
Funded By:	PTBA funded by 2/10 of 1% sales tax and WSDOT Consolidated Grant.

³⁷ Selected Economic Characteristics, 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#>

WSDOT Grants Awarded:	\$176,000 award for route between Moses Lake and Warden.
2017 Annual Hours/Miles/Trips:	39,990 hours/1,205,498 miles/275,098 trips

2. GTA Express Route to Wenatchee

Service Type:	Fixed Route.
Service Provider:	Grant Transit Authority (GTA), website: www.granttransit.com
Communities Served:	Connects Moses Lake, Ephrata, and Quincy riders to Wenatchee.
Frequency of Service:	3 eastbound runs and 3 westbound runs.
Major Destinations:	Medical facilities and shopping via Link Transit.
Other Service Connections:	Connections with Link Transit.
Fares:	Fares are \$3.00 standard one way. \$80 for commuter passes (service to Wenatchee including service within Grant County).
Funded by:	WSDOT Regional Mobility Grant and local match.
WSDOT Grants Awarded:	\$314,340 for routes to Wenatchee.
2017 Annual Hours/Miles/Trips:	1,269 hours/63,450 miles/896 trips (service started mid-year 2017).

3. Grant Transit Authority (GTA) – Access Paratransit

Service Type:	Access-Paratransit.
Service Provider:	People for People-week days, website: www.pfp.org GTA weekends website: www.granttransit.com
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:	\$1 per trip.
Funded By:	WSDOT Special Need Formula Funds Distribution.
WSDOT Grants Awarded:	\$486,950
2017 Annual Hours/Miles/Trips:	9,410/136,393/21,278

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

Service Type:	Demand Response Transportation for individuals with special needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: www.pfp.org
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 \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.
2017 Annual Hours/Miles/Trips:	9,873 hours/151,600 miles/13,420 trips (all three counties)

5. Mobility Management Services for Adams, Grant, and Lincoln Counties

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: www.pfp.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$134,105 award for 2017-2019 services in Adams, Grant, and Lincoln counties.

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, volunteers, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: www.sms1.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

7. Greyhound Network

Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: www.locations.greyhound.com
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.

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

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways, website: www.northwesterntrailways.com
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.

9. Apple Line Bus

Service Type:	Intercity Bus Route.
Service Provider:	Northwestern Trailways by contract with WSDOT, website: www.appleline.us
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 \$23 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.

10. Amtrak’s Empire Builder #7 (westbound) and #8 (eastbound)

Service Type:	Intercity Rail Service.
Service Provider:	Amtrak, website: www.amtrak.com
Communities Served:	From Chicago to St. Paul/Minneapolis to Spokane to Seattle. 1 Grant County stop in Ephrata.
Frequency of Service by Direction:	1 eastbound run, start in Ephrata at 9:42 p.m.
Frequency of Service by Direction:	1 westbound run, start in Ephrata at 4:22 a.m.
Major Destinations:	Connects Ephrata 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.

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: www.granttransit.com
Communities Served:	Grant County, Hanford, Ellensburg (Kittitas County) and Wenatchee
Major Destinations of users:	Mattawa School District, Grant Co. PUD, Wanapum Dam, Hanford
Fares:	The cost is 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. 4,112/245,104/37,429
2017 Annual Hours/Miles/Trips	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.

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.

Volunteer Driver Programs

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. Contact: Heidi Lamers, 509-663-3091, heidil@skillsource.org
Communities Served:	Adams and Grant counties.
Major Destinations of users:	Worksites.
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 (\$15 once a year) to eligible individuals for transportation.
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. Scabland Taxi and Delivery Service**

Description:	Taxi service available 24 hours a day, 365 days a year.
Owner/Provider:	Scabland Taxi (dispatch@scablandtaxi.com , 509-762-4183)
Communities Served:	Moses Lake and surrounding area
Major Destinations of users:	As requested.
Fares:	\$2.50 Pick-up charge, \$2.50 per mile, \$7.00 minimum.

2. 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, \$7.00 minimum.

3. 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:	\$2.25 base, \$2.50 booking fee, \$0.25 per minute when idling, \$1.50 per mile. Minimum charge is \$6.00.

4. 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:	Average fare in U.S. is \$18. Uses a similar fee structure as Uber.

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.

<i>School District</i>	<i>OSPI Transportation Allocation³⁸</i>	<i>Students Using School Transportation³⁹</i>	<i>Student Trips</i>	<i>Reimburse- ment Per Trip</i>
Coulee-Hartline*	\$247,808	198	35,640	\$6.95
Ephrata*	\$1,122,343	1,864	335,520	\$3.35
Grand Coulee Dam*	\$458,711	639	115,020	\$3.99
Moses Lake	\$3,233,030	5,867	1,056,060	\$3.06
Quincy	\$1,409,580	2,263	407,340	\$3.46
Odessa*	\$278,242	136	24,480	\$11.37
Othello*	\$1,491,499	3,020	543,600	\$2.74
Royal City	\$924,796	1,775	319,500	\$2.89
Soap Lake	\$287,884	459	82,620	\$3.48
Wahluke	\$1,003,470	1,924	346,320	\$2.90
Warden*	\$354,531	402	72,360	\$4.90
Wilson Creek*	\$271,416	150	27,000	\$10.05
*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.

³⁸ OSPI 2017-2018 "Transportation Operations Allocation."

³⁹ OSPI Fall 2017-2018 Student Detail Report.

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 a multiple line phone system with voice mail capability, radio communication with all buses, and onboard video surveillance cameras. 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. GTA also uses Fleetio to track maintenance and Remix for routing and maps. GTA has recently been reviewing several different dispatch and scheduling software programs with plans to purchase one in the very near future. GTA has a recently updated website for customers to receive rider alerts.

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.

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**

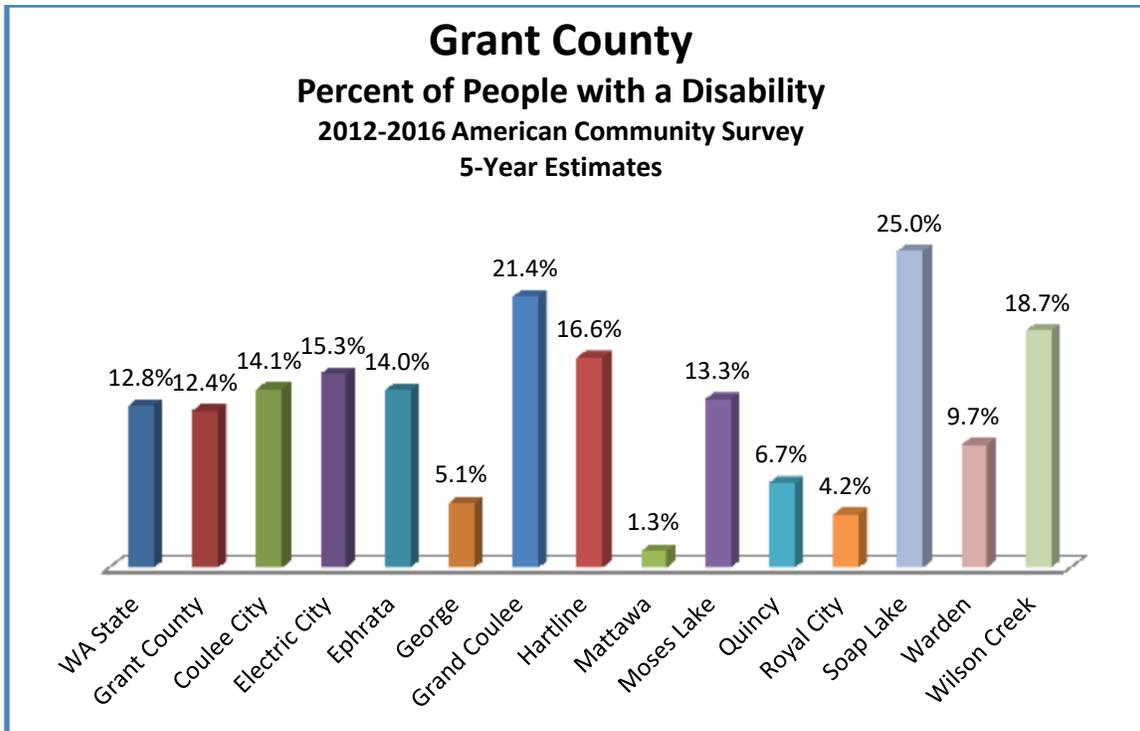
Description:	Located on 5 th Avenue, between Division and Ash Street in Moses Lake. Serves as main transfer/connecting hub for public transit routes and other modes of transportation.
Owner/Provider:	Grant Transit Authority (GTA)
Communities Served:	Grant County
Major Destinations of users:	Grant County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

Special Needs Populations Characteristics

Grant County has a high percentage of persons with special 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 special needs groups in Grant County are described below.

Individuals Who Have Disabilities

Of those who resided in Grant County during the 2012 to 2016 period, an average of 11,390 individuals had disabilities. This equates to 12.4% of Grant County residents having a disability or about one out of eight persons. This percentage is slightly lower than the state average of 12.8%. Individuals having disabilities are distributed throughout the county with a high of 25.0% residing in Soap Lake and a low of 1.3% residing in Mattawa. The figure and table below shows a comparison of how many individuals with a disability live in Washington State, Grant County, and cities and towns in Grant County.



Source: Disability Characteristics. U.S. Census Bureau. 2012-2016 American Community Survey 5-Year Estimates.

Table 36
Grant County - Individuals Having a Disability
2012-2016 Population Estimate⁴⁰

<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Coulee City	81	14.1%
Electric City	128	15.3%
Ephrata	1,091	14.0%
George	38	5.1%
Grand Coulee	206	21.4%
Hartline	25	16.6%
Mattawa	59	1.3%
Moses Lake	2,866	13.3%
Quincy	487	6.7%
Royal City	69	4.2%
Soap Lake	421	25.0%
Warden	265	9.7%
Wilson Creek	49	18.7%
Grant County Total	11,390	12.4%
QUADCO TOTAL	20,910	12.8%
Washington State ⁴¹	889,964	12.8%

⁴⁰ Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, 2016 Data Profiles.

⁴¹ Disability Characteristics, 2012-2016 American Community Survey 5-Year Estimates.

Youth – Persons Under 18 Years of Age

On average, 27,909 youth, who were under 18 years of age, resided in Grant County during the 2012 to 2016 period. The population of youth made up 30.2% of the county's total population, an average of one out of three persons.

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Coulee City	133	23.2%
Electric City	152	18.1%
Ephrata	2,296	28.8%
George	293	39.5%
Grand Coulee	204	20.8%
Hartline	41	27.0%
Mattawa	1,760	39.9%
Moses Lake	6,095	27.9%
Quincy	2,600	35.9%
Royal City	599	36.8%
Soap Lake	391	22.7%
Warden	1,055	38.7%
Wilson Creek	50	19.0%
Grant County Total	27,909	30.2%
QUADCO TOTAL	44,484	27.0%

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 95.0% in the Wahluke School District to a low of 62.7% in the Moses Lake School District. Also, all of the school districts in Grant County have higher percentages than Washington State's average of 42.9%. See the following table for data from school districts in Grant County.

⁴² U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Table 38
Grant County
Youth - Persons 18 Years and Under
Student Statistics⁴³

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2016-2017</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Ephrata	2,550	54.4%	11.2%	8.5%	12.0%	3.4%
Moses Lake	8,637	62.7%	13.5%	14.2%	15.4%	4.1%
Quincy	2,974	82.8%	13.1%	17.0%	42.1%	9.8%
Royal City	1,712	78.6%	10.2%	7.1%	46.1%	7.8%
Soap Lake	508	81.9%	14.8%	33.3%	19.3%	6.7%
Wahluke	2,354	>95.0%	14.1%	16.9%	59.0%	29.9%

Teen birth rate is another measure used to evaluate barriers for youth barriers Grant County. Grant County's teen birth rate is 157 births by women ages 19 and under. This is 10% of all births in the county, which is higher than the State of Washington's teen birth of rate of 5% of all births in the State of Washington.⁴⁴

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 child care in order to complete their educational goals.

Older Adults - Persons 65 Years and Over

On average, 11,637 older adults, who were 65 years and over, resided in Grant County during the 2012 to 2016 period. The population of older adults made up 12.6% of the county's total population, an average of one out of eight persons.

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 27% in Soap Lake to a low of 5.1% in Royal City.

⁴³ OSPI Washington State Report Card 2016-2017 and *OSPI, Dropout and Graduation Reports, Graduation and Dropout Statistics for Washington's Counties, Districts, and Schools, School Year 2016-17.

⁴⁴ Total pregnancies by Woman's Age and County of Residence, 2016. Center for Health Statistics, Washington State Department of Health, 10/2017.

Table 39
Grant County
Persons 65 Years and Over
*2012-2016 Population Estimate*⁴⁵

<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Coulee City	124	21.6%
Electric City	263	31.4%
Ephrata	1,071	13.4%
George	36	4.9%
Grand Coulee	199	20.3%
Hartline	23	15.1%
Krupp	11	26.8%
Mattawa	70	1.6%
Moses Lake	2,449	11.2%
Quincy	631	8.7%
Royal City	83	5.1%
Soap Lake	473	27.4%
Warden	230	8.4%
Wilson Creek	60	22.9%
Grant County Total	11,637	12.6%
QUADCO TOTAL	22,350	13.57%

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.

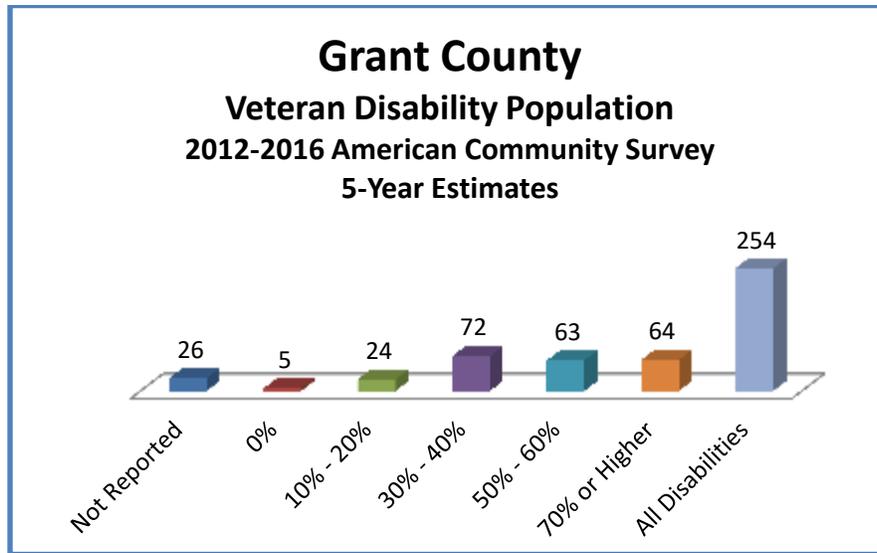
Veterans

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 5,524

⁴⁵ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

veterans in Grant County and 896 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.

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, 53.6% 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 Grant County is shown in Table 39 below.

Table 40 Grant County Veteran Population <i>2012-2016 Population Estimate</i> ⁴⁶		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	1,607	29.1%
55 to 64 years	1,299	23.5%
65 to 74 years	1,486	26.9%
75 years and older	1,132	20.5%
Total Veterans in Grant County	5,524	100%
Total Veterans in QUADCO	10,640	% of Grant Co. in QUADCO: 52%
<i>The total general population of Grant County is 92,530</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 2016 was \$20,489.⁴⁷ This is significantly lower than Washington State’s average of \$32,999.

Out of all of Grant County’s residents, 16.9% are living below the poverty level, which equals about one out of six persons. Of those that are 16 years and over, 11.3% are living in poverty.⁴⁸ Of the 38,029 persons employed, 3,445 are still living below the poverty level. Table 40 below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

⁴⁶ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

⁴⁷ 2012-2016 American Community Survey 5-Year Estimates, in 2016 inflation-adjusted dollars.

⁴⁸ 2012-2016 American Community Survey 5-Year Estimates.

Table 41
Grant County
Poverty Status of Civilian Labor Force
16 Years and Over
2012-2016 Population Estimate⁴⁹

<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	38,029	3,445	9.1%
Unemployed	3,788	1,279	33.8%
Total Persons 16 Years and Over in Grant County	41,817	4,724	11.3%
QUADCO TOTAL	75,377	9,980	7.6%

The number of Grant County residents that received assistance in 2017 included: 18,442 received basic food assistance, 1,059 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 411 receive a State Supplemental Payment (SSP).⁵⁰

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

Nineteen stakeholders, who are located in Grant County and provide services to persons with Special Needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- DSHS-CSO
- Pioneer Village
- Coordinated Care
- AmeriGroup WA
- Community Health
- DVR, DDA, WorkFirst
- Quincy Community Health Ctr
- Moses Lake Community Health

⁴⁹ Poverty Status in the Past 12 Months, U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

⁵⁰ Department of Social and Health Services (DSHS) Economic Services Administration (ESA) Briefing Book for State Fiscal year 2017.

- Grant Transit Authority
- WorkSource, Employ. Security Dpt.
- Aging & Adult Care of Central WA
- SL Start/Compass Career Solutions
- Columbia Basin Hospital
- Big Bend Community College

The stakeholder HSTP surveys indicated their clients tend to have trips that originate in Grant and Adams counties. These clients need transportation to the following destinations: Spokane, Quincy, George, Ephrata, Warden, Royal City, Grand Coulee, Soap Lake, Mattawa, Othello, Ritzville, and Lind. Additional results from the stakeholder HSTP surveys included:

Top 5 reasons clients need transportation services:

- | | |
|--|--|
| 1. Dental & medical appt.s (63.2%) | 4. Social service appointments (42.1%) |
| 2. Elderly and senior services (63.2%) | 5. Employment (42.1%) |
| 3. Education (47.4%) | |

Top 5 types of destinations:

- | | |
|--|--|
| 1. Dental & medical appt.s (84.2%) | 4. Grocery shopping (73.7%) |
| 2. Social service appointments (84.2%) | 5. Job training and job search (73.7%) |
| 3. Food bank (79.0%) | |

Days of the week clients generally need transportation:

- | | |
|-------------------------------|---------------------|
| 1. Mon, Tue, Wed, Thur (100%) | 3. Saturday (63.2%) |
| 2. Friday (94.7%) | 4. Sunday (36.8%) |

Most frequent time of the day clients need transportation:

- | | |
|-----------------------|----------------------|
| 1. Afternoons (94.7%) | 3. Evenings (52.6%) |
| 2. Mornings (89.5%) | 4. Overnight (15.8%) |

Top 3 transportation providers used by clients:

- | | |
|------------------------------------|--------------------------------------|
| 1. Grant Transit Authority (94.7%) | 3. Special Mobility Services (63.2%) |
| 2. People For People (89.5%) | |

Top 2 types of resources used by clients:

1. Public transit and bus service (66.6%)
2. Bus voucher (33.3%)

Top 4 reasons clients need transportation:

- | | |
|--------------------------------|-----------------------------------|
| 1. No Car (100%) | 3. Cannot afford to drive (89.5%) |
| 2. No driver's license (89.5%) | 4. Have a disability (84.2%) |

Most common characteristics of clients needing transportation:

- | | |
|-------------------------------------|----------------------------------|
| 1. People with disabilities (80.0%) | 3. Limited or low income (50.0%) |
| 2. Seniors (70.0%) | |

User and General Public HSTP Survey Results

256 persons from Grant County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 185 (72.3%) were ages eighteen through fifty-nine, 59 (23.0%) were sixty years or older, and 12 (4.9%) were seventeen years and younger. Almost one-quarter of the respondents were students.

Overall, respondents were satisfied and indicated appreciation for their mobility options through Grant Transit Authority and People For People. The majority of the respondents, 68.4%, felt that current transportation services available meet their needs and the needs of the community.

Many respondents requested weekend and evening service, especially to and from Ephrata, Soap Lake, Tri-Cities, Spokane, George, and Othello. Several respondents also asked for better service frequency so they don't have to wait one-hour for the next bus.

The respondents indicated the top destinations they need transportation to are Moses Lake (76.2%), Ephrata (39.5%), Wenatchee (28.9%), Soap Lake (23.0%), and Spokane (19.1%). These clients need transportation to the following destinations: Spokane, Quincy, George, Ephrata, Warden, Royal City, Grand Coulee, Soap Lake, Mattawa, Othello, Ritzville, Lind, Rock Island, Coulee City, Wapato, Ellensburg, Lincoln County, Okanogan County, Stevens County, Spokane County, and Benton County. When asked if they had to move to maintain their independence, 30.5% said yes.

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

Q13 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)



The results from the HSTP surveys returned from individuals in Grant County were as follows:

Top 8 types of destinations:

- | | |
|--|--|
| 1. Shopping and daily activities (40.2%) | 5. Job training and job search (20.7%) |
| 2. Dental/medical appt.s (40.2%) | 6. Social service /DSHS (20.3%) |
| 3. Work (23.8%) | 7. Pharmacy (19.9%) |
| 4. Family and friends (26.6%) | |

Days of the week respondents generally need transportation:

- | | |
|----------------------|---------------------|
| 1. Monday (73.0%) | 5. Friday (69.9%) |
| 2. Wednesday (73.4%) | 6. Saturday (46.9%) |
| 3. Tuesday (72.3%) | 7. Sunday (41.4%) |
| 4. Thursday (71.5%) | 8. None (11.3%) |

Most frequent time of the day respondents need transportation:

- | | |
|--------------------------------|--------------------------------|
| 1. 10:00 am to 3:00 pm (49.6%) | 5. 5:00 pm to 7:00 pm (34.4%) |
| 2. Before 8:00 am (43.4%) | 6. 7:00 pm to 10:00 pm (21.9%) |
| 3. 3:00 pm to 5:00 pm (48.8%) | 7. 10:00 pm to 2:00 am (15.6%) |
| 4. 8:00 am to 10:00 am (39.8%) | 8. None (9.8%) |

Top transportation resources used by respondents:

- | | |
|---------------------------------------|---------------------------------|
| 1. Grant Transit Authority (59.4%) | 5. People For People (21.9%) |
| 2. Family, friends, volunteer (39.1%) | 6. Taxi (13.3%) |
| 3. Walk (32.8%) | 7. Carpool or rideshare (11.7%) |
| 4. My or borrowed vehicle (33.6%) | |

Top 5 reasons respondents need transportation:

- | | |
|--------------------------------|--|
| 1. No Car (45.7%) | 4. Prefer to not to drive after dark or in inclement weather (18.8%) |
| 2. No driver's license (29.3%) | 5. Prefer to use public trans. (18.0%) |
| 3. Have a disability (19.1%) | |

How frequent respondent uses current transportation services:

- | | |
|------------------------------|------------------------------|
| 1. 5 to 7 days/week (42.8%) | 4. 1 to 11 days/year (10.2%) |
| 2. 1 to 4 days/week (26.6%) | 5. Never (4.7%) |
| 3. 1 to 3 days/month (16.8%) | |

Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with special transportation needs, are summarized below. The origins and destinations were identified by stakeholders at a 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 special needs are scattered throughout Grant County. Individuals with special 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 11% of the county's population. The remaining unincorporated areas, including the remote rural areas, have 44% 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% of Grant County's residents have disabilities, ranging from 4% in Royal City to 25% in Soap Lake. Grant County's per capita income level was \$20,489, considerably lower than the State's average of \$32,999. 30% of Grant County are under 18 years of age. The county's youth population ranges from 18% in Electric City to 40% in Mattawa. Approximately 13% of the total population in Grant County are 65 years and older, ranging from 5% in Royal City to 27% in Soap Lake.

Common Destinations

The common destinations made by individuals who have special 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 84% of the stakeholder respondents and 40% of the general survey respondents. 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 special needs in Grant County according to 84% of the stakeholder respondents and 20% of the general survey respondents. 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, child care, and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP). Below is a chart showing the distance residents in Grant County typically have to travel to reach typical social services.

Table 42
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>
Ephrata	19	19	19	0	49	0	0	0	19	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

3. **Employment Centers:** Individuals with special 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 42% of the stakeholder respondents indicated persons with special needs need transportation to employment and 74% said job training and job searching is an important destination for residents in Grant County. Employment centers with the highest number of employees in Grant County are shown in Table 42 below.

Table 43
Grant County
2018 Top Ten Employers⁵¹

<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees (FTE's)</i>
Moses Lake	Genie Industries, Inc. - aerial work platforms	950
Moses Lk/ Quincy	National Frozen Foods - corn and pea processing	460
Moses Lake	Takata Corporation – automotive air bags	430
Quincy	Quincy Foods, LLC – frozen vegetable processing	420
Quincy	LambWeston – frozen potato processing	402
Moses Lake	AeroTEC & Mitsubishi Aircraft Corp. – aerospace flight testing	400
Moses Lake	Moses Lake Industries – Industrial chemicals	355
Moses Lake	LambWeston BSW – frozen French fries	340
Moses Lake	J.R. Simplot Co. – frozen French fries, dehydrated potato products	282
Moses Lake	REC Silicon – Polysilicon manufacturing	280

⁵¹ Largest Industrial Employers – Updated January 2018. Grant County Economic Development Council. <http://www.grantedc.com/demographics/largest-employers/>.

The number of workers commuting between Grant County and its neighboring counties provides an indicator of long-distance trips in the QUADCO region. Table 43 below shows the number of workers traveling between counties in Washington State.

Table 44⁵²		
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	33,821	93.6%
Adams County	695	1.9%
Benton/Franklin/Walla Walla counties	348	1.0%
Chelan/Douglas counties	318	0.9%
King County/Western WA	276	0.8%
Okanogan County	256	0.7%
Yakima County	93	0.3%
Kittitas County	60	0.2%
Spokane/Whitman/NE Washington counties	54	0.1%
Lincoln County	21	0.1%
Outside of WA	193	0.5%
QUADCO (within the 4-county region)	34,597	95.7%
TOTAL	36,135	100.0%

4. **Elderly/Senior Service Centers**: Services for the elderly are top destinations according to 63% of the stakeholder respondents. There are senior service centers in Coulee City, Ephrata, Grand Coulee, Mattawa, Moses Lake, Quincy, Royal City, Soap Lake, and Warden. 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 courts appointments. Of the stakeholder survey responses, 74% indicated that grocery shopping is a top destination and 79% indicated food banks are important destinations. Of the general public survey responses, 27% indicated visits to family and friends as a top destination, and 40% indicated shopping and daily activities are top destinations. 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.

⁵² Census County-To-County Work Flow files, last revision in 2013.

6. **Education**: Transportation access to education is important for persons with special 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, Wenatchee Valley College, and Central Washington University. Other education programs in Grant County include vocational skills training and GED training.

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 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. *Service Beyond ADA Requirements*

Transportation Challenge: Grant Transit Authority (GTA) provides demand response services to eligible riders according to the Americans With Disabilities Act (ADA), using a distance requirement that the trip must be within $\frac{3}{4}$ of a mile of a fixed route. There are many individuals who would be eligible for these services, but they are just outside of the distance requirement. Funding limitations makes it difficult for GTA to enlarge its distance requirement. People For People’s demand response services are available to serve these riders, but also has limited funding and cannot meet the demand for those services.

Strategies to Address Challenge: Obtain additional funding to increase the number of service hours available for demand response services throughout Grant County. This would require hiring additional drivers and purchasing additional vehicles. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

2. *Informational Materials and Advertising*

Transportation Challenge: Although informational materials are available on transportation services for Grant County residents, they are not readily available throughout the region. There is a lack of knowledge and awareness of transportation services available countywide. Bus stops for riders using the Special Mobility Services shuttle in Spokane are not clear. Funding has not been adequate to design and mass produce materials that are “easy to read and understand,” as well as to conduct an advertising campaign.

Strategies to Address Challenge: Obtain additional funding to develop “easy to read and understand” materials explaining the transportation services available to Grant County residents. These funds would expand current marketing efforts conducted by Grant Transit Authority (GTA) and People For People’s Mobility Manager/Travel Trainer. Utilize Grand Coulee Senior Center’s newsletter for advertising services. Develop maps with red stars

indicating drop-off and pick-up locations and show transfer locations and indicate the transportation providers that serve that transfer and their scheduled connections. Create a phone app showing the routes. Create refrigerator magnets with transportation information listed. Send out postcard mailers with the service information listed. Provide hyper links on websites to transportation information. Coordinate any marketing efforts that GTA and People For People develop and implement. Widely distribute these materials throughout the county. Attend outreach events and develop a outreach campaign to educate persons with special needs countywide. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

3. 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, stranding persons with special needs. Families cannot continue to live in these rural areas without transportation support to provide them access to medical appointments and daily living activities.

Strategies to Address Challenge: Obtain planning funds to research where these gaps are located and the types of transportation options that are needed. Consider adding additional routes that serve these gaps. Consider connecting the Health Shuttle to Soap Lake. Publicize the new services. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

4. Access to Medical Facilities

Transportation Challenge: Although limited transportation services are available to seniors living in the northern part of Grant County, including Grand Coulee, Coulee Dam, Electric City, and Coulee City, this transportation is mainly used to transport seniors to the senior center for meals. Currently, many rural residents walk several miles for appointments, to purchase groceries, and access life sustaining services. This walk is often on highways and unsafe roads. Additionally, access to medical facilities in the local area as well as Moses Lake, Wenatchee, and Spokane is needed for persons living in this rural corner of the County.

Strategies to Address Challenge: Obtain funding to develop a fixed route that provides seniors access to medical facilities on a time schedule, purchase a van that could be used as a vanpool for this purpose, or extend a GTA route and service to meet this need. A fixed route would connect riders to medical providers and service providers. Publicize the schedule and encourage seniors and medical providers to schedule appointments when the service can meet patient transportation needs. Form a committee to search for grants and partner with medical providers. Create a volunteer program to have volunteer drivers available in these communities, and develop a pool of on-call drivers who can fill in for the Grand Coulee driver. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

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 -- 9th in size among all 39 Washington Counties. Kittitas County’s land area is 25% 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 44,730 residents, approximately 26% of QUADCO’s total population. Of this total, 24,345 persons (54%) live in incorporated areas and 20,385 persons (46%) live in unincorporated areas.

Over 80% of County’s residents who live in incorporated areas reside in Ellensburg (19,550 persons), the County seat and home of Central Washington University. Cle Elum has the second highest population of 1,875 residents. The remaining cities and towns in Kittitas County are Kittitas, Roslyn, and South Cle Elum, and they have a total of 2,920 residents.

<i>Location</i>	<i>Total</i>
Cle Elum	1,875
Ellensburg	19,550
Kittitas	1,500
Roslyn	890
South Cle Elum	530
Incorporated Areas	24,345
Unincorporated Areas	20,385
Kittitas County Total	44,730
% of QUADCO TOTAL	26%

⁵³ State of Washington 2017 Population Trends, Forecasting & Research Division, Office of Financial Management, November 2017.

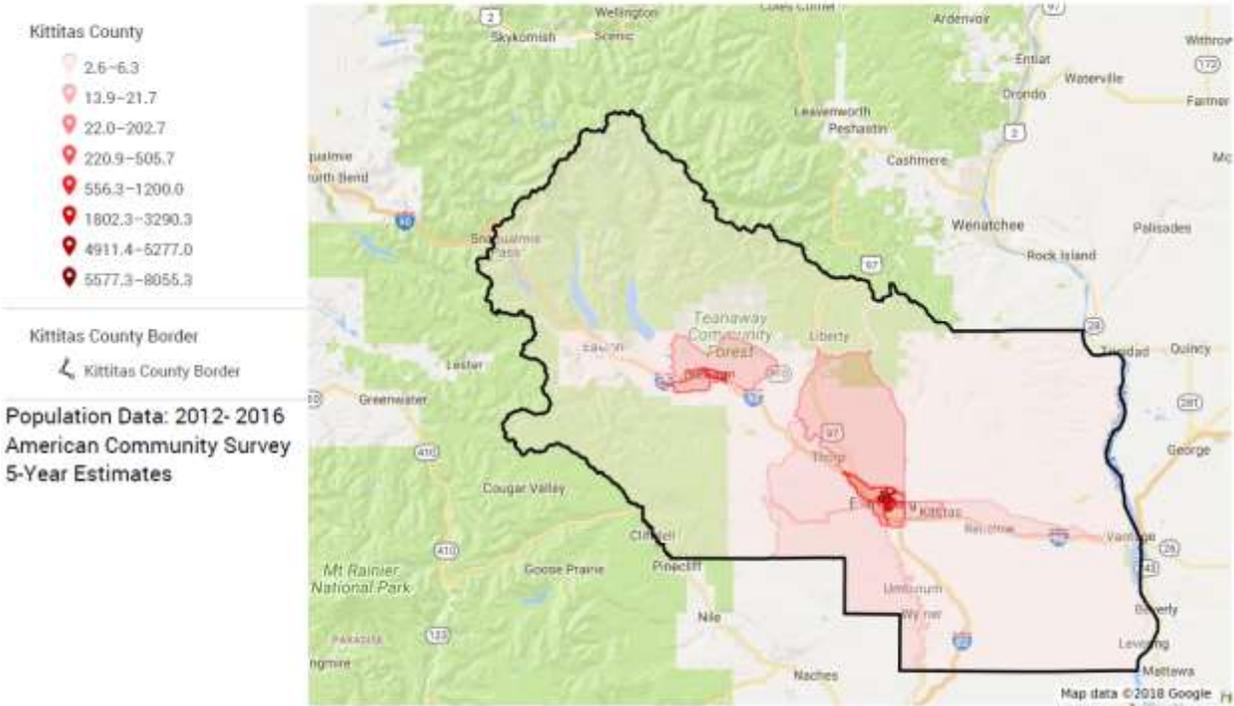
Population Density

Kittitas County has a low population density with 19.5 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 (44,730).

This population density is the second lowest of the four counties in QUADCO and considerably lower than Washington State’s average population density of 110 people per square mile. Additionally, 46% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

<i>Location</i>	<i>2017 Population</i>	<i>Total Area in Square Miles⁵⁴</i>	<i>Population Density</i>
Kittitas County	44,730	2,297	19.5
QUADCO	170,930	9,213	18.6
Washington State	7,310,300	66,456	110.0

Population Density



⁵⁴ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

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, Calaway Trading, Inc, and Acx Pacific Northwest, Inc. Other crops grown in Kittitas County are fruit, wheat, oats, peas, barley, canola, potatoes, corn and hops.

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 Community Hospital, school districts, Prestige Post-Acute and Rehab Center, state or local government, Twin City foods, Inc., and Shoemaker Manufacturing.

20,121 persons, sixteen years and older, worked in Kittitas County during 2016. 28.8% were in the education, health, and social services field. 15.3% 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.

Table 47								
Kittitas County								
2016 Employment (16 Years & Older) by Type of Industry⁵⁵								
<i>Location</i>	<i>Type of Industry Employees 16 Years & Older Worked For (shown by %)</i>							<i>Total Employees 16 Years & Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale & Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Kittitas County	945 (4.7%)	1,436 (7.1%)	863 (4.3%)	3,066 (15.3%)	1,082 (5.4%)	5,789 (28.8%)	6,940 (34.5%)	20,121
QUADCO	13,512 (19.2%)	3,639 (5.2%)	6,753 (9.6%)	8,997 (12.8%)	4,127 (5.9%)	14,885 (21.2%)	18,386 (26.2%)	70,300
Washington State	2.7%	6.1%	10.5%	14.7%	5.2%	21.4%	39.4%	3,331,321

Residents of Kittitas County have a median income of \$47,898 per household. The per capita income in Kittitas County was \$25,147, compared to \$32,999 for Washington State. 20.9% of the population live below the poverty level, including 13.9% of those under age 18 and 7.8% of those 65 years of age or older.

⁵⁵ Selected Economic Characteristics, 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#>

Table 48
Kittitas County
2016 Economic Characteristics⁵⁶

Location	Per Capita Income	% People Below Poverty Level in Past 12 Months		
		Under 18 Years	65 Years & Older	All People
Kittitas County	\$25,147	13.9%	7.8%	20.9%
Washington State	\$32,999	16.5%	7.9%	12.7%

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.

Traditional Services

1. Central Transit

Service Type:	Fixed Route.
Service Provider:	HopeSource contractor for City of Ellensburg. Website: www.ci.ellensburg.wa.us/centraltransit
Communities Served:	City of Ellensburg
Frequency of Service:	Hours: Monday through Friday 7:00 a.m. to 9:30 p.m., Saturdays and Sundays 7:45 a.m. to 8:30 p.m. Generally 60-minute headways on the 4 different routes.
Major Destinations:	Provides over 60 stops serving shopping, recreation, lodging, and education locations within Ellensburg city limits.
Other Service Connections:	Riders can transfer to Yakima-Ellensburg Commuter, GTA’s route to Grant County, Greyhound, Apple Line Bus, and Airporter Shuttle.
Fares:	No fares are charged.
Funded By:	0.2% sales tax in City of Ellensburg, CWU student fee of \$9, and WSDOT Consolidated Grant.
2017-2019 Consol. Grant Award:	Sustaining: \$360,406. Expansion: \$464,529.
2017 Annual Hours/Miles/Trips:	11,816 hours/126,158 miles/74,102 trips

⁵⁶ Selected Economic Characteristics, 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#>

2. Central Transit Dial-A-Ride & Paratransit

Service Type:	Demand Response Transportation – by reservation 1 to 2 days in advance.
Service Provider:	HopeSource contractor for City of Ellensburg. Website: www.ci.ellensburg.wa.us/centraltransit
Communities Served:	City of Ellensburg
Frequency of Service:	Priority based door-to-door service, Monday through Friday 7:00 a.m. to 9:30 p.m., Saturday and Sundays 7:45 a.m. to 8:30 p.m.
Major Destinations:	Distinction is made between riders, who meet ADA medical screening and are provided non-prioritized service when reservations are made 1-day in advance, and riders who need door-to-door service based on abbreviated screening and trips that will be prioritized with medical trips being highest priority and trip reservations made at least 48 hours ahead of time.
Fares:	No fares are charged.
Funded By:	0.2% sales tax in City of Ellensburg, CWU student fee of \$9, and WSDOT Consolidated Grant.
2017-2019 Consol. Grant Award:	Included in the \$1,202,747 award for HopeSource operations in Kittitas County for demand response services for the elderly and persons with disabilities.
2017 Annual Hours/Miles/Trips:	New Service, 2017 statistics unavailable.

3. HopeSource Transit

Service Type:	Demand Response Transportation – by reservation 2 to 14 days in advance.
Service Provider:	HopeSource, website: www.hopesource.us
Communities Served:	Kittitas County (areas not served by Central Transit).
Frequency of Service:	Priority based door-to-door service.
Major Destinations:	Persons 60 years and older or persons who have disabilities have priority, but anyone can book a ride. Priority is also given to senior medical and nutrition, general public medical, social services, and employment.
Fares:	No fares are charged, but suggested donation is \$1 to \$2.
Funded By:	WSDOT Consolidated Grant.
2017-2019 Grant Award:	Included in the \$1,202,747 award for HopeSource operations in Kittitas County for demand response services for the elderly and persons with disabilities.
2017 Annual Hours/Miles/Trips:	11,336 hours/139,215 miles/18,907 trips

4. Yakima-Ellensburg Commuter Route

Service Type:	Fixed-Route.
Service Provider:	Yakima Transit, website: www.yakimatransit.org
Communities Served:	Connects Ellensburg and Yakima with 8 bus stops.
Frequency of Service:	8 southbound runs from Ellensburg to Yakima and 8 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.
2017 Annual Hours/Miles/Trips:	4,691 hours/144,112 miles/24,231 trips

5. GTA Express Route to Ellensburg

Service Type:	Fixed-Route.
Service Provider:	Grant Transit Authority (GTA), website: www.granttransit.com
Communities Served:	Connects Moses Lake, Ephrata, Quincy, George, Royal City, Warden riders to Ellensburg.
Frequency of Service:	3 eastbound runs and 3 westbound runs.
Major Destinations:	Big Bend Community College and Central Washington University.
Fares:	Fares are \$3.00 standard one way. \$80 for commuter passes (to Ellensburg including service within Grant County).
Funded By:	WSDOT Regional Mobility Grant and local match
WSDOT Grant Awarded:	\$373,100
2017 Annual Hours/Miles/Trips:	1,974 hours/90,945 miles/277 trips (service started mid-year 2017)

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: www.pfp.org
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

Service Type:	Intercity Bus Route.
Service Provider:	Greyhound Lines, Inc., website: www.locations.greyhound.com
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: www.appleline.us
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 \$23 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: www.airporter.com
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 \$41 per person from Ellensburg to Sea-Tac.
Funded By:	Private company funded by passenger fares.

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: www.granttransit.com
Communities Served:	Grant County, Hanford, Ellensburg (Kittitas County) and Wenatchee
Major Destinations of users:	Mattawa School District
Fares:	The cost is 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.
2017 Annual Hours/Miles/Trips	4,112/245,104/37,429

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.

Volunteer Driver Programs

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: \$7 flat rate. \$2.50 per mile outside of Ellensburg.

2. K.C. Cab

Description:	Taxi service in Kittitas County 24 hours per day, 365 days a year.
Owner/Provider:	K.C. Cab, owner Stephen Jennings (509-929-3055)
Communities Served:	Kittitas County and surrounding area
Major Destinations of users:	As requested.
Fares:	Within Ellensburg: \$7 one-way for students or seniors plus \$1 extra per additional person. \$8 for everyone else plus \$2 extra per additional person. Call for rates outside of Ellensburg.

3. 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:	\$1.25 base, \$2.45 safe ride fee, \$0.20 per minute when idling, \$1.25 per mile. Minimum charge is \$7.45.

4. 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:	Average fare in U.S. is \$18. Uses a similar fee structure as Uber.

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.

<i>School District</i>	<i>OSPI Transportation Allocation⁵⁷</i>	<i>Students Using School Transportation⁵⁸</i>	<i>Student Trips</i>	<i>Reimbursement Per Trip</i>
Cle Elum	\$444,185	842	151,560	\$2.93
Damman	Transportation provided by Ellensburg			
Easton	\$95,094	110	19,800	\$4.81
Ellensburg	\$1,555,928	1,867	336,060	\$4.63
Kittitas	\$327,579	390	70,200	\$4.67
Thorp	\$130,127	169	30,420	\$4.28

⁵⁷ OSPI 2017-2018 "Transportation Operations Allocation."

⁵⁸ OSPI Fall 2017-2018 Student Detail Report.

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:

HopeSource and Central Transit: 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.

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

Special Needs Populations Characteristics

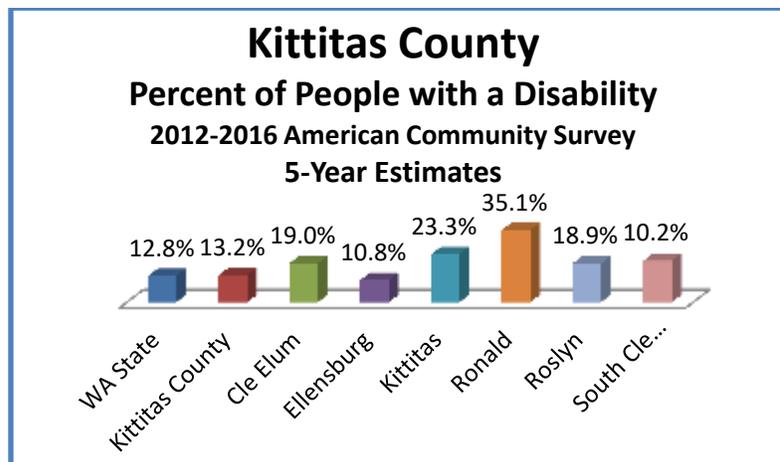
Kittitas County has a high percentage of persons with special needs that are also likely to have mobility challenges and need public transportation services. These persons with special needs include individuals who have disabilities, youth (18 years and younger), older adults (65 years and older), veterans,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

Individuals Who Have Disabilities

Of those who resided in Kittitas County during the 2012 to 2016 period, an average of 5,623 individuals had disabilities. This equates to 13.2% of Kittitas County residents having a disability or about one out of eight persons, slightly higher than the state average of 12.8%.

<i>Location</i>	<i>Individuals with a Disability</i>	<i>% of Total Population</i>
Cle Elum	490	19.0%
Easton	110	10.8%
Ellensburg	2,018	10.8%
Kittitas	295	35.1%
Roslyn	149	18.9%
South Cle Elum	106	10.2%
Kittitas County Total	5,623	13.2%
QUADCO TOTAL	20,910	12.8%
Washington State ⁶⁰	889,964	12.8%

Individuals having disabilities are distributed throughout the county with a high of 35.1% residing in Kittitas and a low of 10.2% residing in South Cle Elum. Below is a figure that compares the percentage of individuals with a disability in Washington State, Kittitas County, and cities and towns in Kittitas County.



Source: Disability Characteristics. U.S. Census Bureau. 2012-2016 American Community Survey 5-Year Estimates.

⁵⁹ Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, 2016 Data Profiles.

⁶⁰ Disability Characteristics, 2012-2016 American Community Survey 5-Year Estimates.

Youth – Persons Under 18 Years of Age

On average, 7,616 youth, who were under 18 years of age, resided in Kittitas County during the 2012 to 2016 period. The population of youth made up 17.8% of the county's total population, an average of one out of six persons.

Table 51 Kittitas County Persons Under 18 Years of Age <i>2012-2016 Population Estimate⁶¹</i>		
<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Cle Elum	583	22.6%
Easton	81	21.5%
Ellensburg	2,637	13.9%
Kittitas	296	23.4%
Roslyn	213	27%
South Cle Elum	98	18.7%
Thorp	74	23.3%
Kittitas County Total	7,616	17.8%
QUADCO TOTAL	44,484	27.0%

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 62.5% in the Easton School District to a low of 36.0% in the Ellensburg School District. Easton and Thorp School Districts have higher percentages than Washington State's average of 42.9%. See the following table for data from school districts in Kittitas County.

⁶¹ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

Table 52
Kittitas County
Youth - Persons 18 Years and Under
Student Statistics⁶²

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2016-2017</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Cle Elum - Roslyn	890	37.2%	14.2%	18.3%	2.7%	0.0%
Damman	34	0.0%	14.7%	N/A	0.0%	0.0%
Easton	120	62.5%	12.5%	N/A	10.0%	0.0%
Ellensburg	3,368	36.0%	14.5%	10.8%	7.2%	1.0%
Kittitas	626	39.0%	14.2%	11.4%	7.5%	2.1%
Thorp	136	44.9%	16.9%	N/A	0.0%	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.⁶³

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 child care in order to complete their educational goals.

Older Adults - Persons 65 Years and Over

On average, 6,260 older adults, who were 65 years and over, resided in Kittitas County during the 2012 to 2016 period. The population of older adults made up 14.6% of the county's total population, an average of one out of seven persons.

The table below 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 21.1% in South Cle Elum to a low of 10.3% in Ellensburg.

⁶² OSPI Washington State Report Card 2016-2017 and *OSPI, Dropout and Graduation Reports, Graduation and Dropout Statistics for Washington's Counties, Districts, and Schools, School Year 2016-17.

⁶³ Total pregnancies by Woman's Age and County of Residence, 2016. Center for Health Statistics, Washington State Department of Health, 10/2017.

<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Cle Elum	399	15.5%
Ellensburg	1,955	10.3%
Kittitas	182	14.4%
Roslyn	166	21.1%
South Cle Elum	71	13.5%
Kittitas County Total	6,260	14.6%
QUADCO TOTAL	22,350	13.57%

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, receive a nutritious meal, and maintain a quality of life. HopeSource is able to offer limited services throughout the county to provide transportation for members of the elderly community who are unable to drive.

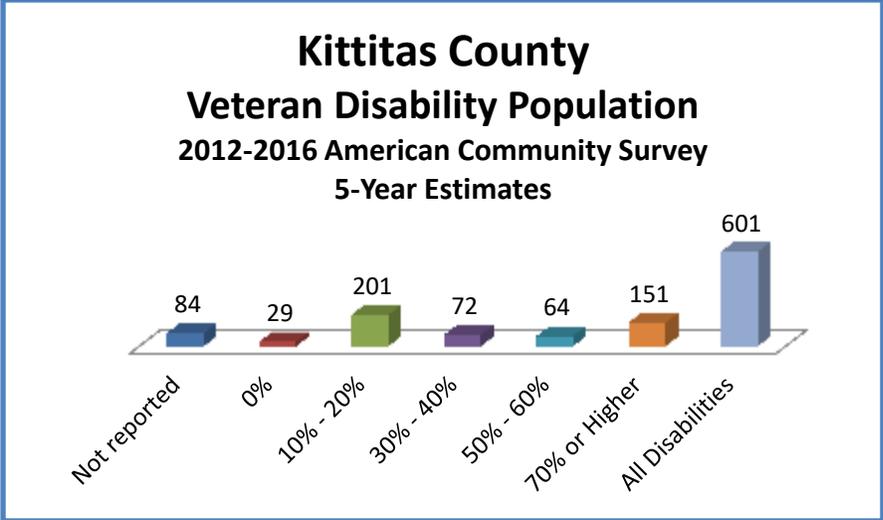
Transportation services in Kittitas County are designed to help transfer persons 65 years and over to and from social services, medical and health care services, meal programs, senior centers, shopping and recreational activities and are available to persons with no other means of transportation. Being 65 years and over and living in a rural community can mean increased difficulty for daily living activities, 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 3,366 veterans in Kittitas County and 601 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.

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.

⁶⁴ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.



Of the total number of veterans in Kittitas County, 53.3% 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.

<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	1,012	30.0%
55 to 64 years	712	21.2%
65 to 74 years	995	29.6%
75 years and older	647	19.2%
Total Veterans in Kittitas County	3,366	100%
Total Veterans in QUADCO	10,640	% of Kittitas Co. in QUADCO: 17.40%
<i>The total general population of Kittitas County is 42,785</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

⁶⁵ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

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 2016 was \$25,147.⁶⁶ This is significantly lower than Washington State's average of \$32,999.

Out of all of Kittitas County residents, 20.9% are living below the poverty level, which equals about one out of four persons. Of those that are 16 years and over, 17.4% are living in poverty.⁶⁷ The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

<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	19,554	3,059	15.6%
Unemployed	1,284	564	43.9%
Total Persons 16 Years and Over in Kittitas County	20,838	3,623	17.4%
QUADCO TOTAL	75,377	9,980	7.6%

The number of Kittitas County residents that received assistance in 2017 included: 4,679 received basic food assistance, 276 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 96 receive a State Supplemental Payment (SSP).⁶⁹

⁶⁶ 2012-2016 American Community Survey 5-Year Estimates, in 2016 inflation-adjusted dollars.

⁶⁷ 2012-2016 American Community Survey 5-Year Estimates.

⁶⁸ Poverty Status in the Past 12 Months, U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

⁶⁹ Department of Social and Health Services (DSHS) Economic Services Administration (ESA) Briefing Book for State Fiscal year 2017.

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

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

- Aging and Long Term Care
- Merit Resource Services
- Cascade Prevention Coalition
- Community Health of Central WA
- Central WA Disability Resources
- Ellensburg Parks and Recreation
- Kittitas County Juvenile Court Svcs

The stakeholder HSTP surveys indicated their clients tend to have trips that originate in Kittitas County. These clients also need transportation to the following destinations: within Ellensburg city limits, Cle Elum, Roslyn, Kittitas, Yakima, Seattle, Wenatchee, and Tri-Cities. Other results from the stakeholder HSTP surveys were as follows:

Top 3 reasons clients need transportation services:

1. Dental & medical appt.s (75.0%)
2. Drug and alcohol treatments (56.3%)
3. Social service appointments (50.0%)

Top 5 types of destinations:

1. Dental & medical appt.s (87.5%)
2. Drug/alcohol treatments (81.3%)
3. Social service appt.s (81.3%)
4. Court/legal appointments (75.0%)
5. Grocery shopping (62.5%)

Days of the week clients generally need transportation:

1. Monday through Friday (100%)
2. Saturday (37.5%)
3. Sunday (25.0%)

Most frequent time of the day clients need transportation:

1. Mornings (87.5%)
2. Afternoons (87.5%)
3. Evenings (56.3%)
4. Overnight (0%)

Top 3 transportation providers used by clients:

1. HopeSource (81.3%)
2. People For People (68.8%)
3. Central Transit (56.3%)

Top 3 reasons clients need transportation:

1. No Car (100%)
2. Cannot afford to drive (87.5%)
3. Have a disability (75.0%)

Most common characteristics of clients needing transportation:

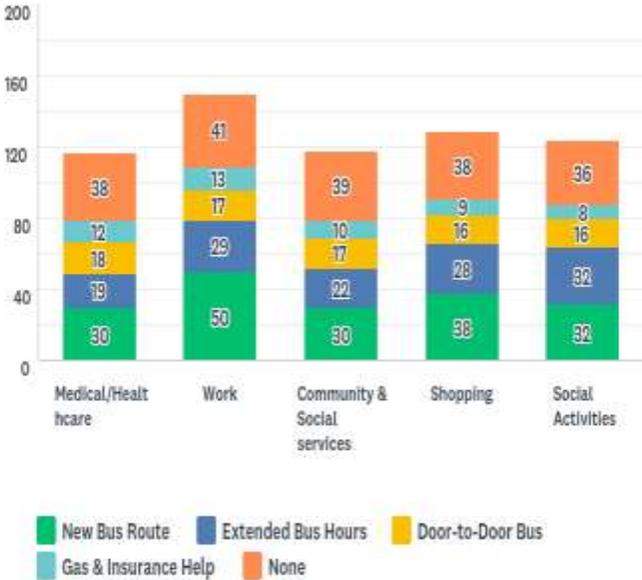
- 1. People with disabilities (80.0%)
- 2. Seniors (80.0%)
- 3. Limited or low income (60.0%)
- 4. Children and students (60.0%)

User and General Public HSTP Survey Results

131 persons from Kittitas County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 98 (74.8%) were ages eighteen through fifty-nine, 26 (19.8%) were sixty years or older, and 3 (2.3%) were seventeen years and younger. About 14% of the respondents were students.

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. Several respondents stated that public transportation is not a priority for Kittitas County. The majority of the respondents, 56.5%, felt that current transportation services available do not meet their needs and the needs of the community. The following graph indicates what types of service respondents felt would improve their mobility options.

Q13 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)



Locations respondents mentioned needing to be picked-up at included Ellensburg, Cle Elum, South Cle Elum, Suncadia Lodge, Roslyn/Ronald, Kittitas, Easton, and Puget Sound region. The respondents indicated the top destinations they need transportation to are Ellensburg

(74.0%), Cle Elum (39.2%), Yakima (36.6%), Seattle (31.3%), and Upper County including Suncadia/Cle Elum (24.4%). When asked if they had to move to maintain their independence, 18.3% said yes.

The results from the HSTP surveys returned from individuals in Kittitas County were as follows:

Top 7 types of destinations:

- | | |
|--|----------------------------------|
| 1. Shopping and daily activities (43.5%) | 5. Dental/medical appt.s (28.2%) |
| 2. Work (42.7%) | 6. Community events (22.9%) |
| 3. Family and friends (28.2%) | 7. School/training (14.5%) |
| 4. Recreational (28.2%) | |

Days of the week respondents generally need transportation:

- | | |
|----------------------|---------------------|
| 1. Friday (61.1%) | 5. Thursday (57.3%) |
| 2. Wednesday (60.3%) | 6. Saturday (48.9%) |
| 3. Monday (58.0%) | 7. Sunday (42.7%) |
| 4. Tuesday (58.0%) | 8. None (26.7%) |

Most frequent time of the day respondents need transportation:

- | | |
|--------------------------------|--------------------------------|
| 1. 8:00 am to 10:00 am (43.5%) | 5. 10:00 am to 3:00 pm (32.8%) |
| 2. 3:00 pm to 5:00 pm (42.7%) | 6. 10:00 pm to 2:00 am (17.6%) |
| 3. 5:00 pm to 7:00 pm (38.2%) | 7. 7:00 pm to 10:00 pm (16.0%) |
| 4. Before 8:00 am (37.4%) | |

Top transportation resources used by respondents:

- | | |
|---------------------------------------|---------------------------------|
| 1. My or borrowed vehicle (67.2%) | 5. Central Transit (18.3%) |
| 2. Family, friends, volunteer (47.3%) | 6. Carpool or rideshare (16.8%) |
| 3. Walk (43.5%) | 7. Uber (14.5%) |
| 4. Airporter Shuttle (20.6%) | |

Top reasons respondents need transportation:

- | | |
|---|----------------------------------|
| 1. Prefer to not to drive after dark or inclement weather (35.9%) | 4. Can't afford to drive (13.7%) |
| 2. Prefer to use public trans. (31.3%) | 5. Do not have a car (12.2%) |
| 3. No transp. when needed (16.8%) | |

How frequent respondent uses current transportation services:

- | | |
|------------------------------|------------------------------|
| 1. 5 to 7 days/week (23.7%) | 4. 1 to 11 days/year (20.6%) |
| 2. 1 to 4 days/week (26.0%) | 5. Never (16.8%) |
| 3. 1 to 3 days/month (13.0%) | |

Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with special transportation needs, are summarized below. The origins and destinations were identified by stakeholders at 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 special 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, migrant seasonal farm worker housing, correctional facilities, assisted living and nursing homes.

A large part of Kittitas County's population, 46%, reside in the rural unincorporated areas. Ellensburg, the urban center of Kittitas County, has 44% of the county's population. The remaining 11% of the county's population live in Cle Elum, Kittitas, Roslyn, and South Cle Elum.

Approximately 13% of Kittitas County's residents have disabilities, ranging from 10% in Easton and South Cle Elum to 35% in Kittitas. Kittitas County's per capita income level was \$25,147, considerably lower than the State's average of \$32,999. 18% of Kittitas County are under 18 years of age. The county's youth population ranges from 14% in Ellensburg to 23% in Kittitas. Approximately 15% of the total population in Kittitas County are 65 years and older, ranging from 10% in Ellensburg to 21% in Roslyn.

Common Destinations

The common destinations made by individuals who have special 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 28% of the general survey respondents. Persons with special 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 special needs. 56% of the stakeholders surveyed indicated there is a need for transportation to drug and alcohol treatment facilities and 50% indicated there is a need for transportation to social service appointments. 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, child care, and Community Action Agencies for Low-Income Heating and Energy

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

<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>
Ellensburg	0	0	0	0	36	0	0	0	0	0
Kittitas	7	7	7	7	38	7	7	0	7	0
Roslyn	30	30	3	30	63	3	3	3	30	0
Cle Elum & South Cle Elum	27	27	0	27	60	0	0	0	30	0

3. **Employment Centers:** Individuals with special 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 43% of the general survey respondents indicated work is a top destination. Additionally, 15% of the survey respondents indicated that transportation for school and training is important in Kittitas County. Employment centers with the highest number of employees in Kittitas County are shown in the Table below.

The employers with the highest number of employees are listed below:

<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Ellensburg	Central Washington University	1,438
Cle Elum	Suncadia Resort	500
Ellensburg	Kittitas Valley Community Hospital	470
Ellensburg	Ellensburg School District	380

⁷⁰ The Ellensburg Downtown Association, retrieved April 4, 2018. <https://ellensburgdowntown.org/home/about-the-eda/area-statistics/>.

Table 57 - Continued Kittitas County 2018 Top Ten Employers⁷¹		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Ellensburg	Kittitas County	363
Ellensburg	Anderson Hay and Grain	240
Ellensburg	Elmview	200
Ellensburg	Fred Meyer	198
Ellensburg	City of Ellensburg	150
Ellensburg	Twin City Foods, Inc.	125
Cle Elum	Cle Elum – Roslyn School District	115

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.

Table 58⁷² Kittitas County Work Force Destinations by County		
<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	15,245	83.7%
King County/Western WA	1,490	8.2%
Yakima County	887	4.9%
Grant County	263	1.4%
Benton/Franklin/Walla Walla counties	57	0.3%
Chelan/Douglas counties	49	0.3%
Spokane/Whitman/NE Washington counties	47	0.3%
Outside of WA	165	0.9%
QUADCO (within the 4-county region)	15,508	85.2%
TOTAL	18,203	100.0%

⁷¹ The Ellensburg Downtown Association, retrieved April 4, 2018. <https://ellensburgdowntown.org/home/about-the-eda/area-statistics/>.

⁷² Census County-To-County Work Flow files, last revision in 2013.

4. **Elderly/Senior Service Centers**: Services for the elderly are important destinations. 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 courts appointments. Of the stakeholder survey responses, 75% indicated that court and legal appointments are top destinations and 63% indicated that grocery shopping is a top destination. Of the general public survey responses, 28% indicated visits to family and friends as a top destination, 44% indicated shopping and daily activities are top destinations, 28% indicated recreation destinations are important, and 23% indicated community events are top destinations. 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**: Transportation access to education is important for persons with special 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 Yakima Valley College, and Central Washington University. Other education programs in Kittitas County include vocational skills training and GED training.

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 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: Although informational materials are available on transportation services for Kittitas County residents, they are not readily available throughout the region. There is a lack of knowledge and awareness of transportation services available in Ellensburg and countywide. Funding has not been adequate to design and mass produce materials that are easy to read and understand, as well as to conduct an advertising campaign. Non-English speakers have an even more difficult time understanding the transportation services available.

Strategies to Address Challenge: Make better use of technology to promote awareness of transportation services. This would require funding for a marketing position. Produce on-line

materials that are user friendly and link up to information on routes and schedules. Collaborate with 2-1-1 resources. Attend outreach events such as parades and school events to familiarize the general public on the services. Develop a marketing campaign to better inform non-English speakers about the services available. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

2. Accessible Transportation Operations

Transportation Challenge: Countywide accessible transportation funding has been allocated to HopeSource for Kittitas County (outside of Ellensburg), but it is limited and inadequate. Some requests made by persons with special needs have been denied due to a lack of available funds or because they do not meet the income level eligibility requirement. Also, the 48-hour reservation requirement can be difficult for people to meet.

Strategies to Address Challenge: Obtain additional funding to increase the number of service hours available for demand response services throughout Kittitas County. This would require hiring additional drivers and purchasing additional vehicles. Also, consider either obtaining additional funds or implementing a sliding-scale fee in order to expand the eligibility requirements and allow persons who do not meet the income threshold to use this service. Consider changing the reservation time limitation to 24-hours in advance. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

3. Fixed Route and High Occupancy Vehicle Operations

Transportation Challenge: Regularly scheduled fixed route public transportation services for the general public are limited to Ellensburg's city limits. 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, have no public transportation services available to them.

Strategies to Address Challenge: Persons from Suncadia, the City of Cle Elum, Cle Elum School District, and outside of Ellensburg's city limits expressed the desire to have a loop route connecting communities throughout the County. The loop route could either connect Ellensburg with Cle Elum/Roslyn/Ronald, or connect all communities along I-90 from Easton to Vantage. Develop the schedule so that it coincides with typical work starts and stops. Or a carpool or vanpool program could be developed to serve employees by encouraging employers to provide incentives or subsidies (similar to WSDOT's Commute Trip Reduction program). Request a grant from WSDOT to purchase a 20+ bus for this service. Provide gas vouchers to drivers who transport persons to education programs outside of the normal school hours. Develop park and ride lots along the I-90 corridor. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

4. *Non-Traditional Student Transportation*

Transportation Challenge: Non-traditional students, such as youth participating in after normal school hours education programs, alternative schools, and students who are homeless, have difficulty traveling to the sites for their programs and traveling home. The transportation services available to them are typically limited to the City of Ellensburg.

Strategies to Address Challenge: Obtain additional funding to transport non-traditional students using demand response services. Set up a vanpool program. Provide gas vouchers to drivers who transport persons to education programs outside of the normal school hours. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

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 -- 7th in size among all 39 Washington counties. Lincoln County's land area is 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. Approximately 73% of the county's land mass is in agricultural production, with 50% dedicated to wheat and barley production and 20% 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 10,700 residents, approximately 6% of QUADCO's total population. Of this total, 5,420 persons (51%) live in incorporated areas and 5,280 persons (49%) live in unincorporated areas.

Over 31% of County's residents who live in incorporated areas reside in the County seat, Davenport, with a population of 1,700. Odessa has the second highest population with 905 residents. The remaining cities in Lincoln County have a combined total of 2,815 residents.

<i>Location</i>	<i>Total</i>
Almira	275
Creston	225
Davenport	1,700
Harrington	415
Odessa	905
Reardan	570
Sprague	440
Wilbur	890
Incorporated Areas	5,420
Unincorporated Areas	5,280
Lincoln County Total	10,700
% of QUADCO TOTAL	6%

⁷³ State of Washington 2017 Population Trends, Forecasting & Research Division, Office of Financial Management, November 2017.

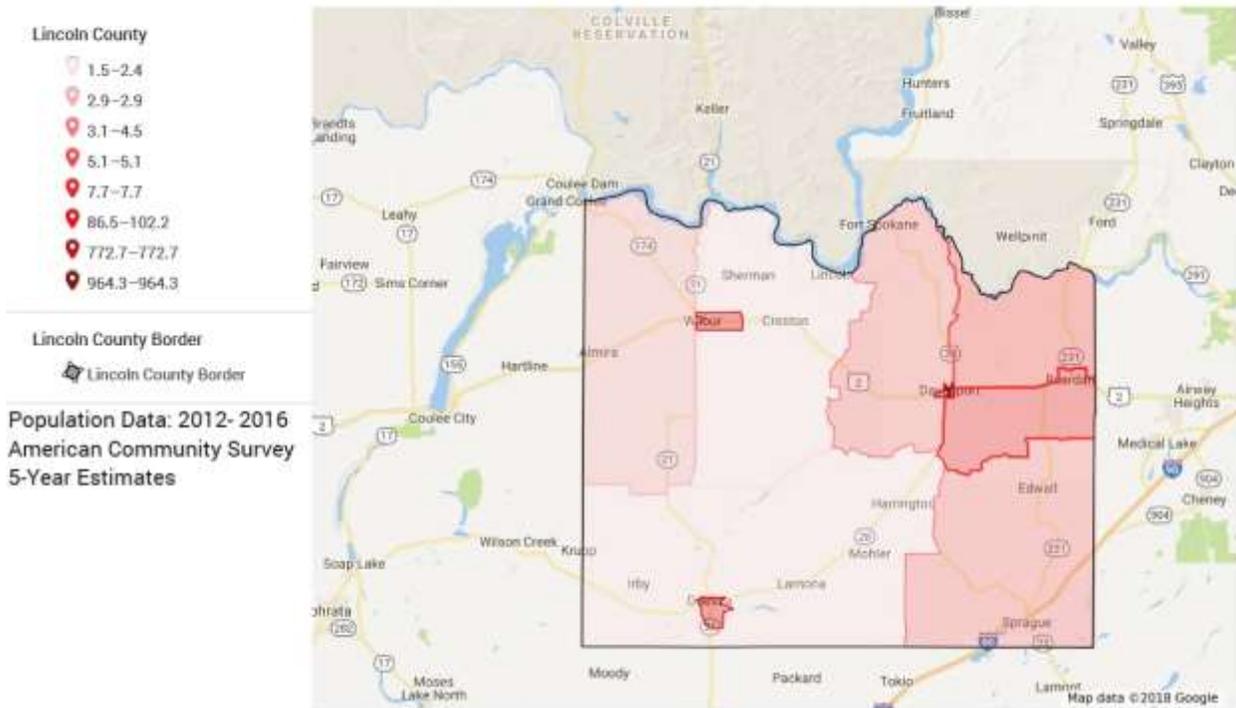
Population Density

Lincoln County has a low population density with 4.6 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 (10,700).

Lincoln County’s population density is the lowest of QUADCO’s four counties, and considerably lower than Washington State’s average population density of 110 people per square mile. Additionally, 49% of the residents live in unincorporated areas, reflecting the strong agricultural orientation of the region.

<i>Location</i>	<i>2017 Population</i>	<i>Total Area in Square Miles⁷⁴</i>	<i>Population Density</i>
Lincoln County	10,700	2,311	4.6
QUADCO	170,930	9,213	18.6
Washington State	7,310,300	66,456	110.0

Population Density



⁷⁴ Population, Housing Units, Area, and Density: 2010 – County – County Subdivision and Place, 2010 Census Summary File 1, American FactFinder, United States Census Bureau.

Financial Profile

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. Key industries include businesses that support the wheat industry such as Agrium Inc., 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.

4,188 persons, sixteen years and older, worked in Lincoln County during 2016. 22.3% were in the education, health, and social services field. 16.5% were in the agriculture and mining field. More details on the number of employees working in different employment sectors are indicated in the table below.

Table 61 Lincoln County 2016 Employment (16 Years & Older) by Type of Industry⁷⁵								
<i>Location</i>	<i>Type of Industry Employees 16 Years & Older Worked For (shown by %)</i>							<i>Total Employees 16 Years & Older</i>
	<i>Agriculture, Mining</i>	<i>Construction</i>	<i>Manufacturing</i>	<i>Wholesale & Retail Trade</i>	<i>Transportation, Warehousing</i>	<i>Educ., Health, Social Services</i>	<i>All Other Categories</i>	
Lincoln County	693 (16.5%)	379 (9.0%)	194 (4.6%)	441 (10.5%)	250 (6.0%)	933 (22.3%)	1,298 (30.9%)	4,188
QUADCO	13,512 (19.2%)	3,639 (5.2%)	6,753 (9.6%)	8,997 (12.8%)	4,127 (5.9%)	14,885 (21.2%)	18,386 (26.2%)	70,300
Washington State	2.7%	6.1%	10.5%	14.7%	5.2%	21.4%	39.4%	3,331,321

Residents of Lincoln County have a median income of \$47,676 per household. The per capita income in Lincoln County was \$25,382, compared to \$32,999 for Washington State. 23.0% of the population live below the poverty level, including 22.7% of those under age 18 and 6.3% of those 65 years of age or older.

⁷⁵ Selected Economic Characteristics, 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#>

Table 62
Lincoln County
2016 Economic Characteristics⁷⁶

Location	Per Capita Income	% People Below Poverty Level in Past 12 Months		
		Under 18 Years	65 Years & Older	All People
Lincoln County	\$25,382	22.7%	6.3%	14.8%
Washington State	\$32,999	16.5%	7.9%	12.7%

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 Lincoln County is provided below.

Traditional Services

1. Lincoln County Connector

Service Type:	Route-Deviated.
Service Provider:	People For People, website: www.pfp.org
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:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.
2017 Annual Hours/Miles/Trips:	1,733 hours/56,052 miles/2,107 trips

⁷⁶ Selected Economic Characteristics, 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#>

2. Lincoln County/Davenport/Spokane Shuttle

Service Type:	Fixed-Route.
Service Provider:	Special Mobility Services, website: www.sms1.org
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 \$364,828 award for 2017-2019 SMS operations between Davenport and Spokane and between Ritzville and Spokane.
2017 Annual Hours/Miles/Trips:	2,648 hours/72,702 miles/3,296 trips

3. Adams, Grant, and Lincoln Counties - Rural Special Needs Transportation

Service Type:	Demand Response Transportation for individuals with special needs outside of regular transit service areas – by reservation.
Service Provider:	People For People, website: www.pfp.org
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 \$1,804,195 award for 2017-2019 PFP operations in Adams, Grant, Lincoln, and Franklin rural and special needs transportation services.
2017 Annual Hours/Miles/Trips:	9,873 hours/151,600 miles/13,420 trips (all three counties)

4. Mobility Management Services for Adams, Grant, and Lincoln Counties

Service Type:	Mobility Management Services.
Service Provider:	People For People, website: www.pfp.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Funded By:	WSDOT Consolidated Grants.
WSDOT Grants Awarded:	Included in the \$134,105 award for 2017-2019 services in Adams, Grant, and Lincoln 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, volunteer, or transportation service provider (bus, train, air).
Service Provider:	Special Mobility Services, website: www.sms1.org
Communities Served:	Adams, Grant, and Lincoln Counties.
Fares:	No fares are charged.
Funded By:	Washington State Health Care Authority.

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: www.granttransit.com
Communities Served:	Grant County and surrounding areas
Major Destinations of users:	Mattawa School District, Grant County PUD including Wanapum Dam, Hanford
Fares:	The cost is 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.
2017 Annual Hours/Miles/Trips	4,112/245,104/37,429

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.

Volunteer Driver Programs

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.

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:	\$1.25 base, \$2.45 safe ride fee, \$0.20 per minute when idling, \$1.25 per mile. Minimum charge is \$7.45.

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:	Average fare in U.S. is \$18. Uses a similar fee structure as Uber.

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.

Table 63				
School District Transportation in Lincoln County				
Office of Superintendent of Public Transportation (OSPI)				
<i>School District</i>	<i>OSPI Transportation Allocation⁷⁷</i>	<i>Students Using School Transportation⁷⁸</i>	<i>Student Trips</i>	<i>Reimburse- ment Per Trip</i>
Almira	\$153,740	133	23,940	\$6.42
Creston	\$145,662	99	17,820	\$8.17
Davenport	\$333,469	430	77,400	\$4.31
Grand Coulee Dam*	\$458,711	639	115,020	\$3.99
Harrington	\$192,045	141	25,380	\$7.57
Odessa*	\$278,242	136	24,480	\$11.37
Reardan Edwall*	\$668,497	676	121,680	\$5.49
Sprague	\$106,554	92	16,560	\$6.43
Wilbur	\$292,392	186	33,480	\$8.73
Wilson Creek*	\$271,416	150	27,000	\$10.05
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

⁷⁷ OSPI 2017-2018 "Transportation Operations Allocation."

⁷⁸ OSPI Fall 2017-2018 Student Detail Report.

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.

Special Needs Populations Characteristics

Lincoln County has a high percentage of persons with special 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 special needs groups in Lincoln County are described below.

Individuals Who Have Disabilities

Of those who resided in Lincoln County during the 2012 to 2016 period, an average of 2,047 individuals had disabilities. This equates to 20.0% of Lincoln County residents having a disability or about one out of eight persons. This percentage is considerably higher than the state average of 12.8%.

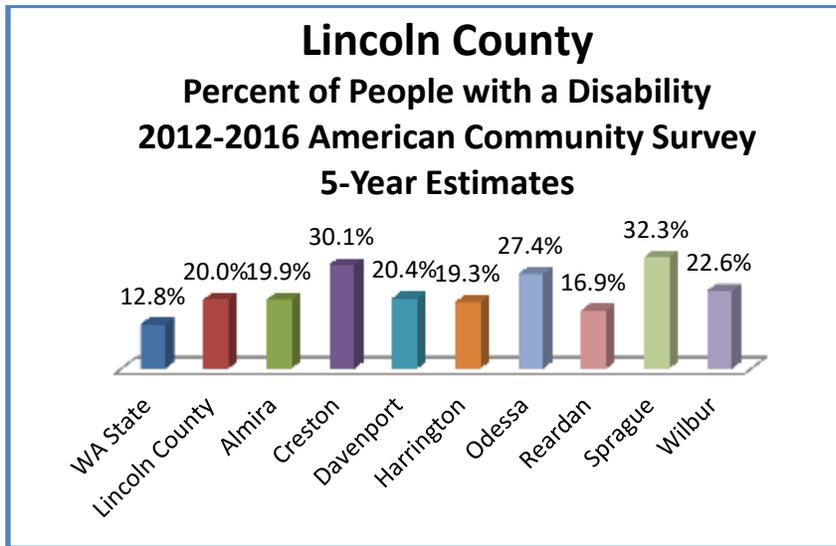
<i>Location</i>	<i>Individuals With a Disability</i>	<i>% of Total Population</i>
Almira	54	19.9%
Creston	84	30.1%
Davenport	319	20.4%
Harrington	64	19.3%
Odessa	218	27.4%
Reardan	111	16.9%
Sprague	169	32.3%
Wilbur	172	22.6%
Lincoln County Total	2,047	20.0%
QUADCO TOTAL	20,910	12.8%
Washington State ⁸⁰	889,964	12.8%

Individuals having disabilities are distributed throughout the county with a high of 32.3% residing in Sprague and a low of 16.9% residing in Reardan. The figure below shows a

⁷⁹ Selected Social Characteristics in the United States, 2012-2016 American Community Survey 5-Year Estimates, 2016 Data Profiles.

⁸⁰ Disability Characteristics, 2012-2016 American Community Survey 5-Year Estimates.

comparison of the percentage of individuals with a disability in Washington State, Lincoln County, and cities and towns in Lincoln County.



Source: Disability Characteristics. U.S. Census Bureau. 2012-2016 American Community Survey 5-Year Estimates.

Youth – Persons Under 18 Years of Age

On average, 2,241 youth, who were under 18 years of age, resided in Lincoln County during the 2012 to 2016 period. The population of youth made up 21.7% of the county’s total population, an average of one out of five persons.

<i>Location</i>	<i>Persons Under 18 Years of Age</i>	<i>% of Total Population</i>
Almira	68	25%
Creston	36	12.9%
Davenport	359	22%
Harrington	62	18.7%
Odessa	121	14.8%
Reardan	220	33.6%
Sprague	136	26%
Wilbur	179	22.9%
Lincoln County Total	2,241	21.7%
QUADCO TOTAL	44,484	27.0%

⁸¹ U.S. Census Bureau, 2012-2016 American Community Survey 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 62.7% in the Sprague School District to a low of 34.8% in the Creston School District. Davenport, Harrington, Odessa, and Sprague School Districts have higher percentages than Washington State’s average of 42.9%. See the following table for data from school districts in Lincoln County.

<i>Location</i>	<i>Student Enrollment</i>	<i>Free or Reduced Lunch</i>	<i>Special Education</i>	<i>Drop-Out 2016-2017</i>	<i>Transitional Bilingual</i>	<i>Migrant %</i>
Almira	111	35.1%	10.8%	N/A	0%	0%
Creston	92	34.8%	19.6%	0.0%	0%	0%
Davenport	599	55.4%	13.2%	2.5%	0.8%	0%
Harrington	120	55.0%	20.0%	N/A	0%	0%
Odessa	325	44.2%	11.6%	5.3%	0%	1.2%
Reardan-Edwall	574	35.5%	11.7%	2.3%	1.6%	0%
Sprague	75	62.7%	16.0%	N/A	0%	0%
Wilbur	274	37.2%	13.5%	0.0%	0%	1.5%

Teen birth rate is another measure used to evaluate youth barriers in Lincoln County. Lincoln County’s teen birth rate is 9 births by women ages 19 and under. This is 8% of all births in the county, which is higher than the State of Washington’s teen birth of rate of 5% of all births in the State of Washington.⁸³

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. With Lincoln 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 child care in order to complete their educational goals.

⁸² OSPI Washington State Report Card 2016-2017 and *OSPI, Dropout and Graduation Reports, Graduation and Dropout Statistics for Washington’s Counties, Districts, and Schools, School Year 2016-17.

⁸³ Total pregnancies by Woman’s Age and County of Residence, 2016. Center for Health Statistics, Washington State Department of Health, 10/2017.

Older Adults - Persons 65 Years and Over

On average, 2,471 older adults, who were 65 years and over, resided in Lincoln County during the 2012 to 2016 period. The population of older adults made up 23.9% of the county's total population, an average of one out of four persons.

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 32.3% in Creston to a low of 14.7% in Reardan.

Table 67 Lincoln County Persons 65 Years and Over 2012-2016 Population Estimate⁸⁴		
<i>Location</i>	<i>Persons 65 Years and Over</i>	<i>% of Total Population</i>
Almira	69	25.5%
Creston	90	32.3%
Davenport	394	24.1%
Harrington	69	20.8%
Odessa	242	29.6%
Reardan	96	14.7%
Sprague	123	23.5%
Wilbur	218	27.9%
Lincoln County Total	2,471	23.9%
QUADCO TOTAL	22,350	13.57%

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.

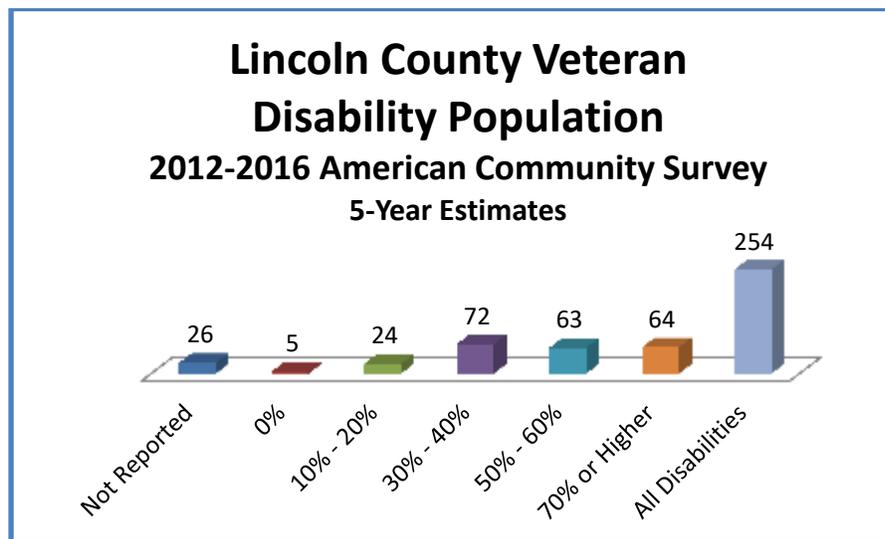
Transportation services in Lincoln County are designed to help transfer persons 65 years and over to and from social services, medical and health care services, meal programs, senior centers, shopping and recreational activities and are available to persons with no other means of transportation. Being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

⁸⁴ U.S. Census Bureau, 2012-2016 American Community Survey 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 1,144 veterans in Lincoln County and 254 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.

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, 57.8% 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.

Table 68 Lincoln County Veteran Population <i>2012-2016 Population Estimate⁸⁵</i>		
<i>Ages</i>	<i>Persons by Age Category</i>	<i>% of Total Veteran Population</i>
54 years and younger	189	16.5%
55 to 64 years	221	19.3%
65 to 74 years	393	34.4%
75 years and older	341	29.8%
Total Veterans in Lincoln County	1,144	100%
Total Veterans in QUADCO	10,640	% of Lincoln Co. in QUADCO: 11.0%
<i>The total general population of Lincoln County is 10,326</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 2016 was \$25,382.⁸⁶ This is significantly lower than Washington State’s average of \$32,999.

Out of all of Lincoln County residents, 14.8% are living below the poverty level, which equals about one out of six persons. Of those that are 16 years and over, 8.2% are living in poverty.⁸⁷ The table below provides more details on the poverty status of the Civilian Labor Force (ages 16 years and over).

⁸⁵ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

⁸⁶ 2012-2016 American Community Survey 5-Year Estimates, in 2016 inflation-adjusted dollars.

⁸⁷ 2012-2016 American Community Survey 5-Year Estimates.

Table 69 Lincoln County Poverty Status of Civilian Labor Force 16 Years and Over <i>2012-2016 Population Estimate⁸⁸</i>			
<i>Employment Status</i> <i>Ages 16 years and over</i>	<i># Persons by</i> <i>Employment</i> <i>Status</i>	<i>Below</i> <i>Poverty Level</i>	<i>% of Total</i> <i>Population 16</i> <i>Years and Over</i>
Employed	4,188	280	6.7%
Unemployed	180	77	42.8%
Total Persons 16 Years and Over in Lincoln County	4,368	357	8.2%
QUADCO TOTAL	75,377	9,980	7.6%

The number of Lincoln County residents that received assistance in 2017 included: 4,679 received basic food assistance, 276 received Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA), and 96 receive a State Supplemental Payment (SSP).⁸⁹

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

Twenty-eight stakeholders, who are located in Lincoln County and provide services to persons with special needs, returned stakeholder HSTP surveys. The service organizations they represent included:

- Parks Print
- Davenport High School
- Horizon Credit Union
- Davenport Pharmacy
- Lincoln County Health Department
- North Basic Medical Clinics
- Lincoln County Hospital Dist #3

⁸⁸ Poverty Status in the Past 12 Months, U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.

⁸⁹ Department of Social and Health Services (DSHS) Economic Services Administration (ESA) Briefing Book for State Fiscal year 2017.

- Lincoln Co. Sheriff's Office/DEM
- NE WA Alliance Counseling
- Lincoln Co. Developmental Disabilities
- Family Resource Center of Lincoln County

The stakeholder HSTP surveys indicated their clients tend to have trips with destinations inside of Lincoln County, especially Davenport. These clients also need transportation to the following destinations: Spokane, Tri-Cities, and Grant County. Other results from the stakeholder HSTP surveys were as follows:

Top 3 reasons clients need transportation services:

- | | |
|------------------------------------|-----------------------------|
| 1. Dental & medical appt.s (75.0%) | 3. Grocery shopping (25.0%) |
| 2. Elderly/senior services (32.1%) | |

Top 5 types of destinations:

- | | |
|-------------------------------------|--------------------------------------|
| 1. Dental & medical appt.s (89.3%) | 4. Elder and senior services (46.4%) |
| 2. Drug/alcohol treatments (50.0%) | 5. Grocery shopping (42.9%) |
| 3. Court/legal appointments (46.4%) | |

Days of the week clients generally need transportation:

- | | |
|----------------------|---------------------|
| 1. Monday (96.4%) | 5. Thursday (92.9%) |
| 2. Wednesday (96.4%) | 6. Saturday (14.3%) |
| 3. Friday (96.4%) | 7. Sunday (14.3%) |
| 4. Tuesday (92.9%) | 8. None (3.6%) |

Most frequent time of the day clients need transportation:

- | | |
|-----------------------|---------------------|
| 1. Mornings (92.9%) | 3. Evenings (7.14%) |
| 2. Afternoons (89.3%) | 4. Overnight (0%) |

Top 3 transportation providers used by clients:

- | | |
|---------------------------------|--------------------------------------|
| 1. People For People (78.6%) | 3. Special Mobility Services (57.1%) |
| 2. Friends or relatives (60.7%) | |

Top 3 types of resources used by clients:

- | | |
|------------------------|-----------------------|
| 1. Bus service (12.5%) | 3. Gas voucher (6.3%) |
| 2. Bus voucher (6.3%) | |

Top 4 reasons clients need transportation:

- | | |
|-----------------------------------|------------------------------|
| 1. No driver's license (89.3%) | 3. No Car (85.7%) |
| 2. Cannot afford to drive (89.3%) | 4. Elderly or senior (82.1%) |

Most common characteristics of clients needing transportation:

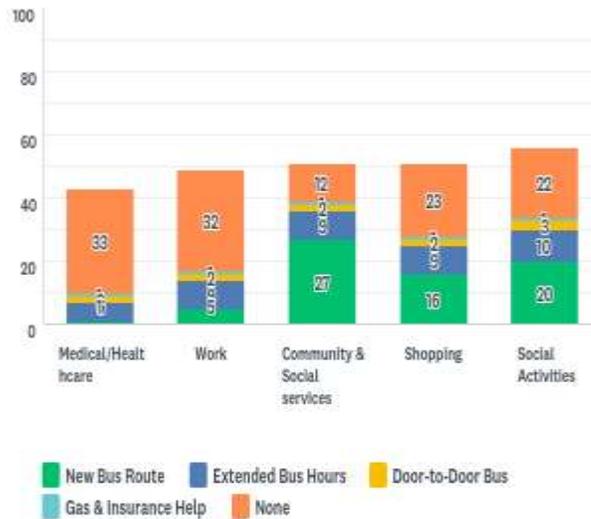
- | | |
|----------------------------------|-------------------------------------|
| 1. Limited or low income (66.7%) | 3. People with disabilities (33.3%) |
| 2. Children and students (50%) | 4. Seniors (33.3%) |

User and General Public HSTP Survey Results

53 persons from Lincoln County, who either use existing transportation services or are members of the general public, returned HSTP surveys. Of these respondents, 27 (50.9%) were ages eighteen through fifty-nine, 15 (28.3%) were sixty years or older, and 11 (20.8%) were seventeen years and younger.

Respondents indicated there is a need for weekend service, especially to Spokane. One respondent wanted public transportation to special events. The majority of the respondents, 57.7%, felt that current transportation services available do not meet their needs and the needs of the community. The following graph indicates what types of service respondents felt would improve their mobility options.

Q12 Please indicate what kind of transportation services would improve your access to the following needs. (Check all that apply)



Locations respondents mentioned needing to be picked-up was primarily Davenport, however some indicated Almira, Wilbur, Grand Coulee Dam, Omak, Reardan, and Yakima. The respondents indicated the top destinations they need transportation to are Spokane (63.5%), Davenport (56.6%), Moses Lake (34.6%), Grand Coulee (13.5%), Tri-Cities (11.5%), and Wilbur (11.5%). When asked if they had to move to maintain their independence, 5.8% said yes.

The results from the HSTP surveys returned from individuals in Lincoln County were as follows:

Top 7 types of destinations:

1. Family and friends (42.3%)
2. Dental/medical appt.s (32.1%)
3. Community events (30.8%)
4. Church/religious (21.2%)

- | | |
|--|---------------------|
| 5. Job training and job search (18.9%) | 7. Pharmacy (15.4%) |
| 6. Shopping and daily activities (17.3%) | |

Days of the week respondents generally need transportation:

- | | |
|---------------------|----------------------|
| 1. Saturday (55.8%) | 5. Monday (42.3%) |
| 2. Friday (53.9%) | 6. Tuesday (38.5%) |
| 3. Sunday (53.9%) | 7. Wednesday (36.5%) |
| 4. Thursday (44.2%) | 8. None (18.9%) |

Most frequent time of the day respondents need transportation:

- | | |
|--------------------------------|--------------------------------|
| 1. 10:00 am to 3:00 pm (69.2%) | 5. Before 8:00 am (23.1%) |
| 2. 8:00 am to 10:00 am (44.2%) | 6. 7:00 pm to 10:00 pm (23.1%) |
| 3. 3:00 pm to 5:00 pm (42.3%) | 7. 10:00 pm to 2:00 am (15.4%) |
| 4. 5:00 pm to 7:00 pm (26.9%) | 8. None (18.9%) |

Top transportation resources used by respondents:

- | | |
|---------------------------------------|-----------------------------------|
| 1. Family, friends, volunteer (61.5%) | 5. My or borrowed vehicle (28.3%) |
| 2. People For People (53.9%) | 6. Church van/bus (26.9%) |
| 3. SMS community shuttle (44.2%) | 7. Bicycle (11.5%) |
| 4. Walk (34.6%) | |

Top 5 reasons respondents need transportation:

- | | |
|--------------------------------|---|
| 1. No Car (36.5%) | 4. Transportation not available when needed (21.2%) |
| 2. Senior citizen (36.5%) | 5. Prefer to use public transit (7.7%) |
| 3. No driver's license (30.8%) | |

How frequent respondent uses current transportation services:

- | | |
|------------------------------|-----------------------------|
| 1. 5 to 7 days/week (7.7%) | 4. 1 to 11 days/year (3.9%) |
| 2. 1 to 4 days/week (5.8%) | 5. Never use it (17.0%) |
| 3. 1 to 3 days/month (67.3%) | |

Origins and Destinations

Commute patterns and common origins and destinations for all public transportation users, including people with special 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 special needs are scattered throughout Lincoln County in its cities, towns, and rural areas. Due to the county's rural character, its special needs populations can be found in all of the communities, and do not gravitate toward certain neighborhoods. Their trips can start at housing that is typical single-family but can also

include senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living and nursing homes.

A high percentage of residents in Lincoln County's communities have disabilities, ranging from 17% in Reardan to 32% in Sprague. Overall, 20% of the County's residents have a disability. Lincoln County's per capita income level was \$25,382, considerably lower than the State's average of \$32,999. The County's youth population is also spread through the communities ranging from 13% in Creston to 34% in Reardan. The total population in Lincoln County of residents less than 18 years of age is 22%. Approximately 24% 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 special 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 three-quarters of the stakeholder respondents and one-third of the survey respondents. Persons with special 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 special 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, child care, and Community Action Agencies for Low-Income Heating and Energy Assistance programs (LIHEAP). 50% of the stakeholders surveyed indicated there is a need for transportation to drug and alcohol treatment facilities. 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
Reardan	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

3. **Employment Centers:** Individuals with special 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 19% of the survey respondents indicated that transportation for job training and job searching is important in Lincoln County. Employment centers with the highest number of employees in Lincoln County are shown in the Table below.

**Table 71
Lincoln County
2018 Top Ten Employers⁹⁰**

<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Davenport	Lincoln Hospital	300
Davenport	Lincoln County	187
Odessa	Odessa Memorial Healthcare Center	100
Davenport	Davenport School District	83
Wilbur	Wilbur School District	55

⁹⁰ ReferenceUSA database, <http://www.referenceusa.com>, accessed April 5, 2018.

Table 71 - Continued Lincoln County 2018 Top Ten Employers⁹¹		
<i>Location</i>	<i>Employer Name</i>	<i>Number of Employees</i>
Odessa	Odessa School District	40
Harrington	Harrington School District	34
Almira	Almira School District	25
Creston	Creston School District	25
Reardan	Reardan-Edwall School District	25

The number of workers commuting between Lincoln 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.

Table 72⁹² Lincoln County Work Force Destinations by County		
<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	2,943	69.4%
Spokane/Whitman/NE Washington counties	858	20.2%
Grant County	239	5.6%
King/Western WA	68	1.6%
Adams County	42	1.0%
Kittitas County	18	0.4%
Benton/Franklin/Walla Walla counties	13	0.3%
Okanogan County	14	0.3%
Chelan/Douglas counties	3	0.1%
Outside of WA	44	1.0%
QUADCO (within the 4-county region)	3,242	76.4%
TOTAL	4,242	100.0%

- Elderly/Senior Service Centers:*** Services for the elderly are top destinations according to almost half (46.4%) of the stakeholder respondents and over one-third of the survey respondents indicated that senior citizens are in need of public transportation. There are senior service centers in Davenport, Odessa, and Sprague. Senior centers can help prevent

⁹¹ ReferenceUSA database, <http://www.referenceusa.com>, accessed April 5, 2018.

⁹² Census County-To-County Work Flow files, last revision in 2013.

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 courts appointments. Of the stakeholder survey responses, 43% indicated that grocery shopping is a top destination and 46% indicated court and legal appointments are important destinations. Of the general public survey responses, 42% indicated visits to family and friends as a top destination, 17% indicated shopping and daily activities are top destinations, 21% indicated church and religious activities are top destinations, and 31% indicated community events are top destinations. 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 special 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 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 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: Although informational materials are available on transportation services for Lincoln County residents, they are not readily available throughout the region and are difficult to understand. Additionally, there is a lack of knowledge and awareness of transportation services available countywide. Funding has not been adequate to design and mass produce materials that are “easy to read and understand,” as well as to conduct an advertising campaign.

Strategies to Address Challenge: Obtain additional funding to develop “easy to read and understand” materials explaining the transportation services available to Lincoln County residents. These funds would expand current marketing efforts conducted by People For People’s Mobility Manager/Travel Trainer. Widely distribute these materials to public and local businesses including the Post Office, social service providers, the public health

department, grocery stores, pharmacies. Place advertisements in local newspapers including the Lincoln County Journal. Conduct outreach campaigns at Lincoln County Health and Welfare meetings, in all the cities and towns within the county, and to veterans. 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

Transportation Challenge: Rural transportation funding has been allocated to transportation service providers in this area, but it is limited and inadequate. Some requests made by persons with special needs have been denied due to a lack of available funds.

Strategies to Address Challenge: Obtain additional funding to increase the number of service hours available for demand response and fixed route transportation services. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

3. Access to Medical Facilities

Transportation Challenge: Although transportation services are available to seniors living in Lincoln County and needing access to medical facilities outside of Lincoln County, it is limited and some requests for services have been denied due to a lack of available funds.

Strategies to Address Challenge: Work with senior service providers and medical providers to develop a fixed route that provides seniors access to medical facilities on a time schedule. Publicize the schedule and encourage seniors and medical providers to schedule appointments when the service can meet patient transportation needs. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

4. Weekend Service

Transportation Challenge: Weekend service between Lincoln County and Spokane is not available. This is a gap in the existing service provided by People For People's Lincoln County Community Connector and Special Mobility Service's Lincoln County/Davenport/Spokane Shuttle.

Strategies to Address Challenge: Add a Saturday roundtrip on People For People's Lincoln County Community Connector and Special Mobility Service's Lincoln County/ Davenport/ Spokane Shuttle. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

5. *Special Events Transportation*

Transportation Challenge: Public transportation to special events, such as county fairs and other community festivals, is generally unavailable. They are typically held on weekends and late into the night. Persons with special needs who have no transportation options cannot attend these events.

Strategies to Address Challenge: Encourage special events organizers to consider including transportation options for event attendees, especially for persons with special needs. Coordinate these efforts with other members of the 4-County Team to make sure there is no duplication of efforts.

Chapter Eight – Emergency Management

Introduction

Public Transportation’s Role

Many different types of hazards and threats occur in the QUADCO region – the most common are earthquakes, wildland fires, and floods. 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 special needs. Their buses are equipped with wheel chair lifts. 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 already 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.

Agreements

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. Mutual Aid Agreement Form).

Grant Transit Authority has an Interlocal Agreement with Grant County's Department of Emergency Management for the purpose of coordinating emergency services and planning. This Agreement was adopted on January 5, 2015. It specifies that GTA will make available their operators and their vehicles (those that are operational but not being used by GTA) to the Department of Emergency Management during an emergency or disaster. Also, the Department of Emergency Management 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.

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. QUADCO area contacts for each county's LEPC are as follows:

Adams County Office of Emergency Management

Jay Weise, Director Adams County Emergency Management
2069 W. Hwy 26, Othello WA 99344
509-659-3337 (desk), 509-488-2061, 509-659-1122 (24 hr.)

Grant County Office of Emergency Management

Sandi Duffey, Deputy Director Grant County Dpt. of Emergency Management
3953 Airway Dr. NE, Moses Lake 98837
509-766-5014 or 237-2987 (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

Sheriff Wade Magers, 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 28 vehicles available to operate in this region with seat capacity ranging from 3 passengers to 18 passengers. These vehicles can also transport persons using wheelchairs.

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 5 vehicles in operation with 1 vehicle that provides service to Davenport and 1 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 can transport persons using wheelchairs.

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 33 ADA vehicles available to operate in this region with seat capacity ranging from 5 passengers to 43 passengers. These vehicles can transport persons using wheelchairs.

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 currently has 12 vehicles available to operate in this region with seat capacity ranging from 8 passengers to 15 passengers. These vehicles can also transport persons using wheelchairs.

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: Chris Jose, ESD 101, 4202 South Regal, Spokane WA 99223-7738, 509-323-2785, cell: 509-850-7169.

Transportation Sections - Emergency Management Plans

Each County has adopted a Comprehensive Emergency Management Plan 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 special 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. Special populations 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 special populations. Adams County Mental Healthcare and other human service agencies may be called to assist in the evacuation process for critical incident stress management.*

Grant County Emergency Management Plan:

ESF 6 - Human Service program: *Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities. Human service agencies coordinate victims’ incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm’s way to safe shelter.*

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

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

community may call to obtain resources, information about the emergency, and venues for receiving assistance.

Kittitas County Emergency Management

The transportation section of Kittitas County’s Emergency Management Plan 2012,⁹³ identifies evacuation routes and coordination support.

Sections IV. A. 1. and IV. B. 1. - *In a severe emergency or disaster Kittitas County responders may require the use of local vehicles, equipment, and other assistance for move heavy equipment, supplies, or people.*

Section V.A.3. - 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. Support agencies that have been identified in the plan for providing transportation services in the event of a disaster include both HopeSource (a public transportation system) and the School District’s transportation services.

The general procedure in Kittitas County for transportation and evacuation of the special 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 this population on how to be prepared for 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 its disabled citizens with the cooperation of both HopeSource (whose buses have wheelchair ramps) and the local school district buses.

Lincoln County Emergency Management

Lincoln County’s 2009 Comprehensive Emergency Management Plan of 2009 identifies how to mobilize and coordinate emergency transportation services using the following support agencies: Lincoln County Department of Emergency Management, County & City Law Enforcement Agencies, Local School Districts and the Washington State Department of Transportation (Emergency Support Function #1).

⁹³ Kittitas County Sherriff’s Office. <http://www.co.kittitas.wa.us/sheriff/emergency.aspx>

The Plan indicates that Lincoln County Transportation Services is the support agency that will provide emergency transportation services for those people with special needs and the physically challenged.

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's procedures for evacuating persons involve the coordination of multiple agencies including agencies in charge of mass care and sheltering. The Incident Commander (IC) of an emergency scene has the authority to call for an emergency evacuation to protect the life and health of the population immediately threatened. The respective Law Enforcement Agency of an affected jurisdiction is in charge of evacuation operations. The Legislative Authority of each jurisdiction has the ultimate responsibility for any and all evacuations, especially for any evacuation that has the potential to be long term, could pose negative economic impacts, or is not immediately threatening the health and safety of the populace. Local officials do not have the legal authority to require residents to evacuate their homes.

Public transportation resources will be utilized to evacuate those without other means of transportation. Additionally, when an officer conducts an evacuation, the officer will use a checklist to identify if transportation assistance is requested for any family members with special needs.

Chapter Nine – Community Project Priorities

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 special 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 individuals with special needs.

Measurement Priority 3 - Coordination

Fund projects that are coordinated with existing transportation services, provide for identified gaps of services, and do not duplicate existing services.

Measurement Priority 4 - Effectiveness

Fund accessible transportation services and capital resources that are adaptable to changing needs and will continue to provide 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 work or 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 special needs populations.

To achieve this goal, the following objectives and strategies were developed:

Objective One

Sustain and increase transportation services to the special needs populations.

Strategy 1 - Demand Response Services

Provide demand response services for persons with special 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

Connect isolated communities, connect communities across counties, and provide consistent and reliable transportation for the general public and persons with special 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 3 - Worker 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 involve countywide services in each county.

Strategy 4 - Medicaid Transportation

Provide transportation for eligible clients to non-emergency medical services with various forms of transportation services including fixed route, route deviated, paratransit, and volunteer drivers. This would involve countywide services in each county.

Objective 2

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

Strategy 1 - Client Education and Advocacy

Provide one-on-one, group, and community training on available transportation services and how to use these services. This would involve countywide services in each county.

Strategy 2 - Capital Equipment That Promotes Access and Safety

Purchase and maintain ADA compliant vehicles, facilities, real estate, shelters, technology, and signage to accommodate special needs. This would include equipment to provide services throughout each county.

Objective 3

Coordinate and link transportation with human services to accommodate the consumer's needs and efficiently utilize transportation resources.

Strategy 1 - Special Needs Coalition

Provide on-going evaluation, coordination and integration of social services and transportation resources to serve more people with special needs. This would involve representatives of all special needs from various agencies in each county.

Strategy 2 - Transportation Coordination and Integration

Create an integrated community transportation system through 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.

Strategy 3 - Coalition To Coalition

Build partnerships 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, Puget Sound Regional Council, Spokane Regional Transportation Council, and Yakima Valley Conference of Governments.

Objective 4

Provide capital equipment and technology to improve transportation efficiencies.

Strategy 1 – Improve Mobility Options with Technology

Maintain, update, and purchase technology that coordinates and integrates transportation and human service resources for mobility options. This would include equipment to provide services throughout each county.

PLACE HOLDER FOR PROJECT LIST ADDENDUM

<p style="text-align: center;">Table 73 “A” Projects 4-County Service Providers---Project Ranking Recommendations Funding Years 2019-2021</p>							
<p>XXX TOTAL “A” PROJECTS</p>							
Agency	Title of Project	Type of Project	Service Area	New, Expanded, Preservation, or Replacement?	Project Description	Estimated Funds Requested	Estimated Matching Funds

PLACE HOLDER FOR PROJECT LIST ADDENDUM

<p align="center">Table 74 “B” Projects 4-County Service Providers---Project Ranking Recommendations Funding Years 2019-2021</p>							
<p align="center">XXX TOTAL “B” PROJECTS</p>							
Agency	Title of Project	Type of Project	Service Area	New, Expanded, Preservation, or Replacement?	Project Description	Estimated Funds Requested	Estimated Matching Funds

PLACE HOLDER FOR PROJECT LIST ADDENDUM

<p align="center">Table 75 “C” Projects 4-County Service Providers---Project Ranking Recommendations Funding Years 2019-2021</p>							
<p align="center">XXX TOTAL “C” PROJECTS</p>							
Agency	Title of Project	Type of Project	Service Area	New, Expanded, Preservation, or Replacement?	Project Description	Estimated Funds Requested	Estimated Matching Funds

Appendix A

MOBILITY SUMMIT MEETING MINUTES

Mobility Summit – Adams County, Othello

Othello Mobility Summit Meeting Minutes

January 25, 2018 – Othello Senior Center

Attendees

Adams County
Adams County Health Department
Adams County Economic Development Council
Columbia Basin Health Association
G.A.L. Parent & Family Coalition of Developmental Disabilities
Grant Transit Authority
H.E. Gritman Senior Center
Integrated Health Care Serviced
Othello School District
People For People
Washington State Department of Transportation

Human Service Transportation Plan Purpose

The purpose of this meeting was to review and identify public transportation needs and improvements for people with disabilities, seniors, young people, individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

Special Mobility Services (SMS) is a *Broker agency* under contract to the Washington Health Care Authority to help *Medicaid* clients get transportation to health care appointments. SMS provides this service in the following QUADCO counties: Grant, Lincoln and Adams.

The *SMS Community Shuttle* provides transportation fixed route service between Ritzville and Spokane.

Grant Transit Authority (GTA) is a Public Transportation Benefit Area (PTBA) serving Grant County, WA. The mission of Grant Transit Authority is to provide safe, high quality & cost efficient public transportation, vanpool & dial-a-ride services which will enhance the mobility and quality of life for our citizens and promote a healthy economy and positive image for our growing communities.

People For People (PFP) is a non-profit, 501(c)3 organization committed to improving lives and strengthening communities throughout eastern Washington since 1965. PFP provides employment and training services, special needs transportation, brokered Non-Emergency Medical Transportation (NEMT), 2-1-1 information and referrals, and senior nutrition.

People For People's Transportation Department provides special needs and general public transportation, including special needs demand response and deviated fixed route service, in the rural communities within Lincoln, Grant and Adams counties and their neighboring counties. Special needs transportation service is provided to older adults, individuals with disabilities, low-income individuals, youth and veterans.

PFPP Services in the Adams County area include

- Deviated fixed route service with connection from Moses Lake to Ritzville where riders can connect to Special Mobility Service's fixed route into Spokane.
- Demand response service is provided throughout Adams County. Funding is provided by WSDOT and Aging & Adult Care of Central Washington.

People For People's Bi-lingual Mobility Manager/Travel Trainer informs persons in English and Spanish on how to use the special needs and general public transportation system – connecting persons with the transportation services and resources important to them. The Mobility Manager teaches individuals in this rural region how to travel to urban areas, transfer to different routes, and access other modes of travel. This includes transferring between the following service providers; Grant Transit Authority, Special Mobility Services, Spokane Transit, and People For People.

Greater Columbia 211 Information and Referral service, operated by People For People, informs individuals who dial 211 about transportation operations.

Group Work – Identify and prioritize needs

Small groups were developed to identify primary transportation needs and barriers in the Grand Coulee area and connecting communities. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

Priorities:

- 1) Public awareness of services:
 - a. Need to develop education/outreach plan identifying the types of services available.
 - b. Need to advertise services in the Ritz Journal and social media.
 - c. Coordination of services available.
 - d. Educate major employers.
 - e. Language barriers – need specific outreach efforts.
- 2) Medicaid transportation barriers (Special Mobility Services):
 - a. Medicaid clients not able to see providers of their choice. They are required to go to closest provider – in some cases the client is only here seasonally and may have a different provider in another location.
 - b. Parents not able to take all of their children to an appointment when only (1) child has a scheduled appointment. 2nd parent is at work and not able to watch the other children.
 - c. Coordination with Special Mobility Services takes several hours of staff time to coordinate trips.
 - d. Need easier process for clinics to request transportation for their clients.
- 3) Transportation challenges for non-medical trips outside of the area.
- 4) Increased number of persons who need transportation for local medical visits and many without medical coverage.

- 5) Many referrals outside of county.
- 6) Political climate – fear of undocumented individuals to use the services.
- 7) No VA services.
- 8) Van pools would help with teachers, DVR program and other educational programs.
- 9) Lack of drivers.
- 10) Families with 1 car that is used for work – no option to travel to medical trips.

Group Work – Solutions

- Pocket schedules on bus stops with contact information (able to get help).
- Advertise on Facebook and Adams County.
- Send information with utility bills.
- Use the local Hispanic radio stations.
- Attend school events – educate about transportation.
- Review with SMS how service can be more user friendly.
- Determine if Medicaid rules can be more flexible.
- Talk with people at stores, faith groups, Dreamers (individuals who are not U.S. citizens but migrated to the U.S. as a child), and Commission of Hispanic Affairs.

Group Work – Who are we missing?

- Senior Center
- City of Othello
- Othello Hospital
- Special Mobility Services
- DSHS
- Chamber of Commerce
- Need to host meeting in Ritzville – include Lind and Washtucna
- Youth representation
- WorkSource
- SkillSource

Next Steps

- Schedule follow-up Mobility Summit – agenda to include:
 - Develop outreach strategy for surveys and additional input.
 - Review Medicaid requirements.
 - Determine on-going strategy – committees, 4-County Planning Team, etc.

Mobility Summit – Adams County, Ritzville

Ritzville Mobility Summit Meeting Minutes

March 23, 2018 – East Adams Rural Hospital

Attendees

Special Mobility Services (SMS)	<i>Rusty Koontz, Lisa McClure, Dave Hutchinson</i>
Lincoln County Health Department	<i>Jolene Erickson</i>
Grant, Adams, and Lincoln Family Coordinator for Disabilities and Informing Families Coordinator	<i>Debbie Chapman</i>
East Adams Rural Hospital	<i>Jennifer Peppered, Amelia Bernal, Dina McBride, Gary Koetrom</i>
Clergy	<i>Charles Jingling</i>
Adams County Health Department	<i>Karen Potts, Guillermo Mendez, Ashley Yerxa, Andee Heider</i>
H.E. Gritman Senior Center	<i>Janet Sanger, Janel Rieve, Fannie Ott</i>
People For People	<i>Renee Biles, Rosenda Henley, Sabrina Stoutamyer</i>
Adams County Development Council	<i>Julie Flyckt</i>
WSDOT	<i>Greg Wright</i>
Community Member	<i>Janet Collard</i>
Ritzville Journal	<i>Al Stover</i>
Lincoln Hospital	<i>Margaret Curetonm</i>

Human Service Transportation Plan Purpose

The purpose of this meeting was to review and identify public transportation needs and improvements for people with disabilities, seniors, young people, individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

Special Mobility Services (SMS) is a *Broker agency* under contract to the Washington Health Care Authority to help *Medicaid* clients get transportation to health care appointments. SMS provides this service in the following QUADCO counties: Grant, Lincoln and Adams. The *SMS Community Shuttle* provides transportation fixed route service between Ritzville and Spokane.

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People For People (PFP) is a non-profit, 501(c)3 organization committed to improving lives and strengthening communities throughout eastern Washington since 1965. PFP provides employment and training services, special needs transportation, brokered Non-Emergency Medical Transportation (NEMT), 2-1-1 information and referrals, and senior nutrition.

People For People's Transportation Department provides special needs and general public transportation, including special needs demand response and deviated fixed route service, in the rural communities within Lincoln, Grant and Adams counties and their neighboring counties. Special needs transportation service is provided to older adults, individuals with disabilities, low-income individuals, youth and veterans.

PFPP Services in the Adams County area include

- Deviated fixed route service with connection from Moses Lake to Ritzville where riders can connect to Special Mobility Service's fixed route into Spokane.
- Demand response service is provided throughout Adams County. Funding is provided by WSDOT and Aging & Adult Care of Central Washington.

People For People's Bi-lingual Mobility Manager/Travel Trainer informs persons in English and Spanish on how to use the special needs and general public transportation system – connecting persons with the transportation services and resources important to them. The Mobility Manager teaches individuals in this rural region how to travel to urban areas, transfer to different routes, and access other modes of travel. This includes transferring between the following service providers; Grant Transit Authority, Special Mobility Services, Spokane Transit, and People For People.

Greater Columbia 211 Information and Referral service, operated by People For People, informs individuals who dial 211 about transportation operations.

Group Work – Identify and prioritize needs

Small groups were developed to identify primary transportation needs and barriers in the Grand Coulee area and connecting communities. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(13 red, 9 green, 3 yellow)** *Marketing for Awareness and Communication* – simplifying the schedule, currently the schedule is in paragraph form which makes it difficult to read; utilize Facebook, print, email lists; more promotional advertising: have a "Ride a Bus" day, partner with the Senior Center; general awareness of barriers present, lack of communication where individuals are not receiving information regarding services
2. **(3 red, 1 blue)** *Amtrak travel* – Ritzville already has the rail lines, would it be possible to have Amtrak stop in Ritzville, for travel to Spokane or Seattle? Could be possible solution for doctor appointments, or just to get out of town.
3. **(2 red, 1 green, 6 yellow, 4 blue)** *Urgent Emergency Transportation* – Due to patients being release at all hours, it is difficult to call or find a ride for patients released after 4 PM or after dark. Sometimes patients are left waiting for hours. If patient has no family, and there are no services, the hospital ends up calling the police, local Ministerial Association, or someone in the community to pick up patient(s) and drop them off at home.
4. **(2 red, 1 green)** *Charter Service* – providing a charter bus for group activities outside of town, such as senior trips to the casino, symphony, etc.; transportation for senior meals, getting seniors to the Senior Center. This service could also be for non-senior simply wanting to have a day outside of town.
5. **(1 red, 2 green, 2 yellow, 4 blue)** *Washtucna and Lind service* – need service to Ritzville for medical appointments and other services; connection between small towns so community can access grocery stores, etc.

6. **(1 red, 1 green)** *Lack of service for court appointments* – need transportation for court appointments/services from Othello to Ritzville and back.
7. **(1 red, 1 green)** *Are gas vouchers available in Lincoln County?* – Rusty Koontz with SMS mentioned looking into partnering with local gas stations once more. Lack of response from gas stations has been the issue in the past. SMS will help with gas vouchers for eligible patients.

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(3 green, 3 blue)** *Ability to reach bus pick up areas* – ADA rule of 3/4 miles
2. **(2 green, 1 yellow)** *Public transportation for everyone* – remembering that the transportation is not only for special needs but that it’s available to everyone; have city council members, commissioners, and providers ride the bus for familiarity to “show” vs “tell” clients and public about services.
3. **(2 green, 2 blue)** *Fear and Insecurity* – Public fear of the unknown; Rosenda is a Mobility Trainer and can help individuals become more familiar and comfortable riding the bus.
4. **(1 green)** *Transportation for mental health patients and care takers* – Due to age and family circumstances, some patients are not able to ride bus alone

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(3 yellow, 2 blue)** *Restrictions for other family members* – Example was give of a family who has more than one child, but the bus trip is for only one child, what are the parent’s supposed to do with the other kids?
2. **(2 yellow)** *Clarification of transportation types provided by SMS*
3. **(2 yellow)** *Timing* – Conflicting schedules

Group Work – Solutions

Priorities	Solutions
Marketing for Awareness and Communications:	<ul style="list-style-type: none"> • Social media presences on twitter, Facebook (Ritzville In-door Yard Sale), and other social medias with emphasis on target audience • Utilize newspaper: The Ritzville Journal • Send pamphlets of transportation services through utility bills (Avista, Big Bend Electric Cooperative, Inc) • Have more booths at community events • Send organizations who put out newsletters content: Senior Center, Public Health, Schools, Parent to Parent, and Library newsletter to spread information. • Attend health fairs • On medical provider web pages, placing a banner with transportation links and/or schedules • Make it obvious that transportation is PUBLIC first and then list other services provided.
Urgent Care Transportation	<ul style="list-style-type: none"> • Medicaid is 24/7. SMS has an answering machine system to call in rides. SMS cannot drop off ER patients, but can pick up Medicaid eligible patients from the ER. Hospital discharges can be picked up same day as call-in. SMS would prefer a couple hours’ notices versus calling in pickup a day in advance.
Additional Services from Othello to Ritzville (and back), and from Washtucna / Lind to Ritzville	<ul style="list-style-type: none"> • Create a route from Othello to Ritzville to make court appoints with varying Superiors in each city. This route would also be used for mental health visits. • People For People is looking into creating routes from Washtucna and Lind to Ritzville

Amtrak	<ul style="list-style-type: none">• Start a conversation with Amtrak to see if a stop could be made in Ritzville.• Re-energize a resource that it already in place within the community• Pros of having stop would be that it's allow people inner-state travel who otherwise don't have the capability, over 90% on-time record, could help solve traveling issues to Spokane and Seattle for medical appointments.• Cons might cost some money to make boarding meet ADA standards
Gas vouchers?	<ul style="list-style-type: none">• SMS will try to connect with local Texaco to establish a gas voucher program• SMS will pay the gas cost to get to gas station for someone who wants to use their car for medical appointments• Suggested to bring along a local community member to help negotiations• REACH is willing to help SMS to make a gas voucher program happen
Ability to reach bus pick up areas	<ul style="list-style-type: none">• Training for staff on the front lines of local areas• Clients/patients are more willing to trust their providers

Group Work – Who are we missing?

- Washtucna representatives
- City Officials
- Law Enforcement
- Library

Next Steps

- Schedule follow-up Mobility Summit – agenda to include:
 - Develop outreach strategy for surveys and additional input.
 - Review Medicaid requirements.
 - Determine on-going strategy – committees, 4-County Planning Team, etc.

Mobility Summit – Grant County, Moses Lake

Grant County Mobility Summit Meeting Minutes

November 1, 2017 – Grant County Health District, 1038 W. Ivy Street, Moses Lake, WA.

Attendees

Quincy Community Health Center	<i>Priscilla Tovar</i>
SkillsSource	<i>Carry Robey</i>
Compass	<i>Susanna Rudnitsky</i>
GALPC/Informing Families	<i>Debbie Chapman</i>
WSDOT	<i>Greg Wright</i>
Aging and Adult Care	<i>Marisa Cairns</i>
WSU Grant-Adams College	<i>Cynthia Rosenow</i>
Pioneer Village	<i>Roni Smith</i>
Moses Lake School District	<i>Steve Banda</i>
City of Moses Lake	<i>Karen Liebrecht</i>
Columbia Crest	<i>Robin White</i>
Big Bend Community College	<i>Lora Allen</i>
Columbia Basin Hospital	<i>Carla Ryan</i>
Grant Transit Authority	<i>Stephanie Guettinger</i>
Assured Home Health and Hospice	<i>Terri Riley Brown</i>
Employment Security Department	<i>Keresa B. Wright</i>
DSHS – Community Service Office	<i>Irasema Ortiz Elizaede</i>
Special Mobility Services	<i>Lisa McClure, Rusty Koontz</i>
Confluence Health - BCCHP	<i>Shalene Nelson</i>
Confluence Health - Navigator Program	<i>Jene Bautista-Reynoso</i>
SL Start	<i>Silvia Valdez, Noemi Wade</i>
Community Choice	<i>Jolyn Hull, Kaitlin Quirk, Deb Miller</i>
People For People	<i>Renee Biles, Jan Ollivier, Sabrina Stoutamyer, Bob Walsh, Rosenda Henley</i>

Human Service Transportation Plan Purpose

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

Grant Transit Authority (GTA) mission is to provide safe, high quality & cost efficient public transportation, vanpool & dial-a-ride services which will enhance the mobility and quality of life for Grant citizens and promote a healthy economy and positive image for its growing communities.

GTA offers a deviated fixed-route system, with complementary paratransit service for those individuals who have a disability which makes it impossible for them to access or use the deviated fixed-route system. GTA contracts with People For People (PFP) for their paratransit service, which follows the ADA regulations. To qualify for paratransit, an In-Person Assessment must take place. PFP will pick up and

drop off potential applicants. GTA provides vanpool services. Riders pay a monthly fee for vanpool service, which is the mileage rate divided by riders, plus a set flat rate.

Special Mobility Services (SMS) provides intercity shuttle service between Spokane and several surrounding communities. SMS also provides dial-a-ride service within the city of Deer Park for people wanting local service. SMS covers service from Grant County to Lincoln County. Their stops are Newport, Deer Park, Reardan, Davenport, Spokane, Sprague, and Ritzville. The shuttle service is open to the general public. Fares for Community Shuttles vary depending on location and whether the trip is one-way or round-trip, cost is between two dollars and five dollars.

SMS provides Medicaid Transportation, and is Medicaid eligible recipients only. Clients must have no other way to get to and from healthcare appointments. If determined eligible, SMS Broker can assist with obtaining bus tickets/passes, gas vouchers (2 full business days are required for processing), taxi, shared-ride van, and individual or group trips.

People For People (PFP) in Grant County, provides contract services for GTA, fulfilling ADA “Access Program” transportation, as well as 20 hours per month of auxiliary services in the Grand Coulee area.

PFP provides the *Health Express Shuttle (HES)* between Moses Lake, Ephrata, Quincy, and Wenatchee. Bus stops in Wenatchee include Confluence Health, Central Washington Hospital, Veterans Hospital, Social Security office, and Link Transit transfer station. PFP provides transportation between Quincy and the Wenatchee area on the *Wenatchee-Quincy Express* with connections to Link Transit and GTA, and stopping in Quincy and Wenatchee. The *Ritzville-Moses Lake Demand Response* service connects riders to services in both areas including timed transfers with SMS and GTA. The *Lincoln County Community Connector* provides connection services to GTA, SMS, and Okanogan Transportation (OCTN), which serves riders in Coulee Dam, Grand Coulee, Wilbur Creston and Davenport. PFP also provides contract services for SMS, providing medical service for clients who are approved by SMS to received Medicaid transportation services and provides contract services for Work First transportation eligible clients.

Group Work – Identify and prioritizing needs

Small groups were developed to identify primary transportation needs and barriers in Grant County. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(13 red, 1 green, 1 yellow)** *3/4 mile ADA Rule* – Can exceptions be made? Wheelchair and homebound clients not being able to access service in the outlying areas.
2. **(7 red, 4 green, 2 yellow)** *Gaps in Service* – who fills the gaps in service?
3. **(7 red, 1 green, 2 yellow)** *Routes and Stops* – there is a lack of timed bus stops in rural areas, in consideration of individuals with mobility issues.
4. **(2 red, 3 green, 1 yellow, 4 blue)** *Connecting Routes* – providing a bus to connect with out-of-area transit, such as Spokane or Wenatchee.
5. **(1 red, 5 green)** *Gaps in the fixed-route area.*
6. **(1 red, 2 green, 1 yellow)** *Undocumented* – ethnic gaps, physical gaps in educational (reading/writing level), gaps for undocumented individuals (it is difficult to know who to help and where to find them).
7. **(1 red, 1 green, 1 yellow, 2 blue)** *Qualifications/Limitations.*

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(3 green, 2 yellow, 1 blue)** *Partnering with Service Providers.*
2. **(2 green, 4 yellow, 2 blue)** *Assisting riders on and off bus – for those who need assistance/help on and off the bus: groceries into house, allow rider to lean on personnel. Should there be an attendant for such services?*
3. **(2 green, 3 yellow)** *Increasing communication – sharing goals as a coalition of service providers working together.*
4. **(2 green, 3 blue)** *How do transportation providers get information out to those who need it? – 2-1-1 was mentioned. How do we make 2-1-1 more attractive? 2-1-1 provides transportation only information cards.*
5. **(2 green)** *Free bus passes for students? – Wenatchee does it.*
6. **(1 green)** *Funding.*
7. **(1 green)** *Limited services in Adams County.*

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(5 yellow)** *Mae Valley – an unserved area, school district is concerned about students having to cross a freeway to get to bus stop.*
2. **(2 yellow, 2 blue)** *Education for public – for individuals to learn how to access transp. services.*
3. **(2 yellow, 2 blue)** *Private companies apply for grants.*
4. **(1 yellow, 8 blue)** *Difficult for service providers to schedule transportation needs for clients.*
5. **(1 yellow, 2 blue)** *Companion Animals – service animals vs. comfort animals.*
6. **(1 yellow)** *Lack of technology accessibility.*
7. **(1 yellow)** *Scheduling Coordination – example: BBCC 8am class, bus gets to school at 8:05, Workfirst 8:00 start. Holidays – why take them off?*
8. **(3 blue)** *Lack of weekend transportation – for quality of life activities.*
9. **(1 blue)** *Lack of transportation causes people to move away from their homes.*

Other Important Identified needs (that did not receive dots): No specific order

1. *People with disabilities coming from Wenatchee to Moses Lake.*
2. *Medical service to Othello.*
3. *Individuals with mobility issues.*

Who's Missing?

- Veterans, Parent-to-Parent, WIC, Columbia Basin Health Association

Next Steps

- Schedule follow-up Mobility Summit – agenda to include
 - Develop solutions to identified barriers and unmet needs
 - Develop outreach strategy for surveys and additional input.

Determine on-going strategy – committees, 4-County Planning Team, etc.

Mobility Summit – Grant County, Grand Coulee (1)

Grand Coulee Mobility Summit Meeting Minutes

January 11, 2018 – Grand Coulee Senior Center

Attendees

Electric City	Community Choice	Grant Transit Authority
Care and Share Food Bank	Coulee Medical Center	Tri-County Economic Development
Coulee Medical Center	WSU SNAP	Okanogan County Transportation and Nutrition
Bureau of Reclamation	Grand Coulee Dam SD	American Legion/A&K Electrical
Douglas County Resident	Star News	Grand Coulee Senior Center
Gifford/Inchelium Ferry	Chamber of Commerce	North Central Accountable Community of Health
Colville Tribe TERO	People For People	Grant County Fairgrounds

Human Service Transportation Plan Purpose

The purpose of this meeting was to review and identify public transportation needs and improvements for people with disabilities, seniors, young people, individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

Grant Transit Authority (GTA) is a Public Transportation Benefit Area (PTBA) serving Grant County, WA. The mission of Grant Transit Authority is to provide safe, high quality & cost efficient public transportation, vanpool & dial-a-ride services which will enhance the mobility and quality of life for our citizens and promote a healthy economy and positive image for our growing communities.

Fixed Route 290 serves the Grand Coulee area with connection to Moses Lake and several cities in route. In addition, GTA contracts with People For People to provide 20 hours per month of auxiliary transportation service in the Grand Coulee area to individuals attending the Senior Center or needing transport to medical appointments, grocery shopping, or other critical services in the Grand Coulee area.

Special Mobility Services (SMS) is a *Broker agency* under contract to the Washington Health Care Authority to help *Medicaid* clients get transportation to health care appointments. SMS provides this service in the following QUADCO counties: Grant, Lincoln and Adams.

The *SMS Community Shuttle* provides transportation fixed route service weekdays between Spokane and Davenport.

People For People (PFP) is a non-profit, 501(c)3 organization committed to improving lives and strengthening communities throughout eastern Washington since 1965. We provide employment and training services, special needs transportation, brokered Non-Emergency Medical Transportation (NEMT), 2-1-1 information and referrals, and senior nutrition.

People For People's Transportation Department provides special needs and general public transportation, including special needs demand response and deviated fixed route service, in the rural communities within Lincoln, Grant and Adams counties and their neighboring counties. Special needs service is provided to older adults, individuals with disabilities, low-income individuals, youth and veterans.

PFPP Services in the Grand Coulee area include:

- Deviated fixed route service with connection from Coulee Dam to Davenport where riders can connect to Special Mobility Service fixed route into Spokane. In addition riders can connect to transportation service at Coulee Dam to Omak (provided by Okanogan County Transportation and Nutrition (OCTN)).
- Demand response service is provided in Lincoln County and Grant County where GTA does not provide service to individuals with special needs. Funding is provided by WSDOT, Aging & Adult Care of Central Washington, and Grant Transit Authority.

People For People's Bi-lingual Mobility Coordinator/Travel Trainer will inform persons in English and Spanish on how to use the special needs and general public transportation system – connecting persons with the transportation services and resources important to them. The Mobility Coordinator teaches individuals in this rural region how to travel to urban areas, transfer to different routes, and access other modes of travel. This includes transferring between the following service providers; Grant Transit Authority, Special Mobility Services, Okanogan County Transportation and Nutrition, and People For People.

Greater Columbia 211 Information and Referral service, operated by People For People, informs individuals who dial 211 about transportation operations.

Okanogan County Transportation and Nutrition (OCTN) is dedicated to improving quality of life for seniors, handicapped and the general public of Okanogan, Chelan, Douglas and Lincoln counties and to encourage independent living through nutrition and transportation services.

Intercity Services - Monday thru Friday service between Omak/Nespelem/Coulee Dam – 2 Round trips per day, 3 Round trips Wednesday only. Fares on intercity service are determined by your pick-up location and destination.

Group Work – Identify and prioritize needs

Small groups were developed to identify primary transportation needs and barriers in the Grand Coulee area and connecting communities. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. (5 red dots, 1 green, and 1 yellow) *Coordination and communication of existing service*– the public does not understand the current transportation services available or how to schedule for needed services. There is a lack of coordination between services.
2. (4 red dots) *Lack of transportation for medical appointments*– Medicaid transportation is available however individuals not qualified or appointments not qualified have problems getting to appointments including appointments in the local area, going to specialty appointments in Wenatchee, Moses Lake and Spokane.

3. (3 red dots and 1 blue dot) *Lack of drivers* – local providers have a hard time recruiting drivers especially for part time and on call drivers.
4. (2 red dots, 1 green dot, 3 yellow dots, and 1 blue dot) *Lack of transportation service to Grand Coulee, Coulee Dam and Electric City* - Many rural residents walk several miles to appointments, to purchase groceries and to connect to other life sustaining services. Many walk on unsafe roads.
5. (2 red dots and 1 green dot) *Veteran services*– Veterans do not qualify for some of the services and are not aware of others. They need help coordinating their trips and getting to the VA Hospital in Spokane.
6. (1 red dot, 3 yellow dots, and 1 blue dot) *Collaboration between small communities*– cities and providers need to work together to coordinate services.
7. (1 red dot, 1 green dot, and 1 blue dot) *Could medical facilities create vanpool services?*
8. (1 red dot, 1 green dot and 1 blue dot) *You can't get there from here or you can get there but not get back*– there isn't any transportation to Wenatchee or other urban areas for specialty care & non-medical services.
9. (1 red dot and 1 blue dot) *Transportation from the Manor to the Food Bank* – seniors, and (actually) persons of all-ages have challenges getting to the food bank.

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. (2 green dots and 1 yellow dot) Many overlapping service areas – i.e. PFP service bound by GTA– services don't align with all counties that converge in the area which creates fractured services.
2. (2 green dots) Bureaucratic loop holes create night mares.
3. (2 green dots) Limited transit options to service smaller communities– Need transit options to fill gaps of connecting to bigger transit options. Tightening transportation gaps in rural area.
4. (2 green dots) Education – College transportation options.
5. (1 green dot, 2 yellow dots, and 2 blue dots) Awareness and signage– Many individuals do not know where the bus stops are located.
6. (1 green dot, 2 yellow dots, and 1 blue dot) Inconvenient time/schedules.
7. (1 green dot and 2 blue dots) Lack of central transportation hub – Need central transit center in the Coulee Dam, Grand Coulee and Electric City area.
8. (1 green dot) East of Coulee Dam Colville Reservation boundaries pose challenges.

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. (2 yellow dots) *Lack of cross-county services.*
2. (1 yellow dot and 1 blue dot) *Need improvements to technology* – need better cell towers and access to information.
3. (1 yellow dot) *Easier to read schedules.*
4. (1 yellow dot) *Rumors of job growth could increase transportation needs.*
5. (2 blue dots) *Lack of transportation options to commute to work* – transportation needed from small areas to bigger ones.
6. (2 blue dots) *Challenge to meet and plan with tribal partners.*

Other Important Identified Needs (that did not receive dots): No specific order

1. Cannot deliver meals on tribal property.
2. Pioneer/Independent Spirit between communities.
3. SMS and PFP Medicaid programs are hard to qualify for vouchers.
4. Local gas stations don't take vouchers – some have to travel 25 miles to Wally's.

Next Steps

Schedule follow-up Mobility Summit – agenda to include:

- Develop solutions to identified barriers and unmet needs.
- Discuss who are we missing?
- Develop outreach strategy for surveys and additional input.
- Determine on-going strategy – committees, 4-County Planning Team, etc.

Mobility Summit – Grant County, Grand Coulee (2)

Grand Coulee Follow-Up Meeting Minutes

March 23, 2018 – Grand Coulee Senior Center

Attendees

Coulee Medical Center	<i>Molly Morris</i>
Star News	<i>Jacob Wanger</i>
North Central Accountable Community of Health	<i>Sahara Suval</i>
Grant Transit Authority	<i>Stephanie Guettinger</i>
Electric City	<i>Birdie Hensley</i>
Supportive Services of Veterans Families	<i>Brandon Rendon, Jarred Rendon</i>
People For People	<i>Bob Walsh, Renee Biles, Rosenda Henley, Sabrina Stoutamyer</i>

Human Service Transportation Plan Purpose

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Group Work – Solutions and Report

Summary of mobility summit from January 11 was given. Renee Biles explained how identified needs were prioritized by color and the amount of dots in each color. Group was split into two groups to discuss priority sections.

Findings from Group 1, High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **Need:** *Coordination and communication of existing service*

Solutions:

- Chart in the phonebook both in physical and digital form
- Postcard mailer – refrigerator magnet – help promote awareness about existing services
- Utilize Senior Center Newsletter – create a PR post that could be added into the newsletter. The Senior Center puts out a letter once a month with approximately 234 subscriptions. Information must be sent in by the 20th of each month. Letters are sent out before the 1st of the month.
- Maps with red stars indicating drop off and pick up locations. Clearly label timed-stop locations. Update the signage to clearly specify whether stop is a pick up location or a drop off location. Provide consistent drop off and pick up locations. (This solution specifically refers to the Grand Coulee route to Davenport and SMS transfer from Davenport to Spokane. SMS doesn't clearly specify the places within Spokane that are a drop of location or a pick up location, which creates the possibility of someone becoming stranded.)
- Create an app that would contain routes and connecting routes.
- Have one landing page where all transportation providers are listed with connections between them.
- Better use of websites, i.e. provide a hyperlink on company pages to connecting buses/transportation provider.
- One big marketing push once information is put together and ready for public distribution – send to newspapers, post flyers throughout community, give information to service providers, etc.

2. **Need:** *Lack of transportation for medical appointments*

Solutions:

- Create local fixed route from Electric City to Elmer City or Extend current GTA route – providing local transit in the Grand Coulee area would solve many gaps.
- Form a committee to look for grants and partner with medical facilities – form partnerships with clinics to provide a vanpool system for clients
- Volunteer drivers within community
- GTA vanpool driver requirements: they must have been driving for 5 years and at least 21 years of age.

3. **Need:** *Lack of drivers*

Solutions:

- Use community partners as contacts to help fill in void of drivers in Grand Coulee area. Support Services for Veterans Families (SSVF) works with unemployed veterans, post job openings in local newspaper, and at WorkSource
- Look into ex-convicts and immigrants – helping immigrants obtain a visa
- Create a “sub” pool of on-call drivers to fill in for GC driver
- Get a booth at Call-a-rama for transportation and advertise the need for volunteers and job openings

4. **Need:** *Lack of transportation service to Grand Coulee, Coulee Dam, and Electric City*

Solutions:

- Expand services and local government funding, crosstown funding – promote one big town unity
- Use HSTP to build support, create awareness, and to help start a cause and build pressure that there are needs in this community and things need to change. Bring up plan at town meetings.

5. **Need:** *Veteran services*

Solutions:

- Make awareness of Veteran Services available and easily accessible by transportation partners. Volunteer Service Officer (VSO) – provide food vouchers, ticket vouchers. Support Services for Veterans Families (SSVF) will pay for transportation services for their clients.

6. **Need:** *Collaboration between small communities*

Solutions:

- Advertise issues as Regional to promote unified community concern, instead of segmented small communities.
- Raise awareness at Town Hall meetings.
- Create Memorandum of Understandings (MOU) between neighboring towns and cities for transportation and funding – providing a more formal approach to topic without personal biases

7. **Need:** *Could medical facilities create vanpool services?*

Solutions:

- See #2

8. **Need:** *You can't get there from here or you can get there but not get back*

Solutions:

- Create centralized bus station/hub – consolidate other resources to make transportation hub a reality; require all buses/vanpools in GC to stop at one location
- See #6 – power in numbers, communication between cities/towns, transportation providers

9. **Need:** *Transportation from the Manor to the food bank*

Solutions:

- Mobile food bank – follow Wenatchee's example: within 2-3 hours the mobile food bank had serviced 850 people!

Findings from Group 2, Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **Need:** *Many overlapping service areas*

Solutions:

- Provide a service area boundary map. Needs to be visual to show gaps and overlaps of transportation services in area. Fill gaps with closest transportation provider, or taxi/Uber services.
- Better coordination amongst all transportation providers
- Marketing for awareness
- Address needs to 4-County to keep the conversation going and address new issues as they occur.
- Create a transportation hub that easily points which bus a person should take to reach their intended destination.
- Provide on-demand service in GC area

2. **Need:** *Bureaucratic loop holes create nightmares*

Solutions:

- Coordination between bureau and providers – taking cancer patients to Spokane since they travel route multiple times a day.
- Provide a fixed route in GC area so medical clients can get to medical appointments from Electric City, Coulee Dam, Grand Coulee to the clinic. Create a variable transportation option: Uber, on-demand

3. **Need:** *Limited transit options to service smaller communities*

Solutions:

- See #2
- Look into whether or not SMS service not picking up to drop off Medicaid eligible clients within the GC area to/from medical appointments – follow up with SMS

4. **Need:** *Education*

Solutions:

- Check when classes typically end with CWU and BBCC to align times bus times.
- GTA provides a late-night timed stop in current route so that Ellensburg and Wenatchee passengers can make it home to Grand Coulee.
- Commence marketing at schools – high schools, Big Bend College, and CWU
- Current GTA Ellensburg-ML route runs from Ellensburg to Ephrata to Moses Lake. Instead of making passengers travel from Ephrata to Moses Lake only to miss the last bus going to Grand Coulee – instead provide a transition bus in Ephrata to Grand Coulee may help streamline the route and provide a more regular circuit.

5. **Need:** *Awareness of signage*

Solutions:

- Marketing – standardize the signage – updated information to media sources.
- locate signage and location – user friendly (hub)
- Covered stops with more timed stops will improve visibility of stop for passengers
- Create stops at Safeway/Walmart/post office, using landmarks or major groceries stores
- Provide maps at each stop
- GTA will fill in missing signs along routes.

6. **Needs:** *Inconvenient time/schedules*

Solutions:

- See #4
- Standardized times on hour or half hour
- Drivers not waiting – GTA is fixing miscommunication with drivers and ensuring that they are waiting the allotted time at stop
- Provide comment cards, physical and digital, to allow for feedback
- Having a centralized bus stop would help to inform riders of delays.

7. **Need:** *Lack of central transportation hub*

Solutions:

- See #1
- Provide a central bus hub – providers coordinating with each other, congregating different providers into one location so there’s no separation.
- Take the old middle school and create it into a central office space for service providers and in the process make this the transportation hub/community hub.

8. **Need:** *East of Coulee Dam Reservation boundaries pose challenges*

Solutions:

- Have a conversation with tribe to see about coordinating services with them – give monetary incentive/ revenue opportunity of transporting non-tribal members on tribal buses.

Finding from Group 2, Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **Need:** Lack of Cross-county services

Solution:

- See Green #1
- 2. Need: Need improvements to technology
Solution:
 - Technology is moving fast and is just a matter of Time

Next Steps

Take all information we've received from forums to the 4-County Transportation Planning Team.

- All Transportation Providers attend meeting

As the 4-County lead, People For People leads the effort to understanding and providing service gaps.

- Hold Mobility Summits Quarterly, to bring information back to 4-County Team
- Better understanding between service providers and 4-County Team
- Help with grants or different options/resources
- Make the HSTP a living document

Bidding for WSDOT funding on areas of expansion

- Current and new providers must identify expansion needs in HSTP in order to bid.
- Needs will be generalized. Example: Communication
- Identifying needs will be first priority

Who is missing?

- College partners
- Medical Providers
- Town Council members
- More members from the Bureau of Reclamation

Mobility Summit – Kittitas County, Ellensburg

Kittitas County Mobility Summit Meeting Minutes

January 23, 2018 – Hal Holmes Center

Attendees

City of Ellensburg	<i>Ryan Lyyski, Derek Mayo</i>
Kittitas County Sheriff	<i>Jill Beedle</i>
Public Transit Advisory Committee (PTAC)	<i>Jack Frost</i>
United Way of Central Washington	<i>Neiri Carrasco, Rebecca Thornton</i>
Bright Beginnings	<i>Kim Davis</i>
Kittitas Valley Fire and Rescue	<i>Chris Lawson</i>
Crestview Terrace	<i>Melissa Armendariz, Andrea Wing</i>
Kittitas Valley Hospital	<i>Polly Sams</i>
Department of Vocational Rehabilitation	<i>Juan Ortiz</i>
Greyhound – Ellensburg	<i>Thomas Coon</i>
KC Cab LLC	<i>Stephen Jennings</i>
WorkSource	<i>Shianne Lowe, Chelsey Loeffers</i>
Ellensburg Parks and Recreation	<i>David Hurn</i>
Aging and Long Term Care	<i>Hope Cusack</i>
Grant Transit Authority (GTA)	<i>Stephanie Guettinger</i>
Elmview (Non-Profit Organization for People with Developmental Disabilities)	<i>Bruce Tabb</i>
HopeSource	<i>Aaron Blum</i>
Non-Emergency Medical Transportation (PEP)	<i>Marcy Durbin</i>
People For People Transportation	<i>Madelyn Carlson, Jan Ollivier, Gracie Sexton, Sabrina Stoutamyer</i>

Human Service Transportation Plan Purpose

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

HopeSource is a priority based door-to-door transportation service. Priorities are senior medical and nutrition, general public medical, social services, and employment. Rides for any other reasons, such as hair appointments, general shopping trips, or recreation, will be referred to Central Transit if the passenger lives in Ellensburg. HopeSource serves throughout Kittitas County, from Snoqualmie Pass to the Columbia River. The majority of clients reside between Ronald and Kittitas. Clients must register with HopeSource to ride. Client services are prioritized by elderly, disabled, and low-income. Registered clients must give forty-eight business-hours' notice before the intended ride. Registered clients can request rides within twenty-four hours' notice, but will only be served if space is available. All services operate Monday through Friday, 6 am – 6 pm.

HopeSource reports that forty-three percent of rides are employment based. Mornings and evenings are predominately employment based between Cle Elum-Ellensburg and Ellensburg-Cle Elum. This Upper County Shuttle has varying times that begin at 6 am and ends at 4:45 pm.

Clients can register online at <https://www.adaride.com>, over the phone at (877) 232-7433, or in office at HopeSource. Office hours are Monday through Friday, 8 am – 4 pm.

Central Transit provides fare free rides for everyone 359 days a year. Bus service includes four routes with over sixty convenient stops serving many popular shopping, recreation, lodging, and education locations within Ellensburg. The system operates seven days per week with service available from 7:00 AM to 9:30 PM on weekdays and 7:45 AM to 8:30 PM on weekends. All buses are equipped with lifts to assist people with mobility devices, or passengers who cannot use the steps to access the buses.

Additionally, Central Transit through its partner HopeSource provides complementary origin to destination Paratransit service for those passengers who cannot use the fixed route system. Paratransit service is qualification based, and once approved there is no cost for the trips. Paratransit does require a reservation to be made at least one day prior to the planned trip and they can be scheduled for any time the fixed route system is operating.

Central Transit has expanded its service to include two new routes: West Interchange via Dolarway, and Northeast to Bender towards the high school. It has also expanded the dial-a-ride services to seven days a week as compared to five. Paratransit hours match fixed route hours. The Ellensburg-Yakima Commuter now stops at Super 1, Safeway, and 11th & Maple. Central Transit is also developing Cabulance service for Non-Emergency Medical Transportation (NEMT) and partial accessible taxi. Currently, Central Transit is in the process of posting route maps at every bus stop and utilizing the Route Shout 2 on-line application, which is a GPS locating system of real-time bus locations and provides nearby bus stop locations.

Greyhound is an intercity bus common carrier, serving over 3,800 destinations across North America. Greyhound is committed to serving people with disabilities in accordance with its obligations under the ADA.

The Ellensburg ticket office is located behind Love's Travel Shop in a small mobile unit. Business hours are 10 AM to 1 PM, 3 PM to 5 PM, Monday through Friday. Greyhound-Ellensburg destinations are, Seattle, Spokane, Yakima, Pasco, and Stanfield, OR. Greyhound-Ellensburg also connects with Apple Line (Omak-Wenatchee-Quincy-Ellensburg) at the Love's Travel Shop. Apple Line contracts with Northwest Trailways.

Grant Transit Authority (GTA) offers a deviated fixed-route system, with complementary paratransit service for those individuals who have a disability which makes it impossible for them to access or use the deviated fixed-route system.

The mission of Grant Transit Authority is to provide safe, high quality & cost efficient public transportation, vanpool & dial-a-ride services which will enhance the mobility and quality of life for our citizens and promote a healthy economy and positive image for our growing communities.

Route 321 is a new fixed route from Moses Lake-Warden-Othello-Royal City-Ellensburg. Currently, GTA is in the process of hiring Trademark personnel in hopes of increasing awareness of new route at colleges (i.e. Big Bend Community College and Central Washington University).

Yakima Transit provides fixed-route (bus), paratransit (Dial A Ride), vanpool, and commuter (provides vanpools and the Yakima-Ellensburg Commuter between Yakima and Ellensburg. The Yakima-Ellensburg Commuter uses two buses that operate in opposite directions between Yakima and Ellensburg (Route 11). It typically transports people to work, college, social services, or just to visit a neighboring town. Stops in Ellensburg include Super 1, Safeway, and CWU. An additional trip is provided as a pilot project. Cost for the Yakima-Ellensburg Commuter is \$5 one-way trip or \$150 dollars monthly pass.

Yakima Transit is in the process of upgrading several key pieces of technology on the buses including upgrading the Wi-Fi, switching to a live camera system, and moving to a better passenger counting system that will allow us to more accurately determine where service should be provided.

People for People Non-Emergency Medical Transportation ensures that the lowest cost, most appropriate ride is arranged, trips may be shared with other riders. The Non-Emergency Medical Transportation (NEMT) services are for medical appointments covered under ProviderOne, and serves Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, and Yakima counties. A primary goal of these services is to assist clients with gas vouchers, or mileage reimbursement if they have their own transportation. If that is not possible, rides are set up using local transit or paratransit buses, volunteer drivers, wheelchair accessible vans or taxis. Local trips are forty-eight hour advance notice. Out-of-area trips are five day advance notice. Ridership can be made up to thirty days in advance.

Group Work – Identify and prioritizing needs

Small groups were developed to identify primary transportation needs and barriers in Kittitas County. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(8 red)** *Out of town differences – in-county vs. in-city* – citizens who live out of city limits are left with limited to no transportation services/options. There is concern towards the youth missing out on after school activities (sports, music, arts) due to this gap in service.
2. **(6 red, 4 green, 2 yellow, 2 blue)** *Lack of public awareness of transportation services* – many are not aware of all the transportation services available. Should all transit options be in one place? A campaign and advertisements could spread awareness.
3. **(5 red, 1 green, 6 yellow, 4 blue)** *Lack of accessible transportation* – there is a need for affordable transportation services past certain hours and on weekends. Income qualifications limit usage of dial-a-ride.
4. **(2 red, 2 green, 5 yellow, 2 blue)** *Lack of Information for Non-English speaking passengers/public* – methods and materials are needed to further reach out to Non-English speaking persons about public transportation and transportation options.

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(4 green, 1 yellow)** *Lack of Non-Emergency Medical Transportation for the Public* – Currently Kittitas Valley Fire and Rescue (KVFR) uses ambulances for all medical related calls – whether or not the caller requires

ambulance transport. This takes away trained medical personal and vehicles from emergency calls that do require ambulance transport.

2. **(3 green, 1 yellow, 3 blue)** *Allow reservations to be made under 48-hour requirement* – for people who do not have the options to call ahead 48 hours (short notice) due to outside circumstances, example: doctor appointments out of county.
3. **(2 green, 1 yellow, 1 blue)** *Accessibility to transit stops* – lack of sidewalks, uneven sidewalks, or lack of curb ramps can make it difficult to get to the designated transit stop.
4. **(2 green, 1 yellow, 1 blue)** *Bus stops need a “transit stop” identifier* – timed stops should have a bench, cover, and trashcan to easily make the stop identifiable.
5. **(1 green, 2 blue)** *Unenrolled people trying to get to employment opportunities* – employment opportunities being work, job fairs, or using resources such as WorkSource.
6. **(1 green, 1 blue)** *ADA restrictions* – rule makes it difficult for seniors and people with disabilities who are just beyond three-quarters of a mile from fixed route.
7. **(1 green)** *Unscheduled hospital discharges* – due to discharged patients and individual health restrictions it is difficult for unscheduled hospital discharges to find a ride that can accommodate their health needs.

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(1 yellow, 3 blue)** *Can local taxi cabs be used for ADA restrictions?* – use cabs to pick up people who live beyond the three-fourth mile ADA rule. Could a van be used that is wheelchair accessible?
2. **(1 yellow, 1 blue)** *Does the “Central Transit” name confuse public?* – should the name for Central Transit be changed? Marketing awareness that service is for general public.
3. **(1 yellow)** *No connection service to Snoqualmie, Liberty, and Vantage.*

Other Important Identified needs (that did not receive dots/points): No specific order

1. *Bariatric care* – wheelchair weight restrictions on vehicles and vans.
2. *No wheelchair lift equipped cabs.*
3. *Car seat and training available for families with no vehicle.*
4. *Head Start Transportation was lost* – due to maintenance of vehicles and government regulations for transporting children.
5. *Intermodal needs throughout county.*
6. *One-on-one assistance with multiple stops.*
7. *Transportation that allows non-service animals.*

(See Attachment 1 for Prioritized Barriers Based on Point Value)

Work group – Solutions and Report

Small groups reconvened after groups reported identified gaps in service, and individuals marked gaps they felt were significant. Groups then worked together to find solutions on top four high priorities. Reports for solutions were announced by each group. Below is a list of solutions in order of highest to lowest priorities (See Attachment 1).

1. *Lack of public awareness of transportation services (Listed randomly)*
 - Pin city transit link to top of Community Facebook page. Make use of technology to promote awareness.
 - Make transit link user friendly/have links to each transportation service with routes and time stops available.
 - Make use of free marketing resources already available within the community; Use 2-1-1 resource.

- Outreach at different events (i.e. parade, school events).
 - (In regards to “Central Transit” name) Put a Central Transit bus in the parade so public is aware the bus is for everyone, not just college students.
 - Establish a person who is aware of all transit related services to walk through options; this could be an outreach coordinator or marketing intern. Hire a firm to help get transportation information to the public.
2. *Lack of accessible transportation (Listed randomly)*
- More drivers/training.
 - More vehicles.
 - Create a sliding-scale-fee for person with income “too high” – reduced fee encompassing all aspects of money concerns (example: sliding fees provided by clinics), so that unqualified persons can also utilize door-to-door/dial-a-ride services.
 - Use of Route Shout 2.0 app – features Central Transit Schedules, on-demand stops, real-time bus location, and “Locate Me” for nearby stop locations.
 - Coordination between transportation service providers
3. *Out of town differences – in-city vs. in-county (Listed randomly)*
- (Vantage/Snoqualmie) City sales tax cannot be used outside of city limits. Fill this gap in transportation by receiving possible grant.
 - Increase vehicles, drivers, and training.
 - More availability on short notice – 24 hour notice vs. the current 48 hour notice; Have an on-call operator.
4. *Lack of information for Non-English speaking passengers/public (Listed randomly)*
- Who is already reaching Non-English speaking population? Coordinate with them: LDS Church, Allied People Offering Year-Round Outreach (APOYO) Food Bank, Free Clinic, Catholic and Methodist and Jehovah Witness Spanish services
5. *Lack of Non-Emergency Medical Transportation For the Public*
- Connect with care coordination and Kittitas County Health Network to include transportation options.
 - Central Transit is in the process of implementing a “cabulance.”
 - Train medically qualified drivers; drivers will need to be passionate about their work for “cabulance” to be successful.

Attachment 1: Prioritized Barriers Based on Point Value

January 23 Mobility Summit Meeting – Ellensburg, Kittitas County										
Red (4pts.)		Green (3pts.)		Yellow (2pts.)		Blue (1pt.)		Total Points	Transportation Barrier Identified	Response
6	24	4	16	2	4	2	2	46	Lack of public awareness of transportation services	<ul style="list-style-type: none"> • Pin city transit link to top of Community Facebook page; Make better use of technology to promote awareness. • Make transit link user friendly/have links to each transportation service with routes and time stops available. • Make use of free marketing resources already available within the community; Use 2-1-1 resource • Outreach at different events (i.e. parade, school events). • (In regards to “Central Transit” name) Put a Central Transit bus in the parade so public is aware the bus is for everyone, not just college students. • Establish a person who is aware of all transit related services to walk thru options; Outreach coordinator or marketing intern; Establish a firm to help get transportation information to the public
5	20	1	3	6	12	4	4	39	Lack of accessible transportation	<ul style="list-style-type: none"> • More drivers/training • More vehicles • Create a sliding-scale-fee for person with income “too high” – reduced fee encompassing all aspects of money concerns (example: sliding fees provided by clinics), so that unqualified persons can also utilize door-to-door/dial-a-ride services. • Use of Route Shout 2.0 app – features Central Transit Schedules, on-demand stops, real-time bus location, and “Locate Me” for nearby stop locations. • Coordination between transportation service providers
8	32		0		0		0	32	Out of town differences – in-county vs. in-city	<ul style="list-style-type: none"> • (Vantage/Snoqualmie) City sales tax cannot be used outside of city limits. Fill this gap in transportation by receiving possible grant. • Increase vehicles, drivers, and training • More availability on short notice – 24 hour notice vs. the current 48 hour notice; Have an on-call operator
2	8	2	6	5	10	2	2	26	Lack of information for Non-English speaking passengers/public	<ul style="list-style-type: none"> • (Vantage/Snoqualmie) City sales tax cannot be used outside of city limits. Fill this gap in transportation by receiving possible grant. • Increase vehicles, drivers, and training • More availability on short notice – 24 hour notice vs. the current 48 hour notice; Have an on-call operator

Appendix A - Mobility Summit Meeting Minutes

	0	4	16	1	2		0	18	Lack of Non-Emergency Medical Transportation (NEMT)	<ul style="list-style-type: none"> • Connect with care coordination and Kittitas County Health Network to include transportation options • Central Transit is in the process of implementing a “cabulance” • Train medically qualified drivers; drivers will need to be passionate about their work for “cabulance” to be successful
	0	3	12	1	3	3	3	18	Timing of reservation can be a problem	
	0	2	6	1	2	1	1	9	Lack of ability to get to transit stops	
	0	2	6	1	2	1	1	9	Lack of bus stops having a “transit stop” identifier	
	0	1	3		0	2	2	5	Unenrolled people trying to get to employment opportunities	
	0		0	1	2	3	3	5	Can local taxi cabs be used for ADA restrictions?	
	0	1	3		1	1	1	4	ADA restrictions	
	0	1	3		0		0	3	Unscheduled hospital discharges	
	0		0	1	2	1	1	3	Does the “Central Transit” name confuse public?	
	0		0	1	2		0	2	No connection service to Snoqualmie, Liberty, and Vantage	
	0		0		0		0	0	Bariatric care	
	0		0		0		0	0	No wheelchair life equipped cabs	
	0		0		0		0	0	Car seat availability for families with no vehicle, and training	
	0		0		0		0	0	Head Start Transportation was lost	
	0		0		0		0	0	Intermodal for county	
	0		0		0		0	0	One-on-one assistance with multiple stops	
	0		0		0		0	0	Transportation that allows non-service animals	

Mobility Summit – Kittitas County, Cle Elum

Kittitas County Mobility Summit Meeting Minutes

January 30, 2017 – Cle Elum City Hall

Attendees

HopeSource

Cle Elum-Roslyn School District

Suncadia

City of Cle Elum

Community Outreach and Life Skills Center (COAL)

City of Ellensburg

Non-Emergency Medical Transportation - PFP

People For People (PFP)

Aaron Blum, Mark Hollandsworth

Rosa Overton

Tina Hansberry, Werner Mostert

Jay McGowan, Lucy Temple

Shenna Redding

Bruce Sackron

Marcy Durbin

Madelyn Carlson, Jan Ollivier, Sabrina Stoutamyer,

Gracie Sexton

Human Service Transportation Plan Purpose

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

HopeSource is a priority based door-to-door transportation service. Priorities are senior medical and nutrition, general public medical, social services, and employment. Rides for any other reasons, such as hair appointments, general shopping trips, or recreation, will be referred to Central Transit if the passenger lives in Ellensburg. HopeSource serves throughout Kittitas County, from Snoqualmie Pass to the Columbia River. The majority of clients reside between Ronald and Kittitas. Clients must register with HopeSource to ride. Client services are prioritized by elderly, disabled, and low-income. Registered clients must give forty-eight business-hours' notice before the intended ride. Registered clients can request rides within twenty-four hours' notice, but will only be served if space is available. All services operate Monday through Friday, 6 am – 6 pm.

HopeSource reports that forty-three percent of rides are employment based. Mornings and evenings are predominately employment based between Cle Elum-Ellensburg and Ellensburg-Cle Elum. This Upper County Shuttle has varying times that begin at 6 am and ends at 4:45 pm.

Clients can register online at <https://www.adaride.com>, over the phone at (877) 232-7433, or in office at HopeSource. Office hours are Monday through Friday, 8 am – 4 pm.

Central Transit provides fare free rides for everyone 359 days a year. Bus service includes four routes with over sixty convenient stops serving many popular shopping, recreation, lodging, and education locations within Ellensburg. The system operates seven days per week with service available from 7:00

AM to 9:30 PM on weekdays and 7:45 AM to 8:30 PM on weekends. All buses are equipped with lifts to assist people with mobility devices, or passengers who cannot use the steps to access the buses.

Additionally, Central Transit through its partner HopeSource provides complementary origin to destination Paratransit service for those passengers who cannot use the fixed route system. Paratransit service is qualification based, and once approved there is no cost for the trips. Paratransit does require a reservation to be made at least one day prior to the planned trip and they can be scheduled for any time the fixed route system is operating.

Central Transit has expanded its service to include two new routes: West Interchange via Dolarway, and Northeast to Bender towards the high school. It has also expanded the dial-a-ride services to seven days a week as compared to five. Paratransit hours match fixed route hours. The Ellensburg-Yakima Commuter now stops at Super 1, Safeway, and 11th & Maple. Central Transit is also developing Cabulance service for Non-Emergency Medical Transportation (NEMT), which may include an accessible taxi option. Currently, Central Transit is in the process of posting route maps at every bus stop and utilizing the Route Shout 2 on-line application, which is a GPS locating system of real-time bus locations and provides nearby bus stop locations.

Yakima Transit provides vanpools and the Yakima-Ellensburg Commuter between Yakima and Ellensburg. The Yakima-Ellensburg Commuter uses two buses that operate in opposite directions between Yakima and Ellensburg (Route 11). It typically transports people to work, college, social services, or just to visit a neighboring town. Stops in Ellensburg include Super 1, Safeway, and CWU. An additional trip is provided as a pilot project. Cost for the Yakima-Ellensburg Commuter is \$5 one-way trip or \$150 dollars monthly pass.

Yakima Transit is in the process of upgrading several key pieces of technology on the buses including upgrading the Wi-Fi, switching to a live camera system, and moving to a better passenger counting system that will allow us to more accurately determine where service should be provided.

Grant Transit Authority (GTA) offers a deviated fixed-route system, with complementary paratransit service for those individuals who have a disability which makes it impossible for them to access or use the deviated fixed-route system.

The mission of Grant Transit Authority is to provide safe, high quality & cost efficient public transportation, vanpool & dial-a-ride services which will enhance the mobility and quality of life for our citizens and promote a healthy economy and positive image for our growing communities.

Route 321 is a new fixed route from Moses Lake-Warden-Othello-Royal City-Ellensburg. Currently, GTA is in the process of hiring Trademark personnel in hopes of increasing awareness of this new route at colleges (i.e. Big Bend Community College and Central Washington University).

Central Washington Airporter (CWA) The CWA is a privately owned and operated transportation service between Yakima County, Kittitas County, and several destinations in King County include the Seattle-Tacoma International Airport. The attached link will provide exact time-stops per location and fares: <http://www.airporter.com/schedules/schedules-rates-cwa>.

People for People's Non-Emergency Medical Transportation (PFP NEMT) services set-up transportation for medical appointments covered under ProviderOne. PFP NEMT's service area includes Benton,

Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, and Yakima counties. PFP NEMT arranges the lowest cost form of transportation for eligible clients.

In 2017, People For People's Non-Emergency Medical Transportation (PFP NEMT) took 120,000 calls, and scheduled approximately 14,000 trips per month. Cle Elum ridership of last year consisted of 621 ambulatory trips and 25 non-ambulatory trips. Depending on what is approved through Health Care Authority, and based on individual client's medical coverage, PFP NEMT can schedule out-of-area trips (i.e. Seattle, Wenatchee) and out-of-state trips (i.e. Portland, New York).

A primary goal of People For People's Non-Emergency Medical Transportation (PFP NEMT) services is to assist clients with gas vouchers, or mileage reimbursement, if they have their own transportation. If the client has no other possible form of transportation, rides are set up using local transit or paratransit buses, volunteer drivers, wheelchair accessible vans or taxis. Trips may be shared with other riders. On average, there are one to four rideshare vans traveling to-and-from Snoqualmie Pass. Volunteer drivers are typically one-on-one, long distance trips. Local trips are forty-eight hour advance notice due to the screening process. Out-of-area trips are five day advance notice and require client's referrals from primary doctors. Riders can be reserved up to thirty days in advance.

Group Work – Identify and prioritizing needs

Small groups were developed to identify primary transportation needs and barriers in Kittitas County. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(5 red, 2 green, 2 yellow, 2 blue)** *Loop of Ellensburg-Cle Elum-Roslyn-Ronald* – 1 or 2 additional buses are needed in the Upper County to provide access to jobs and shopping with deviated service for those that may need it. This route should be open to the public with no eligibility criteria to meet. Wider range of operating hours is needed. Increasing hours specifically for shift releases from Suncadia and Shoemaker, and other large employers was requested.
2. **(1 red, 1 yellow)** *Access over pass* – there is a need for this, but timing would be difficult for a bus to provide this service and weather conditions/closures would impact bus schedules.
3. **(1 red, 1 yellow)** *Homeless (RV living) Students & Alternative Schools* – transportation to school is needed; homeless students may have to travel two hours away; drivers are difficult to keep employed (do not typically work a full 8 hour day); connecting with other school districts to alternative schools – school districts provide part of ride, but then student does not have a ride back; Is it possible to help fund the cost of CDL training for school districts to help keep school bus drivers employed?

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(2 green, 1 blue)** *Funding* – restricted by location and demographic; QUADCO, WSDOT, County, Local, Private.
2. **(2 green)** *Carpools/Rideshares* – incentives from large employers, who may help subsidize cost of carpools. Emergency rides home will elicit a good response from potential riders, knowing that if an emergency occurs, they have a way to get home.
3. **(1 green)** *Employment* – use vanpools through WSDOT (cities make the request); Suncadia shifts are not typical vs. Shoemaker who has typical shifts.

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. **(1 yellow, 3 blue)** *Transportation for tourism* – Pilot project: start small and expand; how do we break the process down to implement?
2. **(1 yellow)** *Connectivity between Cle Elum-South Cle Elum-Roslyn* – a specific route dedicated to these areas.

Other Important Identified needs (that did not receive dots/points): No specific order

1. *Turn single occupancy vehicles into high occupancy vehicles* – also provide park and ride lots for ridesharing, “Wye Park” in Cle Elum could be used as such.
2. *Pass rail needed.*
3. *Business* – specifically Suncadia and Shoemaker; are employers willing to participate?
4. *Existing Limited Resources* – gas vouchers for emergencies.
5. *Shared vehicles* – similar to what King County (Seattle) offers: Zip-Car, Cars-to-Go, etc., partner with a company who would provide vehicles, no funding needed as the partnered company would be making money off the rentals.
6. *Surveys* – Identify the community needs; communication roadblocks on who is telling who about transportation issues; how do we overcome those barriers?
7. *Where do we start?* – Should we visit small transit areas? Are there demonstration projects (GTA is used as an example).

(See Attachment 1 for Prioritized Barriers Based on Point Value)

Work Group – Solutions and Report

Small groups reconvened after groups reported identified gaps in service, and individuals marked gaps they felt were significant. Groups then worked together to find solutions on top priorities. Reports for solutions were announced by each group. Below is a list of solutions in order of highest to lowest priorities (See Attachment 1).

1. *Loop of Ellensburg-Cle Elum-Roslyn-Ronald (Listed randomly)*
 - Have a fixed bus route that provides day and evening service, plus a carpool service that’s able to pick up employees coming off an odd/or late shift. If bus runs between 6 am to 8 am, with last-run at 7 pm, it could serve employees who work morning or evening shifts. Evening shift could be covered by carpools with employer incentives/subsidy.
2. *Funding (Listed randomly)*
 - Possible employment grant by WSDOT to charter a 20+ seat van?
 - Could a Transportation Fund be made separate from the General Fund (in regards to employees giving back from their paychecks to the community)?
 - Can there be gas vouchers provided for students who are willing to transport other students to school (carpool)? Liability issues with anyone not working for the school concerning carpools.
 - Mercer Creek Church in Ellensburg has a fund managed by HopeSource. Fund is dedicated to people who need gas vouchers, or car repairs they cannot afford. Based off max amount used per person and how often amount can be used. Not specifically transportation, but does provide community help.
 - Cle Elum churches provide clothing vouchers, and some do provide gas vouchers to the homeless.
 - HopeSource provides bus tickets for released prisoners who need to be relocated.
3. *Carpooling/Rideshare*
 - Can Wye Park be made into a park-n-ride?
4. *Students in Alternative School (Listed randomly)*

- Every student's schedule is different and depends on the student. All students have the option to ride the high school (HS) bus to the HS in the morning, and then have a short ride over to the alternative school. For the afternoon, they have the option to walk back over to the HS to get a ride home. But for mid-day, there is no transportation for alternative students. No school transportation funding that supports picking up/dropping off part-time students. Alternative students are mainly on their own for transportation.
- Can there be gas vouchers provided for students who are willing to transport other students to school (carpool)? Liability issues with anyone not working for the school concerning carpools.
- Could HopeSource add a timed stop to connect with school bus so that students can transfer, and HopeSource can take students home?

5. *Homeless (Listed randomly)*

- Resources are in Ellensburg. Some do take HopeSource bus to Ellensburg to access resources available.
- Community Outreach and Life Skills Center (COAL), located in Cle Elum, is currently working with HopeSource to create a route to once or twice a month on Wednesdays meet at the (Cle Elum) Laundromat and travel to Ronald where COAL is located. COAL would feed homeless while they wait for HopeSource bus to pick them up. This service targets the homeless who reside in Cle Elum.

Additional Solutions and Ideas

1. Suncadia is working with a motor coach company to help solve transportation for both visitors and employees. Would travel from Yakima-Ellensburg-Cle Elum. Would it be possible to work jointly with the Seattle Airporter to provide this service?
2. Shoemaker uses vanpools from Yakima to bring employees over.
3. Funding – WSDOT is releasing the Consolidated Grant application in July, 2018. The HSTP looks at needs within community and includes projects that can potentially provide continuing service and new service. Funding for operations: paying for bus service, capital, equipment, vehicle, technology, and mobility coordination. Mobility coordination will help provide someone who can help people understand the system and services available, and help navigate services. Planning dollars are available: feasibility study on expansion of transit to other areas within the county.
4. Transit within Washington State is typically funded by sales tax, property tax, utility tax, and car tabs. In order to instill additional tax, a vote is required except for the car tabs.

Next Steps

- Provide surveys to providers for the public. Available in both online and on paper.
- Provider surveys for service providers opinion.

Attachment 1: Prioritized Barriers Based on Point Value

Cle Elum Kittitas County Mobility Summit – 01-30-2018									
Red (4pts.)		Green (3pts.)		Yellow (2pts.)		Blue (1pt.)		Total Point s	Transportation Barrier Identified
5	20	2	6	2	4	2	2	32	Loop of Ellensburg-Cle Elum-Roslyn-Ronald
	0	2	6		0	1	3	9	Funding
1	4		0	1	2		0	6	Homeless (RV living) Students & Alternative Schools
	0	2	6		0		0	6	Carpools/Rideshares
1	4		0	1	2		0	6	Access over pass
	0		0	1	2	3	3	5	Transportation for tourism
	0	1	3		0		0	3	Employment
	0		0	1	2		0	2	Connectivity between Cle Elum-South Cle Elum-Roslyn
	0		0		0		0	0	Turn single occupancy vehicles into high occupancy vehicles
	0		0		0		0	0	Pass rail needed
	0		0		0		0	0	Businesses – are employers willing to participate?
	0		0		0		0	0	Existing Limited Resources
	0		0		0		0	0	Shared vehicles – Zip-Cars, Cars-to-Go
	0		0		0		0	0	Surveys to identify community needs
	0		0		0		0	0	Where do we start? – Demonstration projects available?

Mobility Summit – Lincoln County, Davenport

Davenport Mobility Summit Meeting Minutes

January 18, 2018 – Davenport Senior Center

Attendees

Lincoln County Developmental Disabilities Program
Sheriff Office
WSDOT
Wilbur Register
New Alliance Counseling
Special Mobility Services
People For People

Human Service Transportation Plan Purpose

The purpose of this meeting was to review and identify public transportation needs and improvements for people with disabilities, seniors, youth, individuals with lower incomes, and others who depend on public transportation services.

The primary goal is to work in conjunction with stakeholders, service providers, public transportation users, and others to enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

Current Transportation Services

Special Mobility Services (SMS) is a *Broker agency* under contract to the Washington Health Care Authority to help *Medicaid* clients get transportation to health care appointments. SMS provides this service in the following QUADCO counties: Grant, Lincoln and Adams.

The *SMS Community Shuttle* provides transportation fixed route service weekdays between Spokane and Davenport.

People For People (PFP) is a non-profit, 501(c)3 organization committed to improving lives and strengthening communities throughout eastern Washington since 1965. PFP provides employment and training services, special needs transportation, brokered Non-Emergency Medical Transportation (NEMT), 2-1-1 information and referrals, and senior nutrition.

People For People's Transportation Department provides special needs and general public transportation, including special needs demand response and deviated fixed route service, in the rural communities within Lincoln, Grant and Adams counties and their neighboring counties. Special needs service is provided to older adults, individuals with disabilities, low-income individuals, youth and veterans.

Services in the Lincoln County area include:

- Deviated fixed route service with connection from Coulee Dam to Davenport where riders can connect to Special Mobility Service fixed route into Spokane. In addition riders can connect to transportation service at Coulee Dam to Omak (provided by Okanogan County Transportation and Nutrition (OCTN)).
- Demand response service is provided throughout Lincoln County. Funding is provided by WSDOT and Aging & Adult Care of Central Washington.

People For People's Bi-lingual *Mobility Manager/Travel Trainer* informs persons in English and Spanish on how to use the special needs and general public transportation system – connecting persons with the transportation services and resources important to them. The Mobility Manager teaches individuals in this rural region how to travel to urban areas, transfer to different routes, and access other modes of travel. This includes transferring between the following service providers; Grant Transit Authority, Special Mobility Services, Okanogan County Transportation and Nutrition, Spokane Transit, and People For People.

Greater Columbia 211 Information and Referral service, operated by People For People, informs individuals who dial 211 about transportation operations.

Group Work – Identify and prioritize needs

Small groups were developed to identify primary transportation needs and barriers in the Davenport area and connecting communities. Individuals were then given the opportunity to prioritize the barriers identified. Below is a list in order of prioritization.

High Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. Publish schedules with simple explanation – need to simplify literature
2. Lack of knowledge of services available
3. Funding for rural areas

Medium Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. Senior transportation is needed for medical appointments including:
 - a. Out of area trips to Spokane.
 - b. Seniors need access to transportation 5 days per week.
2. Lack of Service in isolated areas.
3. Need better education to the community and outreach programs.

Low Priorities:

Red Dots (4 points), Green Dots (3 points), Yellow Dots (2 points) and Blue Dots (1 point).

1. Need day to day service – service is sporadic.
2. Assistance needed in reading schedules.

Other important priorities identified during discussion:

- Community and riders do not understand how and who makes the decisions to end service.
- Inconsistent service in the rural areas promotes the lack of trust in the service.

- Seniors traveling from Grand Coulee have a long wait period to meet their connections. It is hard for seniors and some do not feel safe.
- Many of the connecting riders are individuals released from prison. Others do not want to ride on the same vehicle.
- Need a connection from Davenport to Sprague.
- Use radio stations and local newspapers to market. Be consistent and provide information regularly.
- Success is more than a full vehicle – it is value added service to the rider.

Group Work – Solutions

Priority #1 – Schedules, marketing, outreach:

- Advertise in public newspaper and distribute information to local businesses including:
 - Lincoln County Journal
 - Post Office
 - Providers and partners
 - Public Health Department
 - Safeway and Family Foods
 - Pharmacy
- Expand outreach to:
 - Lincoln County Health and Wealth Meeting
 - Expand outreach to Sprague, Harrington, 7-Bays
 - Veterans

Priority #2 – Funding:

- Look for transportation grants outside of the WSDOT – possible VA – Shelly Johnston

Group Work – Who are we missing?

- Sprague and Harrington representation
- Senior representation
- Churches
- Medical clinics, hospital, etc.
- Schools – Youth connection
- Family Resource Center
- Veterans
- City Council
- Media

Next Steps

- Schedule follow-up Mobility Summit – agenda to include:
 - Develop outreach strategy for surveys and additional input.
 - Determine on-going strategy – committees, 4-County Planning Team, etc.

Appendix B

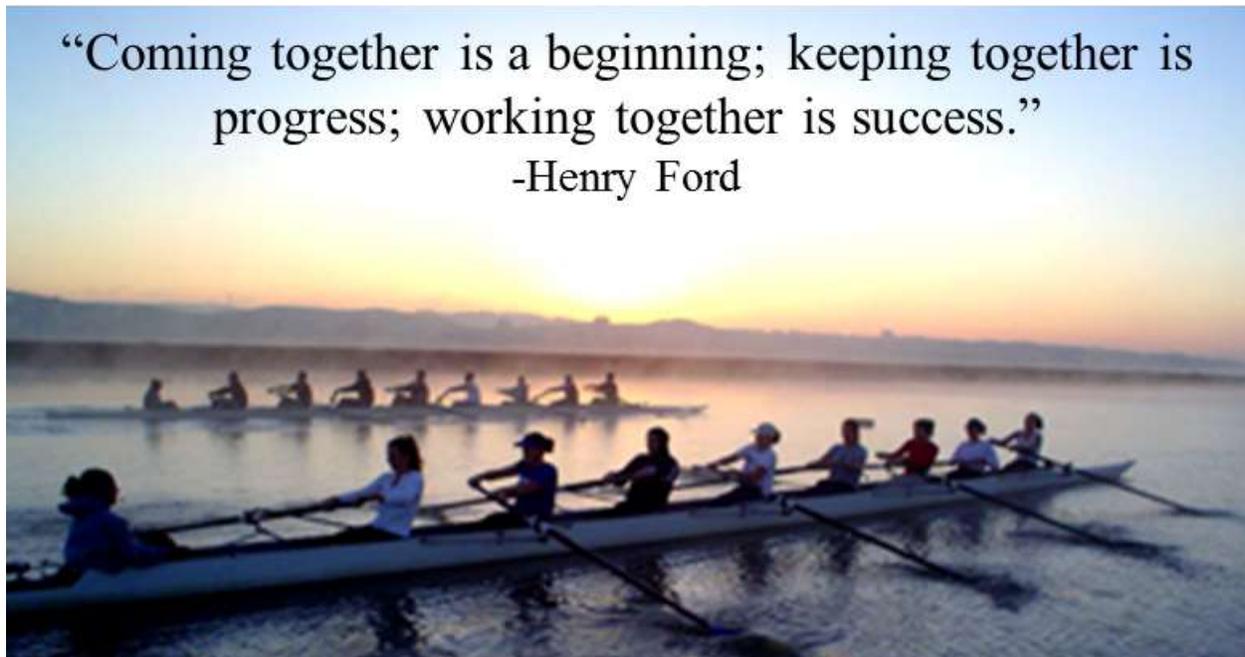
Stakeholder and Public Meeting Notices

Adams County Mobility Summit

When: January 25, 2018

**Where: Othello Senior Center
755 N. 7th Ave.
Othello, WA 99344**

Time: 10:00 am – 2:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Othello Mobility Summit Agenda

January 25, 2018 10:00 a.m. – 2:00 p.m.

Othello Senior Center

755 N. 7th Ave.

Othello, WA 99344

Facilitator & Host: Rosenda Henley

- 10:00-10:45** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- Grant Transit Authority (GTA)
 - Route Expansions
 - Washington State Department of Transportation (WSDOT)
 - People For People (PFP)
 - Othello Connector
 - Demand Response
 - AACCW
- 11:00-12:00** Group work – Identify and prioritize needs
12:00-12:30 Lunch (provided)
12:30-1:15 Work group solutions & report
1:15-2:00 Reconvene and discuss
What happens now?
Who are we missing? (Special Needs Partners)
Surveys and events
4-County Community Transportation Planning Team

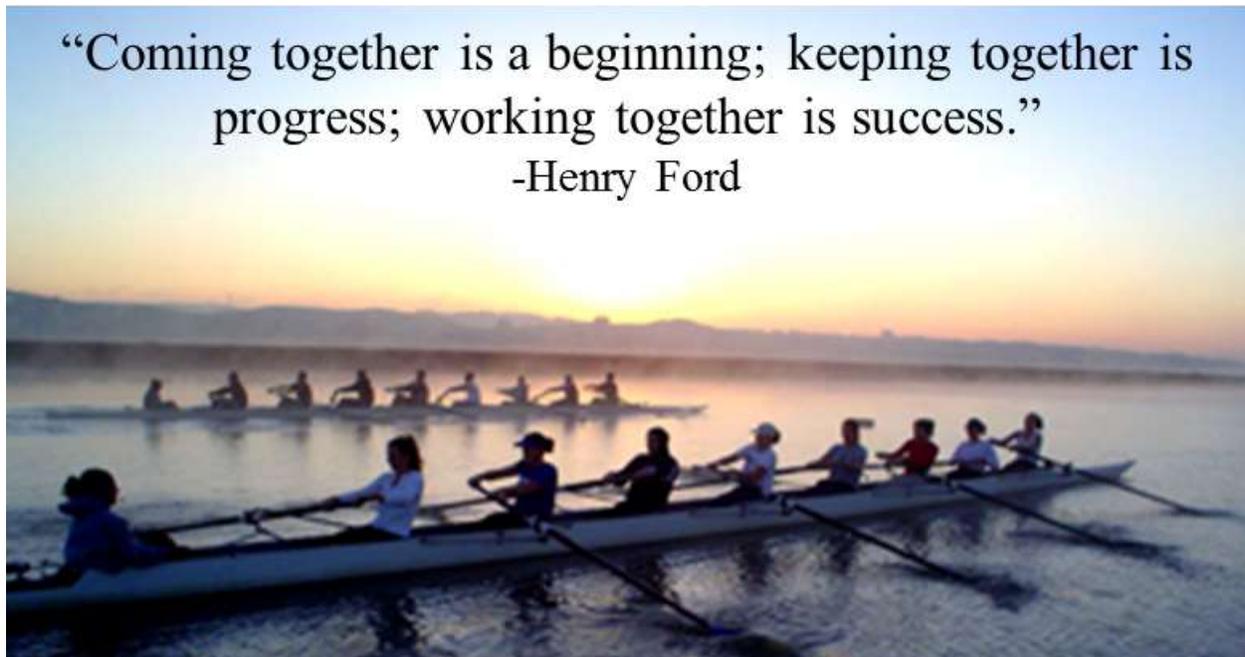
Thank you for your time!

Adams County Mobility Summit

When: March 23, 2018

**Where: East Adams Rural Hospital
903 S. Adams St.
Ritzville, WA 99169**

Time: 10:00 am – 2:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Ritzville Mobility Summit Agenda

March 23, 2018 10:00 a.m. – 2:00 p.m.

East Adams Rural Hospital

903 S. Adams St.

Ritzville, WA 99169

Facilitator & Host: Rosenda Henley

- 10:00-10:45** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- Special Mobility Services (SMS)
 - Medicaid
 - Community Connector
 - Washington State Department of Transportation (WSDOT)
 - People For People (PFP)
 - Demand Response
 - AACCW
- 11:00-12:00** Group work – Identify and prioritize needs
12:00-12:30 Lunch (provided)
12:30-1:15 Work group solutions & report
1:15-2:00 Reconvene and discuss
What happens now?
Who are we missing? (Special Needs Partners)
Surveys and events
4-County Community Transportation Planning Team

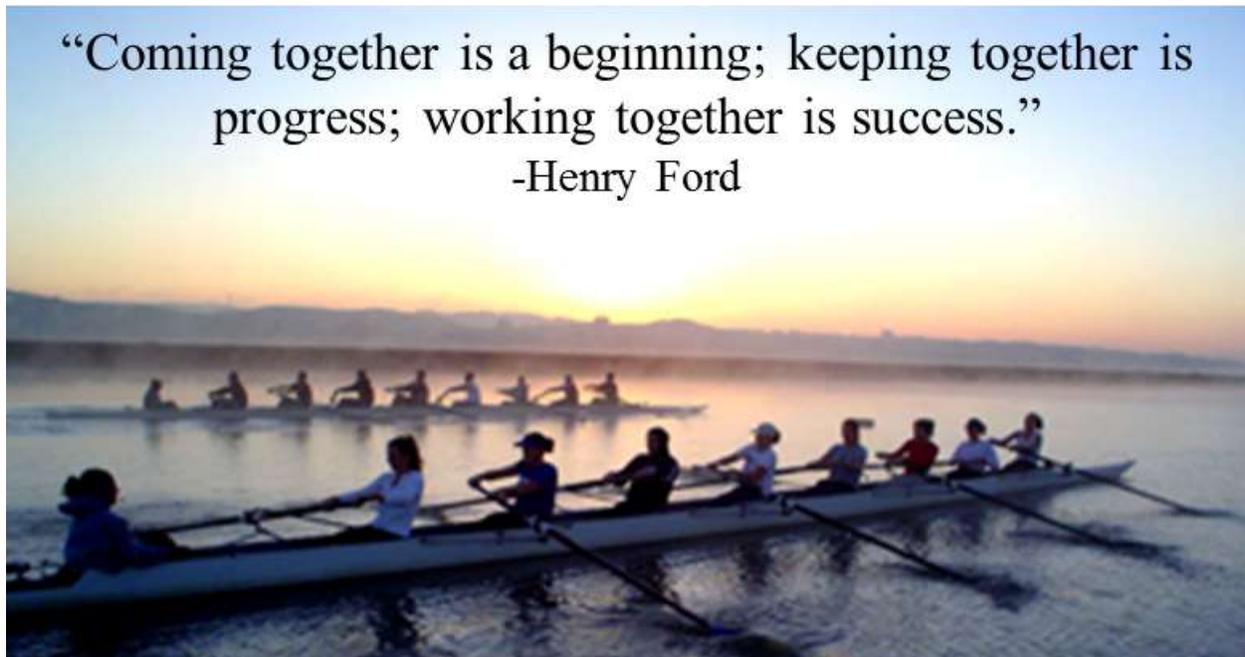
Thank you for your time!

Grant County Mobility Summit

When: November 1, 2017

**Where: Grant County Health District
1038 W. Ivy St.
Moses Lake, WA 98837**

Time: 10:00 am – 2:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Grant County Mobility Summit Agenda

November 1, 2017 10:00 a.m. – 2:00 p.m.
Grant County Health District
1038 W. Ivy St.
Moses Lake, WA 98837

Facilitator and Host: Kathleen Nelson, RN MBA PHN
Coordinator: Rosenda Henley

- 10:00-10:45** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- People For People – Rosenda Henley
 - Grant Transit Authority – Stephanie Guettinger
 - Special Mobility Services – Rusty Koontz
- 11:00-12:00** Group work – Identify and prioritize needs
- 12:00-12:30** Lunch (provided)
- 12:30-1:15** Work group solutions & report
- 1:15-2:00** Reconvene and discuss
What happens now?
Who are we missing? (Special Needs Partners)
Surveys and events
4-County Community Transportation Planning Team

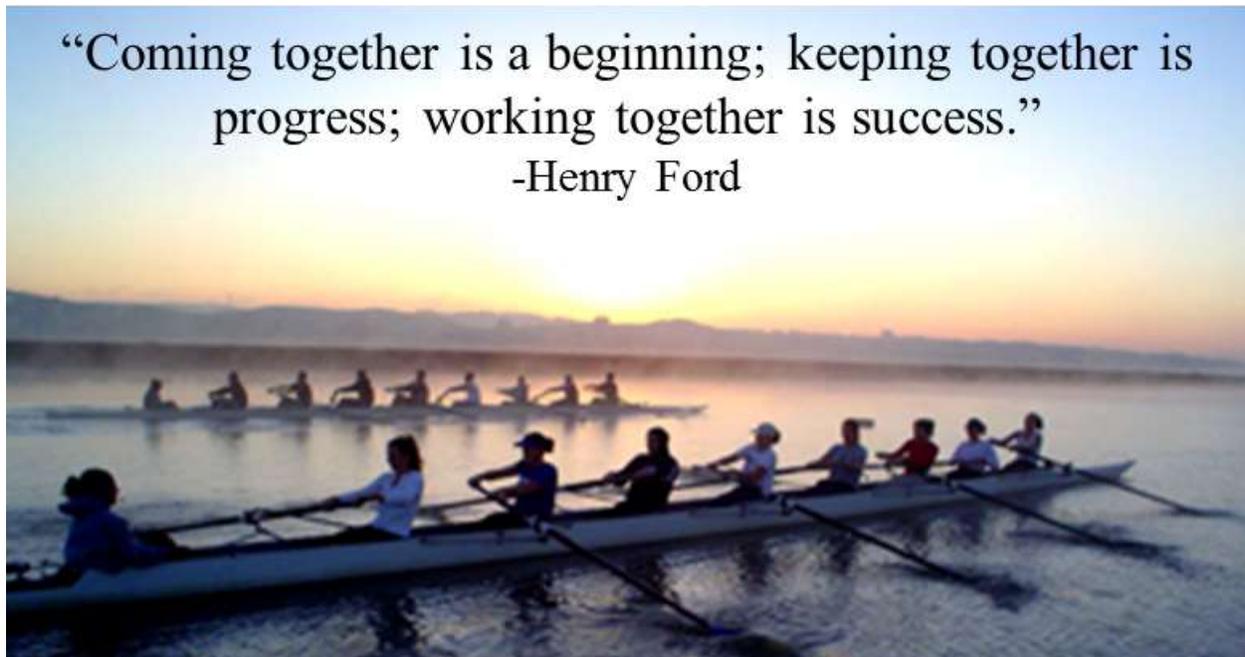
Thank you for your time!

Grant County Mobility Summit

When: January 11, 2018

**Where: Grand Coulee Senior Center
203 Main St.
Grand Coulee, WA 99133**

Time: 10:00 am – 2:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Grand Coulee Mobility Summit

Agenda

January 11, 2018 10:00 a.m. – 2:00 p.m.
Grand Coulee Senior Center
203 Main St.
Grand Coulee, WA 99133

Facilitator: Cynthia Rosenow, WSU SNAP-Ed Coordinator
Coordinator: Rosenda Henley

- 10:00-10:45** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- Grant Transit Authority – Stephanie Guettinger
 - People For People – Bob Walsh
 - Non- Emergency Medical Transportation (NEMT)
Broker & Okanogan County - Renee Biles
- 11:00-12:00** Group work – Identify and prioritize needs
- 12:00-12:30** Lunch (provided)
- 12:30-1:15** Work group solutions & report
- 1:15-2:00** Reconvene and discuss
What happens now?
Who are we missing? (Special Needs Partners)
Surveys and events
4-County Community Transportation Planning Team

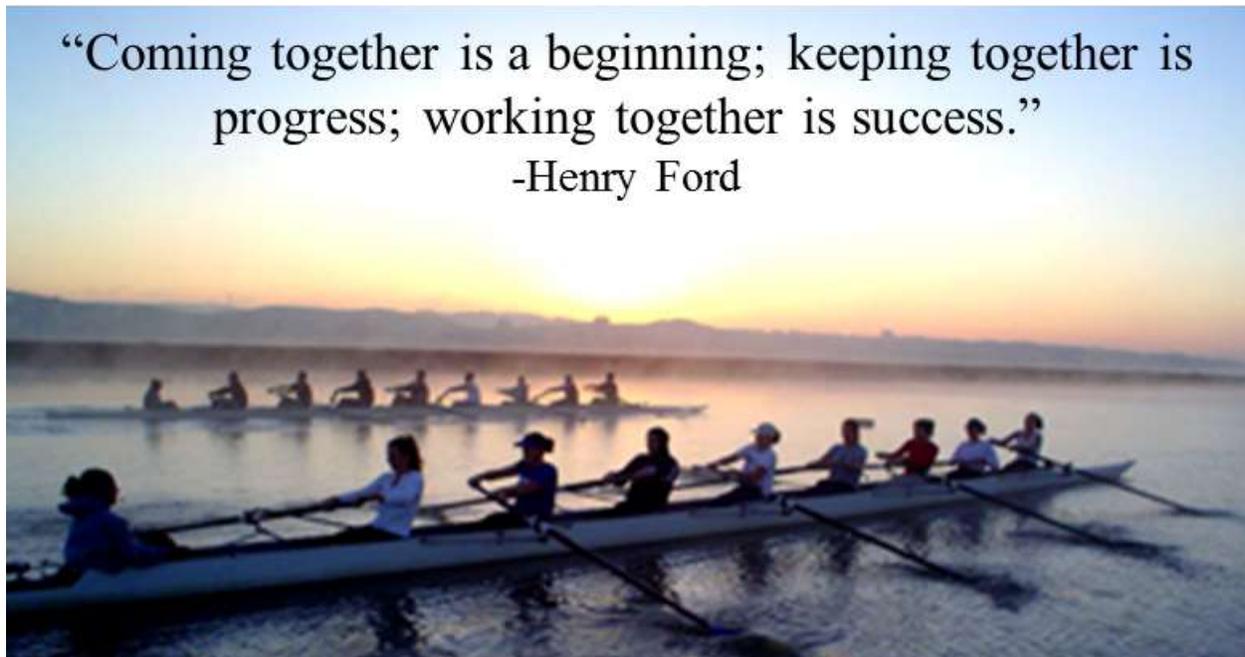
Thank you for your time!

Kittitas County Mobility Summit

When: January 23, 2018

**Where: Hal Holmes Center, Teanaway Room
209 N. Ruby St.
Ellensburg, WA 98926**

Time: 10:00 am – 1:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Kittitas County Mobility Summit Agenda

January 23, 2018 10:00 a.m. – 1:00 p.m.

Teaway Room
Hal Holmes Center
209 N Ruby St.
Ellensburg, WA 98926

Facilitator: Madelyn Carlson

Host: Jan Ollivier

- 10:00-10:30** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- HopeSource Transportation – Aaron Blum
 - Central Transit – Bruce Tabb
 - Greyhound – Thomas Coon
 - GTA – Stephanie Guettinger
 - Yakima Transit – To Be Announced
 - People For People Non-Emergency Medical Transportation – Marcy Durbin
- 10:30-11:30** Group work – Identify gaps in transportation service and prioritize needs
- 11:30-12:00** Lunch (provided)
- 12:00-12:45** Work group solutions & report
- 12:45-1:00** What happens now?
Surveys and events

Thank you for your time!

Kittitas County Mobility Summit

When: January 30, 2018

**Where: Cle Elum City Hall, Council Room
119 W. 1st St.
Cle Elum, WA 98922**

Time: 10:00 am – 2:00 pm (Lunch included)



What’s the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

“Coming together is a beginning; keeping together is progress; working together is success.”
-Henry Ford

Kittitas County Mobility Summit Agenda

January 30, 2018 10:00 a.m. – 2:00 p.m.

City Council Room

City Hall

119 W 1st St.

Cle Elum, WA 98922

Facilitator: Madelyn Carlson

Host: Jan Ollivier

- 10:00-10:30** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
- HopeSource Transportation – Aaron Blum
 - Central Transit – Bruce Sackron
 - Yakima Transit – To be announced
 - Grant Transit Authority – To be announced
 - People For People Non-Emergency Medical Transportation (NEMT) – Marcy Durbin
- 10:30-11:30** Group work – Identify gaps in transportation service and prioritize needs
- 11:30-12:00** Lunch (provided)
- 12:00-12:45** Work group solutions & report
- 12:45-1:00** What happens now?
Surveys and events

Thank you for your time!

Lincoln County Mobility Summit

When: January 18, 2018

**Where: Davenport Senior Center
728 Morgan St.
Davenport, WA 99122**

Time: 10:00 am – 2:00 pm (Lunch included)



What's the purpose of the meeting?

The purpose of this meeting is to review, focus, and identify public transportation needs and improvements for people with disabilities, seniors, young people, and individuals with lower incomes, and others who depend on public transportation services.

What are we planning to do?

Work in conjunction with stakeholders, service providers, public transportation users, and others can enhance transportation access, minimize duplication of services, encourage cost-effective transportation services, and identify priorities for the area.

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-Henry Ford

Davenport Mobility Summit

Agenda

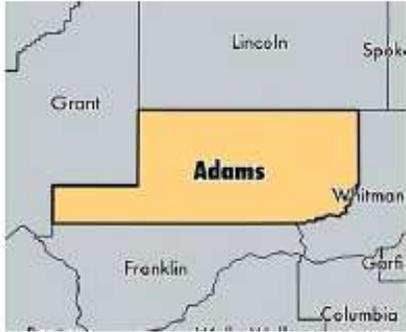
January 18, 2018 10:00 a.m. – 2:00 p.m.
Davenport Senior Center
728 Morgan St.
Davenport, WA

Facilitator & Host: Rosenda Henley

- 10:00-10:45** Introductions
Sign-In Sheet
Review HSTP
Current Transportation Services:
➤ SMS – *Tentative*
➤ People For People – Bob Walsh
➤ Non- Emergency Medical Transportation (NEMT)
Broker & Okanogan County - Renee Biles
- 11:00-12:00** Group work – Identify and prioritize needs
- 12:00-12:30** Lunch (provided)
- 12:30-1:15** Work group solutions & report
- 1:15-2:00** Reconvene and discuss
What happens now?
Who are we missing? (Special Needs Partners)
Surveys and events
4-County Community Transportation Planning Team

Thank you for your time!

NOTICE OF PUBLIC MEETING



**YOU ARE INVITED TO ATTEND A
PUBLIC FORUM**
ABOUT PUBLIC TRANSPORTATION
FOR PERSONS WITH
SPECIAL TRANSPORTATION NEEDS.

Public Forum on Public Transportation

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 can't come but want to share your ideas, email them to jollivier@pfp.org. You can also check out the draft Human Services Transportation Plan at the web-link below.

LOCATION:

Columbia Basin Health Association
1515 E Columbia Street
Othello, WA 99344

DATE:

April 18, 2018

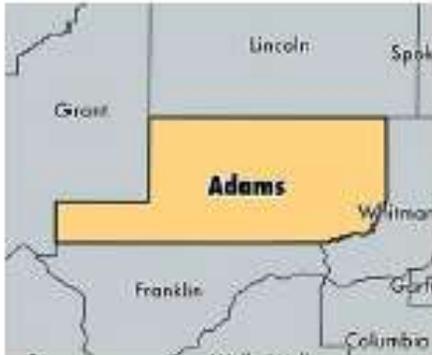
TIME:

9 AM - 12 PM



To see the draft 2018 Human Service Transportation Plan,
Go to: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR
A UN FORO PÚBLICO
SOBRE EL TRANSPORTE PÚBLICO
PARA PERSONAS CON
NECESIDADES ESPECIALES DE
TRANSPORTE.**

Foro público sobre el transporte público

¡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 no puede venir pero desea compartir sus ideas, envíelas por correo electrónico a jollivier@pfp.org. También puede consultar el borrador del Plan de Transporte de Servicios Humanos en el enlace a continuación.

LOCACION:

Columbia Basin Health Association
1515 E Columbia Street
Othello, WA 99344

FECHA:

18 de Abril, 2018

HORA:

9 AM - 12 PM



Para ver el borrador del Plan de Transporte del Servicio Humano 2018, vaya a: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

NOTICE OF PUBLIC MEETING



**YOU ARE INVITED TO ATTEND A
PUBLIC FORUM**
ABOUT PUBLIC TRANSPORTATION
FOR PERSONS WITH
SPECIAL TRANSPORTATION NEEDS.

Public Forum on Public Transportation

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 can't come but want to share your ideas, email them to jollivier@pfp.org. You can also check out the draft Human Services Transportation Plan at the web-link below.

LOCATION:

GTA Multi-Modal Transit Center
Community Room
116 W 5th Avenue
Moses Lake, WA 98837

DATE:

April 19, 2018

TIME:

1 PM - 3 PM



To see the draft 2018 Human Service Transportation Plan,
Go to: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

AVISO DE REUNIÓN PÚBLICA



ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO

SOBRE EL TRANSPORTE PÚBLICO
PARA PERSONAS CON NECESIDADES
ESPECIALES DE TRANSPORTE.

Foro público sobre el transporte público

¡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 no puede venir pero desea compartir sus ideas, envíelas por correo electrónico a jollivier@pfp.org. También puede consultar el borrador del Plan de Transporte de Servicios Humanos en el enlace a continuación.

LOCACION:

GTA Multi-Modal Transit Center
Community Room
116 W 5th Avenue
Moses Lake, WA 98837

FECHA:

19 de Abril, 2018

HORA:

1 PM - 3 PM



Para ver el borrador del Plan de Transporte del Servicio Humano 2018, vaya a : <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

NOTICE OF PUBLIC MEETING



**YOU ARE INVITED TO ATTEND A
PUBLIC FORUM**
ABOUT PUBLIC TRANSPORTATION
FOR PERSONS WITH
SPECIAL TRANSPORTATION NEEDS.

Public Forum on Public Transportation

Come and share your opinion 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 can't come but want to share your ideas, email them to jollivier@pfp.org. You can also check out the draft Human Services Transportation Plan at the web-link below.

LOCATION:

Hal Holmes Community Center
209 N. Ruby Street
Ellensburg, WA 98926

DATE:

April 24, 2018

TIME:

1 PM - 3 PM



To see the draft 2018 Human Service Transportation Plan,
Go to: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

AVISO DE REUNIÓN PÚBLICA



ESTÁS INVITADO A ASISTIR A UN FORO PÚBLICO

SOBRE EL TRANSPORTE PÚBLICO
PARA PERSONAS CON NECESIDADES
ESPECIALES DE TRANSPORTE.

Foro público sobre el transporte público

¡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 no puede venir pero desea compartir sus ideas, envíelas por correo electrónico a jollivier@pfp.org. También puede consultar el borrador del Plan de Transporte de Servicios Humanos en el enlace a continuación.

LOCACION:

Hal Holmes Community Center
209 N. Ruby Street
Ellensburg, WA 98926

FECHA:

24 de Abril, 2018

HORA:

1 PM - 3 PM



Para ver el borrador del Plan de Transporte del Servicio Humano 2018, vaya a : <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

NOTICE OF PUBLIC MEETING



**YOU ARE INVITED TO ATTEND A
PUBLIC FORUM**
ABOUT PUBLIC TRANSPORTATION
FOR PERSONS WITH SPECIAL MOBIL-
ITY NEEDS.

Public Forum on Public Transportation

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 can't come but want to share your ideas, email them to jollivier@pfp.org. You can also check out the draft Human Services Transportation Plan at the web-link below.

LOCATION:

Lincoln County Courthouse
Commissioners Room, 1st Floor
406 Sinclair
Davenport, WA 99122

DATE:

April 12, 2018

TIME:

1 PM - 3 PM



To see the draft 2018 Human Service Transportation Plan,
Go to: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

AVISO DE REUNIÓN PÚBLICA



**ESTÁS INVITADO A ASISTIR A
UN FORO PÚBLICO**
SOBRE EL TRANSPORTE PÚBLICO
PARA PERSONAS CON NECESIDADES
ESPECIALES DE TRANSPORTE.

Foro público sobre el transporte público

¡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 no puede venir pero desea compartir sus ideas, envíelas por correo electrónico a jollivier@pfp.org. También puede consultar el borrador del Plan de Transporte de Servicios Humanos en el enlace a continuación.

LOCACION:

Lincoln County Courthouse
Commissioners Room, 1st Floor
406 Sinclair
Davenport, WA 99122

FECHA:

12 de Abril, 2018

HORA:

1 PM - 3 PM



Para ver el borrador del Plan de Transporte del Servicio Humano 2018, vaya a : <http://www.pfp.org/pfp/Transportation/HSTP.aspx>

NOTICE OF PUBLIC MEETING

You are invited to attend a Public Forum on Public Transportation and comment on the draft 2018 QUADCO Coordinated Public Transit Human Services Transportation Plan. Speakers at the Forum will explain the public transportation (transit) resources in this region and discuss the needed improvements identified in the aforementioned Plan. The public will be able to comment on the Plan at this Forum or can submit comments to the email address: jollivier@pfp.org. Meeting location: Columbia Basin Health Association, 1515 E Columbia Street, Othello, WA 99344. Date: April 18, 2018, 9 PM – 12 PM. The Plan can be viewed at: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>. People For People ensures that all programs and services provided do not discriminate on the basis of race, color, or national origin, in accordance with the Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint by completing, signing, and submitting the agency's Title VI Complaint Form. Auxiliary aids and services are available upon request to person with disabilities. TTY 771.

NOTICE OF PUBLIC MEETING

You are invited to attend a Public Forum on Public Transportation and comment on the draft 2018 QUADCO Coordinated Public Transit Human Services Transportation Plan. Speakers at the Forum will explain the public transportation (transit) resources in this region and discuss the needed improvements identified in the aforementioned Plan. The public will be able to comment on the Plan at this Forum or can submit comments to the email address: jollivier@pfp.org. Meeting location: Moses Lake Downtown Transit Center, 116 W. 5th Avenue, Moses Lake, WA 98837. Date: April 19, 2018, 1 PM – 3 PM. The Plan can be viewed at: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>. People For People ensures that all programs and services provided do not discriminate on the basis of race, color, or national origin, in accordance with the Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint by completing, signing, and submitting the agency's Title VI Complaint Form. Auxiliary aids and services are available upon request to person with disabilities. TTY 771.

NOTICE OF PUBLIC MEETING

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NOTICE OF PUBLIC MEETING

You are invited to attend a Public Forum on Public Transportation and comment on the draft 2018 QUADCO Coordinated Public Transit Human Services Transportation Plan. Speakers at the Forum will explain the public transportation (transit) resources in this region and discuss the needed improvements identified in the aforementioned Plan. The public will be able to comment on the Plan at this Forum or can submit comments to the email address: jollivier@pfp.org. Meeting location: Lincoln County Courthouse, Commissioners Room on 1st floor, 406 Sinclair, Davenport, WA 99122. Date: April 12, 2018, 1 PM – 3 PM. The Plan can be viewed at: <http://www.pfp.org/pfp/Transportation/HSTP.aspx>. People For People ensures that all programs and services provided do not discriminate on the basis of race, color, or national origin, in accordance with the Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint by completing, signing, and submitting the agency's Title VI Complaint Form. Auxiliary aids and services are available upon request to person with disabilities. TTY 771.

Appendix C

HSTP Surveys



4-County Service Provider Survey

2018



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)

- | | |
|--|---|
| <input type="checkbox"/> Elder or senior | <input type="checkbox"/> No driver's license |
| <input type="checkbox"/> Have a disability | <input type="checkbox"/> Cannot afford to drive |
| <input type="checkbox"/> No car | |

Clients need transportation to: (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Banking | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Food Bank |
| <input type="checkbox"/> Court/Legal Appointments | <input type="checkbox"/> Grocery Shopping |
| <input type="checkbox"/> Drug/Alcohol Treatment | <input type="checkbox"/> Job Training/Job Search |
| <input type="checkbox"/> Dental/Medical Appointments | <input type="checkbox"/> Recreational Activities |
| <input type="checkbox"/> Education | <input type="checkbox"/> Social Service Appointments |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> Vocational Rehabilitation |

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

- | | |
|--|--|
| <input type="checkbox"/> Banking | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Food Bank |
| <input type="checkbox"/> Court/Legal Appointments | <input type="checkbox"/> Grocery Shopping |
| <input type="checkbox"/> Drug/Alcohol Treatment | <input type="checkbox"/> Job Training/Job Search |
| <input type="checkbox"/> Dental/Medical Appointments | <input type="checkbox"/> Recreational Activities |
| <input type="checkbox"/> Education | <input type="checkbox"/> Social Service Appointments |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> 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



4-County Service Provider Survey 2018



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)

- | | |
|---|--|
| <input type="checkbox"/> Grant Transit Authority | <input type="checkbox"/> Special Mobility Services (SMS) – Shuttle |
| <input type="checkbox"/> HopeSource | <input type="checkbox"/> Employer sponsored |
| <input type="checkbox"/> People For People | <input type="checkbox"/> School Bus |
| <input type="checkbox"/> Friend/Relative | <input type="checkbox"/> Van Pool |
| <input type="checkbox"/> Central Transit | <input type="checkbox"/> Provider One (Medicaid) |
| <input type="checkbox"/> Elmview Transportation | <input type="checkbox"/> Yakima-Ellensburg Commuter |
| <input type="checkbox"/> Private/Agency Van Shuttle | <input type="checkbox"/> Dial-A-Ride/Paratransit |
| <input type="checkbox"/> Other _____ | |

Please answer the following questions if your agency provides transportation, or support for transportation.

Check the type of service you provide:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Gas Voucher |
| <input type="checkbox"/> Door to Door | <input type="checkbox"/> Bus Voucher |
| <input type="checkbox"/> Volunteer Driver | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Van Shuttle | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Bus service | |

Rider Eligibility Criteria: _____

Characteristics of the clients that are provided with transportation resources:

- | | |
|---|---|
| <input type="checkbox"/> Seniors | <input type="checkbox"/> Children/Students |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Limited/Low-Income |

Service Fee:

- | | |
|--|--|
| <input type="checkbox"/> No Fee to Client | <input type="checkbox"/> Mileage Rate |
| <input type="checkbox"/> Discounts Available | <input type="checkbox"/> Sliding Scale |
| <input type="checkbox"/> Flat Rate | |

Purpose of the Rides:

- | | |
|---|--|
| <input type="checkbox"/> Medical/health care | <input type="checkbox"/> Social/Recreational |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Education |
| <input type="checkbox"/> Volunteer Activities | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Religious Events | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Other _____ | |

Please Return By Mail, email, or FAX to:

People For People,
Attention: Sabrina Stoutamyer
PO Box 759, Ellensburg WA 98926

FAX: 509-925-1004
Email: sstoutamyer@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:

Thank you for completing this survey!

If you have any questions, please contact:

Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926
 Email: sstoutamyer@pfp.org
 Fax: (509) 925-1004

Please return surveys by email or mail by **February 28, 2018**.

People For People
 Attn: Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926

Senders Name
 Street Address
 City, State & Zip

2018 Public Transportation Research



Adams 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/AdamsBus>



For the 2018 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)

- | | |
|--|---|
| <input type="checkbox"/> Assisted Living | <input type="checkbox"/> Job Training/ Search |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Church/Religious | <input type="checkbox"/> Nutrition/Meal Programs |
| <input type="checkbox"/> Community Events | <input type="checkbox"/> Physical Therapy |
| <input type="checkbox"/> Counseling/ Behavioral Health | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Court/Legal | <input type="checkbox"/> Recreational |
| <input type="checkbox"/> Drug/Alcohol | <input type="checkbox"/> Senior Centers |
| <input type="checkbox"/> DSHS/Social Services | <input type="checkbox"/> School/Training |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> Shopping/ Daily activities |
| <input type="checkbox"/> Family and Friends | <input type="checkbox"/> Work |
| <input type="checkbox"/> Food Bank | |
- Other: _____

4. I need to go to:

(Check your top 5 choices)

- | | | |
|-------------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Benge | <input type="checkbox"/> Pasco | <input type="checkbox"/> Spokane |
| <input type="checkbox"/> Cunningham | <input type="checkbox"/> Quincy | <input type="checkbox"/> Stratford |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Ralston | <input type="checkbox"/> Warden |
| <input type="checkbox"/> Hatton | <input type="checkbox"/> Richland | <input type="checkbox"/> Washtucna |
| <input type="checkbox"/> Lind | <input type="checkbox"/> Ritzville | <input type="checkbox"/> Wenatchee |
| <input type="checkbox"/> Moses Lake | <input type="checkbox"/> Royal City | <input type="checkbox"/> Yakima |
| <input type="checkbox"/> Othello | | |
- 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
 Uber
 Assisted Living Van
 Church Van/Bus
 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

7. Have you 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.

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Thursday | <input type="checkbox"/> None |

10. Indicate the time(s) of the day you need public transportation.

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Before 8AM | <input type="checkbox"/> 5PM to 7PM |
| <input type="checkbox"/> 8AM to 10AM | <input type="checkbox"/> 7PM to 10AM |
| <input type="checkbox"/> 10AM to 3PM | <input type="checkbox"/> 10PM to 2AM |
| <input type="checkbox"/> 3PM to 5PM | <input type="checkbox"/> 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)

	Nuevas rutas de autobuses				
	Nuevas estaciones				
	Puesta a punto				
	Seguro de gas				
	Ninguna ayuda				
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

Gracias por completar esta encuesta. Si usted tiene alguna pregunta, póngase en contacto con:

Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926
 Email: sstoutamyer@pfp.org
 Fax: (509) 925-1004

Favor de enviar por correo electrónico o correo por **Febrero 28, 2018**.

People For People
 Attn: Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926

Senders Name
 Street Address
 City, State & Zip

2018 Público Investigación de Transporte



Condado de Adams

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?

<https://www.surveymonkey.com/j/CondadoDeAdams>



Para la actualización 2018 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 después 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"/> Asistida Vide | <input type="checkbox"/> Trabajo/búsqueda |
| <input type="checkbox"/> Cuidado de niños | <input type="checkbox"/> Médico/dental |
| <input type="checkbox"/> Iglesia/religioso | <input type="checkbox"/> Programas de |
| <input type="checkbox"/> Eventos comunitarios | <input type="checkbox"/> Comida/nutrición |
| <input type="checkbox"/> Consejería/Salud 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"/> Centro de ancianos |
| <input type="checkbox"/> Servicios de ancianos | <input type="checkbox"/> Escuela/Formación |
| <input type="checkbox"/> Familia y amigos | <input type="checkbox"/> Compras/actividades diarias |
| <input type="checkbox"/> Banco de Comida | <input type="checkbox"/> Trabajo |
- Otro: _____

4. Necesito ir a:

- (Compruebe sus 5 primeras opciones)
- | | | |
|-------------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Benge | <input type="checkbox"/> Pasco | <input type="checkbox"/> Spokane |
| <input type="checkbox"/> Cunnigham | <input type="checkbox"/> Quincy | <input type="checkbox"/> Stratford |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Ralston | <input type="checkbox"/> Warden |
| <input type="checkbox"/> Hatton | <input type="checkbox"/> Richland | <input type="checkbox"/> Washucna |
| <input type="checkbox"/> Lind | <input type="checkbox"/> Ritzville | <input type="checkbox"/> Wenatchee |
| <input type="checkbox"/> Moses Lake | <input type="checkbox"/> Royal City | <input type="checkbox"/> Yakima |
| <input type="checkbox"/> Othello | | |
- 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
 - Uber
 - 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

7. Ha estado obligado a moverse para mantener la independencia? Sí 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.

- | | |
|------------------------------------|----------------------------------|
| <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 en que necesita transporte público.

- | | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Antes de 8AM | <input type="checkbox"/> 5PM a 7PM |
| <input type="checkbox"/> 8AM a 10AM | <input type="checkbox"/> 7PM a 10AM |
| <input type="checkbox"/> 10AM a 3PM | <input type="checkbox"/> 10PM a 2AM |
| <input type="checkbox"/> 3PM a 5PM | <input type="checkbox"/> 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. 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	Diner-to-Diner Bus	Gas & Insurance Help	NONE
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

Thank you for completing this survey!

If you have any questions, please contact:
Sabrina Stoutamyler
PO Box 759
Ellensburg, WA 98926
Email: sstoutamyler@pfp.org
Fax: (509) 925-1004

Please return surveys by email or mail
by **February 28, 2018.**

People For People
Attn: Sabrina Stoutamyler
PO Box 759
Ellensburg, WA 98926

Senders Name:
Street Address
City, State & Zip

2018 Public Transportation Research



Grant 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/GrantBus>



For the 2018 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)

- | | |
|--|---|
| <input type="checkbox"/> Assisted Living | <input type="checkbox"/> Job Training/ Search |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Church/Religious | <input type="checkbox"/> Nutrition/Meal Programs |
| <input type="checkbox"/> Community Events | <input type="checkbox"/> Behavioral Health |
| <input type="checkbox"/> Counseling/ Behavioral Health | <input type="checkbox"/> Physical Therapy |
| <input type="checkbox"/> Court/Legal | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Drug/Alcohol | <input type="checkbox"/> Recreational |
| <input type="checkbox"/> DSHS/Social Services | <input type="checkbox"/> Senior Centers |
| <input type="checkbox"/> Elder/Senior Services | <input type="checkbox"/> School/Training |
| <input type="checkbox"/> Family and Friends | <input type="checkbox"/> Shopping/ Daily activities |
| <input type="checkbox"/> Food Bank | <input type="checkbox"/> Work |
- Other: _____

4. I need to go to:

(Check your top 5 choices)

- | | | |
|--|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Beverly | <input type="checkbox"/> Kennewick | <input type="checkbox"/> Royal City |
| <input type="checkbox"/> Coulee City | <input type="checkbox"/> Krupp | <input type="checkbox"/> Schawana |
| <input type="checkbox"/> Crescent Bar | <input type="checkbox"/> Lakeview | <input type="checkbox"/> Soap Lake |
| <input type="checkbox"/> Desert Aire | <input type="checkbox"/> Park | <input type="checkbox"/> Spokane |
| <input type="checkbox"/> Electric City | <input type="checkbox"/> Mattawa | <input type="checkbox"/> Wenatchee |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Moses Lake | <input type="checkbox"/> Wheeler |
| <input type="checkbox"/> Ephrata | <input type="checkbox"/> Pasco | <input type="checkbox"/> Wilson Creek |
| <input type="checkbox"/> George | <input type="checkbox"/> Quincy | <input type="checkbox"/> Winchester |
| <input type="checkbox"/> Grand Coulee | <input type="checkbox"/> Richland | <input type="checkbox"/> Yakima |
| <input type="checkbox"/> Hartline | | |
| <input type="checkbox"/> 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
 Uber
 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

7. Are you a:

- CWU Student
 Other Student
 Not a Student

8. Have you had to move to maintain independence? Yes No

9. 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

10. Indicate the day(s) of the week you need public transportation.

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Thursday | <input type="checkbox"/> None |

11. Indicate the time(s) of the day you need public transportation.

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Before 8AM | <input type="checkbox"/> 5PM to 7PM |
| <input type="checkbox"/> 8AM to 10AM | <input type="checkbox"/> 7PM to 10AM |
| <input type="checkbox"/> 10AM to 3PM | <input type="checkbox"/> 10PM to 2AM |
| <input type="checkbox"/> 3PM to 5PM | <input type="checkbox"/> None |

12. For mapping purposes only, please identify your pick-up location if you were to use transportation services.

Address/Crossroad, City, Zip Code

13. Por favor indique que tipo de servicio de transporte mejoraria su acceso a las necesidades siguientes.
(Marque todos los que correspondan)

	Nueva ruta de autobús				
	Horas extendidas				
	Puerta a puerta				
	Seguro de gas				
	Ningun ayuda				
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

Gracias por completar esta encuesta!
Si usted tiene alguna pregunta, póngase en contacto con:

Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926
Email: sstoutamyer@pfp.org
Fax: (509) 925-1004

Favor de enviar encuestas por correo electrónico o correo por **Febrero 28, 2018.**

Senders Name
Street Address
City, State & Zip

People For People
Attn: Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926

2018 Público Investigación de Transporte



Condado de Grant

Su opinión es importante para determinar las necesidades de transporte en su comunidad.

¿le gustaría tomar esta encuesta en línea?
<http://www.surveymonkey.com/j/condadodelgrant>



Para la actualización 2018 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 después 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"/> Asistida Vida | <input type="checkbox"/> Trabajo/búsqueda |
| <input type="checkbox"/> Cuidado de niños | <input type="checkbox"/> Médico/dental |
| <input type="checkbox"/> Iglesia/religioso | <input type="checkbox"/> Programas de |
| <input type="checkbox"/> Eventos comunitarios | Comida/nutrición |
| <input type="checkbox"/> Consejería/Salud conductual | <input type="checkbox"/> Fisioterapia |
| <input type="checkbox"/> Tribunal/legal | <input type="checkbox"/> Farmacia |
| <input type="checkbox"/> Drogas/alcohol | <input type="checkbox"/> Recreacional |
| <input type="checkbox"/> DSHS/Servicios Social | <input type="checkbox"/> Centro de ancianos |
| <input type="checkbox"/> Servicios de ancianos | <input type="checkbox"/> Escuela/Formación |
| <input type="checkbox"/> Familia y amigos | <input type="checkbox"/> Compras/actividades diarias |
| <input type="checkbox"/> Banco de Comida | <input type="checkbox"/> Trabajo |
| <input type="checkbox"/> Otro: _____ | |

4. Necesito ir a:

(Compruebe sus 5 primeras opciones)

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Beverly | <input type="checkbox"/> Kennewick | <input type="checkbox"/> Royal City |
| <input type="checkbox"/> Coulee City | <input type="checkbox"/> Krupp | <input type="checkbox"/> Schawana |
| <input type="checkbox"/> Crescent Bar | <input type="checkbox"/> Lakeview Park | <input type="checkbox"/> Soap Lake |
| <input type="checkbox"/> Desert Aire | <input type="checkbox"/> Mattawa | <input type="checkbox"/> Spokane |
| <input type="checkbox"/> Electric City | <input type="checkbox"/> Moses Lake | <input type="checkbox"/> Wenatchee |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Pasco | <input type="checkbox"/> Wheeler |
| <input type="checkbox"/> Ephrata | <input type="checkbox"/> Quincy | <input type="checkbox"/> Wilson Creek |
| <input type="checkbox"/> George | <input type="checkbox"/> Richland | <input type="checkbox"/> Winchester |
| <input type="checkbox"/> Grand Coulee | <input type="checkbox"/> Hartline | <input type="checkbox"/> Yakima |
| <input type="checkbox"/> Otro 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
- Uber
- 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?

- Sí No

7. Eres un:

- Estudiante de CWU
- Otro estudiante
- No es un estudiante

8. ¿Se ha tenido que mover para mantener la independencia? Sí No

9. 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

10. 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 |

11. Indique la hora(s) del día en que necesita transporte público.

- | | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Antes de 8AM | <input type="checkbox"/> 5PM a 7PM |
| <input type="checkbox"/> 8AM a 10AM | <input type="checkbox"/> 7PM a 10AM |
| <input type="checkbox"/> 10AM a 3PM | <input type="checkbox"/> 10PM a 2AM |
| <input type="checkbox"/> 3PM a 5PM | <input type="checkbox"/> Ninguno |

12. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.

Dirección/cruce, Ciudad, Código postal

13. 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:

Thank you for completing this survey!

If you have any questions, please contact:

Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926
 Email: sstoutamyer@pfp.org
 Fax: (509) 925-1004

Please return surveys by email or mail by **February 28, 2018**.

People For People
 Attn: Sabrina Stoutamyer
 PO Box 759
 Ellensburg, WA 98926

Senders Name
 Street Address
 City, State & Zip

2018 Public Transportation Research



Kittitas 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/KittitasBus>



For the 2018 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)
 Assisted Living Job Training/ Search
 Childcare Medical/Dental
 Church/Religious Nutrition/Meal Programs
 Community Events Behavioral Health Physical Therapy
 Counseling/ Pharmacy
 Behavioral Health Recreational
 Court/Legal Senior Centers
 Drug/Alcohol Elder/Senior Services School/Training
 DSHS/Social Services Family and Friends Shopping/ Daily activities
 Food Bank Work
 Other: _____

4. I need to go to:
 (Check your top 5 choices)
 Cle Elum Seattle area Wenatchee area
 Easton Thorp Yakima area
 Ellensburg Vantage Ronald/Roslyn
 Kittitas Suncadia Cle Elum area
 Other: _____

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
 Uber
 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

7. Are you a:
 CWU Student
 Other Student
 Not a Student

8. Have you had to move to maintain independence? Yes No

9. 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

10. Indicate the day(s) of the week you need public transportation.
 Monday Friday
 Tuesday Saturday
 Wednesday Sunday
 Thursday None

11. 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

12. For mapping purposes only, please identify your pick-up location if you were to use transportation services.

Address/Crossroad, City, Zip Code

13. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes.
(Marque todos los que correspondan)

	Buenas rutas de autobús	Horas extendidas	Puerta a puerta	Seguro de gas	Ningun ayuda
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

Gracias por completar esta encuesta!
Si usted tiene alguna pregunta, póngase en contacto con:

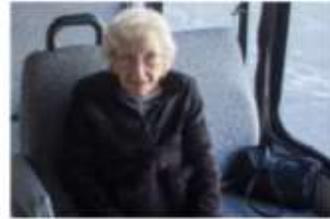
Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926
Email: sstoutamyerp@ppf.org
Fax: (509) 925-1004

Favor de enviar por correo electrónico o correo por **Febrero 28, 2018.**

Senders Name
Street Address
City, State & Zip

People For People
Attn: Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926

2018 Público Investigación de Transporte



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/j/CondadoDeKittitas>



Para la actualización 2018 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 después 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"/> Asistida Vida | <input type="checkbox"/> Trabajo/búsqueda |
| <input type="checkbox"/> Cuidado de niños | <input type="checkbox"/> Médico/dental |
| <input type="checkbox"/> Iglesia/religioso | <input type="checkbox"/> Programas de |
| <input type="checkbox"/> Eventos comunitarios | <input type="checkbox"/> Comida/nutrición |
| <input type="checkbox"/> Consejería/Salud | <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"/> Centro de ancianos |
| <input type="checkbox"/> Servicios de ancianos | <input type="checkbox"/> Escuela/Formación |
| <input type="checkbox"/> Familia y amigos | <input type="checkbox"/> Compras/actividad diarias |
| <input type="checkbox"/> Banco de Comida | <input type="checkbox"/> Trabajo |
| <input type="checkbox"/> Otro: _____ | |

4. Necesito ir a:

(Compruebe sus 5 primeras opciones)

- Cle Elum Seattle área Wenatchee área
 Easton Thorp Yakima área
 Ellensburg Vantage Ronald/Roslyn
 Kittitas Suncadia Cle Elum área
 Otra ciudad: _____

5. En los 3 meses pasados, he usado los siguientes medios de transporte:

(Marque todos los que correspondan)

- Mi o vehículo prestado
 Airporter Shuttle
 Bicicleta
 Central Transito de Ellensburg
 Carpool/Rideshare
 Dial-A-Ride/Paratransit (HopeSource)
 Transporte Elmviev
 Empleador proporcionó transporte
 Familia, amigos, voluntarios
 Medicaid (Coupones medicos)
 Silla de ruedas o otro movilidad
 Autobus de escuela
 Caminar
 Servicio de taxi
 Uber
 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

7. Eres un:

- Estudiante de CWU
 Otro estudiante
 No soy estudiante

8. Ha estado obligado a moverse para mantener la independencia? Si No

9. Por favor indique con qué frecuencia necesita transporte público.

- Siempre (5 días/semana)
 Frecuentemente (1 a 4 días/semana)
 De vez en cuando (1 a 3 días/mes)
 Limitado (1 a 11 días/año)
 Nunca

10. 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 |

11. 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 |

12. Sólo para propósitos de mapa, por favor identifique su ubicación de recogida si fuera utiliza servicios de transporte.

Dirección/cruce, Ciudad, Código postal

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	Gen. & Insurance Help	None
Medical/Healthcare					
Work					
Community Services					
Shopping					
Social Activities					

Comments:

Thank you for completing this survey!

If you have any questions, please contact:
Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926
Email: sstoutamyer@pfp.org
Fax: (509) 925-1004

Please return surveys by email or mail by **February 28, 2018**.

People For People
Attn: Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926

Senders Name
Street Address
City, State & ZIP

2018 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/LincolnBus>



For the 2018 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)
 Assisted Living Job Training/Search
 Childcare Medical/Dental
 Church/Religious Nutrition/Meal Programs
 Community Events Counseling/ Behavioral Health
 Court/Legal Physical Therapy
 Drug/Alcohol Pharmacy
 DHS/Social Services Recreational
 Elder/Senior Services Senior Centers
 Family and Friends School/Training
 Food Bank Shopping/ Daily activities
 Work
 Other: _____

4. I need to go to:
(Check your top 5 choices)
 Airway Heights Lamona Reardan
 Almira Little Falls Seattle
 Creston Dam Seven Bays
 Davenport Medical Lake Spokane
 Edwall Mohler Sprague
 Ellensburg Moses Lake Tri-Cities
 Grand Coulee Odessa Wilbur
 Harrington Porcupine Yakima
 Irby Bay
 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
 Uber
 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

7. Have you 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. Por favor indique que tipo de servicio de transporte mejoraría su acceso a las necesidades siguientes. (Marque todos los que correspondan)

	Mejora ruta de autobús				
	Mejora estándares				
	Parada a puerta				
	Seguro de gas				
	Ninguna ayuda				
Medicos/de salud					
Trabajo					
Servicios comunidad					
De Compras					
Actividades Sociales					

Comentar:

Gracias por completar esta encuesta! Si usted tiene alguna pregunta, póngase en contacto con:

Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926
Email: sstoutamyer@plp.org
Fax: (509) 925-1004

Favor de enviar por correo electrónico o correo por **Febrero 28, 2018.**

Sabrina Herra
Street Address
City, State & ZIP

People For People
Attn: Sabrina Stoutamyer
PO Box 759
Ellensburg, WA 98926

2018 Público Investigación de Transporte



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/Condadodelincoln>



Para la actualización 2018 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)

- | | |
|--|---|
| <input type="checkbox"/> Asistida Vida | <input type="checkbox"/> Trabajo/búsqueda |
| <input type="checkbox"/> Cuidado de niños | <input type="checkbox"/> Médico/dental |
| <input type="checkbox"/> Iglesia/religioso | <input type="checkbox"/> Programas de |
| <input type="checkbox"/> Eventos comunitados | <input type="checkbox"/> Comida/nutrición |
| <input type="checkbox"/> Consejería/Salud | <input type="checkbox"/> Fisioterapia |
| <input type="checkbox"/> conductual | <input type="checkbox"/> Farmacia |
| <input type="checkbox"/> Tribunal/legal | <input type="checkbox"/> Recreacional |
| <input type="checkbox"/> Droga/alcohol | <input type="checkbox"/> Centro de ancianos |
| <input type="checkbox"/> DSHS/Servicios Social | <input type="checkbox"/> Escuela/Formación |
| <input type="checkbox"/> Servicios de ancianos | <input type="checkbox"/> Compras/actividad |
| <input type="checkbox"/> Familia y amigos | <input type="checkbox"/> diarias |
| <input type="checkbox"/> Banco de Comida | <input type="checkbox"/> Trabajo |
| <input type="checkbox"/> Otro: _____ | |

4. Necesito ir a:

(Compruebe sus 5 primeras opciones)

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Airway Heights | <input type="checkbox"/> Irby | <input type="checkbox"/> Reardan |
| <input type="checkbox"/> Almira | <input type="checkbox"/> Lamona | <input type="checkbox"/> Seattle |
| <input type="checkbox"/> Creston | <input type="checkbox"/> Little Falls Dam | <input type="checkbox"/> Seven Bays |
| <input type="checkbox"/> Davenport | <input type="checkbox"/> Medical Lake | <input type="checkbox"/> Spokane |
| <input type="checkbox"/> Edwall | <input type="checkbox"/> Mohler | <input type="checkbox"/> Sprague |
| <input type="checkbox"/> Ellensburg | <input type="checkbox"/> Moses Lake | <input type="checkbox"/> Tri-Cities |
| <input type="checkbox"/> Grand Coulee | <input type="checkbox"/> Odessa | <input type="checkbox"/> Wilbur |
| <input type="checkbox"/> Harrington | <input type="checkbox"/> Porcupine Bay | <input type="checkbox"/> Yakima |
| <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 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
 Uber
 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

7. Ha estado obligado a moverse para mantener la independencia? Si No

8. Por favor indique con qué frecuencia necesita transporte público.

- Siempre (5-7 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.

- | | |
|------------------------------------|----------------------------------|
| <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 en que necesita transporte público.

- | | |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Antes de 8AM | <input type="checkbox"/> 5PM a 7PM |
| <input type="checkbox"/> 8AM a 10AM | <input type="checkbox"/> 7PM a 10AM |
| <input type="checkbox"/> 10AM a 3PM | <input type="checkbox"/> 10AM a 2AM |
| <input type="checkbox"/> 3PM a 5PM | <input type="checkbox"/> 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

Appendix D

MUTUAL AID AGREEMENT FORM

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