
QUADCO

Lincoln, Grant, Adams & Kittitas counties

Coordinated Public Transit -
Human Services
Transportation Plan 2010

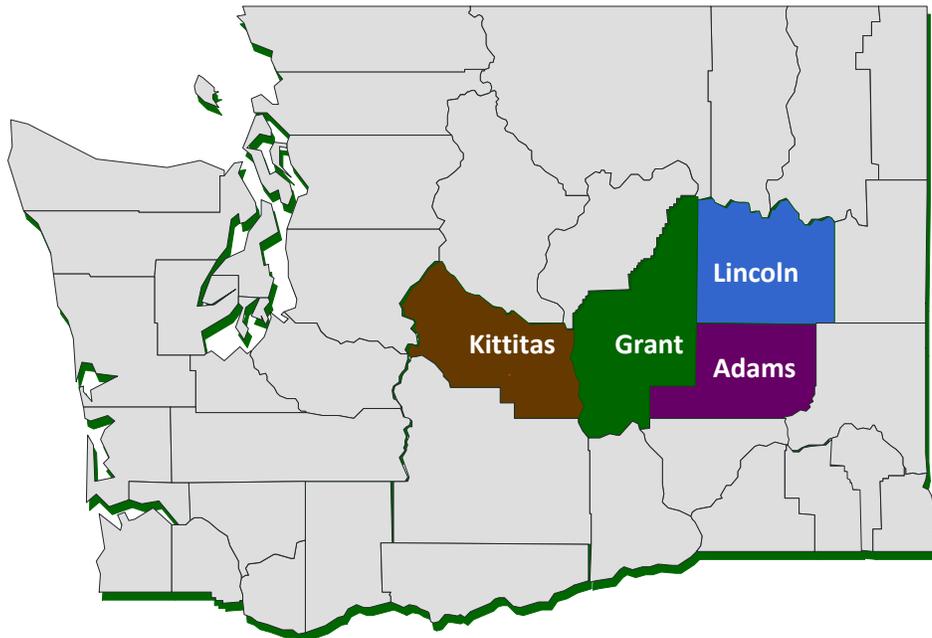


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Introduction

The Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy of Users Act (SAFETEA-LU) of 2005 requires that communities develop a coordinated public transit-human services transportation plan to be eligible for certain Federal Transit Administration funding. The purpose of the act is to improve transportation services for persons with disabilities, older adults, youth, and individuals with low incomes. The original coordinated public transit-human services transportation plan was created and approved by Quad-County RTPO in 2006 and utilized for the Department of Transportation Consolidated Grant Program for 2007-2009 and 2009-2011. Plans must be updated every four years and are required to be updated in order to receive funding for the 2011-2013 biennium. This document is the second version of the plan and contains updated information about the transportation needs and services within Lincoln, Grant, Adams and Kittitas counties.

Washington State Department of Transportation introduced the state plan to the Regional and Metropolitan Transportation Planning Organizations for implementation of the new coordinated public transit -human services transportation planning provisions of SAFETEA-LU. Since inception, Quad-County, the Regional Transportation Planning Organization (RTPO) Lincoln, Grant, Adams and Kittitas counties reviewed the SAFETEA-LU requirements and the recommendations from public transportation organizations to appoint a lead organization to develop the plan for Quad-County (QUADCO). People For People has been selected as the Lead Organization to create the coordinated public transit - human services transportation plan on behalf of QUADCO. People For People is a non-profit agency that has been providing transportation services since 1982 within central Washington.

The Human Services Transportation Plan was created with the assistance, input and guidance of the 4-County Special Needs Transportation Planning Team. Participants include:

- Karl Allison, *Department of Social and Health Services*
- Reneé Biles, *People For People*
- Geoff Crump, *HopeSource*
- Von Elison, *Central Washington Disability Resources*
- Tony Garcia, *WSU, Horizons Program*
- Tom Hanson, *WSDOT*
- Brandy Heston, *Grant Transit Authority*
- Bruce Johnson, *QUADCO Representative*
- Katrina Kell, *Ellensburg Adult Activity Center*
- Sarah LaRue, *HopeSource*
- Lisa McClure, *Special Mobility Services*
- Janie Meza, *OIC*
- Dan Morrissey, *People For People*
- David Nava, *WorkSource*
- Amy Neal, *People For People*
- Laurie Pugh, *People For People*
- Jeff Railton, *People For People*
- Bridget Rohner, *Lincoln County WSU Extension*
- Bruce Tabb, *Elmview*
- Christy Waddington, *Dental Resource Coordinator*
- Greg Wright, *Grant Transit Authority*
- Rusty Koontz, *Special Mobility Services*

Stakeholders and Process

Stakeholder Description

The Grant, Adams, and Lincoln Counties Special Needs Coalition provided the framework for the development of the original coordinated transportation plan for QUADCO. Since Kittitas County was not a member of the original Special Needs Coalition, the 4-County Transportation Planning Team was formed prior to the creation of the first Human Services Transportation Plan. To recruit representatives from each county, Community Educational Meetings were held in each of the four counties. Since the inception of the 4-County Transportation, the group has met on a regular basis to not only create the Human Services Transportation Plan, but to also use the meetings to share information, collaborate on projects and improve efficiencies to provide transportation to the special needs populations within the four county area.

The meetings focused on:

1. Providing the community with information on the planning requirements of SAFETEA-LU for coordinated transportation services and the project's milestones and timeline.
2. Identifying leaders and community members that need to be involved.
3. Selecting special needs representatives from each county to serve on the 4-County Community Transportation Planning Team.

Local representatives selected from each of the four counties committed to meet monthly in Moses Lake to develop a coordinated and prioritized transportation plan to address the transportation needs for persons with disabilities, older adults, youth, and individuals with low incomes.

Information Gathering Methods

To determine the transportation needs within the four county area a variety of methods were used. Contact was made with agencies that serve people with special needs, as well as direct contact with the special needs populations. Surveys, community forums, individual interviews, and statistical data analysis combined to create the description for the area.

While gathering information, we were consistent regarding the questions answered so as to obtain the same type of information across the region. Information gathering included the following:

- *Common Points of Origin* data was gathered to determine which towns and cities are home to people with special needs who require transportation. This information indicates where a person's trip will typically originate.

- *Common Points of Destination* were identified to determine where individuals need to go. Living in rural and isolated areas means that special needs individuals may be miles from health care, social services, nutrition, employment, education, shopping, and accessing daily basic human needs. Therefore we obtained the type of destination they seek, but also the towns and cities that offer these types of services.
- *Transportation Services* available in the area were discussed with each region. We asked individuals what services are available, what services they use and if these services are meeting their needs. This information helped us catalogue the variety of transportation methods used that include any form of public or private transportation

Community Forums

Community Forums were held throughout the four county area. Each forum focused on identifying the transportation needs for the underserved populations. Community members, human service providers, users of services and transportation representatives identified current transportation services, common points of origin and destination, and the unmet transportation needs for persons with disabilities, older adults, youth, and individuals with low incomes. Current transportation providers also attended the meetings, therefore educating those in attendance about the current services available. Community Forums were held in the following locations:

- Lincoln County
 - Odessa Senior Center
 - Wilbur Senior Center
 - Davenport Senior Center (daytime and evening forum)
- Grant County
 - Grand Coulee Senior Center
 - Coulee City Senior Center
 - Moses Lake Community Center (daytime and evening forum)
 - Ephrata Community Center
- Adams County
 - Lind Community/Senior Center
 - Othello Senior Center
 - Ritzville Senior Center
- Kittitas County
 - Cle Elum School District
 - Ellensburg Library (daytime and evening forum)

Client Data Gathering

Hearing directly from people who use the transportation services was instrumental to this process of creating the Human Services Transportation Plan. In order to do this a survey was created (see Appendix) that asked what their individual transportation needs were. This feedback highlighted the needs across the four county area. A total of 633 surveys were gathered. Surveys were specific to each county so that the person completing the form could provide information regarding destinations and origins within

that county. Also, by segregating the surveys by county, data is then collected that shows the specific needs, not just the region as a whole.

Agency Data Gathering

Agencies that serve people with Special Needs were a key resource when learning the transportation needs in the area. These agencies were invited to attend community forums and provided valuable insight at the meetings. In addition to inviting their representatives to the community forums, a survey was developed (see Appendix) to gather information. Throughout the four county area 49 surveys were gathered. Agencies included the Department of Social and Health Services, senior centers, churches, social service agencies, food banks, housing authorities, mental health providers, school districts, health clinics and transportation providers. The survey allowed the agency to share their perspective regarding common destinations, reason for needing transportation and current services clients utilize.

Service Provider Meetings also provided an effective venue for sharing with the community the Human Services Transportation Plan. All four counties provide regularly scheduled Provider meetings made up of social service agencies such as Department of Social and Health Services, senior centers, government agencies, school districts, case managers and others that address the needs of people who are low income, youth, elderly and people with disabilities. The Human Services Transportation Plan's coordinator attended each county's Provider group to educate those in attendance about the HSTP, upcoming community forum dates and request their assistance with distributing surveys for clients. Also, the Coordinator asked each agency to complete the survey specific to those that serve people with special needs.

Statistical Data Analysis

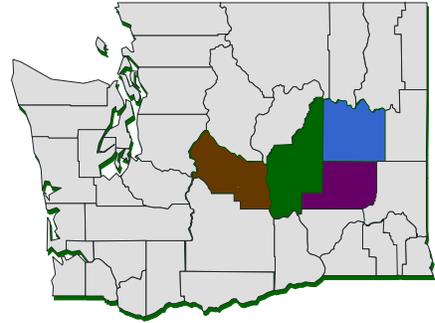
To quantify the number of people with Special Needs throughout Lincoln, Grant, Adams and Kittitas counties, a number of data sources were utilized. The U.S. Census proved valuable when calculating the number of people who are low income, have a disability, are under the age of 18 and those over the age of 65. Other sources included the Department of Health, Office of Financial Management, Office of Superintendent of Public Instruction and the Department of Social and Health Services.

General definitions of people with special needs include the following:

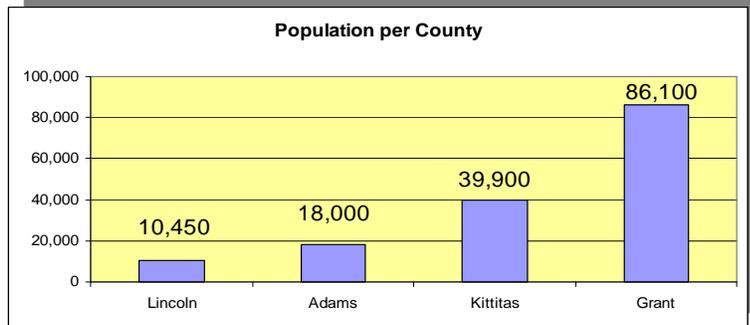
- Low Income: The official poverty measurement has two components - poverty threshold (income levels) and the person's income that is compared with these thresholds. If a person's total income is less than the threshold, the person is considered poor. The poverty thresholds are not adjusted for regional, state or local variation in the cost of living.
- Elderly: People 65 years of age or older
- Youth: People 17 years of age or younger
- Person with Disability: The restriction in participation that results from a lack of fit between the individual's functional limitations and the characteristics of the physical and social environment.

Planning Area

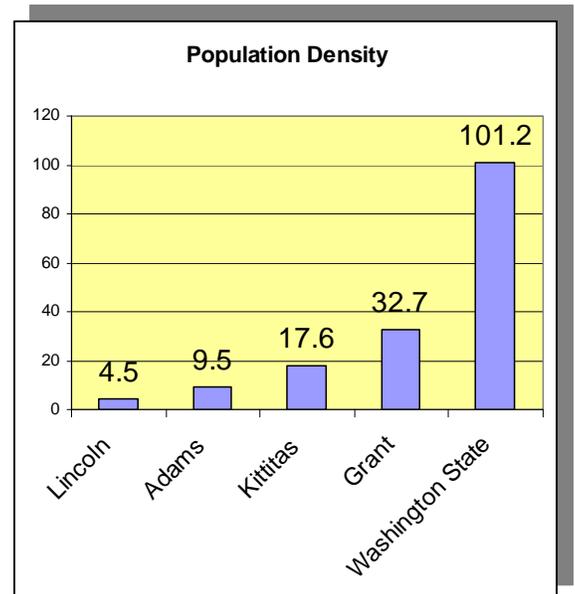
The QUADCO region consists of Lincoln, Grant, Adams and Kittitas counties and is located in Central Washington. The area stretches from the rugged timbered Cascade Mountains to the gentle rolling hills along the Columbia River. The diverse geography affords a wide range of agricultural crops from dry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



The counties comprise 14% of Washington's land area with a total of 9,214 square miles, but represent less than 2.3% of Washington's population with 154,450 residents¹. The area is rural America with almost half of the residents living in non-incorporated areas of the counties. Washington State has an overall population density of 94 persons per square mile. Lincoln County only has a population density of 4.5 persons per square mile; Adams with 8.8 persons per square mile; Kittitas County with 15.9 persons per square mile; Grant County with 29.5 persons per square mile. The sparsely populated region has few transportation resources, but high social service and transportation needs for individuals with disabilities, older adults, youth, and individuals with limited incomes to access community resources.



The population density (see Table) reflects the rural and isolated areas of the four counties. Due to the agricultural aspect of the area, there are miles and miles of softly rolling wheat fields. It is also miles between individual houses and basic living services.



¹ Office of Financial Management, State of Washington, 2009

Population Demographics

Within the four counties a significant percentage of individuals fall into one or more of the special needs categories.

- 19.6 percent has a disability (5 years of age and older)
- 11.9 percent is 65 years of age and older
- 28.9 percent is under 18 years of age
- 18.0 percent has incomes that fall below poverty level²

The social and economic conditions of the rural communities impact the necessity for coordinated transportation services to meet the unique needs. The four-county area has communities that have the poorest and most disadvantaged populations in the state.

- Adams County ranks number one in the state for the lowest per capita income at \$13,534 as compared to Washington State average of \$22,973.³
- Adams County has the highest teen birthrate of any county in the state with 67.5 births per 1,000 teen mothers as compared to 26.7 per 1,000 for Washington State.⁴
- Grant County has the second highest number of Migrant Seasonal Farm Workers in the state per county with 28,941 individual workers.⁵
- South Cle Elum has 33.4% of residents with disabilities in the isolated community located in Upper Kittitas County as compared to the state average of 18.2%.⁶
- Lincoln County has a high percentage of elder residents with 19% overall as compared to the Washington State average of 11.2%. The small-town populations of Creston, Davenport, Harrington, Odessa, Sprague, and Wilson Creek have over twice the state average at almost 25% of the residents 65 years of age and older.⁷

Approximately, 45% of the residents live outside incorporated cities and towns. Many of the incorporated cities and towns are small communities located several miles from medical services, social services, employment, and educational opportunities. City or town populations range from the largest populated city of Ellensburg in Kittitas County with 15,414 to a mere 60 residents of Marlin located on the border of Lincoln and Grant County. Marlin has the lowest population of any incorporated municipality in Washington and is 37 miles from the city of Moses Lake. With most of the population located in areas with limited resources, transportation is crucial for vulnerable populations.

The counties continue to experience substantial population growth (see Table). Kittitas County with its beautiful forests, mountain streams, and alpine lakes has attracted the resort development of Suncadia and is currently ranked as the fourth fastest growing county in Washington. Grant County has the Columbia River winding through the

² U.S. Census, 2000

³ U.S. Census, 2000

⁴ Department of Health, 2008 for ages 15-17

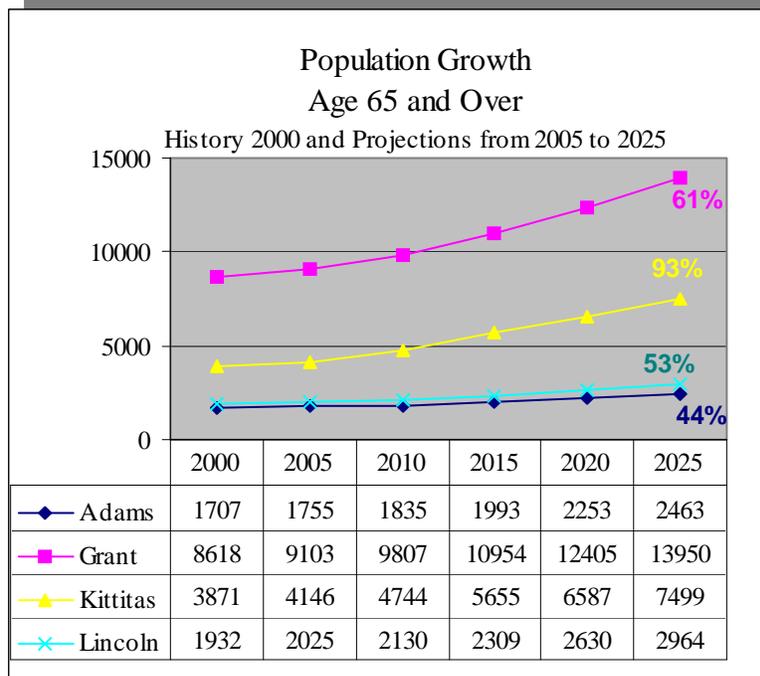
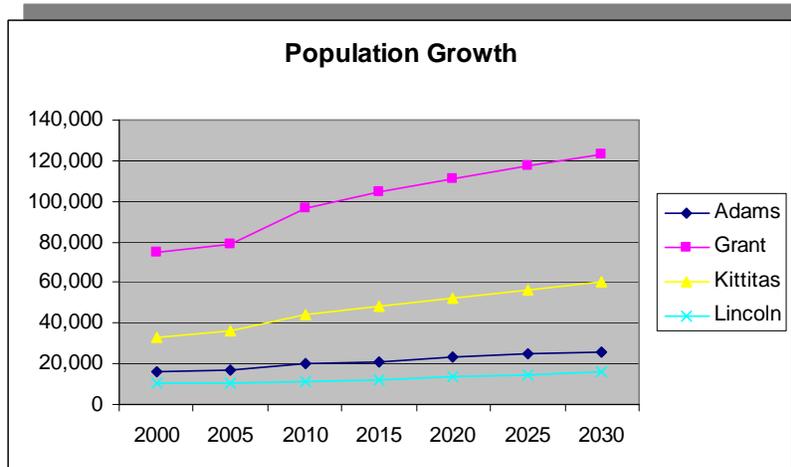
⁵ *Migrant and Seasonal Farmworker Enumeration Profiles Study*, Alice C. Larson 2000

⁶ U.S. Census, 2000

⁷ U.S. Census, 2000

region providing hydro-electric power, irrigation, and recreation. By the year 2025, Grant County is expected to increase its population to almost 117,000 residents.⁸

The Office of Financial Management (OFM) forecasts dramatic increases in the population growth for residents 65 years and older in Lincoln, Grant, Adams and Kittitas counties (see Table). Retirees from Western Washington are attracted to the lower cost of housing that Eastern Washington has to offer. By the year 2025 there will be a 93% increase in residents aged 65 and older in Kittitas County. With this increase in population, Kittitas County will in turn see an increase in the need for transportation in winter months, year-round transportation to medical appointments, and an increased demand on social service agencies that serve the elderly. Each county in the four-county area will see an average of a 65% increase from 2000 to 2025. This increase will place stress on the transportation services that currently are not meeting all of the needs.



⁸ Office of Financial Management, State of Washington

Emergency Management

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

Lincoln County

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

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

Grant County

Grant County has an emergency management plan in effect that was most recently updated in 2006 and is currently being updated.⁹ Grant County Emergency Management protects the citizens and guests of Grant County through coordinated emergency planning, response, mitigation and recovery for all hazards, natural or human caused.

⁹ <http://www.co.grant.wa.us/em/HTM/CEMP.htm>

The special needs population and transportation providers are referenced in two specific areas of the plan.

Special Needs Population

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

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

Transportation

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

Emergency Information

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

Adams County

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

Special populations are included in the general concept of operations:

IV. 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.

Kittitas County

Kittitas County's emergency management plan is administered through the Kittitas Sheriff's office.¹⁰ Kittitas County is prepared for emergency evacuation of its disabled citizens with the "understood" cooperation of both HopeSource (whose buses have wheelchair ramps) and the local school district buses. Kittitas County has created four levels of incident severity with pre-determined responses.

The Kittitas County Comprehensive Emergency Management Plan was approved in 2003 and is currently being updated, though they do not anticipate any major changes regarding the transportation of special needs populations during an emergency.

- **Level 0** - addresses daily emergency response covered by emergency service agencies operating in the county.
- **Level 1** - addresses unusual occurrences which are short term in nature and limited in scope. At this level, a command post will be established to coordinate existing local resources without outside help, to expand dispatch, and activate the EOC, if needed. *First responder has option to activate Plan Level 1 protocols which provides unique direction and controls to ensure effective multi-agency coordination.*
- **Level 2** - addresses situations larger in scope which require mutual aid resources and/or special procedures for dealing with the emergency. Establishes single jurisdiction/multi-agency events for broader applications of ICS protocols to ensure coordination, and establishes a command post if site specific and may activate the EOC as appropriate. *Sheriff/Director of Emergency Management/Chief Law Enforcement Officer may order activation of Plan Level 2 based on (using best information available) the assessment of the nature and scope of situation, which forecasts extraordinary commitment of local emergency response.*
- **Level 3** – addresses even broader scope community emergencies with long term impact, representing significant threat to life, property and/or the environment, and requiring a substantial commitment of personnel, equipment and facilities and considerable help. Multi-jurisdictional/multi-agency events require unified command/effective coordination, and EOC should be activated for this purpose. *Board of County Commissioners/Mayors/ City Councils may activate this Plan by proclamation of an emergency with the following guidelines: incident (based on best information available) has occurred which threatens life, property or environment whose scope and nature exceeds the ability of the local government to respond effectively to the needs of the*

¹⁰ <http://www.co.kittitas.wa.us/sheriff/emergency.asp>

community without imposing emergency powers. (Level 2 resources are inadequate.)

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

Role of Technology

An important aspect of providing transportation is the role of technology. In order to provide efficient services, technology is used for scheduling demand-response trips, communicating with drivers, and ensuring safe transport of the special needs population. Technology is also used when coordinating transportation operations, designing routes, cataloging vehicle maintenance and efficiently logging client information.

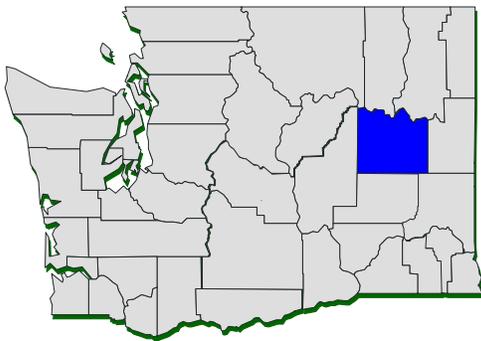
Specific transportation-related technology is in place today to assist with the efficient implementation of programs. Dispatching software, in-route vehicle locating, cameras on buses, radio systems, eligibility software, and cost allocation programs all assist with safe, efficient, cost-effective programs.

To continue improving the efficiency of transportation, technology does play a role. This includes reducing wait time when a client is making an appointment, streamlining the eligibility process, tracking shared funding streams and improving the methods for how information is shared with drivers.

County Summaries

The Human Services Transportation Plan for QUADCO encompasses four unique counties within central Washington. Even though the counties share the common description of being rural communities with significant transportation needs, each has unique service providers, origins and destinations. The descriptions below describe each County's demographics, common origins, common destinations, unmet needs, and current transportation services.

Lincoln County



Lincoln County Population	
Almira	302
Creston	232
Davenport	1,730
Harrington	426
Odessa	957
Reardan	608
Sprague	490
Wilbur	914
U.S. Census 2000	

Demographics

As of the 2000 Census, Lincoln County was home to 10,184 individuals with a median income for a family of \$41,269. The per capita income for the county was \$17,888 compared to \$22,973 for Washington State with about 8.40% of families and 12.60% of the population living below the poverty line, including 17.60% of those under age 18 and 7.70% of those ages 65 or over.¹¹

There were 4,151 households out of which 29.30% had children under the age of 18 living with them. Lincoln County has a population of 4.5 persons living per square mile.

In the 10 years since the 2000 Census, Lincoln County has experienced overall growth of 3%. This is due to Creston growing 10%, which equates to 23 more people living in the community. Reardan's population is currently 630, increasing from 608 ten years ago. The overall growth as a County is offset as some cities decreased in their population.¹²

Compared to Washington State, the 2000 US Census indicated that Lincoln County has a high population of people with Special Needs, as noted in the following chart:

¹¹ U.S. Census 2000

¹² State Population Estimate, April 2010. Office of Financial Management

Category	Lincoln County	Washington State
Youth (under the age of 18)	25.3%	25.7%
Elderly (65 and older)	19%	11.2%
People with Disabilities	22%	18.2%
Low Income (Individuals living below Poverty line)	12.6%	10.6%

Youth

With just over 2100 students enrolled in school within the county, the eight school districts are small and range from the smallest at 90 students to the largest with 681 students. The percentage of students who qualify as “special education” is on par with the entire state: Lincoln County’s average is 11.68% compared to state average of 12.7%. Also, the average number of youth who qualify for Free or Reduced Lunch is 44%, compared to the state average of 40%. Poverty and special needs are a significant challenge for youth living in a region miles from resources.

Youth Data

Sources: Office of Superintendent of Public Instruction, 2008-2009; Washington Department of Health, 2008

School Districts By County	Teen Birthrate Per 1000	Percent Under 18 Years	Student Enrollment	Free or Reduced Lunch	Special Education	Drop Out	Transitional Bilingual	Percent Migrant
Lincoln County	0*	23%						
Almira			112	35.7%	11.6%	0%	0%	0%
Creston			107	51.4%	14.0%	0%	0%	0%
Davenport			574	47.9%	9.8%	1.6%	0%	0%
Harrington			138	41.3%	10.9%	1.5%	0%	0%
Odessa			221	42.1%	13.1%	4.0%	0%	0%
Reardan-Edwall			681	37.6%	8.5%	.6%	0%	0%
Sprague			90	62.2%	17.8%	2.6%	0%	0%
Wilbur			246	33.7%	7.7%	.9%	0%	0%

* Rate not calculated because number of events was less than 5

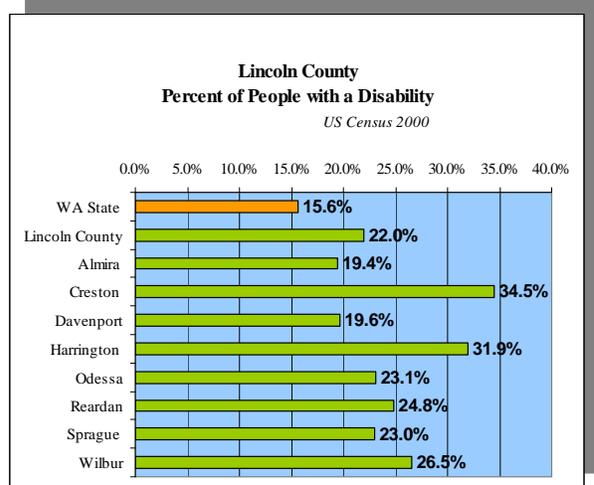
Elderly

Lincoln County has a high percentage of elder residents with 19% overall as compared to the Washington State average of 11.2%. The small-town populations of Creston, Davenport, Harrington, Odessa, Sprague, and Wilson Creek have over twice the state average at almost 25% of the residents 65 years of age and older.

The high number of seniors in this county was evidenced by the responses on the community surveys that were gathered. 67% indicated the reason they need transportation is due to being “an elder or senior citizen and I don’t drive.” Many seniors are aging in place after being long-time residents of the County.

People with Disabilities

Lincoln County has the highest overall percentage of the four- county area with 22% of individuals residing in the county having a disability. The communities of Lincoln County have a disabled population between 19.4% and 34.5%. Creston and Harrington are both communities with a high number of older adults who also have identified a disability. Creston has 34.5% and Harrington has 31.9%. Both are rural and isolated communities that are miles from the nearest medical specialists.



Low Income

Individuals of low income are impacted by the effects of poverty. The use of Department of Social and Health Services within the County is an indicator of how these residents are receiving assistance with daily living activities. For the 2006-2007 program year, Lincoln County residents had a DSHS Use Rate of 26.4%. The highest category for services is in Medical Assistance at 17.7%, which includes dental, hospital, prescription drugs and physician services.

Common Origins

People with special needs are located throughout Lincoln County. Origins where the individuals begin their trip include rural locations at individual residences and smaller towns and communities, low-income housing, senior housing, correctional facilities, assisted living, and nursing homes. Transportation is needed for individuals that are released from detention facilities such as the county jail located in Davenport. To assist the service providers with determining exact locations, the surveys asked the respondent to be specific with their origin. These results are available in the appendix of this document.

Question:

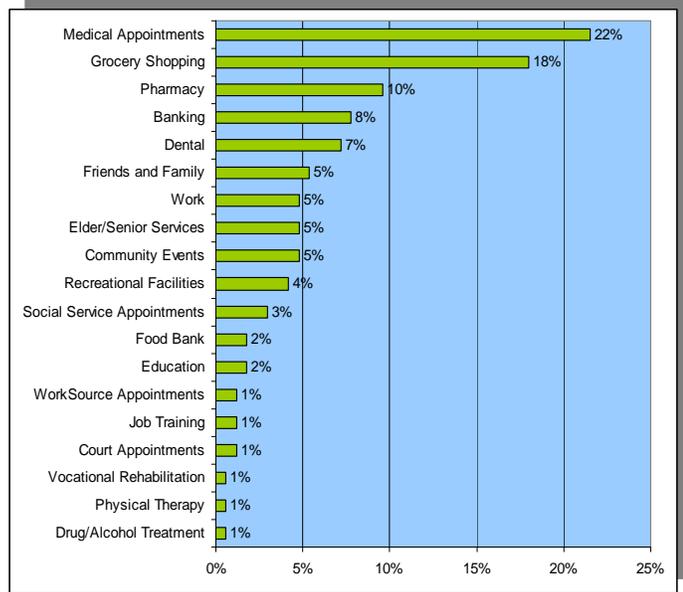
How would transportation improve your ability to participate in social and community events?

“My kids would be able to commute to employment available in neighboring town if public transportation was available, especially in the summer.”

--Comment from Survey

Common Destinations

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



Medical Appointments: People with special needs requested medical related transportation as their top destination when surveyed and during the community forums. This included transportation to doctor appointments, pharmacy, dental appointments, dialysis, cancer treatment and specialists located out of the area.

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

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



Lincoln County	DSHS	WorkSource	Community Action Agency	Hospital	Social Security Office	Senior Center	Community College	County Courthouse	VA Services
Almira	77 miles	110 miles	64 miles	41 miles	77 miles	12 miles	64 miles	42 miles	42 miles
Creston	56 miles	89 miles	84 miles	20 miles	56 miles	8 miles	56 miles	20 miles	20 miles
Davenport	35 miles	85 miles	88 miles	0 miles	35 miles	0 miles	35 miles	0 miles	0 miles
Harrington	49 miles	99 miles	75 miles	14 miles	49 miles	0 miles	49 miles	14 miles	14 miles
Odessa	48 miles	163 miles	49 miles	0 miles	92 miles	0 miles	49 miles	38 miles	38 miles
Reardan	23 miles	72 miles	114 miles	13 miles	23 miles	0 miles	38 miles	13 miles	13 miles
Sprague	53 or 36 miles	108 miles	69 miles	37 miles	37 miles	0 miles	37 miles	37 miles	37 miles
Wilbur	64 miles	98 miles	76 miles	29 miles	65 miles	0 miles	65 miles	29 miles	29 miles

Unmet Needs

Surveys of individuals with special needs were conducted. One of the questions asked if they are using transportation services, are those services meeting their needs. 50% indicated “no”. Reasons that services may not be meeting their needs are listed below.

“I also want to be able to do volunteer work, shop and go to the hardware store.”
--Comment from Survey

Travel to other areas. The city of Spokane was listed as an unmet need. This is due to the city providing medical, job training and shopping services that are not available within Lincoln County. Even though service may be available to Spokane, it is difficult for individuals to travel around the city after being dropped off. Many riders explained that staying all day is not feasible for those who are medically frail.

Additional service: Requests were made for service on holidays, Sundays and for more days of the week. The lack of a local taxi provider also makes it difficult for residents to obtain additional transportation.

Youth with disabilities: It is difficult for students (and those who are recently graduated) who have disabilities to travel beyond their home town for work, training and additional education.

Current Transportation Services

- **DSHS Medicaid Broker Transportation.** DSHS pays for transportation services for non-emergency medical visits for qualified individuals. Individuals must be Medicaid eligible and have no other way to reach an approved medical

service. Assistance is provided through a Regional Broker. Special Mobility Services is the Regional Broker for Lincoln County. Brokers will screen client requests for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, client and volunteer mileage reimbursement, non-profit providers, cabulance, commercial bus, train, and air. Reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2009 to June 30, 2010, the service provided 2219 rides for eligible services and clients in Lincoln County.

- **People For People** provides paratransit (demand response) services in Lincoln County to special needs populations. Washington State Department of Transportation provides grant funding for transportation services to special needs individuals and the general public. People For People has 4 ADA accessible vehicles to serve Lincoln county area. In addition to paratransit services, the Washington State Department of Transportation (WSDOT) consolidated grant program provides funding to serve special needs populations and general public. WSDOT provides Job Access Reverse Commute (JARC) transportation for recipients of Temporary Assistance to Needy Families (TANF) and their children. Transportation to job training activities such as job search, work experience and on-the-job training is provided to people who have no other means of transportation. People For People provides intercity service in Lincoln counties for the general public. People For People bus service provides free intercity service between Coulee Dam, Grand Coulee, Wilbur, Creston and Davenport where passengers can then be transferred to a bus operated by Special Mobility Services that travels between Davenport, Reardan and Spokane. In total, People For People provided 6,300 boardings and traveled 77,477 miles for the 2009-2010 fiscal year for Lincoln County
- **Special Mobility Services.** Provides bus services to the general public between Davenport and Spokane through the WSDOT funding cycle for 2009-2011. SMS also provides a volunteer driver program to transport individuals to medical appointments.
- **Volunteer Chore Services** is a program administered through Catholic Charities of Spokane. Volunteers assist low-income seniors by providing rides to medical appointments and other essential errands. Service is limited and contingent upon the VCS office having a volunteer to match the need of the client.
- **Aging and Adult Care of Central Washington** provides services by contracting with People For People for senior transportation services.

Grant County



Grant County Population	
Coulee City	600
Desert Aire	1,124
Electric City	922
Ephrata	6,808
George	528
Grand Coulee	897
Hartline	134
Krupp/Marlin	60
Mattawa	2,609
Moses lake	14,953
Quincy	5,044
Royal City	1,823
Soap Lake	1,733
Warden	2,544
Wilson Creek	227

All figures from U.S. Census 2000

Demographics

Grant County is home to a wide range of communities, from the largest city of Moses Lake to the smallest town of Marlin (also known as Krupp) which has a population of 60 and is the lowest population of any incorporated municipality in Washington. In total, Grant County's population is made up of 74,698 individuals living within a median income for a family of \$38,938. The per capita income for the county was \$15,037 compared to \$22,973 for Washington State with about 13.10% of families and 17.40% of the population living below the poverty line, including 32% of those under age 18 and 11.5% of those age 65 and over.¹³

There were 25,204 households out of which 39.90% had children under the age of 18 living with them. Grant County has an average of 29.5 persons living per square mile. Wide open spaces are common throughout Grant County due to the prominent farming industry. Compared to Washington State, the 2000 US Census indicated that Grant County has a higher population of people with Special Needs.

Category	Grant County	Washington State
Youth (under the age of 18)	32%	25.7%
Elderly (65 and older)	11.5%	11.2%
People with Disabilities	19.7%	18.2%
Low Income (Individuals living below Poverty line)	17.4%	10.6%

Youth

Grant County is ranked number three in the state with youth representing 30% of the total population.¹⁴ Not only are there a high number of youth in living within the county, the Grant County school districts have a high percentage of students who qualify for free

¹³ U. S. Census 2000

¹⁴ U.S. Census, 2009 estimate

or reduced lunch as well as many that are identified as migrant students. Moses Lake School District is the largest school district in Grant County with 7623 students and more than 60% of the students qualify for free or reduced lunch. Royal and Quincy School District has 79.0% that qualify and in Warden 78% qualify.¹⁵ Youth and low-income youth represent a significant population that needs transportation resources. Having high teen birth rates in Grant County at 50.9¹⁶ births per 1,000 teen mothers increases the need for transportation to access social services, health care, and alternative education.

Youth Data								
<i>Sources: Office of Superintendent of Public Instruction, 2008-2009; Washington Department of Health, 2008</i>								
School Districts By County	Teen Birthrate Per 1000	Percent Under 18 Years	Student Enrollment	Free or Reduced Lunch	Special Education	Drop Out	Transitional Bilingual	Percent Migrant
Grant County	50.9	30%						
Coulee-Hartline			175	36.0%	8.6%	1.1%	0%	0%
Ephrata			2325	49.8%	13.4%	2.2%	7.0%	0%
Grand Coulee Dam			692	59.5%	14.0%	3.1%	0%	0%
Moses Lake			7623	60.4%	12.5%	4.9%	8.0%	3.5%
Quincy			2512	79.0%	10.7%	5.0%	33.3%	2.0%
Royal			1408	79.3%	11.2%	2.7%	39.9%	17.8%
Soap Lake			516	70.0%	10.1%	1.0%	18.4%	1.0%
Wahluke			1987	60.8%	8.6%	5.7%	58.1%	26.3%
Warden			977	77.6%	13.2%	2.8%	30.4%	18.8%
Wilson Creek			132	50.8%	9.8%	3.8%	0%	0%

Elderly

The older adult population, defined as those 65 years of age and older, is located throughout Grant County and represents over 8,000 individuals. The state average older adult population is at 11.2 %. Grant County has an average senior population of 11.5%, but several communities have 20% to 25% of their residents 65 years of age and older. The highest percentage of older adults resides in the small, isolated towns outside of the larger populated areas of Moses Lake and Ephrata. The small towns that have the highest percentage of older adults are Soap Lake at 24.9%, Grand Coulee at 23.6%, Coulee City at 23%, Hartline at 20.9%, and Wilson Creek at 20.6%. Additionally, Desert Aire, Electric City, Ephrata, and Moses Lake have 14% to 19 % of their population 65 years of age and older.¹⁷

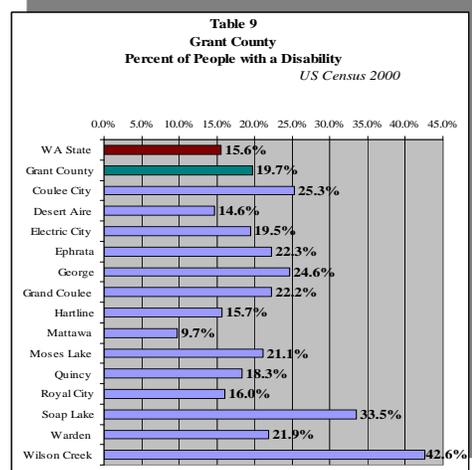
¹⁵ OSPI, 2008-2009

¹⁶ Washington State Department of Health, 2008

¹⁷ U.S. Census 2000

People With Disabilities

Grant County has over 13,000 individuals with disabilities with an overall average in the county at 19.7%. The highest concentrated areas are in the most rural areas such as Wilson Creek with 37.7%, and Soap Lake at 32.5%. Mattawa has a relatively low rate of disabilities at only 10.1%. This also correlates to Mattawa’s population of persons 65 years of age and older. Only 1.5% of the population in Mattawa is 65 years of age and older.¹⁸



Low Income

Within Grant County, there are over 12,000 individuals living below the poverty threshold. Grant County poverty rates indicate a variety of incomes through the varied region. While some residents of Moses Lake have livable wages, others within this city, and especially the smaller communities are impacted by high poverty rates.

Grant County Poverty Rates <i>U.S. Census 2000</i>	
Coulee City	22.1%
Desert Aire	6.5%
Electric City	12.4%
Ephrata	12.9%
George	36.2%
Grand Coulee	19.3%
Hartline	8.5%
Krupp (Marlin)	2.7%
Mattawa	34.4%
Moses Lake	15.1%
Quincy	20.9%
Royal City	26.7%
Soap Lake	30.6%
Warden	23.1%
Wilson Creek	27.4%
<i>Washington State</i>	<i>10.6%</i>
<i>United States</i>	<i>12.4%</i>

Another component when looking at individuals who are low income is their use of DSHS assistance within the county. Statewide the DSHS Use Rate for all of Washington State is 33.1% for the 2006-2007 program year. By comparison, Grant County’s Use Rate is 46.6%. This equates to 38,460 individuals accessing services within the county. Basic Food program, Child Support Services, and State Family Assistance all fall within the Economic Services offered through DSHS. A total of \$29,150,692 was provided to families eligible for these economic programs.

Common Origins

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

¹⁸ U.S. Census, 2000

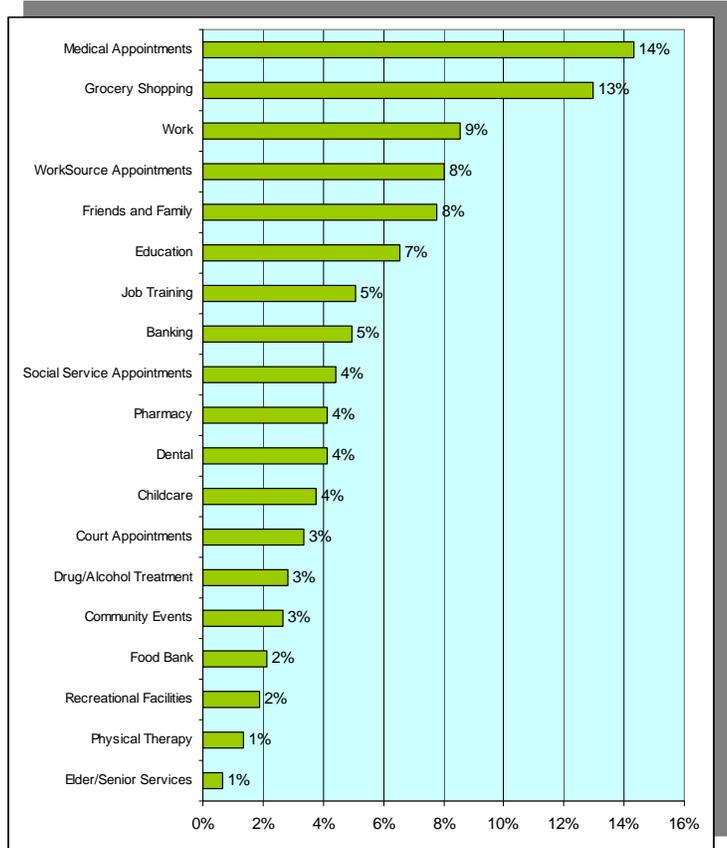
such as the county jail that is located in Ephrata or the nearby Coyote Ridge Corrections Center located in Connell, Washington.

To assist the service providers with determining exact locations, the surveys asked the respondent to be specific with their origin. These results are available in the appendix of this document.

Common Destinations

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

Education: Transportation is required to attend Big Bend Community College (Moses Lake), classes to receive GED and ongoing training especially for those of low income and youth. Education includes post-secondary, English as a Second Language (ESL) classes, Adult Basic Education (ABE), after-school programs and visits to the library.



Elderly and Senior Services were a top priority for those with special needs. Riders benefit from nutrition programs, foot care, exercise, case management and services available at senior centers. Also, picking up medications at a pharmacy is an ongoing activity that is critical and challenging for those without their own form of transportation.

Social Service Appointments. Attending social service appointments is key for those low income individuals working on improving their situation through DSHS services, job searching and training.



Services beyond Grant County: Though Moses Lake and Ephrata are the top destinations within Grant County, the city of Spokane was also listed as a top destination. This is due

to the city providing a VA Clinic, medical, job training, shopping and other services that are not available within Grant County.

Employment: Employment not only includes going to work, but also obtaining employment through WorkSource appointments and job training. Lack of reliable transportation is a significant barrier for clients who are job searching, receiving training and taking other steps to achieve self sufficiency through sustained employment. During the 2009-2010 fiscal year 1964 of trips were provided through the WSDOT JARC (Job Access Reverse Commute) program.

Recreation, spiritual and social activities: Throughout the process of gathering information, these types of activities were also listed as valuable as they assist with the overall well-being of community members with special needs.

Nutrition. Transportation to senior meal programs, food banks, and grocery stores are a critical daily living necessity for those with out the means to travel on their own. For example, a food bank employee shared how transportation used to be available to her location, but was discontinued. Now she sees many clients traveling long distances on foot.

Medical Related Appointments: Health care facilities (local and out of area) were listed as a significant destination for people with special needs. This includes primary care, cancer treatment, dialysis, dental and mental health.

“I need transportation because I am on a fixed income and have a disability.”
--Comment from Survey

Unmet Needs

Surveys of individuals with special needs were conducted. One of the questions asked if they are using transportation services, and are those services meeting their needs. 42.5% indicated “no”. Reasons that services may not be meeting their needs are listed below.

- Improved transportation service provider connections: Due to the rural nature of the county, coordination between service providers is a regular part of transportation for many riders. Though connections do occur between Grant Transit Authority, Special Mobility Services, People For People and Spokane Transit, individuals requested improved service. This is due to wait times that are excessive for someone with medical challenges, and limited pick up and drop off locations.
- Marketing/Education: Understanding the service schedules, eligibility, and connection times proved difficult to individuals.
- Location of services. Not all areas of Grant County receive services, therefore clients living in these areas are without service, and others cannot travel to these areas.
- Additional Service. Requests made by riders and social service agencies are for expanded service hours/days, expanded routes, and the need to make multiple stops. There is also the need to request and receive service within the same day.

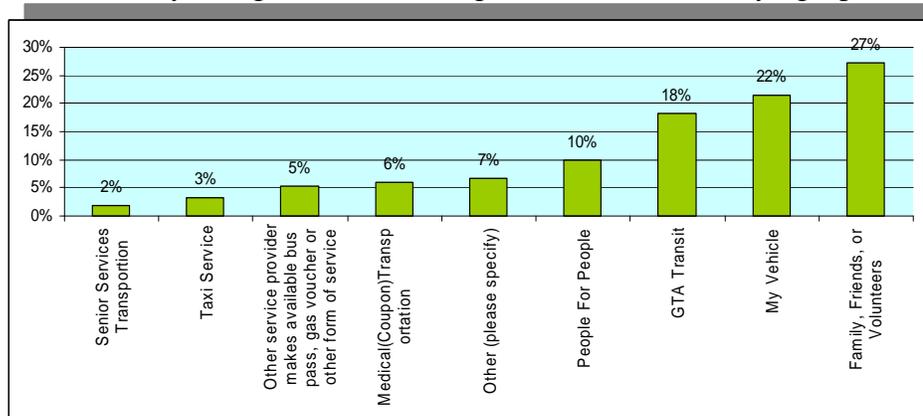
Even though service may be available in some areas, there are requests for more hours of service and longer service days.

- Youth and Extra Curricular Activities. School districts such as Royal City expressed a need for youth to attend extra-curricular activities. Currently transportation does not exist for youth to participate in after-school activities, employment or non-school related recreation.

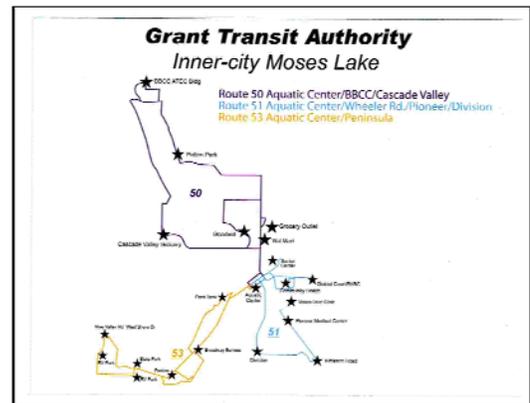
Current Transportation Services

Grant County has a variety of transportation services with distinct eligibility requirements. The services range from door-to-door service for medical appointment to a bus pass provided by DSHS for a client to search for work. In addition to gathering information on current services, surveys asked riders and social service agencies what services their clients are currently using. These existing services include relying upon

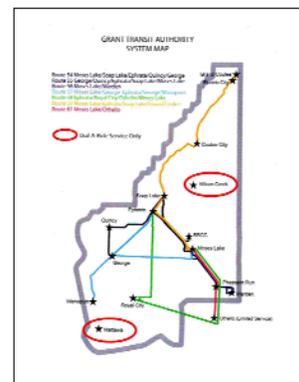
friends and family to receiving gas vouchers, riding Grant Transit Authority, volunteer assistance and other services.



Grant Transit Authority¹⁹ is the only Public Transit Benefit Area (PTBA) in the four-county region. Grant Transit Authority (GTA) started with a demonstration grant in 1995 and in 1996 the voters passed a 2/10 of one percent tax increase for transit. With limited resources to cover the vast rural county, GTA provided 243,001 rides between July 1, 2009 and June 30, 2010 with their fixed, deviated routes, and paratransit for special needs individuals that cannot utilize the fixed route system.



Grant Transit Authority subcontracts with People For People to provide transportation services, vehicle maintenance, and driver training. GTA has a fleet of 21 coaches, 4 cut-a-aways, and fifteen vans available for van pooling. GTA has been able to provide special needs transportation with grant funding from Washington State Department of Transportation that expires June 30, 2011.



¹⁹ www.gta-ride.com

Additionally, GTA and health care facilities in the Columbia Basin have partnered to provide transportation for cancer patients to receive treatment in Wenatchee. The GTA Board is diligent in reviewing and accommodating community needs, but the community needs far outstrip the available resources.

Family Service of Grant County operates buses to provide full preschool Head Start curriculum to 169 children in Moses Lake, Quincy, Ephrata, Soap Lake and Grand Coulee.

DSHS Medicaid Broker Transportation pays for transportation services for non-emergency medical visits for qualified individuals. Individuals must be Medicaid eligible and have no other way to reach an approved medical service. Assistance is provided through a Regional Broker. Special Mobility Services is the Regional Broker for Grant County. Brokers will screen client requests for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, client and volunteer mileage reimbursement, non-profit providers, cabulance, commercial bus, train, and air. Reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2009 to June 30, 2010, 2219 rides were provided for eligible services and clients in Grant County.

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

People For People provides paratransit (demand response) services in Grant County to special needs populations. Washington State Department of Transportation provides grant funding for transportation services to special needs individuals and the general public. People For People has 19 ADA accessible vehicles to serve the Grant County area. In addition to paratransit services, the Washington State Department of Transportation (WSDOT) consolidated grant program provides funding to serve special needs populations and general public. WSDOT provides Job Access Reverse Commute (JARC) transportation for recipients of Temporary Assistance to Needy Families (TANF) and their children. Transportation to job training activities such as job search, work experience and on-the-job training is provided to people who have no other means of transportation. In total, People For People provided 4,636 boardings and traveled 50,985 miles for the 2009-2010 fiscal year for Grant County.

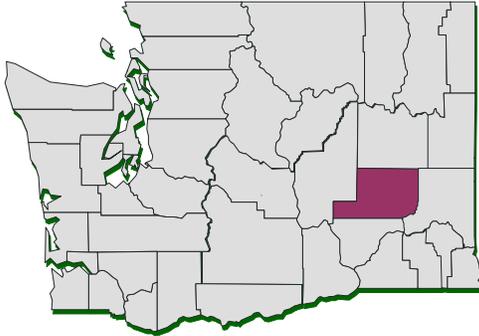
Greyhound Bus Line: Greyhound provides limited access transportation. The only stops in the four-county area are in: Ritzville (limited), Quincy, Ephrata, Ellensburg, and Moses Lake. Accommodations are available for passengers with disabilities.

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

Northwestern Trailways: Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Moses Lake, Ephrata, Ritzville, Quincy, Wenatchee, and Ellensburg.

Taxi Service: Grant County has only one private for-profit provider of taxi service, Scabland Taxi.

Adams County



Adams County Population	
Hatton	98
Lind	582
Othello	5,847
Ritzville	1,736
Washtucna	260
All figures from U.S. Census 2000	

Demographics

Adams County is home to 16,428 individuals living within a median income for a family of \$37,075. The per capita income for the county was \$13,534 compared to \$22,973 for Washington State with about 13.60% of families and 18.20% of the population living below the poverty line, including 24.00% of those under age 18 and 8.90% of those age 65 or over.²⁰

There were 5,229 households out of which 44.00% had children under the age of 18 living with them. Adams County has 8 persons living per square mile. Compared to Washington State, the 2000 US Census indicated that Adams County has a high population of people with Special Needs.

Category	Adams County	Washington State
Youth (under the age of 18)	34.2%	25.7%
Elderly (65 and older)	10.4%	11.2%
People with Disabilities	20.4%	18.2%
Low Income (Individuals living below Poverty line)	18.2%	10.6%

Youth

Adams County is ranked second in the state at 32% with 5613 youth.²¹ Adams County also has the highest teen birthrate of any county in the state with 67.5 births per 1,000 teen mothers as compared to 16 per 1,000 for Washington State. The teen birth rate is calculated by dividing the number of births to females age 15-17 by the number of females in that age group. The result is multiplied by 1,000. In counties with relatively few people, a small number of teen births may have a significant effect on rates from year to year. In Adams County there were 29 births to teens in 2008 and 25 in 2000.²² With

²⁰ US Census, 2000.

²¹ U.S. Census, 2000

²² Washington State Department of Health, 2008

Adams County having the highest teen birth rate in Washington State²³, 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.

Adams County also has a high number of economically disadvantaged youth who qualify for free or reduced lunch. Othello School District is the largest school district in Adams County, and 77% of the students qualify for free or reduced lunch.²⁴ Youth and low-income youth represent a significant population that needs transportation resources.

Youth Data

Sources: Office of Superintendent of Public Instruction, 2008-2009; Washington Department of Health, 2008

School Districts By County	Teen Birthrate Per 1000	Percent Under 18 Years	Student Enrollment	Free or Reduced Lunch	Special Education	Drop Out	Transitional Bilingual	Percent Migrant
Adams County	67.5	32 %						
Lind			220	65.6%	9.1%	3.7%	9.1%	10.5%
Othello			3574	77.2%	9.7%	4.3%	35.6%	15.1%
Ritzville			365	39.5%	6.0%	3.5%	0%	0%
Washtucna			71	62.2%	7.0%	0.0%	0%	0%

Elderly

Adams County’s largest percentage of residents 65 year of age and older is located in the communities of Lind, Washtucna, and Ritzville. Older adults reside throughout the communities, but Ritzville has a 25% senior population, followed by Lind at 17%, and Washtucna at 16%.

Being over the age of 65 and living in a rural community can mean increased difficulty for daily living activities. Margaret, a resident of Lind, is 88 years old and enjoys living in this community of just over 500 people. For an adequate grocery store she travels 60 miles, 40 miles to doctor appointments and 63 miles for church. Though still an independent driver, the winter months mean Margaret relies on family and People For People for her transportation for critical daily living destinations.

Adams County Percentage of population 65 years of age and older U.S. Census, 2000	
Hatton	9.2%
Lind	17.0%
Othello	8.6%
Ritzville	25.1%
Washtucna	15.8%



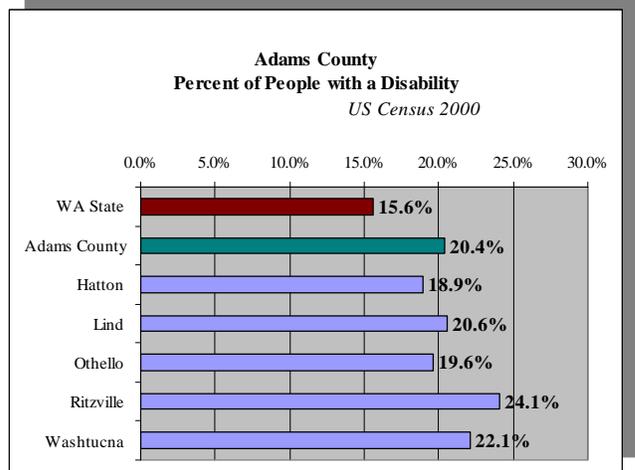
Ritzville Community Board at Post Office

²³ Department of Health, Washington State 2008

²⁴ OSPI, 2008-2009

People with Disabilities

Adams County has an average disabled population at 20.4% of the total county population. With the state average of 15.6% of the total population, one in five individuals that reside in Adams County has a disability. The disabled population in Adams County is fairly evenly distributed throughout the vast miles with the highest percentage at 24.1% in Ritzville.²⁵



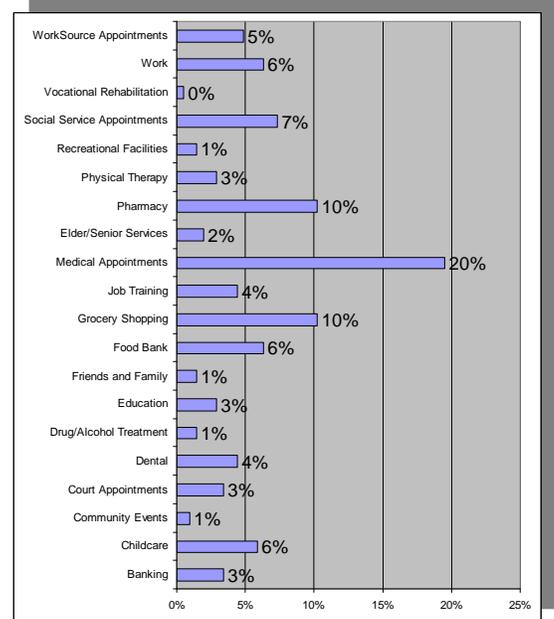
Common Origins

People with special needs are located throughout Adams County. Origins where the individuals begin their trip include rural locations at individual residences and smaller towns and communities, low-income housing, senior housing, migrant seasonal farm worker housing, correctional facilities, assisted living, and nursing homes. Transportation is needed for individuals that are released from detention facilities such as the county jail that are located in Ritzville. Ritzville has no public transportation for released prisoners to return to their community. To assist the service providers with determining exact locations, the surveys asked the respondent to be specific with their origin. These results are available in the appendix of this document.

Common Destinations

In Adams County the residents have a variety of destinations that include medical appointments, grocery shopping and child care.

Medical Services: To access health care services requires traveling outside of Adams County. Destinations include dialysis, drug/alcohol treatment, primary care, cancer treatment, dental services and other medical related appointments. This may mean a patient travels 45 miles from Ritzville to Moses Lake for dialysis. Also, individuals also have appointments for specialty health care, which requires traveling outside the four-county area to Seattle, Wenatchee, Spokane, or Yakima. Bureau of Primary Health Care has



²⁵ U.S. Census, 2000

designated areas within the four-county area as Medically Underserved Areas (MUA). This is a designation that identifies that the area has a low number of physicians with a high percentage of population below the poverty level and percentage of population age 65 or over. Othello in Adams County is a designated MUA.

Employment: Major employers in the region include production plants in Othello and Quincy. For the working-poor, transportation to employment is imperative to retain employment. Seasonal farmworkers require the ability to travel to a variety of locations, many of which change throughout the season.

Social Services: Transportation is needed for individuals to access social service agencies that include DSHS, mental health, chemical dependency treatment, food banks, senior nutrition sites, child care, Community Action Agencies for Low-Income Heating and Energy Assistance Program (LIHEAP).



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

Unmet Needs

Immediate service: With just one local taxi provider, residents are not always able to obtain immediate transportation service for daily living activities.

Youth Transportation: Due to the rural nature of the county, youth must travel long distances for recreation and schooling. School districts only provide transportation to and from school and for athletes to participate in sporting events. For youth with special needs, there are limited buses that accommodate disabilities, though available through sharing of the fleet.

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

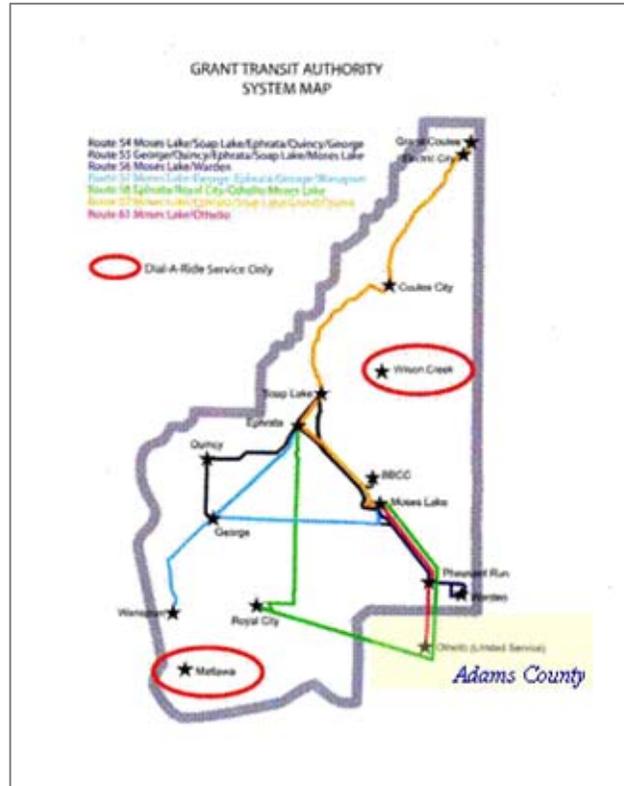
Medical Appointments for Low Income: Though transportation is available for clients with medical coupons, many clients do not have medical coupons, yet have incomes that prohibit having the funding to transport themselves to medical appointments.

Current Transportation Services

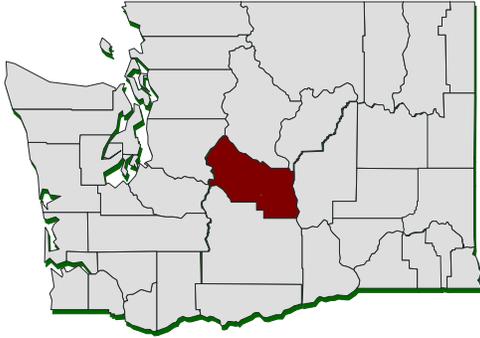
- **DSHS Medicaid Broker Transportation.** DSHS pays for transportation services for non-emergency medical visits for qualified individuals. Individuals must be Medicaid eligible and have no other way to reach an approved medical service. Assistance is provided through a Regional Broker. Special Mobility Services is the Regional Broker for Adams County. Brokers will screen client requests for eligibility and arrange the most appropriate and least costly form of transportation that may include public bus, gas voucher, client and volunteer mileage reimbursement, non-profit providers, cabulance, commercial bus, train, and air. Reservations need to be made 48 hours in advance of scheduled appointment. From July 1, 2009 to June 30, 2010, 6078 rides were provided for eligible services and clients in Adams County.
- **People For People** provides paratransit (demand response) services in Adams County to special needs populations. Washington State Department of Transportation provides grant funding for transportation services to special needs individuals and the general public. People For People has 3 ADA accessible vehicles to serve Adams County. In addition to paratransit services, the Washington State Department of Transportation (WSDOT) consolidated grant program provides funding to serve special needs populations and general public. WSDOT provides Job Access Reverse Commute (JARC) transportation for recipients of Temporary Assistance to Needy Families (TANF) and their children. Transportation to job training activities such as job search, work experience and on-the-job training is provided to people who have no other means of transportation. People For People provides intercity service in Adams County for the general public. People For People provides intercity service between Moses Lake, Warden, and Othello. In total, People For People provided 12,023 boardings and traveled 97,889 miles for the 2009-2010 fiscal year for Adams County.
- **Greyhound Bus Line:** Greyhound provides limited access with transportation. The only stops in the four-county area are in: Ritzville (limited), Quincy, Ephrata, Ellensburg, and Moses Lake. Accommodations are available for passengers with disabilities.
- **Amtrak** provides passenger rail service for their Empire Builder route from Spokane through Ephrata, Wenatchee, Leavenworth, Everett, Edmonds, and Seattle. The route provides limited (unstaffed) daily service from Ephrata.
- **Northwestern Trailways:** Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Moses Lake, Ephrata, Ritzville, Quincy, Wenatchee, and Ellensburg.



- **Special Mobility Services.** Provides bus services to the general public between Ritzville and Spokane through the WSDOT funding cycle for 2009-2011.
- **Aging and Adult Care of Central Washington** provides transportation services by contracting with People For People for seniors to access services to remain independent.
- **Volunteer Chore Services** is a program administered through Catholic Charities of Spokane. Volunteers assist low-income seniors by providing rides to medical appointments and other essential errands. Service is limited and contingent upon the VCS office having a volunteer to match the need of the client.
- **Grant Transit Authority (GTA).** GTA provides limited services into Adams County, into Othello. This service allows Othello residents the ability to travel to Moses Lake, Royal City and Ephrata.



Kittitas County



Kittitas County Population	
Cle Elum	1,755
Easton	383
Ellensburg	15,414
Kittitas	1,105
Ronald	265
Roslyn	1,017
S. Cle Elum	457
Thorp	273
Vantage	70
U.S. Census 2000	

Demographics

Kittitas County is located in central Washington State. It spans from the lush forested Cascade Mountains to the upper Yakima River Valley plains and the Columbia River. Kittitas County is home to 33,362 individuals living within a median income for a family of \$46,057. The per capita income for the county was \$18,928 compared to \$22,973 for Washington State with 10.50% of families and 19.60% of the population below the poverty line, including 15.60% of those under age 18 and 8.20% of those age 65 or over.²⁶

There were 13,382 households out of which 26.20% had children under the age of 18 living with them. Kittitas County has 14 persons living per square mile.

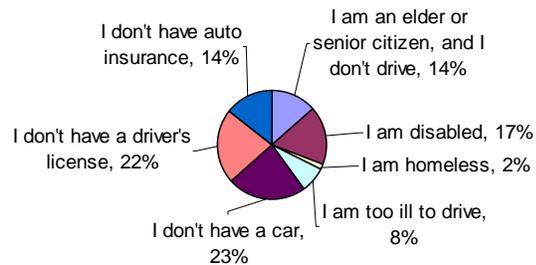
Compared to Washington State, the 2000 US Census indicated that Kittitas County has a high population of people with Special Needs within the Low Income category.

Category	Kittitas County	Washington State
Youth (under the age of 18)	20.6 %	25.7%
Elderly (65 and older)	11.6%	11.2%
People with Disabilities	18.3%	18.2%
Low Income (Individuals living below Poverty line)	19.6%	10.6%

²⁶ U.S. Census, 2000

The statistics of the area emphasize the need for transportation for people with special needs. The surveys conducted in the area compliment the statistics gathered. As the pie chart indicates, there are a variety of reasons that an individual does not have their own form of transportation. Many respondents also identified as having several factors leading them to not having transportation, such as not owning a car and being too ill to drive.

Respondent indicated they need transportation because. . .



Youth

Ellensburg School District is seeing an increase in migrant students and the need for transitional English. Kittitas County is a community that has a strong agricultural base with hay, cattle, and sheep. Most of the agriculture is farmed with equipment, but with recent planting of orchards there is a need for the farmworker to do the manual labor for the harvest.

Youth Data

Sources: Office of Superintendent of Public Instruction, 2008-2009; Washington Department of Health, 2008

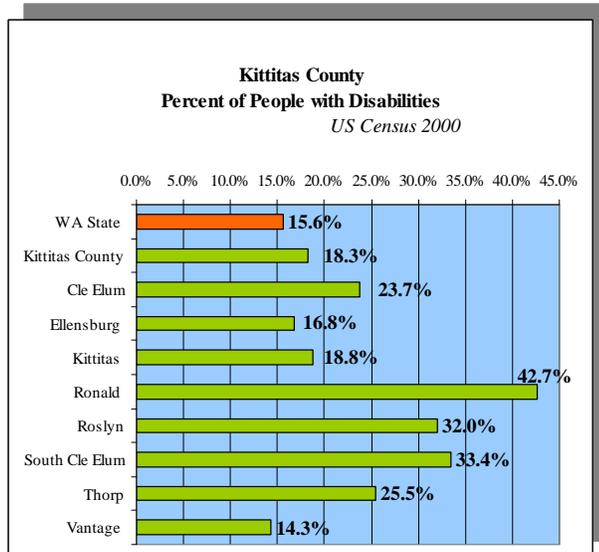
School Districts By County	Teen Birthrate Per 1000	Percent Under 18 Years	Student Enrollment	Free or Reduced Lunch	Special Education	Drop Out	Transitional Bilingual	Percent Migrant
Kitittas County	13.1	18%						
Cle Elum/Roslyn			937	30.8%	11.4%	2.8%	1.9%	0%
Easton			88	46.6%	1.1%	0%	6.8%	0%
Ellensburg			3030	32.4%	11.9%	5.3%	5.7%	0%
Kittitas			799	38.7%	12.3%	3.0%	9.6%	0%
Thorp			168	38.1%	12.5%	1.8%	0%	0%

Elderly

Kittitas County’s older adult population is similar to the state average at 11.6%. The Upper County communities of Cle Elum, Roslyn, and Ronald have a higher percentage of older adults with Cle Elum at 17.9%; Roslyn at 18%; and Ronald at 17%. Historically, these are individuals who have resided and worked in the communities throughout their lives and have since retired. Representatives from active Senior Centers in the area have indicated that many seniors maintain residence in their home towns, as well as new seniors moving to the area upon reaching retirement age.

People With Disabilities

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



Low Income

With a poverty rate for Ellensburg at 34%²⁷, Kittitas County had the sixth lowest median household income in 1999 in Washington State, up from fourth lowest county in 1989. Kittitas County production of fruit declined during the depression years. Starting in the 1980's to present, there has been a steady increase in apple and pear orchards. Auvil Orchard, one of the largest, is located in an isolated area of Kittitas County. Along the banks of the Columbia River with over a thousand acres of fruit, Auvil Orchard is 50 miles from the nearest city of Ellensburg. With a large number of migrant seasonal farm workers during the harvest season of August to October, transportation is a costly necessity.

Employees at local food banks are sources of information regarding how people of low income are managing to provide food for their families. 851 households were served between the FISH food bank in Ellensburg and the Upper County Food Bank in Cle Elum this past year²⁸.

Common Origins

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

²⁷ US Census, 2000

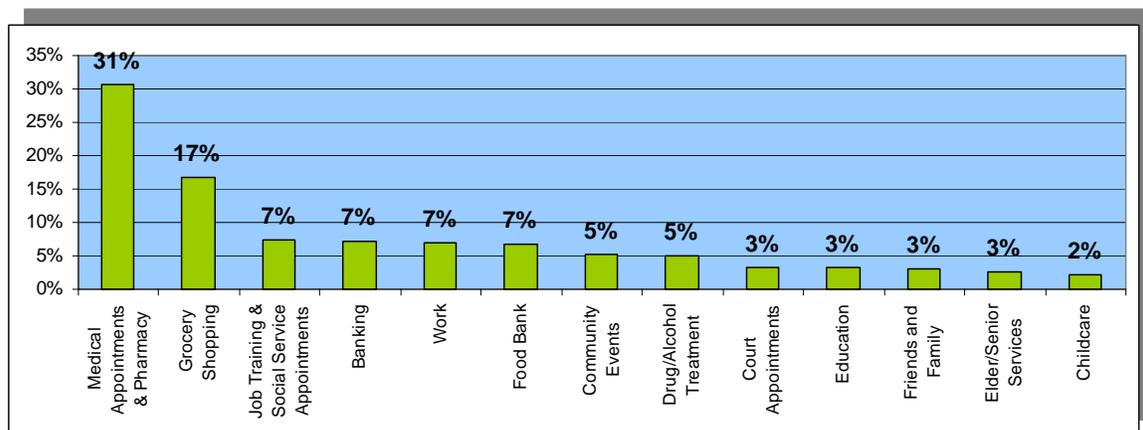
²⁸ Source: HopeSource, Ellensburg

To assist the service providers with determining exact locations, the surveys asked the respondent to be specific with their origin. These results are available in the appendix of this document.

Common Destinations

People with special needs have a variety of reasons why they are transportation disadvantaged. Income, or legal reasons may lead to a loss of license, illness can result in the lack of ability to drive and a permanent disability results in relying upon others to travel to daily living activities. The surveys showed that for those using transportation services, it is a much needed resource that benefits their daily life. 79% indicated that transportation improves their ability to meet medical and health care needs; and 81% said “yes” when asked if transportation would improve their ability to access community and social services. For those that do use the available transportation services, 55% indicated that it is meeting their needs.

Accessing social services, health care, education, employment, and basic needs, requires transportation. The special needs populations often lack transportation and are unable to access the services that could improve their health and well being. Geographically, services are generally located in the larger cities or towns, but may be miles from smaller communities or rural locations. Individuals attending the Community Transportation Forums and individuals who completed the survey identified the following as the most requested destinations.



The transportation needs within Kittitas County vary depending upon those people with special needs residing in the urban setting of Ellensburg, or the smaller communities of Ronald and Roslyn. Therefore some transportation needs may occur within a mile of a person’s residence, where others may travel over an hour each way. The county line extends all the way up Snoqualmie Pass, a mountainous region heading towards Seattle. In order to determine the transportation needs of the area, community forums were held, surveys were conducted, and individual interviews held with senior centers, community members and other service providers. The transportation needs within the county are summarized into the following categories:

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

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

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

“So far we can use our own car to get around. We are elderly though and will need public transportation in the future”

--Comment from survey

Unmet Needs

Meeting the needs of people with special needs has been a priority for the people in Kittitas County. In 2003, Central Washington Disability Resources conducted a Transportation Needs Assessment in Kittitas County, resulting in the *Kittitas County Transportation Needs Assessment Analysis and Data Report of Special Needs Populations*. The assessment focused on determining whether a need for transportation exists in special needs populations. Seniors, people with disabilities, and persons with low-income participated in the survey. Approximately 500 surveys were dispersed with a return rate of 52%. The assessment found the following:

- *29% of seniors, people with disabilities, and people with low-income living in the county are not getting their transportation needs met;*
- *53% indicated that public transportation would improve their ability to meet their health and medical needs;*
- *47% indicated that public transportation would improve their ability to shop and simply accomplish the daily activities of life;*
- *46% indicated public transportation would improve their ability to participate in community events and social activities.*

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

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

- Locations without Transportation. Within Kittitas County there are locations that people with special needs frequent, but do not have the transportation to access. Many indicated a need to travel to neighboring counties for service. And other locations included court appointments, church services, and community events.
- Access to services within larger communities. Ellensburg offers many of the services that people with special needs access. Though HopeSource provides Central Transit, there was an indication that many of the individuals with special needs need transportation to a Central Transit bus stop in order to use this service.
- Marketing: Understanding the service schedules, eligibility, and connection times can be difficult to individuals. For those surveyed, 30% indicated they are unaware of the services available to assist with transportation.

Current Transportation Services

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

- **HopeSource.** HopeSource Transit Systems (HTS) provides low cost transportation service to all citizens of Kittitas County. HTS operates its dial-a-ride service Monday through Friday from 7:00 am to 6:00 pm. Rides for this service must be scheduled by 3:00 pm the previous working day. HTS provides senior transportation to nutrition sites four days a week in Ellensburg and five days a week in Cle Elum. Service is provided to Yakima every Tuesday. HTS also provides a deviated route shuttle between Cle Elum and Ellensburg four to five times a day and between Kittitas and Ellensburg three times a day. HTS' dial-a-ride gives over 25,000 rides per year with WSDOT grant funding that will expire on June 30, 2011. HTS also operates Central Transit, a fixed-route service that operates from 2:00 pm to midnight seven days a week.
 - Provides transportation for older adults for social, health care, nutrition and shopping for 10,000 rides annually.
 - Provides Upper County transportation for approximately 5,200 rides annually.
 - Provides Central Transit fixed route service for 42,000 rides annually
 - Provides non-emergency medical transportation for Medicaid eligible.
- **Elmview** is a non-profit located in Ellensburg and serves clients in Yakima and Kittitas Counties. Elmview provides services to individuals with disabilities assisting them to gain independence, self-reliance, and become active participants in their communities. Elmview provides transportation to access employment, community events, social services, and to meet the individual's primary needs. With limited resources, Elmview is unable to meet the transportation needs of all program participants.

- **Head Start Transportation:** Head Start provides transportation for eligible children to attend a full preschool curriculum at locations within Kittitas County. The federal funding that Head Start providers receive is only for Head Start eligible students and activities. Locations include the Kittitas Center and Administration in Kittitas and the Upper County Center in Roslyn.
- **People For People** is the DSHS broker in Kittitas County and provides non-emergency medical transportation for Medicaid eligible clients. People For People coordinates volunteer drivers, fuel vouchers, and collaborations with other transit services. People For People brokered 5,559 trips rides for residents of Kittitas County from July 1, 2009 to June 30, 2010. Customer Service Representatives will screen client requests for DSHS eligibility, mobility and any special needs and then arrange the most appropriate and least costly form of transportation that may include gas voucher, client and volunteer mileage reimbursement, non-profit providers, for-profit providers, cabulance, taxi, or commercial bus. Reservations need to be made at least 2 business days in advance of scheduled request for local trips and at least 5 days for out of area trips.
- **Greyhound Bus Line:** Greyhound provides limited access with transportation. The only stops in the four-county area are in: Ritzville (limited), Quincy, Ephrata, Ellensburg, and Moses Lake. Accommodations are available for passengers with disabilities.
- **Taxi service:** Currently there is one taxi provider, Rodeo Town Taxi, within the county.
- **Northwestern Trailways:** Connecting with Greyhound, Northwestern Trailways provides daily intercity fixed route bus transportation between Moses Lake, Ephrata, Ritzville, Quincy, Wenatchee, and Ellensburg.
- **Hospice Friends,** located in Ellensburg, provides transportation for anyone living in Kittitas County who is elderly or is facing a life threatening illness. The primary focus is transportation to chemotherapy/radiation treatments in Yakima. Hospice Friends trains volunteers to provide individualized transportation as needed. In 2009 Hospice Friends provided 57 rides. Service accessibility is limited depending upon weather conditions and the availability of volunteers.
- **Ellensburg Adult Activity Center** has a recently purchase vehicle for the purpose of trips and tours for their population. These activities provide the much needed social interaction valued by those in attendance.
- **Airporter Shuttle.** Provides regularly scheduled service between Yakima, Ellensburg, Cle Elum and North Bend. Currently they provide five round-trips daily targeting the student and commuter population.
- **Central Washington Disability Resources.** Eligible persons with disabilities may qualify for independents living planning, which can include assistance with navigating through social service systems and transportation.

Strategies

To Meet Transportation Needs

Gaps in Service

In completing an inventory of transportation services that are available in the four-county area, it is clear that the majority of the population lacks access to any form of public or private transportation. Twenty-seven school districts are located throughout the four-county area and provide 4,904,064 passenger trips with a transportation allocation of \$8,851,692²⁹, but they are only able to provide students transportation to and from school with limited transportation for after-school activities.

Other agencies that provide transportation services include DSHS, Head Start, Columbia Basin Health Association, MedStar, Special Mobility Services, Volunteer Chore Services, Elmview, Central Washington Mental Health, Aging and Adult Care of Central Washington, Developmental Disabilities, and Division of Vocational Rehabilitation. Department of Social and Health Services with the Medicaid Broker Transportation program provides transportation, but it is only for Medicaid eligible clients with an approved medical service, therefore not allowing for other necessary errands such as grocery shopping or banking.

For-profit transportation providers include Greyhound, Amtrak, Northwestern Trailways, and taxis. But these fees tend to be cost prohibitive to the low-income community. Also, service is limited. Greyhound only provides service in Ellensburg and Moses Lake. Amtrak only provides service in Ephrata. Northwestern Trailways provides service in Moses Lake, Ephrata, Quincy, Ritzville, and Ellensburg. Adams and Lincoln counties do not have a local taxi provider. Kittitas County has one taxi provider, and Grant County has four taxi providers.

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

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

Lincoln, Grant, Adams and Kittitas counties combined answers Percentage of those that responded “yes”	
Do you use transportation services that are available to you?	61.4%
If you use transportation services, are they meeting your needs?	58.15%

²⁹ OSPI, August 2010

Coordination of Transportation

Many providers of transportation operate with local, state, or federal funding. The funding is generally specific to eligibility of the person and purpose of the trip. School districts, Head Start providers, and agencies focus on providing transportation for their specific customers. There is a reluctance to coordinate because of perceived risk, liability, and funding restrictions. Areas that were identified as a duplication of resources include the following.

- **Funding Source Restrictions:** Various sources of funding restrict different transportation service to specific populations for specific purposes.
- **Training and Maintenance:** School districts, Head Start, transit, paratransit, and other transportation providers operate their own training programs for drivers and own maintenance program for vehicles.
- **Eligibility:** Each transportation system has different eligibility requirements for riders.
- **Purchasing:** Each transportation system purchases their own equipment and vehicles.
- **Reporting and Usage:** Federal, state, and local funds that are used for transportation have different restrictions and reporting requirements.

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

Transportation Projects

Measurement Tool for Prioritization of Community Priorities

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

1. **Preservation:** Ensure that current transportation resources that are effective and efficient are not eliminated or reduced.
2. **Coordination:** Assure non-duplication and coordination of existing transportation resources.
3. **Effectiveness:** Transportation services need to be available, accessible, and adaptable to meet the needs.
4. **Cost Efficiency:** Identify cost-efficiency by ridership, miles, and hours, but also by the ancillary savings and the return on investment. Providing transportation for individuals to become employed has a cost savings when compared to the cost of welfare.
5. **Meets the Needs:** Transportation services need to meet the identified needs of the target population.

FRAMEWORK FOR TRANSPORTATION SERVICE PLAN

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

PROVIDE ACCESS TO TRANSPORTATION THAT STRENGTHENS COMMUNITIES AND PROMOTES SELF-SUFFICIENCY AND GENERAL WELFARE OF SPECIAL NEEDS POPULATIONS.

1. Increase transportation services to the special needs populations.

Project Descriptions:

DEMAND RESPONSE PARATRANSIT SERVICES FOR PERSONS WITH DISABILITIES, OLDER ADULTS, YOUTH, AND INDIVIDUALS WITH LOW INCOME: Provide persons with disabilities, older adults, youth, and individuals with low incomes with transportation to

access healthcare, nutrition, employment, shopping and activities that improve their quality of life.

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

FIXED ROUTE AND ROUTE DEVIATED TRANSPORTATION: Provide special needs population and general public with consistent and reliable transportation to access core human services, healthcare, shopping, employment, and social activities by connecting isolated communities and connecting across counties.

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

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

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

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

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

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

Project Descriptions:

CLIENT EDUCATION AND ADVOCACY: Provide one-on-one, group, and community training on transportation services that are available and how to access services.

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

CAPITAL EQUIPMENT THAT PROMOTES ACCESS AND SAFETY: Maintain and purchase ADA accessible vehicles to accommodate special needs. Provide safe sites for bus stops with shelters, lights, and signage.

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

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

Project Descriptions:

SPECIAL NEEDS COALITION: Provide on-going evaluation, coordination and integration of social service and transportation resources to serve more people with special needs.

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

TRANSPORTATION COORDINATION AND INTEGRATION: Create an integrated community transportation system through coordination of public transit and private/public transportation providers with human service providers.

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

COALITION TO COALITION: Build partnerships with the surrounding Regional Transportation Planning Organizations to collaborate across jurisdictions.

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

Project Ranking Recommendations

Approved by QUADCO October 7, 2010

A Projects ~ 50 Percentile Points		
6 total A Projects allocated per this region		
Agency	Project Title	Funds Requested
Grant Transit Authority	Grant Transit Authority – Preservation of fixed route Express Service to assist low income production plant workers in getting to work at the Warden/Othello Agriculture Production Plants	\$180,000
HopeSource	HopeSource Transit Systems Dial-a-Ride	\$1,300,000
HopeSource	HopeSource Transit Systems Central Transit	\$275,000
Special Mobility Services	Continue deviated fixed-route operating service between Davenport and Spokane and between Ritzville and Spokane to provide rural resident access to needed urban services and opportunities	\$192,387
People For People	People For People: Community Connector for Adams and Lincoln Counties	\$538,553
People For People	People For People: Demand Response and Route Deviated Transportation for Adams, Lincoln and Grant Counties	\$955,369
B Projects ~ 25 Percentile Points		
5 total B projects allocated per this region		
Agency	Project Title	Funds Requested
HopeSource	HopeSource Transit Systems Capital Purchase	\$210,000
Special Mobility Services	Expand deviated fixed route operating service between Davenport and Spokane and between Ritzville and Spokane to add mid-day service to provide rural residents access to needed urban services and opportunities	\$48,945
Special Mobility Services	Purchase one replacement minibus to continue deviated fixed-route service between Davenport and Spokane and between Ritzville and Spokane to provide rural residents access to needed urban services and opportunities.	\$77,000
People For People	People For People Replacement Vehicle Purchase to Sustain Demand Response and Fixed/Route Deviated Service in Grant, Adams, and Lincoln Counties	\$412,800
People For People	People For People: Expand Community Connector Fixed/Route Deviated and Demand Response for Grant, Adams and Lincoln Counties.	\$380,770
C Projects ~ 12 Percentile Points		
5 total C projects allocated per this region		
Agency	Project Title	Funds Requested
Grant Transit Authority	Grant Transit Authority – Bike Rack Replacement	\$20,000
HopeSource	HopeSource Transit Systems Capital Purchase: Surveillance Cameras/GPS	\$40,000
People For People	People For People Technology Equipment for Adams, Grant and Lincoln Counties	\$99,008
People For People	Mobility Coordinator-Travel Trainer for Grant, Adams and Lincoln Counties	\$139,283

No additional projects were submitted for ranking.

APPENDIX

TABLE OF CONTENTS

- Samples of surveys used
- Statistics of special needs populations located throughout the region
- Community Outreach List
 - Lincoln County
 - Grant County
 - Adams County
 - Kittitas County
- Individual County needs. Surveys and community forums provided a comprehensive summary of the needs of the area. The following is provided for each county:
 - Survey summaries that include preferred days of the week for transportation, common origins, common destinations
 - Notes from community forums held within each County.
- Media
 - Articles and other media related pieces

Survey Samples



Would you like to take this survey on-line?
www.surveymonkey.com/s/97RGYR7

4 County Community Transportation Planning Team—Grant County

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

I need transportation because: (Choose all that apply)

- I am an elder or senior citizen, and I don't drive
- I am disabled
- I am homeless
- I am too ill to drive
- I don't have a car
- I don't have a driver's license
- I don't have auto insurance
- I am not old enough to drive
- Other _____

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

- Medical (Coupon) Transportation
- GTA Transit
- My Vehicle
- People For People
- Senior Services Transportation
- Taxi Service
- Family, Friends or Volunteers
- Other service provider makes available bus pass, gas voucher or other form of service
- Other _____

I need transportation to: (Number your top 3 choices)

- Banking
- Childcare
- Community Events
- Court Appointments
- Dental
- Drug / Alcohol Treatment
- Education
- Family and Friends
- Food bank
- Grocery Shopping
- Job Training
- Medical Appointments
- Elder / Senior Services
- Pharmacy
- Physical Therapy
- Recreational Facilities
- Social Service Appointments
- Vocational Rehabilitation
- Work
- WorkSource Appointments
- Other _____

I need to go to: (Number your top 3 choices)

- Beverly
- Coulee City
- Crescent Bar
- Desert Aire
- Electric City
- Ellensburg
- Ephrata
- George
- Hartline
- Kennewick
- Krupp
- Lakeview Park
- Mattawa
- Moses Lake
- Pasco
- Quincy
- Richland
- Royal City
- Schawana
- Soap Lake
- Spokane
- Stratford
- Wenatchee
- Wheeler
- Wilson Creek
- Winchester
- Yakima
- Other _____

Grant County

I need transportation on the following days of the week: (Choose all that apply)

- Sunday Tuesday Thursday Saturday
 Monday Wednesday Friday

I need transportation at the following times: (Choose all that apply)

- Morning Afternoon Evening

Do you know what current transportation services are available for you? Yes No

Do you use transportation services that are available to you? Yes No

If no, why not _____

If you currently use transportation services, is it meeting your needs? Yes No

If no, how can it be improved _____

Would transportation improve your ability to meet medical and health care needs?

- Yes No

Would transportation improve your employment opportunities?

- Yes No

Would transportation improve your ability to access community and social services to improve your quality of life?

- Yes No

Would transportation improve your ability to shop and accomplish daily activities?

- Yes No

Would transportation improve your ability to participate in social and community events?

- Yes No

Comments: _____

For mapping purposes only, please identify your pick-up location:

Address or Crossroad City Zip Code

Thank you for completing this survey.

If you have any questions, please contact Amy Neal at 509-248-6726 at 302 W. Lincoln Avenue, Yakima, WA 98902

Grant County



4 County Community Transportation Planning Team – Grant, Adams, Kittitas and Lincoln counties

PROGRAM PROFILE SURVEY Transportation Needs

Thank you for completing this survey. It will be used to gather information about the transportation needs in our area.

Submit form to:

Amy Neal
People For People
302 W Lincoln Ave
Yakima, WA 98902
Fax: 509-457-7897
Questions? 509-895-8249

Or on-line at

<http://www.surveymonkey.com/s/3RX6BPC>

Name of Organization _____
 Name of Program _____
 Street Address, City, State, Zip _____
 Telephone _____ Contact Name _____
 Email _____
 Days/Hours of Operation _____
 Description of Services _____

Approximate number of clients that need transportation services _____

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

- Elder or Senior
- Disabled
- Homeless
- No Car
- No Driver's License
- Too ill to drive
- No auto insurance

Clients need transportation for: (Check all that apply)

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

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

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

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

When do your clients need transportation? (Days, times, frequency)

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

- | | |
|---|---|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Private/Agency Bus Service |
| <input type="checkbox"/> People For People | <input type="checkbox"/> Gas Voucher |
| <input type="checkbox"/> Friend/Relative | <input type="checkbox"/> Bus Voucher |
| <input type="checkbox"/> Volunteer Driver | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Private/Agency Van Shuttle | <input type="checkbox"/> Other _____ |

Does your agency provide transportation?

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

Check the type of services 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: _____

Riders Served:

- | | |
|---|---|
| <input type="checkbox"/> Seniors | <input type="checkbox"/> Children/Students |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Limited/Low-income |

Service Fee:

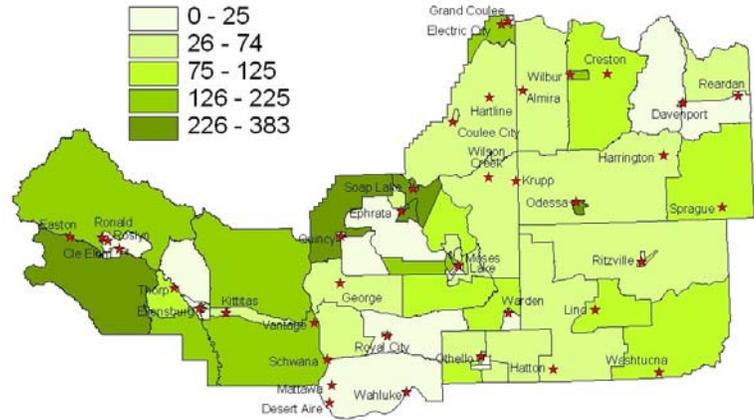
- | | |
|--|--|
| <input type="checkbox"/> No Fee to Client | <input type="checkbox"/> Mileage Rate |
| <input type="checkbox"/> Discounts Available | <input type="checkbox"/> Sliding Scale |
| <input type="checkbox"/> Flat Rate | |

Purpose of the Rides:

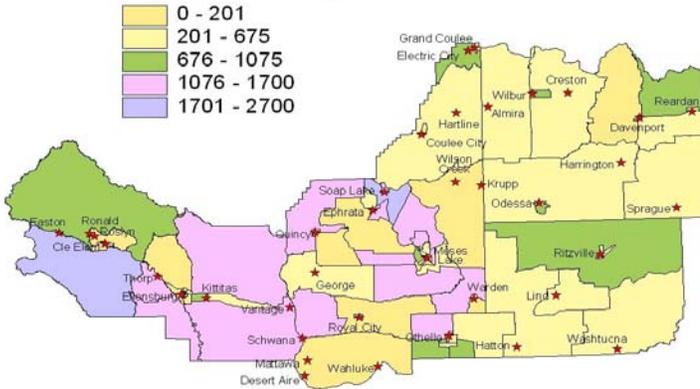
- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Medical/health care | <input type="checkbox"/> Education |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Volunteer Activities | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Religious Activities | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Social/Recreational | |

Statistics – Special Needs Populations

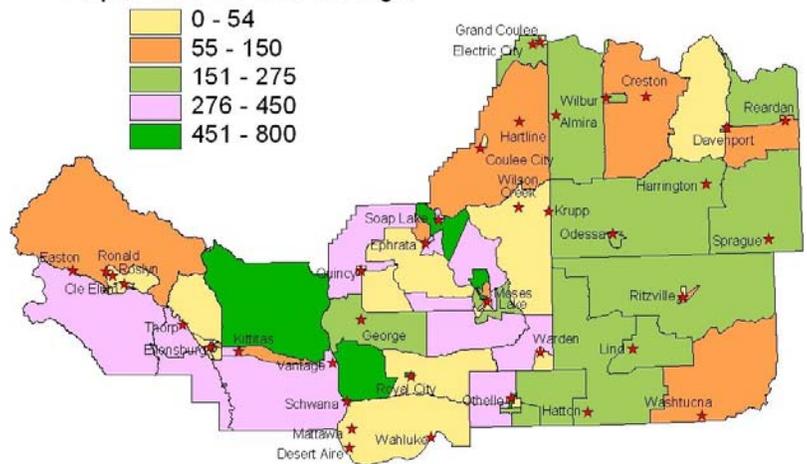
Population 65 and Older



Incidence of Poverty



Population 18 and Younger



Community Outreach Per County

The following lists indicate agencies that received notification of the Human Services Transportation Plan, Community Forums, a request for their clients to complete a survey and a request for the agency to complete a survey regarding their thoughts on the transportation needs of people with special needs. These lists are not all-inclusive as the 4-County Transportation Planning Team also disseminated information.

Grant County

Agency	City
Aging & Adult Care of Central Washington	Moses Lake
Community Services of Moses Lake	Moses Lake
Columbia Basin Health Association	Othello
Columbia Basin Job Corps	Moses Lake
Columbia Legal Services	Moses Lake
Coulee City Senior Center	Coulee City
Coulee-Hartline School Dist 151	Coulee City
DSHS	Moses Lake
Ephrata School Dist 165	Ephrata
Ephrata Senior Center	Ephrata
Family Services, Grant County	Moses Lake
Goodwill	Moses Lake
Grand Coulee Dam Middle School	Grand Coulee
Grand Coulee Senior Center	Grand Coulee
Grant County Ephrata Youth Services	Ephrata
Grant Mental Health	Moses Lake
Head Start	Ephrata
Home and Community Services	Moses Lake
Moses Lake School Dist 161	Moses Lake
Moses Lake Senior Center	Moses Lake
New Hope	Moses Lake
North Columbia Community Action Council	Moses Lake
Othello Housing Authority	Othello
Quincy School Dist 144	Quincy
Quincy Food Bank	Quincy
Quincy/George Senior Center	Quincy
Retired Senior Volunteer Program	Ephrata
Royal City School Dist 160	Royal City
Salvation Army	Moses Lake
Skilskin High School	Grand Coulee
Soap Lake School Dist 156	Soap Lake
United Way	Moses Lake
Wahluke School Dist 73	Mattawa
Warden School Dist 146	Warden
Wilson Creek School Dist 167	Wilson Creek

Kittitas County

Agency	City
Aging and Long Term Care	Cle Elum
Apoyo (Allied People Offering Year-Round Outreach)	Ellensburg
Area Agency on Aging	Yakima
Calvary Baptist Church	Ellensburg
Catholic Campus Ministry	Ellensburg
Centennial Center	Cle Elum
Central Washington Comprehensive Mental Health	Ellensburg
Central Washington Disability Resources	Ellensburg
Chestnut St. Baptist Church	Ellensburg
Chi Alpha Christian Fellowship	Ellensburg
Christian & Missionary Alliance Church	Cle Elum
Church of Christ	Ellensburg
Church of Jesus Christ of Latter Day Saints	Ellensburg
Cle Elum/Roslyn School District	Cle Elum
Community of Christ	Ellensburg
Continuum of Care/CWU Family Resource Center	Ellensburg
Ellensburg Adult Activities Center	Ellensburg
Ellensburg Foursquare Church	Ellensburg
Elmview	Ellensburg
Elmview Vocational Services	Ellensburg
F.I.S.H (Friends in Service to Humanity)	Ellensburg
Faith Baptist Church	Ellensburg
Faith Chapel Church of God	Ellensburg
Home and Community Services	Ellensburg
HopeSource - (Supportive Services Kittitas County Action Council	Cle Elum
HopeSource (Supportive Services Kittitas County Action Council	Ellensburg
Housing Authority of Kittitas County	Ellensburg
Kittitas County Head Start	Kittitas
Meals On Wheels	Ellensburg
Mercer Creek Food Bank	Ellensburg
Mercer Creek/Ellensburg Christian & Missionary Alliance Church	Ellensburg
OIC	Ellensburg
Opportunities Industrialization Center (OIC) Division of WorkSource	Ellensburg
People For People	Ellensburg
Retired Senior Volunteer Program	Kittitas
Retired Senior Volunteer Program	Ellensburg
Senior Network	Ellensburg
Shape Up Kittitas County	Ellensburg
St. Andrew's Community Garden	Ellensburg
Veteran's Coalition of Kittitas	Ellensburg
WIC- Women, Infants, & Children Food Program	Ellensburg
WorkSource of Kittitas County	Ellensburg
WorkSource Partners	Ellensburg
Youth Services of Kittitats County	Ellensburg

Lincoln County

Agency	City
Columbia Basin Health Association	Othello
Othello Housing Authority	Othello
Aging & Adult Care of Central Washington	East Wenatchee
Emmanuel Lutheran Church	Reardan
Family Resource Center	Davenport
Mid-County Seniors	Harrington
Volunteer Chore Services	Wilbur
Lincoln County Developmental Disabilities	Davenport
Davenport Senior Center	Davenport
Davenport School Dist 207	Davenport
Harrington School Dist 204	Harrington
Wilbur School Dist 200	Wilbur
Reardan-Edwall School District	Reardan
Creston School District 73	Creston
Odessa Senior Center	Odessa
New Alliance Counseling Services	Davenport
Sprague Senior Center	Sprague
Wilbur Senior Center	Wilbur
Sprague School Dist 008	Sprague
Odessa School Dist	Odessa
Grand Coulee Senior Center	Grand Coulee
Almira School Dist 17	Almira
Head Start	Ephrata

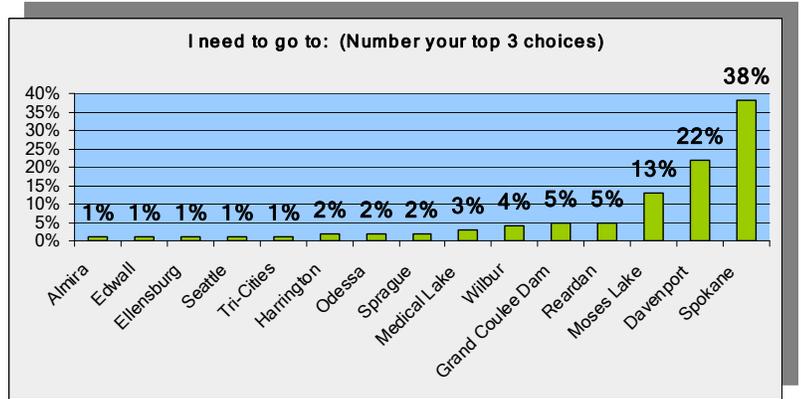
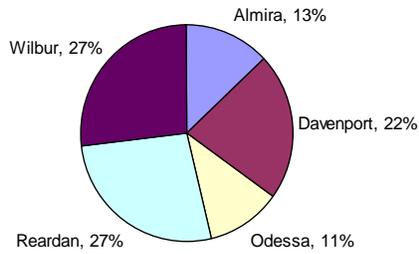
Adams County

Agency	City
Adams County Community Network. Attended meeting to share information and emailed the group notification of Community Forums.	
HE Gritman Senior Center	Ritzville
Volunteer Chore Services	Wilbur
Ritzville School District 160	Ritzville
Columbia Basin Health Association	Othello
Othello Housing Authority	Othello
Aging & Adult Care of Central Washington	East Wenatchee
Othello Latin Senior Center	Othello
Lind Senior Center	Lind
DSHS Othello	Othello
Washington State Migrant Council	Othello
Othello School District 147 (Adams County)	Othello
New Hope	Moses Lake
Lind School District 158	Lind
Adams County Developmental Disabilities	Lind
Washtucna School Dist 109	Washtucna
Benge School Dist 122	Benge

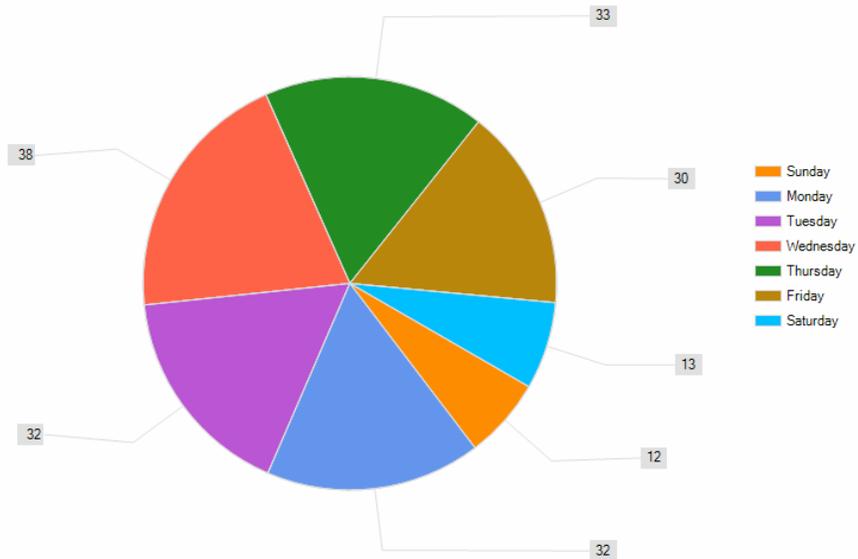
County Specific Summaries

LINCOLN COUNTY

Survey Respondents indicates their point of origin:



I need transportation on the following days of the week: (Choose all that apply)



Odessa Community Forum Feedback

- They have a volunteer driver program through Special Mobility Services.
- Veterans go to Spokane for veterans' services.
- For medical services residents travel to Spokane, Wenatchee and the Tri-Cities.
- In winter months, more people request help with transportation because they are not comfortable driving in the poor weather conditions.
- They do have a hospital, but they do not perform surgeries.
- Quite a few retired people have moved the town recently.
- The food banks are thriving and being used by many individuals.
- A need for last-minute trips.
- "They used to have a bus come right through town" – no longer do this and people really miss it.

Davenport Community Forum Feedback

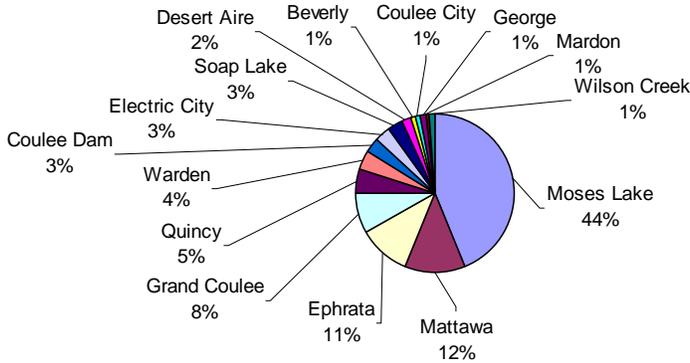
- Spokane is a popular destination as it is only about a 30 minute drive to services.
- Many go to Rockwood clinic for services.
- Sacred Heart and the eye specialist in Spokane is a common destination.
- The PFP driver is very busy.
- Used to be able to have services to go to recreational events, but this is no longer an option and people miss it.
- A local heart specialist and other specialists will come to the clinic in town, which does help.
- Hard for those that live in Harrington and Sprague to travel into Davenport for service.

Wilbur Community Forum Feedback

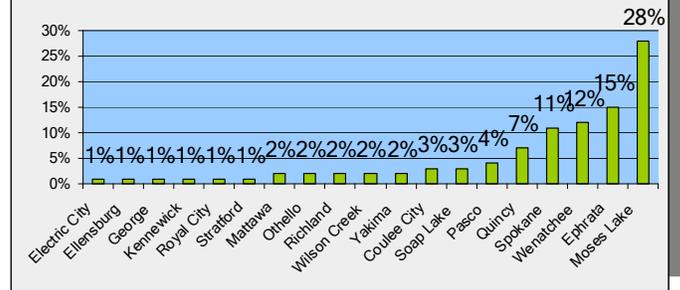
- Hard to get around Spokane after being dropped off.
- Keep the service that goes to Moses Lake. This is working very well.
- Keep the service that brings in seniors for meal programs.
- "We don't mind to donate if that would help."
- Destinations: Davenport (Hospital, Clinic, courthouse, health department drug store, rehabilitation counselor, social services, food bank), Spokane (hospitals), Moses Lake (Doctors, Social security office, VA Services, probation, employment office, community college) and Airway Heights (Grocery shopping, Fairchild AFB)

GRANT COUNTY

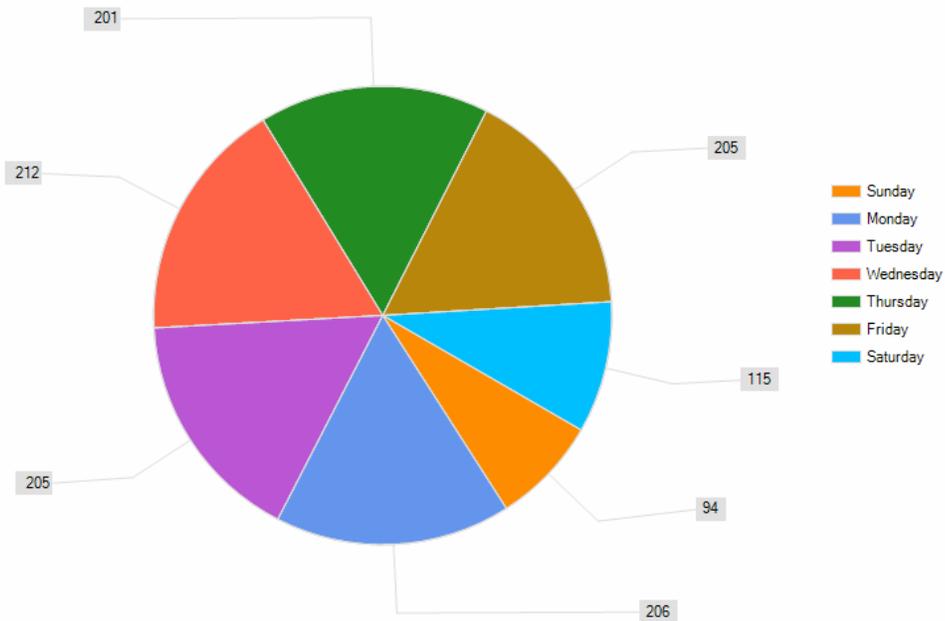
Origin of those that completed survey



I need to go to: (Number your top 3 choices)



I need transportation on the following days of the week: (Choose all that apply)



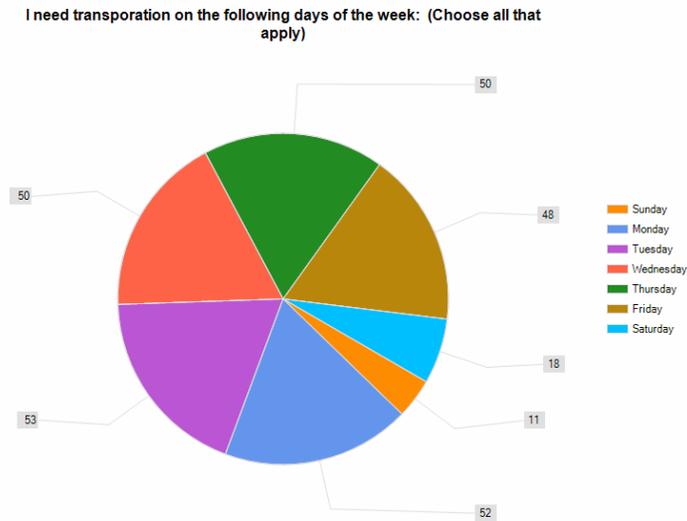
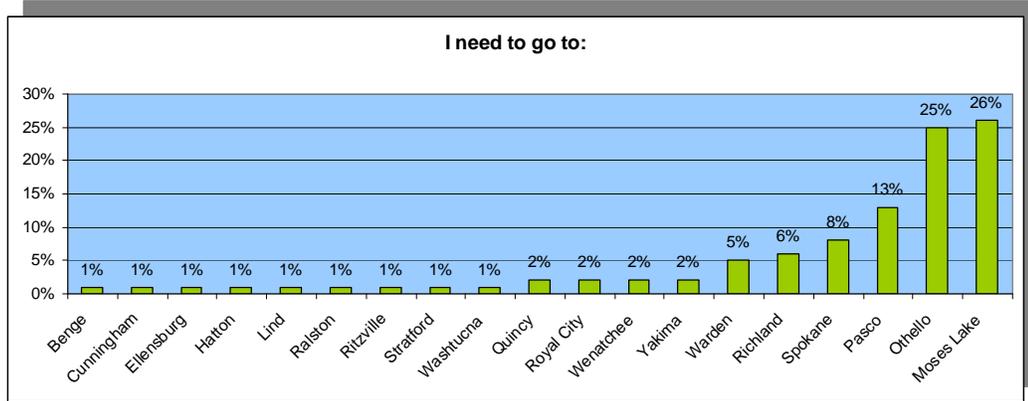
Coulee City Community Forum Feedback

- Individuals want to go to Moses Lake and Ephrata.
- Meals provided at senior center 4 times a week.
- About 600 people live in the community many are vacation homes.
- There is a clinic, but for hospital they must go to Spokane or Moses Lake.
- Spokane has a VA Clinic that many people use.
- Go to Moses Lake for dialysis.
- No taxi service in the area.
- No big changes coming to the area, it is actually getting smaller.
- Post office is the best place to post bus schedules and information.
- One of the problems with current service is the long wait time at doctor's offices after the appointment ends and the transportation provider hasn't arrived yet.

Moses Lake Community Forum

- WorkFirst participants are mandated to participate 40 hours a week, and transportation is key to ensuring this can occur. A problem is that WorkFirst individuals can take an 8 am GTA bus into town, but the latest bus out of town is at 2:30, not allowing the individual to have 40 hours of participation.
- Othello WorkFirst office no longer a location for participants, they must now travel to Moses Lake for an appointment
- Clients need to get into Moses Lake for court appointments, but don't know how to access the services.
- There is a language barrier for many clients that are monolingual and not aware of how to access services.
- WorkFirst does provide "support services" which can mean fuel vouchers.

ADAMS COUNTY



Othello Community Forum Feedback

- Clinics utilize Special Mobility Services for many of their clients who have medical coupons.
- Some families want to take their children with them on a trip, and some providers do not allow this.
- Difficult for people to travel in winter months
- GTA provides service to Othello, even though not their county.
- Many clients are unemployed for months.
- Interpreting is also a barrier for clients to receive services. Some will bring their families along to interpret, yet the transportation provider won't allow the family member to travel with the client.

- Volunteer drivers are used as well, but at times there are complaints about them driving too fast or getting lost.
- It is a challenge to arrange for transportation for appointments that are within a short-time frame.
- Transportation is also need for prevention-type activities that are not classified as s doctor visit, such as parenting classes
- A route within Othello is needed.
- A large population of Mixteco is moving into the area, which will increase the need for interpreters in this specific language at medical appointments. Many will be working low income jobs so will be seeking out transportation.
- People who don't qualify for medical coupon coverage are still low enough income that they can't afford their own transportation.
- It is a challenge to schedule transportation for appointments at the University of Washington because the UW doesn't schedule until the day before, where the service providers requires more days notice.

Ritzville Community Forum Feedback

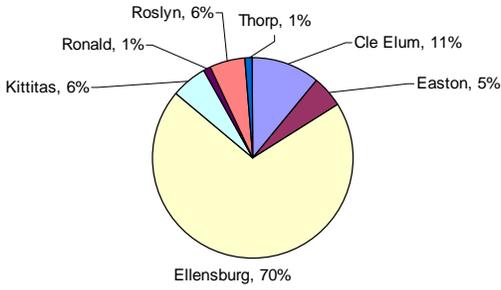
- Individuals in Ritzville go to Moses Lake for dialysis. Though this service is provided on Tuesdays and Thursdays right now, not all appointments are scheduled for these days. Also, there are requests to go to the airport in Spokane.
- For the Spokane trips, currently riders need to remain in Spokane all day in order to receive a ride back. This is difficult for some individuals who are medically frail. There was discussion about the need for a mid-day trip.
- Ritzville offers limited services, so residents must travel outside of the area.
- Population is about 1700 and they expect it to remain at about this population.
- Meals on Wheels is active, but they currently just provide frozen meals, which aren't as appealing as fresh meals.
- In winter, residents need more help with transportation.

Lind Community Forum Feedback

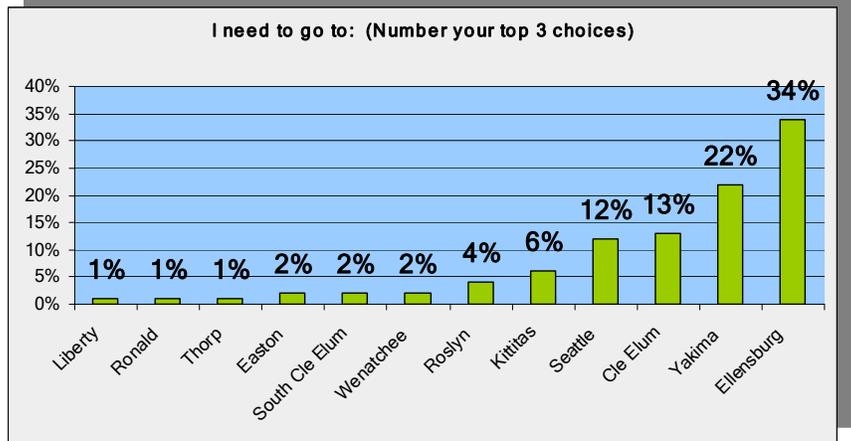
- People need to get to: Spokane hospital, Moses Lake for medical.
- They have a clinic here, but just basic services. And there isn't a pharmacy.
- Just over 500 in the town, mostly elderly and people who are low-income.
- Difficult to travel to work in the winter months due to the snow and roads that are difficult to travel.
- Ritzville as the closest food bank.

KITTITAS COUNTY

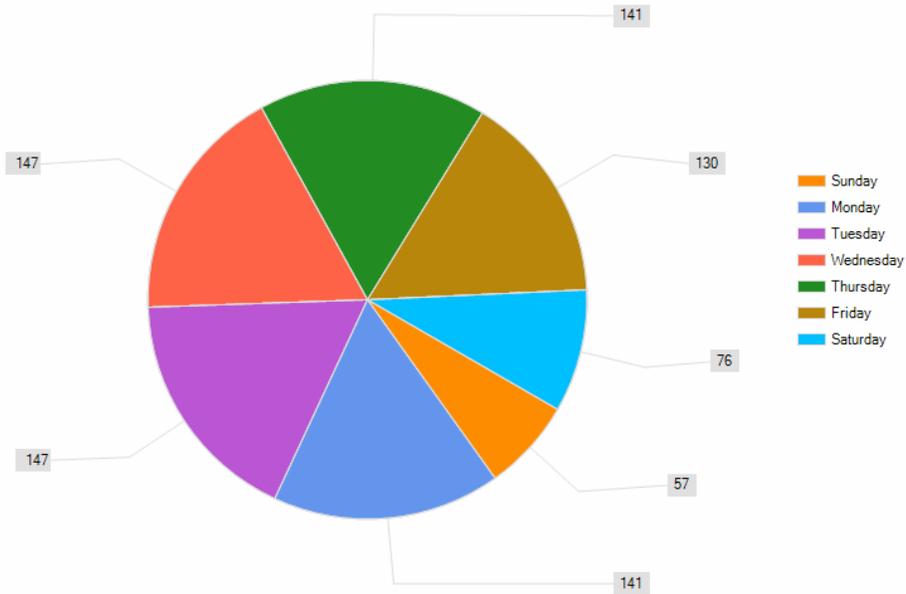
Origins of those that completed survey



I need to go to: (Number your top 3 choices)



I need transportation on the following days of the week: (Choose all that apply)



Ellensburg Community Forum Feedback

- Common Origins: Bank of the West, Safeway, Fred Meyer, SuperOne foods, Crestview, UKCSC, childcare, food banks, schools.
- People use: Central Transit, HopeSource, Airporter Shuttle, Greyhound.
- Transportation Needs: Better hours (ideally 24 hours), more consistency, more bus stops, better coordinated documentation, more out of town trips to Yakima, Cle Elum, Kittitas, Thorp.
- Better signage and schedules.
- Destinations: Courts, grocery, work, WorkSource, Activity centers, medical, DSHS, Moses lake, Kennewick, community events, medical specialists out of the are, evening events.
- Unmet Needs: more hours/longer days, upper County to Ellensburg, weekend service, reliability, bigger signs.
- Points of Origin: apartment complexes, housing units for low income and seniors, health department, west Ellensburg,

MEDIA

Sample Flyer used to announce Community Forums. Flyers were also translated into Spanish for applicable populations. Spanish translation was available when needed.

**Community Forum
on Transportation**

**Coulee City Senior Center
520 W. Douglas
Tuesday May 18, 2010 at 1 pm**

Purpose: To review community needs, share what services can be provided and gather feedback and suggestions regarding transportation.

The Department of Transportation provides transportation funding for people who have disabilities, who are elderly, people of low income and youth. Your feedback at this Community Forum will inform them of the needs in your area.

**We Want to Know Your Opinion
Regarding the Transportation
Needs in Your Area**

Have Questions? Call Amy at 509-895-8249

Community forums on transportation needs slated in Lind, Ritzville

The Washington State Department of Transportation is seeking input about the transportation needs of people with special needs – those who have disability, who are elderly, people of low income and youth. By gathering community information on transportation needs WSDOT can best allocate funding.

The public is invited to attend and share their input regarding transportation needs to medical, work, employment, education and

other quality of life locations during two forums in Lind and Ritzville.

The first forum is set for Friday, May 14, beginning at 1:30 p.m. at the Lind Senior Center. The forum at the H.E. Gritman Senior Center in Ritzville is on June 10 at 1:30 p.m.

The Federal Transit Administration requires the establishment of local coordinated plans for all human services transportation programs. These plans document the transportation

needs of the local area.

Applicants for WSDOT's public transportation grant program will indicate their desire to provide transportation services.

The justification for their transportation service must be documented within the plan. For example, if an agency wants to provide transportation for people with disabilities to travel from one community to another for medical services, the plan must document that this need exists.

The document provides a summary of the need in the area. It contains a description of the area, current services provided and community input on their needs.

The Community Transportation Forums and surveys will serve as a method to gather information regarding the needs of the special needs population.

Vulnerable populations will clarify if and why they are not able to access transportation to meet their needs.

May 6, 2010

Ritzville Adams County Journal

May 6, 2010

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Community Forum on Transportation [Skip to Comments](#)

Community Forums will be held to gather information regarding transportation needs.

The Department of Transportation seeks input regarding the transportation needs of people with Special Needs - those who have disability, who are elderly, people of low income and youth. By gathering community information on transportation needs they can best allocate funding.

The public is invited to come and share their input regarding transportation needs to medical, work, employment, education and other quality of life locations.

Community Forum to be held at the Cle Elum Middle School Commons Room.

Wednesday, 12 May, 2010
06:00 PM - 07:00 PM

Categories:
[Public Meetings and Hearings](#)

Location: [Map](#) [Weather](#)
Cle Elum Middle School
2694 State Route 903
Cle Elum, WA 98922

Event Contact Info
Amy Neal
Email: aneal@pfp.org
Phone: 509-248-6726

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23	24	25	26	27	28	29
30	31					

Billboard Events

- Tuesday, 08 June, 2010**
[Cle Elum-Roslyn Elementary Spring Concert](#) - 07:00 PM
- Wednesday, 09 June, 2010**
[Swiftwater Graduation](#) - 06:00 PM
- Thursday, 10 June, 2010**
[Baccalaureate & Senior Scholarship Night](#) - 06:00 PM
- Saturday, 12 June, 2010**
[11th Annual Easton Ponds Fishing Derby](#) - 06:00 AM
[20th Annual Kids Fishing Derby](#) - 06:30 AM
- Newest Events**
- Thursday, 10 June, 2010**
[Alpine Lakes Trail Rides/BCHW Meeting](#) - 07:00 PM
[Children's Story Time](#) - 10:30 AM
[Cle Elum Elementary School PAC monthly meeting](#) - 08:15 AM
- Monday, 07 June, 2010**
[Kittitas County Water District #7 \(Sunlight Waters\)](#) - 10:00 AM
- Wednesday, 14 July, 2010**
[Kittitas County Water District #7 \(Sunlight Waters\)](#) - 10:00 AM

<http://www.nkctribune.com/tribcalendar/events/index.php?com=detail&eID=...> 6/7/2010