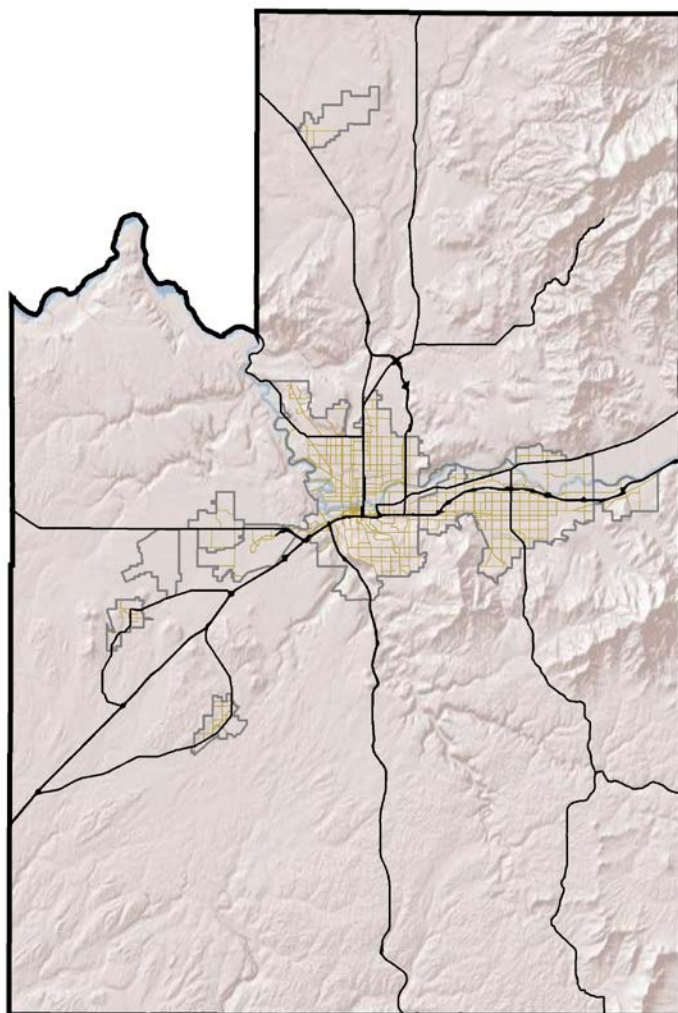


PREPARED BY:

**SRTC**



# **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

## **FOR SPOKANE COUNTY**

Spokane Regional Transportation Council  
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APPROVED BY THE SRTC BOARD OF DIRECTORS NOVEMBER 8, 2018

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APPENDIX A: Public Transportation Projects and Priorities

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## TITLE VI NOTICE TO PUBLIC

The Spokane Regional Transportation Council (SRTC) is committed to nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, and Civil Rights Restoration Act of 1987 (P.O. 100.259), the Americans with Disabilities Act, , Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities.

Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which SRTC received federal financial assistance.

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# COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

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## 1. INTRODUCTION

The Spokane County Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) was developed through the cooperative efforts of Spokane Regional Transportation Council (SRTC) and Spokane Transit Authority (STA). SRTC is the federal Metropolitan Planning Organization (MPO) and the state Regional Transportation Planning Organization (RTPO) serving Spokane County. Spokane Transit provides fixed-route bus, paratransit, and vanpool services within the Spokane County Public Transportation Benefit Area (PTBA). Under a Memorandum of Understanding, SRTC and STA have agreed to cooperatively develop the CPT-HSTP. The Spokane County CPT-HSTP is updated on a four-year cycle, with the previous plan adopted in November 2014. This update replaces the previously adopted plan.

### 1.1 PLAN PURPOSE

The CPT-HSTP is a required element for federal and state funding programs to demonstrate that appropriate coordination has occurred to develop regional programs that enhance transportation access, minimize duplication of services, and implement the most cost-effective transportation services with available resources. The current federal reauthorization program for surface transportation, Fixing America's Surface Transportation (FAST) Act, was signed into law on December 4, 2015. Locally developed, coordinated public transit-human services transportation plans must be updated to reflect the requirements of the Act and its funding programs.

Consistent with FAST Act, participation in a locally developed coordinated plan is one of the eligibility requirements for Section 5310 Program funding. Administered by the Federal Transit Administration (FTA), Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities – allocates competitive grants for special needs transportation. At the state level, Washington requires CPT-HSTP updates every four years as one of the eligibility requirements for Washington Department of Transportation's (WSDOT) Consolidated Grant Program. Through this program, public transportation providers can submit a single application for Section 5310 funds as well as other state and federal funding programs: State Special Needs, State Rural Mobility, FTA 5311 (Rural Transit), FTA 5339 statewide apportionment (Capital funding for bus and bus facilities). STA facilitates an annual call for projects for Section 5310 funds directly apportioned to the Spokane Urbanized Area. The CPT-HSTP identifies human services transportation strategies and projects for these funding programs.

### 1.2 PLAN PROCESS

Over the past several months, input has been gathered from service providers, employers, and the public to ascertain special transportation needs. In particular, the planning effort was focused on populations that depend on human services transportation—disabled, low-income, and elderly populations, as well as veterans, rural populations, and youth.

Spokane County has several transportation providers that strive to optimize their services in an environment of limited financial resources. It is recognized that effectively meeting the needs of public transportation users, particularly those in greater need, is a challenge that requires multiple approaches and innovative solutions. With this in mind, the plan's intent is to identify unmet needs, bolster existing services, and prescribe strategies to maintain and enhance human services transportation.

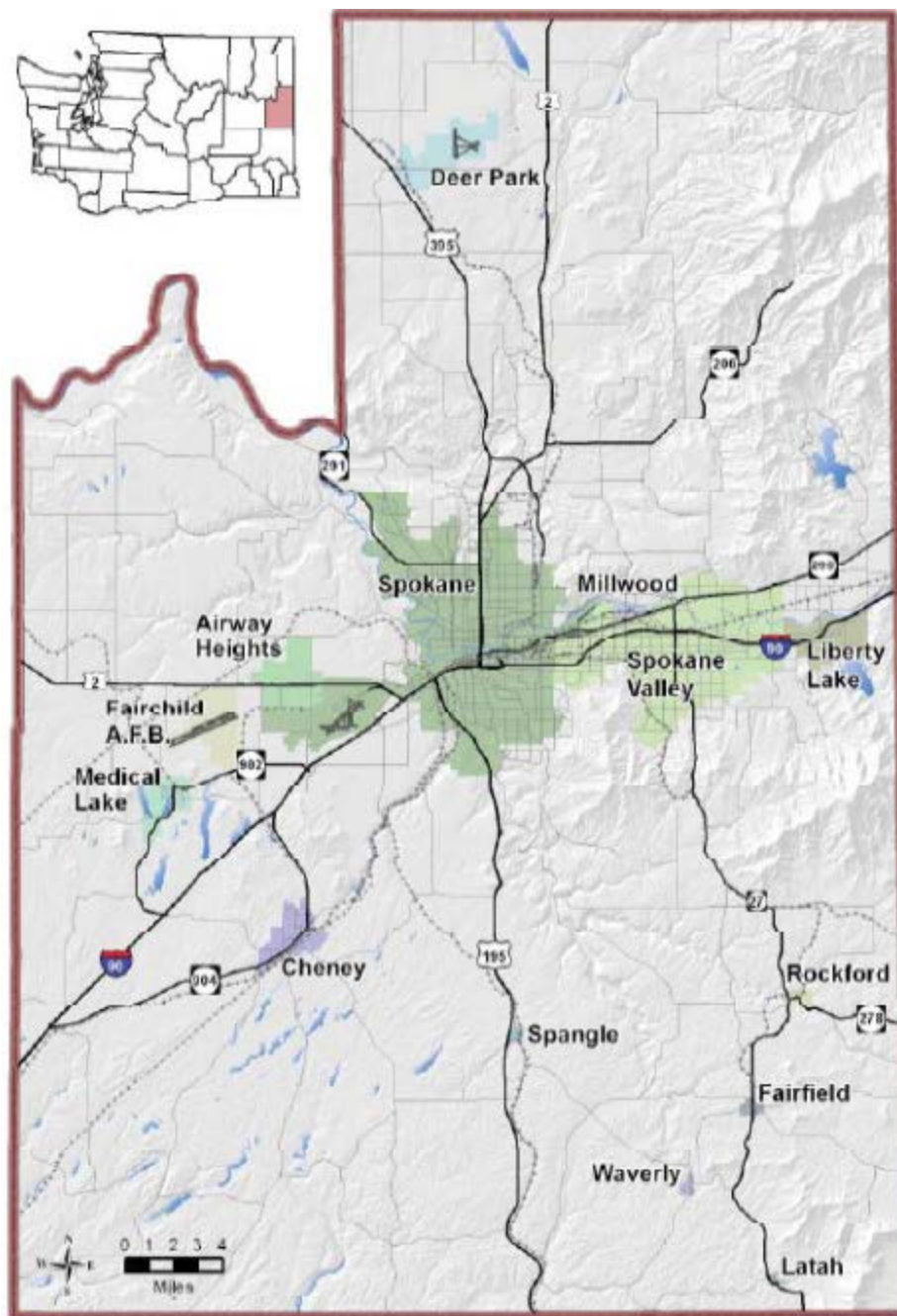
Coordination with stakeholders and the community is a key component of plan development along with evaluation of the most current demographic data. Community outreach included open house activities, presentations to relevant committees, tabling at community events, distribution of informational flyers, and maintenance of a webpage that provided avenues for public comment. A Human Services Transportation Working Group, consisting of public transportation providers and human services organizations, was convened and met on a regular basis throughout the plan's development. Public and stakeholder comment that was received is compiled in Appendix C.

Defining transportation need is wholly dependent on the end-user; based on geographic location and demographic characteristics. Within this context, the CPT-HSTP's first goal is to facilitate use of STA's fixed route bus system for those that are able. Having a robust transit system in the Spokane metro area is a foremost strategy for enabling mobility for the most people at the lowest per-person cost. If using the fixed route system is not feasible, whether due to individual barriers or geographic location outside of the STA service boundary, the CPT-HSTP defers to a menu of transportation options that aim to fill these transportation gaps. At this level are the systems that exclusively cater to those with special transportation needs, ranging from door to door demand-response vehicles to rural transit routes. What is clear from the planning effort is that a diversity of public transportation is necessary to adequately meet the large array of needs, for both special needs and geographically underserved populations.

### **1.3 STUDY AREA**

Spokane County is in eastern Washington, abutted by the Idaho border to the east, Pend Oreille and Stevens Counties to the north, Lincoln County to the west, and Whitman County to the south. Consisting of 1,763 square miles, the landscape is urbanized in the centralized Spokane River valley and largely rural with lower population densities outside of that. The County seat is the City of Spokane, on the banks of the Spokane River. The County has seen noticeable growth in the past due in part to the beauty, affordability and "livability" of the area. The population and employment of Spokane County is forecasted to grow by 21% over the next 25+ years. A map of Spokane County is shown in **Figure 1**.

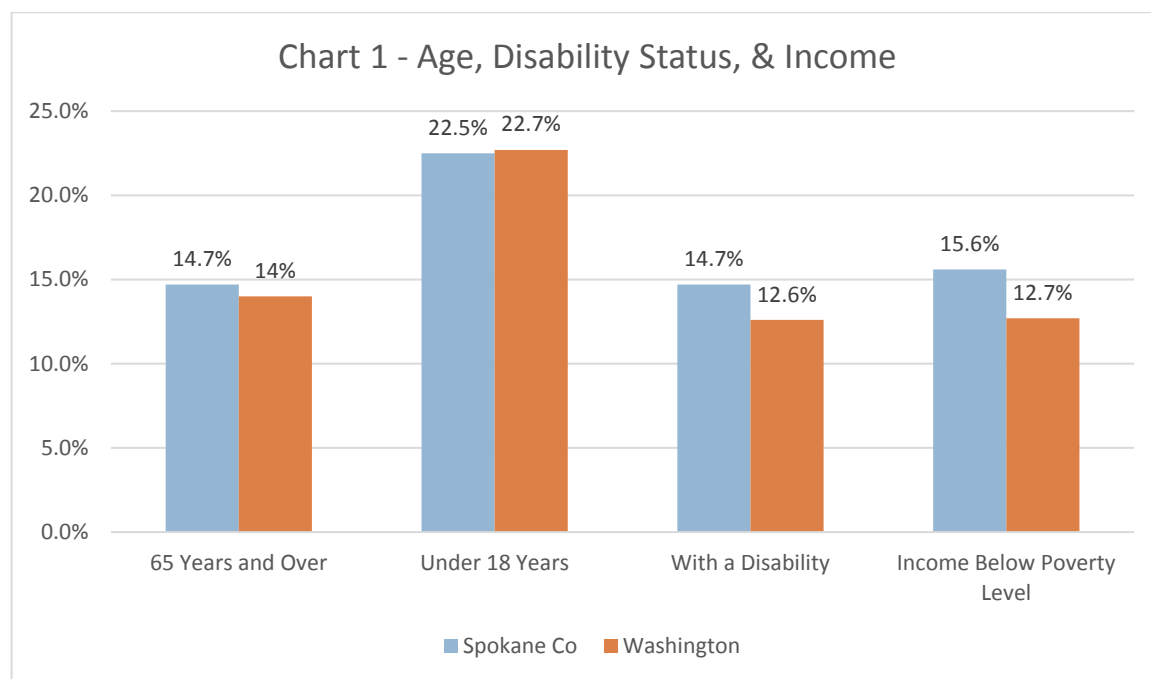
**Figure 1: Spokane County Study Area**



Spokane County is the economic hub of the Inland Northwest. The region's largest economic sectors include education, health care, government, services and finance. The largest employers in Spokane County are Fairchild Air Force Base and Spokane Public Schools. Two of the largest employers in the County are health-care providers: Providence Health and Services, operating Holy Family and Sacred Heart hospitals as well as several other facilities; and MultiCare Health System, which operates Deaconess and Valley Hospitals as well as the Rockwood Clinic.

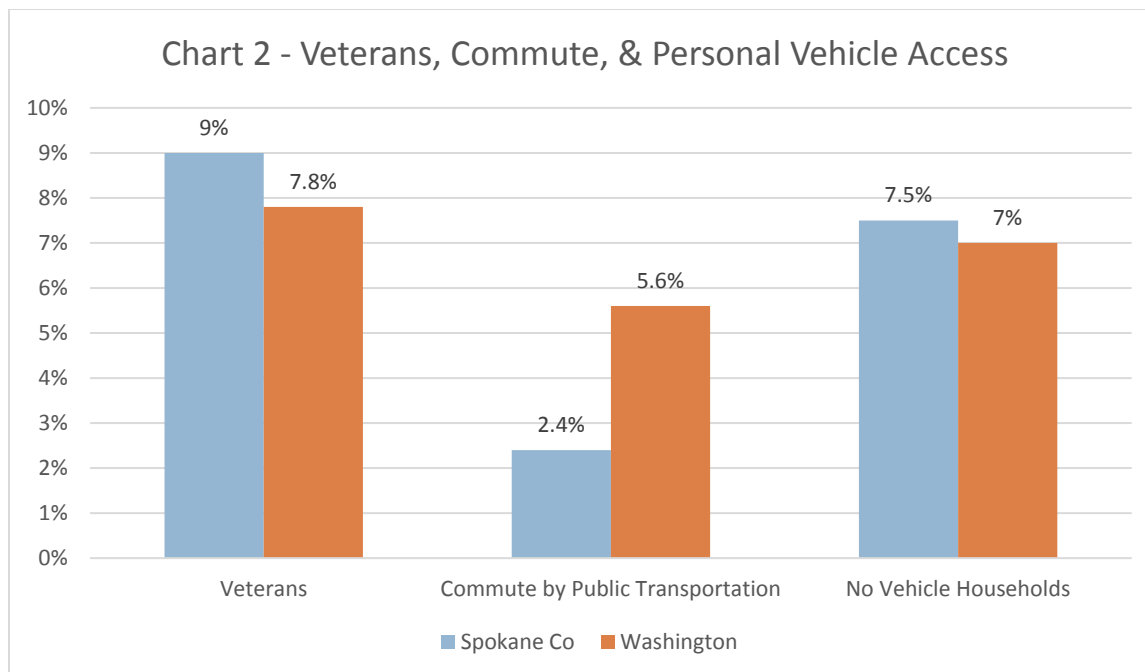
## 2. POPULATION CHARACTERISTICS

The Washington State Office of Financial Management (OFM) estimates Spokane County's April 1, 2018 population at 507,950, with 220,100 residing in the City of Spokane, Washington's second largest city. Spokane County's population has increased 4.8% from the previous CPT-HSTP (2014) estimate of 484,500. An indicator of aging demographics is reflected in the increase of persons age 65 years and over. This age group was reported at 12.9% in the 2014 plan and that 65 and over population has grown to 14.7%. Virtually the same number of people live with a disability in Spokane County, estimated at 14.7% of the population. Based on the reporting year for the 2012-2016 American Community Survey, 15.6% of Spokane County's population had income below the poverty level. Chart 1 shows demographic characteristics for Spokane County and, for comparative purposes, Washington State.



Spokane County has a higher percentage of seniors, persons with a disability, and persons with incomes below the poverty level compared to statewide averages. All of these measures indicate the relative higher need for human services transportation in the Spokane County planning area. The percentage of military veterans and homes without a motor vehicle are also higher than the statewide average. The number of public transportation commuters is lower in Spokane County compared to the state, with a higher proportion of commuters using public transit in the denser Seattle and Vancouver/Portland metro areas. Chart 2 shows the comparative population characteristics.





2012-2016 American Community Survey 5-Year Estimates

## 2.1 MAP FIGURES

Maps are provided on the following pages that show the distribution of key population categories for Spokane County by census tract. Generally, higher concentrations of disabled and lower income individuals are present in the core of the urbanized area. Senior populations are more distributed throughout the planning area, representing the large geographic range, and challenge, of implementing human services transportation programs. The distribution of population densities is also highlighted in the map series, clearly outlining the urbanized area against the rest of the largely rural county. The map data is sourced from 2012-2016 American Community Survey 5-Year Estimates.



Figure 2: Population 65 Years and Over

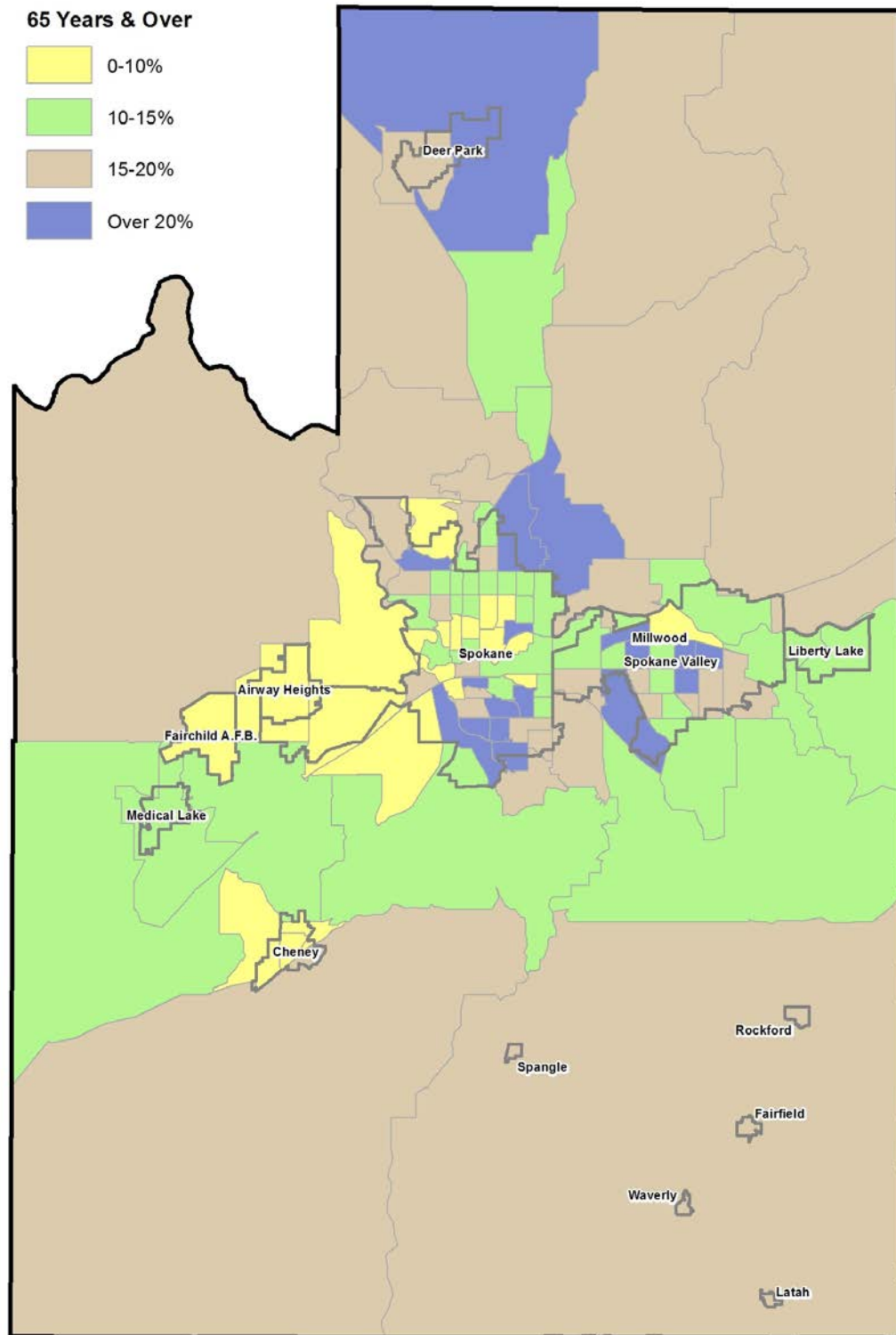


Figure 3: Population Under 18 Years

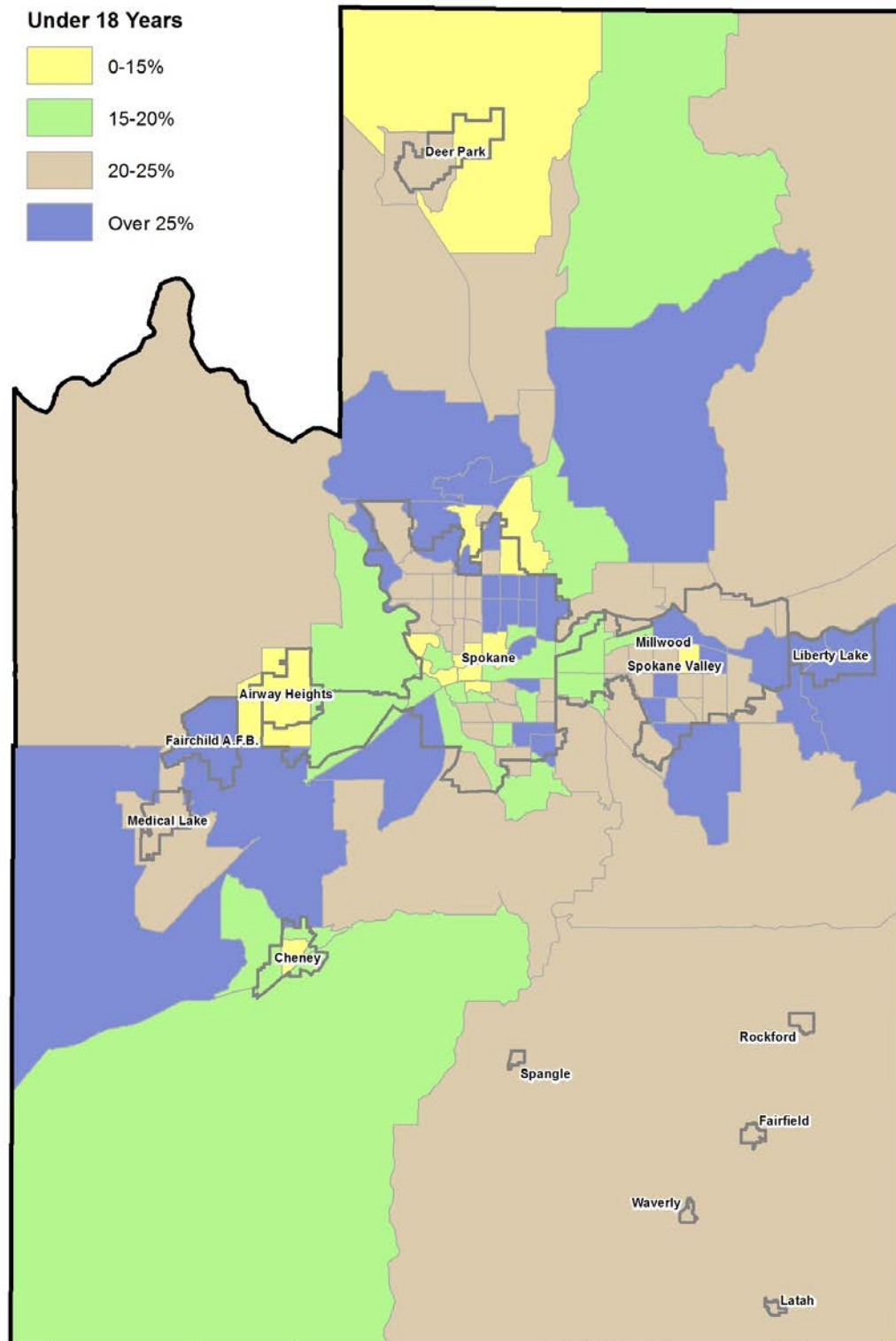


Figure 4: Population with a Disability

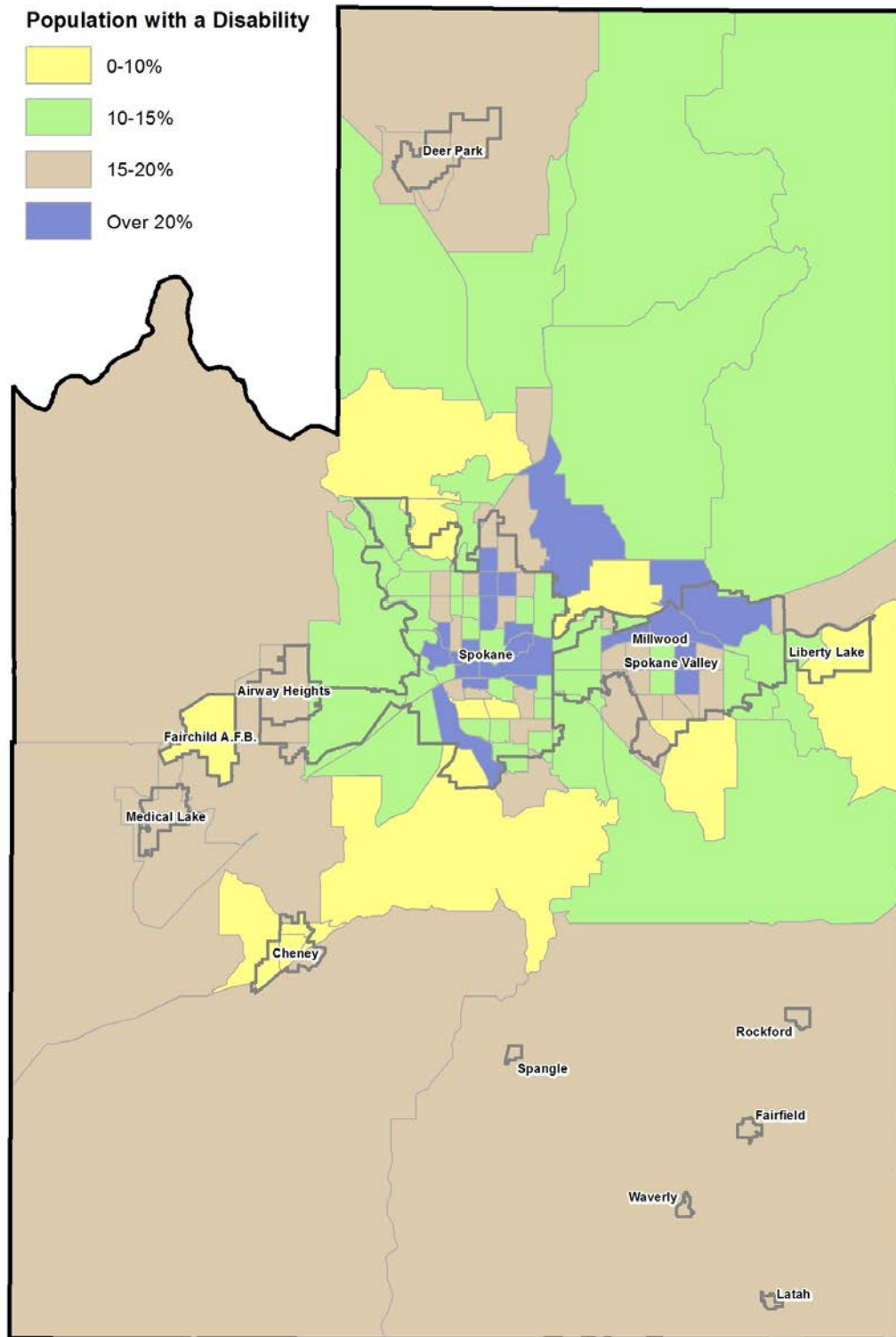


Figure 5: Households with Income below Poverty Level

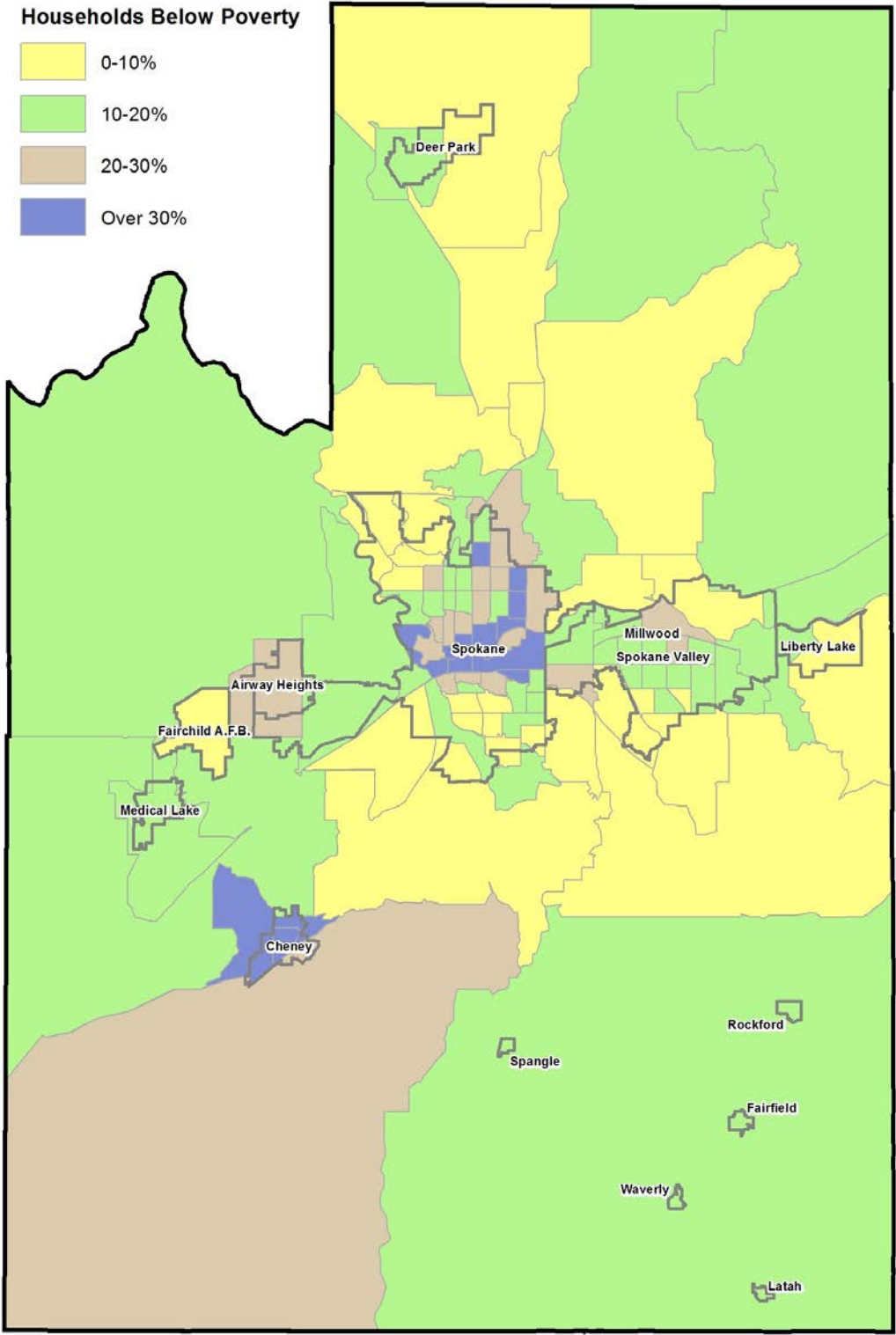


Figure 6: Veteran Population

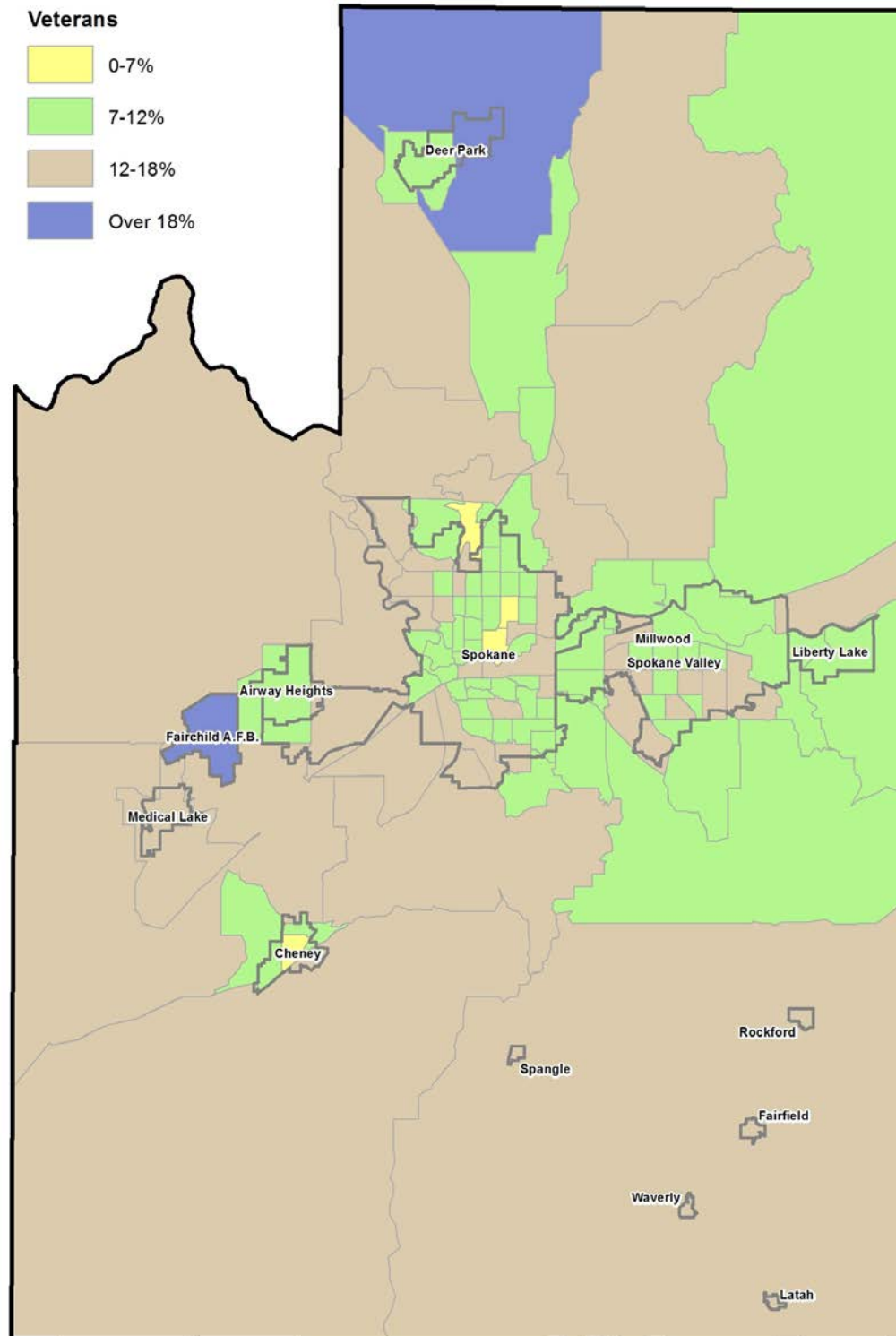


Figure 7: Households with No Motor Vehicles

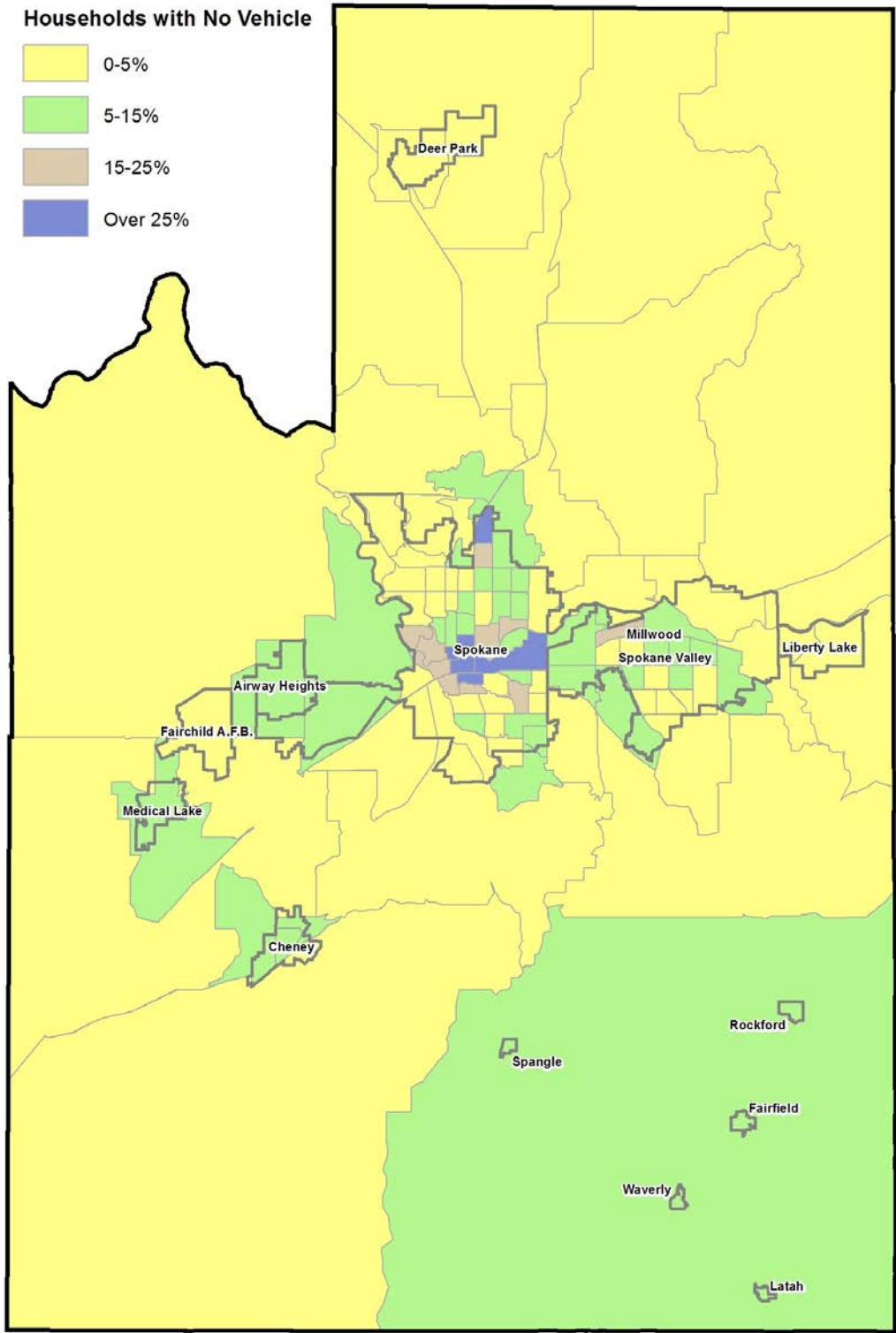
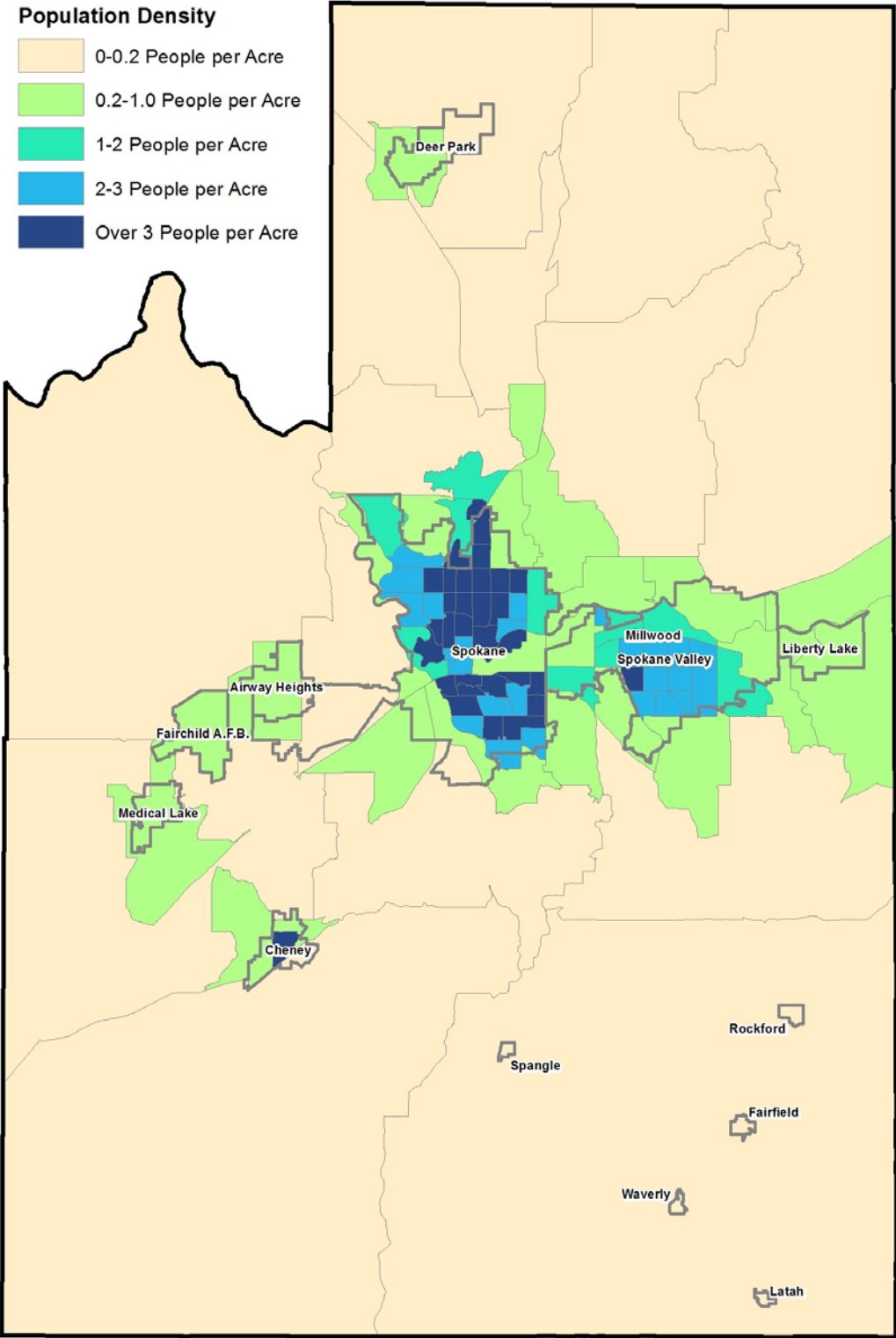




Figure 8: Population Density





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### 3. COMMON ORIGINS AND DESTINATIONS

The CPT-HSTP describes common transportation origins and destinations for persons in Spokane County. Common trip origins are homes and residential facilities throughout the Spokane urbanized area. The Population Characteristics section highlights areas that exhibit higher concentrations of people that may require special transportation services based on age and disability status. Outside the urbanized area, smaller cities are the typical starting place for routine access to medical institutions and places of employment in greater Spokane. This travel-shed encompasses the RTPPO planning boundary of Spokane County and extends well beyond to neighboring counties. Noted community origins outside the Spokane metro area include:

- Spokane County
  - Deer Park
  - Fairfield
  - Latah
  - Rockford
  - Spangle
  - Waverly
- Stevens County
  - Chewelah
  - Colville
  - Ford
  - Kettle Falls
  - Wellpinit – Spokane Indian Reservation
- Pend Oreille County
  - Cusick
- Lone
- Newport
- Metaline Falls
- Usk – Kalispel Indian Reservation
- Lincoln County
  - Davenport
  - Reardan
- Adams County
  - Ritzville
- Whitman County
  - Colfax
- Kootenai County, ID
  - Coeur d'Alene
  - Post Falls

Public transportation discussed in this plan is typically either within or connecting to the Spokane urbanized area. Common destinations for persons using public transportation include:

- Employment training centers, schools and other education facilities
- Medical offices, hospitals and rehabilitation facilities
- Areas of concentrated employment (e.g. downtown central business district)
- Human services agencies
- Areas of concentrated retail/commercial use
- Childcare centers
- Cultural and recreational locations
- STA Plaza (central transit center)
- STA park & ride facilities
- Spokane Intermodal Center

For those using STA's paratransit service, destinations vary across the metro area. The following table lists the most common destinations.

<b>Table 1: Common STA Paratransit Destinations</b>	
ADH North	Northeast Community Center
Daybridge South	Waste Management SMaRT Center
SFCC Lodge	SFCC Bldg 16
Spokane Kidney Center	St Lukes
Wolf Den Pacific Ave	Plaza/STA
West Central Community Center	F. O. Berg Mission
Northwest Center	Artisans (North Spokane)
VA Hospital	YMCA Valley
Lighthouse for the Blind	YMCA North
Artisans (Central)	Valley Senior Center
Northpointe Dialysis	Deaconess Health & Education Bldg
DaVita Renal North	Sacred Heart Doctor's Bldg West Entrance
DaVita Renal DT	Rockwood Clinic Main
Valley Kidney Center	Gonzaga Hemmingson (COG) Bldg
Evergreen Club	Mobility Center/Plaza
Frontier 107 S Division Behavioral Health	SKILS-KIN
YMCA/YWCA DT	

#### 4. AVAILABLE SERVICE INVENTORY

Currently, there are many private, public, and non-profit organizations providing transportation services in Spokane County. Several of these providers offer transportation to specific client groups, charge for their services, or restrict use based on specific eligibility requirements. Others are available for use by the general public. Spokane Transit Authority is the largest public transportation provider with an extensive fixed route bus system as well as paratransit and van pool operations. The following table details the available service inventory for providers that operate in, or provide regular service to, Spokane County.

**Table 2: Service Inventory**

<b>Service Name</b>	<b>Service Type</b>	<b>Target User</b>
Arrive Rides	On-Demand Scheduling	Ambulatory Seniors
Caritas Outreach Ministry	On-Demand Scheduling	Low income individuals, serving NW Spokane / Nine Mile Falls
Catholic Charities Volunteer Chore Services	Volunteer Driver Network	Seniors and disabled adults
COAST	On-Demand Scheduling	General public, Seniors and disabled adults, serving Colfax/Whitman County with trips to Spokane

<b>Service Name</b>	<b>Service Type</b>	<b>Target User</b>
DAV Transportation Network	On-Demand Scheduling	Veterans
GoGoGrandparent	On-Demand Scheduling	Ambulatory Seniors
Greyhound	Intercity Bus	General public
Just For You Senior Services	On-Demand Scheduling	Ambulatory Seniors
KALTRAN (Kalispel Tribe)	Fixed route and deviated fixed route bus, On-Demand Scheduling, Medicaid, PRC program	General public; Disabled individuals, serving areas in Pend Oreille, Stevens, and Spokane Counties including regular trips to Spokane
MedTran	On-Demand Scheduling	Non-emergency transportation for clients requiring assistance in Spokane, Post Falls, and Coeur D'Alene
Moccasin Express (Spokane Tribe)	Fixed route and deviated fixed route bus; On-demand scheduling	General public; Disabled individuals, serving areas in Stevens County with regular trips to Spokane
New Hope Resource Center	On-Demand Scheduling; Transportation assistance (gas vouchers)	Seniors and disabled adults; Low-income individuals
Northwestern Trailways	Intercity bus	General public
Our Place Community Ministries	Transportation assistance (bus passes)	Low-income individuals in Spokane's West Central area
Precious Cargo	On-Demand Scheduling	Medical appointments for individuals in wheelchairs
Road To Recovery – American Cancer Society	Volunteer Driver Network	Cancer patients
Senior Care Concierge	On-Demand Scheduling	Seniors
Senior Residential Facilities	Van trips for shopping or regularly scheduled medical appointments	Senior facility residents
SNAP Ride to Health & Other Services	On-Demand Scheduling	Individuals/clients requiring rides to services (health, food outlets, other services) within Spokane County combined with a Community Health Worker/Care Coordination service
SNAP Spokane Ride to Care	Low-acuity medical transportation (by referral from emergency responders)	Individuals requiring low-acuity urgent care in Spokane and Spokane Valley
Special Mobility Services (SMS)	On-Demand Scheduling – Medicaid broker; Fixed route and deviated fixed route shuttles; Transportation assistance	Seniors and disabled adults; Medicaid clients; General public, with community shuttles to Spokane from Davenport, Reardan, Ritzville, Sprague, Deer Park, and Newport
Specialty Transport	On-Demand Scheduling	Seniors and disabled adults

Service Name	Service Type	Target User
Spokane Transit Authority (STA)	Fixed route bus; Paratransit; Van Pool	General public; Seniors and disabled adults, serving Spokane PTBA
Travel Washington – Gold Line	Intercity bus	General public, with daily trips along US 395 from Kettle Falls to Spokane
Wheels R Turning	On-Demand Scheduling	General public for non-emergency medical appointments, serving Spokane Valley

The inventory of service providers is not comprehensive. More detailed descriptions of service providers are available in Appendix B. For a statewide listing of public transportation agencies, please see the WSDOT Public Transportation Directory:

[www.wsdot.wa.gov/acct/documents/PT%20Directory.pdf](http://www.wsdot.wa.gov/acct/documents/PT%20Directory.pdf)

## 5. NEEDS ASSESSMENT

A primary goal of this planning process is to discover and document any unmet public transportation needs. This was a point of emphasis at public outreach events and discussed on numerous occasions at Human Services Transportation Working Group meetings. Throughout development of the plan update, there were general areas of need that were commonly heard. These overarching themes are bulleted below and a more detailed needs list is provided in **Table 3**.

- Rural public transportation is a high need to provide mobility to potentially isolated and transit dependent populations
- Aging demographics and reported trends show high need amongst elderly that rely on public transportation
- Transportation for disabled populations continues to be a high need, as this population category is relatively large in Spokane County and these individuals are often fully transit dependent
- Cost is a transportation barrier to low-income populations, requiring efficient and affordable public transportation to access employment and services. The cost burden of vehicle ownership is a barrier to mobility.

**Table 3: Service Gaps and Needs**

<b>Transportation Gap / Need</b>	<b>Category</b>	<b>Possible Solution</b>
Transportation affordability	Client-Based	Transit / Gas vouchers
Increasing need for senior and disabled transportation service	Client-Based	Sustain / Enhance provider services, including acquisition of transportation services under contract, lease, or other arrangement. Voucher programs for rideshare, public transportation, and provider services. Implement projects that exceed ADA minimum requirements.
Transportation for medical needs	Client-Based	Sustain / Enhance provider services. Vouchers for taxi cab or rideshare services.
Access to healthy food options for low-income populations	Client-Based	Sustain / Enhance provider services. Vouchers for taxi cab or rideshare services.
Transportation support for behavioral health—decrease burden on emergency responders for non-emergency incidents	Client-Based	Sustain / Enhance provider services. Better coordination.
Mobility management to coordinate client access to services	Client-Based	Support programs that identify user needs and help coordinate access to appropriate mobility service
Incomplete or unconsolidated information for transit users	Education & Awareness	Centralized information portal and service map. Travel training. Mobile apps.
Rider / Travel training	Education & Awareness	Education for riders on how to use public transportation to improve access and riding experience
Pedestrian and biking access to transit system	Facilities	Provide sidewalk connectivity, ADA compliance, Proper snow clearance, Bike lanes, Bike parking
Bus stop amenities	Facilities	Provide adequate marked bus stops and/or shelters. Bus schedule information.
Scaling of bus fleets for rural systems	Facilities	Diversify bus vehicle sizes to enable efficiencies of larger vehicles and smaller vans as warranted
Capital investment in vehicles and equipment (new buses, vans, wheelchair ramps/lifts, dispatch systems, radios/communication)	Facilities	Capital funding grant programs

Transportation Gap / Need	Category	Possible Solution
equipment, ITS, fare collection, computer software and hardware)		
Service needs for rural areas outside Spokane Transit's PTBA. Multiple geographies identified in rural Spokane County and the greater region—Ferry, Stevens, Pend Oreille, Lincoln, Adams, and Whitman Counties.	Geographical	Sustain / Enhance provider services
Public transportation service gap between Coeur d'Alene and Spokane	Geographical	STA is exploring future pilot service program
Commuter service between Chewelah and Spokane	Geographical	Explore augmenting existing rural transit systems
Nine Mile/Suncrest area near Spokane is underserved	Geographical	Explore demand-response type service for this area
Medical transportation for veterans to Spokane VA Hospital from surrounding region	Geographical	Facilitate service connections for routes to Spokane. Enable direct transport to VA Hospital.
Shortage of drivers for volunteer-based transportation services	Service Performance	Continued marketing. Explore relationship with private rideshare companies to bolster available fleet.
Increase frequency of service between Pend Oreille County and Spokane	Service Performance	Expand service into the evenings and weekends
Access to employment	Service Performance	Coordinate available service with common employment areas
Same day service for on-demand transportation	Service Performance	Rider education on scheduling constraints. Vouchers for taxi cab or rideshare services.
Connectivity to STA fixed route bus system (from other routes external to STA system)	Service Performance	Enable connections at STA park & ride/transit center facilities from rural transit routes

## 5.1 RURAL TRANSPORTATION

Public transportation need for rural areas is generally focused on service to and from Spokane. Spokane is the largest urban area in eastern Washington in a region that is otherwise largely comprised of smaller cities and rural settlements. Spokane offers hospitals and a multitude of specialty medical care as well as employment opportunities, entertainment, and various service needs. Transportation demand to Spokane is dispersed from the counties to the north, west, east, and south. Sustaining existing service is a priority, but opportunities to enhance rural public

transportation should be explored. Common origins and destinations were previously identified in Section 3.

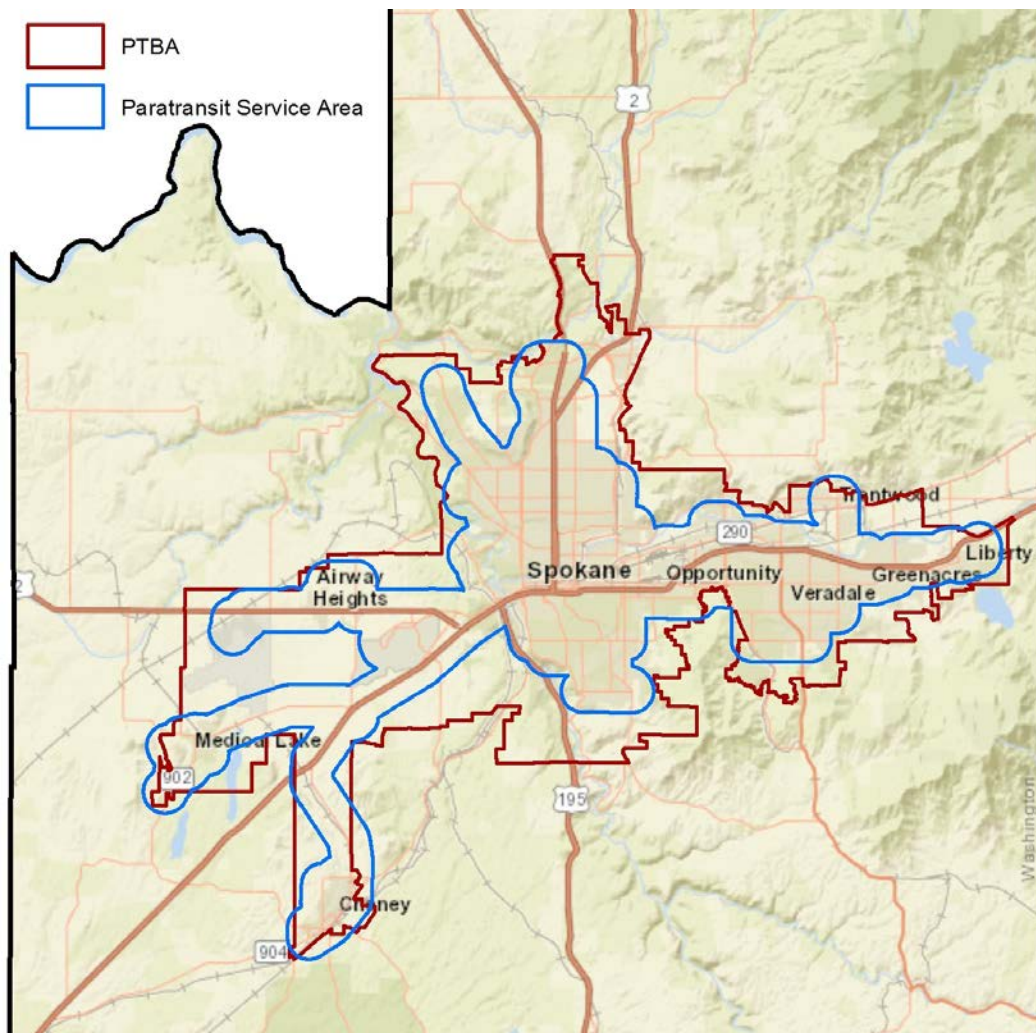
Beyond providing consistent public transportation in locations outside the Spokane urbanized area, populations of essential need include individuals with disabilities that require wheelchair-compatible vehicles and medical-related transportation. Spokane County has a higher proportion of people with disabilities compared to the state as a whole. Transportation to specific medical service destinations such as the Spokane VA Hospital is also cited as a high need. The percentage of veterans in Spokane County and neighboring counties is higher than the state average.

## **5.2 SPOKANE URBANIZED AREA**

The Spokane metro area is within the Public Transit Benefit Area for STA (see Figure 9). While the area is generally well served by STA's fixed route transit, special transportation needs are a recognized priority. This includes individuals that, due to physical or cognitive limitations, are unable to ride the fixed route system. To fill this gap, demand-response services are essential to enable access to medical appointments and other needs where the regular bus system is not a viable option. STA's paratransit program plays a large role in filling this service need, but there is also a need for other demand-response services that accommodate individuals requiring even greater door-to-door assistance or live outside the STA paratransit boundary. A combination of aging demographics and high demand demonstrates the critical importance of demand-response type systems in the region.



**Figure 9: Public Transit Benefit Area and Paratransit Service Area for STA**



## 6. TECHNOLOGY

The use of technology benefits travelers throughout the region, and this applies to users of public transportation. STA provides real-time departure information for every STA bus as well as online trip planning forms to find the best route. It also allows fixed route dispatch to manage fleet performance in real time, resulting in better service reliability and timeliness.

STA Paratransit has used computer-aided dispatch (CAD) and on-board mobile data computers (MDCs) for numerous years. This system has helped STA Paratransit to more efficiently schedule pickup and drop-off of customers while combining trips and utilizing the best routing.

Paratransit passengers and personal care attendants can use their smartphones to receive real time arrival and departure times.

The Spokane Regional Transportation Management Center (SRTMC) was created as a multi-jurisdictional control facility to enhance and support advanced transportation management capabilities. The SRTMC operates 24 hours a day, seven days a week. The center operators coordinate closely with local first response agencies, the regional 911 center, and the state police from Washington and Idaho. From the Center, the operators have access and control to most of the region's devices used to monitor and control traffic, which include nearly three dozen closed-circuit TV cameras, six dynamic message signs, twenty traffic measurement stations, and three highway advisory radio stations. The Spokane Region Intelligent Transportation Systems (ITS) Plan describes other planned technological improvements for public transportation.

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## 7. EMERGENCY MANAGEMENT

Greater Spokane Emergency Management (GSEM) is the coordinating agency for the region during major emergencies and disasters. GSEM supports communication between federal, state and local governments, including local agencies and the greater Spokane community. In addition, GSEM helps facilitate preparedness and response and recovery efforts, and provides public education on a variety of emergency related topics.

The Greater Spokane Comprehensive Emergency Management Plan (CEMP) is the guiding document to mitigate, prepare for, respond to, and recover from major emergencies and disasters. Emergency Support Function #1 within the CEMP is Transportation. The purpose of the Transportation section is to provide organization, mobilization, and coordination of transportation services and infrastructure restoration during and following a disaster in Spokane. Responsible agencies are STA and Spokane County Public Works, with support from ambulance companies, fire departments, law enforcement, Red Cross, WSDOT, and private bus companies. Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing and Human Services – has elements that relate to ESF #1. Namely the task to identify assets necessary for the evacuation and movement of people with disabilities and other functional needs. The primary responsible agencies are GSEM and Inland Northwest American Red Cross, with support from local, state, and federal agencies.

GSEM collaborates with numerous partners to work toward community resilience. Participating committees and groups include:

- Community Organizations Active in Disaster (COAD)
- Emergency Management Operations Group (EMOG)
- Emergency Management Policy Board (EMPB)

- Local Emergency Communication Committee (LECC)
- Local Emergency Planning Committee (LEPC)
- Washington State Homeland Security Region 9

STA's Security Coordinator facilitates resources to be utilized in case of emergency or disaster. STA responds to emergencies using an 'All Hazards' approach. That means there are basic response actions taken initially on most emergencies, regardless of what the emergency or disaster is. Once the situation is assessed and identified, individualized response guidelines specific to each emergency type (e.g. medical assistance, vehicle collisions, fire, severe weather, earthquake, hazardous materials spills, etc.) are implemented.

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## 8. STRATEGIES TO ADDRESS REGIONAL NEEDS

With gaps and needs highlighted in the Section 5 Needs Assessment, strategies focus on ways to improve travel within the region, particularly for disabled, low-income, and elderly populations. Based on the identified strategies, local agencies are tasked to cooperatively develop projects to address human services transportation needs.

### STRATEGY 1: MAINTAIN EXISTING TRANSPORTATION SERVICES

Demand for special needs transportation indicates the importance of, at a minimum, maintaining existing services. When transportation choices are limited, removal of service can greatly affect the mobility of an individual or a community. Many of the organizations shown in the Available Service Inventory have been offering transportation services for several years, if not decades. In this time, population growth and demographic change have only created more demand among these providers. On the land use side, siting decisions also have a significant impact on the efficiency of existing public transportation service.

- Maintain service levels among existing public transportation routes and programs
- Protect significant investment in vehicle fleets through proper maintenance, replacement schedules, and protection from the elements when not in use
- Utilize sites well-served by public transportation when considering locations for new social service agencies, health care facilities, schools, public housing, etc.

### STRATEGY 2: SERVICE PROVIDER / PUBLIC COORDINATION

Through this planning effort, providers have shown that they are well-informed on each other's service models and make referrals as needed. Communication among service providers is essential for coordinated planning and to avoid unnecessary duplication. It is important to emphasize coordination of existing operations and any potentially new programs, and it is equally important to collaborate with the user public to continually understand service gaps and needs.

- Convene periodic meetings with the Human Services Transportation Working Group to collaborate on services and programs
- Consider an operational study to ensure efficiency within the universe of available public transportation routes
- Conduct ongoing public outreach to understand the needs of user groups. Target special needs user groups.
- Support mobility management programs that identify user needs and coordinate access to the appropriate mobility service, or recommend new mobility services where there is documented need unmet by existing transportation programs

### **STRATEGY 3: PUBLIC EDUCATION**

Transportation service availability can often be confusing given the range of options and eligibility criteria. Creating greater understanding through education is an effective way to connect people to the most applicable transportation solution.

- Travel Training – programs such as STA’s Mobility Training provide one-on-one coaching on use of the transit system and help educate the client on the most compatible transportation services. Such programs should be continued and used as a model for systems outside the PTBA.
- Educational Materials – with the multitude of services covering a large geographic area, the region would benefit from a single map graphically displaying available routes, contact information, and intended user. This could be provided online and in paper format.

### **STRATEGY 4: INTEGRATION WITH SPOKANE TRANSIT**

As the service hub of the region, Spokane is the most common destination for outlying small cities and rural areas. Since it is not feasible for all Spokane destinations to be served by rural routes operating outside the PTBA, connections to Spokane Transit are critical. Current transit services are generally accomplished at this (e.g. dropping off at STA Plaza in downtown Spokane), but there is room for continued improvement.

- Utilize park and ride facilities in north Spokane (e.g. Hastings Park & Ride) to facilitate connectivity with the STA system from the north
- Consider use of the new West Plains Transit Center (opened September 2018) as a possible connection point for transit service from Stevens and Lincoln Counties
- Explore transit hub concepts as point of integration with STA (e.g. Five-Mile Park & Ride)
- Any strategies that consider utilization of STA facilities must be coordinated directly with STA

## **STRATEGY 5: SPECIAL NEEDS GROUPS**

The success of human services transportation relies on meeting the varying needs of individuals. Feedback has emphasized the need to improve accommodations for all user groups. This includes service to rural areas and provisions for disabled, low-income, and veteran populations.

- Transit fleets should continue to maintain and further expand ADA accessible vehicles
- Continue to provide and look for opportunities to enhance public transportation to/from surrounding rural communities
- Continue and look for opportunities to improve affordability programs, such as vouchers for gas and taxi service and subsidized bus passes
- Coordinate improved transportation access to VA medical facilities, with direct connections to the Spokane VA Hospital a high priority
- As an overall high need, medical related transportation must be maintained and expanded

## **STRATEGY 6: RIDER EXPERIENCE / FACILITIES**

Capital facilities is an integral part of public transportation performance and functionality. This ties to the experience and comfort of the rider. Convenient and accessible bus stops, up-to-date vehicles, and helpful scheduling information improves the efficiency of public transportation and, ultimately, the rider experience.

- Provide clearly marked bus stops with shelter, access to bathrooms, and reader board scheduling information as appropriate
- Provide appropriate pedestrian and bicycle facilities at bus stop locations to enable safe and convenient access
- Consider installing a digital reader board with real-time arrival information at high-use bus stops
- Modernize bus fleets with appropriate scaling of vehicles to match anticipated use
- Invest in new and replacement buses, vans, wheelchair lifts, and ramps

## **STRATEGY 7: TECHNOLOGY**

Implementation of advanced technologies can help transit providers by making their operations more efficient, safe, and attractive. It encompasses technologies that benefit the rider—real-time information boards as mentioned under Strategy 6—and extends to transit operations and other modern mobile technologies and services.

- Implement transit software to increase the efficiency of public transportation—computer aided dispatch, automatic vehicle location, mapping and routing applications, data collection, etc.
- Consider opportunities to incorporate private ride-share services to supplement transportation options for routine medical appointments or other essential trips
- Test mobile smart phone apps that could better convey transit options and scheduling to the individual user. Implement tried and proven apps after pilot tests.

- Utilize internet-based scheduling. This capability allows the rider to schedule, confirm, and cancel their trips without having to call the transportation provider.
- Always consider impacts to and provide accommodations for non-computer literate individuals (or those lacking access) when releasing new technologies

### **STRATEGY 8: NEW / EXPANDED SERVICE**

Strategy 1 under this section is to maintain existing public transportation service levels. Maintaining service levels with limited resources is a significant challenge, but a fundamental task of this planning process is the assessment of unmet transportation needs and gaps in service. Through the coordinated planning effort with regional partners and the public, a few service recommendations came to light.

- Continue to support improvements to STA's fixed route system and programs for special needs populations. STA investment in high performance transit corridors (as part of STA Moving Forward) is a key component of planned system improvements.
- Consider routing opportunities for a new daily commuter shuttle from Chewelah to Spokane
- Provide expanded hours/days of operation for existing rural transit programs (e.g. Kaltran and Moccasin Express). This would help meet the needs of transit dependent populations for employment and other service access.
- Provide expanded service from Cusick to Chewelah to improve rural transportation interconnectivity with other feeder routes into Spokane (e.g. Moccasin Express, Gold Line) and promote coordinated transportation options
- Fill the transit gap between Post Falls, ID and Spokane (note: STA will be testing a Coeur d'Alene bus pilot program in coming years)
- Public transportation options for those traveling from southern Spokane County and Whitman County are limited. Additional service should be explored.
- Emergency response transportation is burdened by non-emergency calls. As a solution, support programs that replace unnecessary ambulance trips with alternative programs that transport special needs individuals to the appropriate health or social service.
- Coordinate needed public transportation access to the EnVision Center, a centralized hub for human services in Spokane. Spokane was designated an EnVision Center community by US Housing and Urban Development in Summer 2018.
- Consider implementing demand-response type service for the Nine Mile/Suncrest area, in Stevens County just north of Spokane

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## 9. RECOMMENDED PROJECTS AND PRIORITIES

SRTC facilitates a regional prioritization process for public transportation funding opportunities through WSDOT's Consolidated Grant Program. Appendix A lists regional priority projects for the 2019-2021 WSDOT Consolidated Grant Program as developed by local public transportation providers. The CPT-HSTP is administratively amended to include the prioritized projects from the WSDOT Consolidated Grant Program call after the application process is complete and the list is approved by the SRTC Board. STA issues an annual call for projects for FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program funds directly appropriated to the Spokane Urbanized Area.

For more information on the WSDOT Consolidated Grant Program, visit:

[www.wsdot.wa.gov/Transit/Grants/Consolidated/default.htm](http://www.wsdot.wa.gov/Transit/Grants/Consolidated/default.htm)

For more information on Section 5310 funding opportunities through STA, visit their website:

[www.spokanetransit.com](http://www.spokanetransit.com)



## APPENDIX A

### PUBLIC TRANSPORTATION PROJECTS AND PRIORITIES

Table A1 lists projects developed by local human services transportation providers for WSDOT's Consolidated Grant Program. The projects were evaluated and ranked by a local committee of individuals representing human services transportation interests and approved by the SRTC Board.

**TABLE A1: REGIONAL PRIORITY PROJECTS – WSDOT 2019-2021 CONSOLIDATED GRANT PROGRAM**

Agency	Project Title	Amount Requested from WSDOT	Project Type	WSDOT Letter Grade
Kalispel Tribe	Preservation – Kalispel Reservation-to-Spokane and Lone (KRSI)	\$382,146 (2019-2021 biennium)	Operating	A
SMS	Sustain Deer Park Dial-a-Ride and Community Shuttle	\$439,665 (2019-2021 biennium) \$457,314 (2021-2023 biennium)	Operating	A
Kalispel Tribe	Enhancement – Kalispel Reservation-to-Chewelah-Newport-& Lone (KRCNI)	\$100,000 (2019-2021 biennium)	Operating	A
SNAP	Spokane Ride to Care (Non-emergency Medical Transportation Program / Emergency Department Diversion)	\$190,000 (2019-2021 biennium)	Operating	B
SNAP	SNAP Capital Request Van	\$40,000	Capital	B
SMS	Expand Deer Park Community Shuttle	\$119,234 (2019-2021 biennium)	Operating	B
SNAP	SNAP Capital Request Technology (Dispatch/Software Applications)	\$12,000	Capital	C

## **APPENDIX B**

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### **DETAILED SERVICE INVENTORY**

Following is a more detailed description of the Available Service Inventory shown in Section 4 of the CPT-HSTP. Items are listed in alphabetical order.

#### **ARRIVE RIDES**

Arrive Rides is a private subscription service that connects its members to Uber or Lyft rideshare services without the need for a smart phone. Members call a phone line to schedule a ride and Arrive Rides serves as the intermediary to arrange the trip through Uber or Lyft. The service is marketed for seniors though anyone can join. Members pay a monthly fee plus a transaction cost for each trip in addition to the ride fare.

#### **CARE CARS**

Care Cars is a program that utilizes volunteers to transport persons requiring door-to-door transportation to and from medical or mental health related appointments or have a disability and live outside of the STA paratransit service area in Spokane County. The Care Cars program was discontinued at the end of 2018.

#### **CARITAS OUTREACH MINISTRY**

A collaborative effort between fourteen Northwest Spokane churches, Caritas Outreach Ministry provides services to individuals in need. One of those services is limited, ambulatory transportation for seniors or disabled individuals who require transportation help. Citizens wishing to use the service must be pre-approved Caritas clients and are required to call well in advance to set up transportation for medical appointments and necessary shopping trips. Caritas Outreach Ministry service area is limited to people residing North of Montgomery, West of Division, South of Hawthorne Road in Spokane or in the Nine Mile Falls zip code area (99206) in Spokane County.

#### **CATHOLIC CHARITIES VOLUNTEER CHORE SERVICES**

Catholic Charities Volunteer Chore Services is a partnership between volunteers and individuals in need. Volunteer drivers transport low-income ambulatory senior citizens and adults with disabilities from their homes to medical appointments and to the grocery store. Drivers also deliver bags of food/commodities monthly to clients who are confined to their home. Drivers provide the vehicle and auto insurance and must pass a Washington State Patrol background check. Clients are screened over the telephone to determine eligibility and then are required to call 48 hours in advance to schedule transportation. There is no charge to the client for the service and mileage reimbursement is available to drivers. The program is funded primarily through state funding with some additional funding from the Catholic Charities Christmas collection. There are Volunteer Chore Services offices serving all of Eastern Washington.

## **COAST**

COAST Transportation is a division of the Council on Aging and Human Services in Colfax, WA. Its mission is to support rural mobility needs through demand-response ride service. There is no income or age qualification for using the service in Washington. COAST attempts to schedule rides for residents in its service area who call at least 48 hours in advance, and Spokane is a common destination.

## **DAV TRANSPORTATION NETWORK**

The Disabled American Veterans (DAV) Transportation Network provides rides for veterans from all over the Inland Northwest to Spokane County's Department of Veterans Affairs (VA) medical facilities. The network is administered by DAV Hospital Service Coordinators (HSCs) at the VA's 172 medical centers across the United States. Veterans are asked to call several days in advance to arrange for transportation. All DAV van drivers are volunteers and do not receive payment for the services they provide.

The program is funded by DAV Departments and Chapters, which purchase and donate vans to the VA medical facilities for use in the Transportation Network. DAV HSCs also help veterans file claims for VA benefits and refer veterans to DAV National Service Officers for professional benefits assistance.

## **GOGOGRANDPARENT**

GoGoGrandparent is a private service that allows people to dial a number to request rides through Uber or Lyft. The phone menu allows clients to use a standard push button phone, no smart phone required. GoGoGrandparent can provide text updates to family members on trips arranged through the service. While marketed to seniors, the service can be used by anyone 18 years and over. The cost is the rideshare fare plus a concierge fee for using the 24/7 call center.

## **GREYHOUND**

Greyhound provides intercity and interstate bus service with several daily departures from the City of Spokane to cities in Washington, Idaho, and Montana. Greyhound departs from the Spokane Intermodal Center.

## **JUST FOR YOU SENIOR SERVICES**

Just For You offers transportation and personal assistance to ambulatory seniors in the greater Spokane area. Seniors may call a phone line to schedule an appointment or errand with 48-hour advanced notice. Clients are charged a fee to use the service.

## **KALTRAN**

KALTRAN is a public transportation service operated by the Kalispel Tribal Planning and Public Works Department under the Kalispel Tribal Business Council. The service is free to ride and open to the public. KALTRAN provides fixed route service from the Camas Wellness Center to Spokane four days a week (Monday-Thursday). They also provide round-trip service to Lone

three times per day and one round-trip to Newport four days a week (Monday-Thursday). In addition to these routes, KALTRAN provides service from the Camas Wellness Center to Chewelah three times per day seven days a week. Deviated services are available up to ¾-mile off the normal fixed routes, or within the boundaries of the Kalispel Indian Reservation. All deviated route services must be scheduled with the KALTRAN office prior to the requested pick-up time so vehicles can be appropriately dispatched.

KALTRAN also provides vital non-emergency medical transportation services through their Medicaid and PRC programs for Native American clients within Pend Oreille and Spokane Counties. All Medicaid or PRC transportation requests must be approved and scheduled with the KALTRAN office prior to the transport. KALTRAN provides rider training to those in need, to help all passengers improve their independence and confidence in utilizing public transportation services. The ridership training program also works to improve passengers' ability to connect with other partner public transportation programs such as Rural Resources, Special Mobility Services, Gold Line, Moccasin Express, Spokane Transit Authority, and other transportation services.

### **MEDTRAN**

MedTran is a private company that provides non-emergency medical transportation to clients requiring assistance due to injury, illness, or disability. MedTran specializes in door-to-door delivery of clients to their medical appointments, but also transport to non-medically related outings such as shopping trips, airport pickup and drop-offs, or other personal trips. MedTran charges a fee for its service or Medicaid eligible transport may be scheduled through the local Medicaid broker.

### **MOCCASIN EXPRESS**

The Moccasin Express is the Spokane Tribe's transit program. Free and open to the public, the Moccasin Express provides daily service from the Tribe's administration building in Wellpinit, WA to the Spokane area. Regular drop-off / pick-up points include the STA Plaza and the Intermodal Center in downtown Spokane. The Moccasin Express Vanpool Program provides a reliable commuting option for Tribal employees who live in and around the Spokane area, accommodating a significant number of employees who regularly commute from Spokane County to Wellpinit. The Vanpool Program serves to reduce vehicular congestion, commuter mileage, and trip-demand throughout the Spokane area. Finally, the Tribe provides paratransit service free of charge to medical appointments for low income, disabled, and elderly individuals from the Spokane Reservation and surrounding area to Wellpinit, Spokane, Airway Heights, Cusick, Colville, Chewelah, and Inchelium.

### **NEW HOPE RESOURCE CENTER**

The New Hope Resource Center is a non-profit conglomeration of churches in north Spokane County (Mead, Colbert, Elk, Chattaroy, and Riverside) who have united to offer a variety of services. One of those services is transportation for ambulatory seniors and people who are disabled. Pre-approved clients must call in advance to set up rides to services of any kind,

whether medical related or to run errands. There is no set limit on mileage and transportation services are free to qualified individuals. For low income individuals with vehicles, vouchers for gasoline are also available.

### **NORTHWESTERN TRAILWAYS**

Northwestern Trailways provides intercity and interstate bus service with several daily departures from Spokane to cities in Washington and Idaho. Northwestern Trailways departs from the Spokane Intermodal Center.

### **OUR PLACE COMMUNITY MINISTRIES**

Our Place is a non-profit ecumenical effort of seven churches in the West Central area of Spokane. Among its services, Our Place offers limited transportation assistance for residents of West Central only. Our Place distributes bus passes each day on a first-come first-serve basis. Clients may receive no more than 20 passes over the course of a year.

### **PRECIOUS CARGO**

Precious Cargo is a for-profit, fee-based transportation service for people who are elderly and/or disabled in Spokane County, Coeur d'Alene, and Davenport. Precious Cargo is able to transport wheelchairs. The transportation service is on-demand and must be scheduled in advance.

### **ROAD TO RECOVERY – AMERICAN CANCER SOCIETY**

Road To Recovery is an American Cancer Society program. It provides ambulatory (independent or semi-dependent individuals) cancer patients with ground transportation to and from cancer-related medical appointments. Rides are dependent on volunteer driver availability and must be scheduled in advance.

### **SENIOR CARE CONCIERGE**

Senior Care Concierge is a for-profit, fee-based business that provides a variety of personal services for seniors, including transportation. Clients may call in advance to set up transportation to their destination, whether to medical appointments, shopping, or personal errands.

### **SENIOR RESIDENTIAL FACILITIES**

A number of senior residential and assisted living facilities have vans to provide transportation for their residents. Most provide transportation for shopping trips once or twice a week and regularly scheduled medical trips.

### **SPECIAL MOBILITY SERVICES (SMS)**

SMS is a non-profit agency that acts as the Medicaid transportation broker for Spokane County and its surrounding counties. SMS also provides various other transportation services. As a Medicaid transportation broker, SMS sets up transportation for Medicaid clients who are

attending medical appointments paid for by Medicaid and have no other means of transportation. There is no cost to the Medicaid client for eligible transportation. SMS may arrange for clients to be transported by public transit, commercial service providers (taxi, etc.), social service agencies, or volunteer drivers. In addition, SMS may issue fuel vouchers for clients who own a vehicle but cannot afford to purchase gas. Clients are required to call two business days in advance to arrange service.

SMS operates a fixed route intercity shuttle service to Spokane from the cities of Davenport, Deer Park, Ritzville, and Newport. The shuttle service is fare-based, wheelchair accessible, and open to the public. SMS also operates dial-a-ride transportation in Deer Park and emergency transportation to clients of Spokane Community Mental Health.

### **SPECIALTY TRANSPORT**

Specialty Transport is a for-profit business that contracts with Specialty Mobility Services to provide transportation services to the elderly and disabled. Clients schedule rides by appointment in advance.

### **SPOKANE RIDE TO CARE**

Provided by SNAP, Spokane Ride to Care is Spokane County's only service designed for low-acuity (non-emergency) medical transport to urgent care facilities. The intent of Spokane Ride to Care is to reduce costs for clients who otherwise would struggle to afford the full medical expenses that come with ambulance and ER visits, while also providing quality care and shorter wait times. In the pilot year of this program, the program diverted individuals from higher-cost services (ambulance and ED) to more appropriate lower-cost services (medical transportation and urgent care), reducing the cost of transportation and medical services by 61% per individual diverted. Avoided medical and transportation costs of approximately \$77,115, a return rate of \$.37 per \$1 invested in pilot project overall (Pilot Program Evaluation by Spokane Regional Health District).

In addition to providing transportation to Urgent Care centers, Spokane Ride to Care offers a return transportation home and/or to a pharmacy upon request. Currently, the service is only accessible through a referral by an on-scene paramedic after a person calls 911.

### **SPOKANE TRANSIT AUTHORITY (STA)**

The Spokane Transit Authority PTBA includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, Spokane Valley, and some unincorporated areas of Spokane County. Figure 9 in the CPT-HSTP shows a map of the STA service area. Spokane Transit operates seven days a week, 365 days a year. On November 8, 2016 voters approved Proposition 1, authorizing an increase in local sales and use tax to help fund STA Moving Forward, the 10-year plan with 25 projects to connect people to services, connect workers to jobs, advance regional economic development, and increase mobility options.

STA also provides Paratransit service, a wheelchair-accessible shared ride service for individuals who are determined to be eligible for service because the effects of their disabilities prevent them from using the regular fixed route bus service. Paratransit operates in a service area that is comparable to that of the fixed route service and follows the rules required through the Americans with Disabilities Act (ADA).

Vanpools are another transportation resource offered by STA for people who commute at least 10 one-way miles to work. Vanpool riders who live and work in approximately the same area commute together in an STA 7, 12 or 15 passenger van. Vanpool routes can include Idaho and other counties as long as the route begins or ends in the fixed route service area. Each rider pays a low monthly fare based on daily travel distance and number of riders using the van. Fares cover the costs of operating the van, including gas, maintenance and insurance. A free monthly bus pass is available to riders who need to use the fixed route system to start or complete their commute. At least two of the van's commuters volunteer to drive and receive defensive driving and safety training from STA.

Another program offered through the combined efforts of the paratransit and vanpool departments is "Special Use" vanpools. This limited number of vans is offered to local social service agencies that serve clients who also are eligible for STA paratransit services. The Special Use vans operate similarly to the commuter vanpools, except the Special Use vans can be used for any purpose as long as the trip would otherwise be taken on paratransit.

Mobility Training is a free STA program that helps seniors and persons with disabilities gain more independence by assisting them to become fixed route bus riders. Program participants learn how the system works and most importantly, how the bus system works for the customer's specific needs and schedule. For each training, the STA Mobility Trainers design a one-on-one, individualized training plan, which includes accompanying the customer on the bus.

As of late September 2018, STA operates 40 bus routes. 10,264,971 passenger trips were taken on fixed route buses in 2017. The table below shows the route numbers, names, and passenger boardings for the top ten routes by ridership. Also in 2017, STA's paratransit service provided 476,765 passenger trips and the vanpool service provided 178,457 passenger trips.



<b>Top STA Routes by Passenger Boardings in 2017</b>		
Route Number	Name	2017 Annual Passenger Boardings
25	Division	1,002,087
90	Sprague	918,432
24	Monroe	567,062
33	Wellesley	555,230
66	Cheney/EWU	538,512
27	Hillyard	485,812
45	Regal	452,362
61	Hwy 2 via Browne's Addition	398,887
44	29th Avenue	328,968
28	Nevada	314,551

STA offers a variety of fare options to accommodate all riders. The adult fare is currently \$2.00 for a 2-hour pass or a 31-Day rolling pass for \$60.00 and reduced fare for \$30.00. The reduced fare for those aged 65 or over, those with qualifying disabilities, and/or those with valid Medicare documents is currently \$1.00 for a 2-hour pass and \$30.00 for a 31-Day Rolling Pass. The paratransit fare is \$2.00 each way. STA offers 7-Day rolling passes for \$17.00 and Day Passes for \$4.00. Youth passes are available for 31-Day Rolling passes and for Youth Summer passes.

In addition, STA offers the 'City Ticket' pass for \$40 a month. City Ticket drivers park their personal vehicles outside the downtown core at the Spokane Veterans Memorial Arena and ride to downtown on a STA shuttle bus. Service is as frequent as every ten minutes during peak commute hours.

STA provides student passes to actively enrolled students in the local colleges and universities but the programs vary at each institution. Students at local K-12 may qualify for the further discounted Youth Pass if they are ages 6-18.

STA partners with organizations to provide a "Universal Transit Access Pass" (UTAP) program to provide employees, students or other associated persons the opportunity to have a bus pass through an overall contract. Current UTAP participants include the following organizations:

- Community Colleges of Spokane
- Eastern Washington University
- Gonzaga University
- City of Spokane
- Spokane County
- Washington State University Spokane
- Whitworth University

Other student pass programs are also currently available for Alpine College, Carrington College, Glen Dow Academy, Interface Community College, Northwest HVAC Association and Training Center, and Paul Mitchell.

### **TRAVEL WASHINGTON – GOLD LINE**

The Gold Line is part of the Travel Washington intercity bus program administered by the State. Serving Northeastern Washington, the Gold Line is a scheduled bus shuttle service featuring two round trips per day between Kettle Falls and Spokane, along US Highway 395. It stops in the following cities / locations: Kettle Falls, Colville, Arden, Addy, Chewelah, Loon Lake, Deer Park, North Spokane, Spokane, and Spokane Airport. Gold Line provides access to major transit hubs in Spokane (Amtrak, Greyhound, Northwestern Trailways, STA Plaza) and runs seven days a week with closures on major holidays. Fare is required, and monthly passes are available.

### **WHEELS R TURNING**

Wheels R Turning is a for-profit, fee-based, non-emergency medical transportation service for people who are ambulatory, use wheelchairs, or need transport using a gurney to locations within Spokane Valley.

## APPENDIX C

### PUBLIC OUTREACH AND COMMENT

Following is the record of public outreach activities and comment log for the 2018 CPT-HSTP update. The planning process was conducted from January 2018 to November 2018. Table C1 shows the list of public and plan outreach activities that were conducted. Table C2 is a log of comments received during the planning process. Following the tables are copies of written communication received from the public and participating agencies.

**TABLE C1: CPT-HSTP OUTREACH ACTIVITIES**

Date	Activity
1/18/2018	Transit Working Group Meeting at SRTC
3/26/2018	March SRTC TAC Meeting
3/28/2018	March SRTC TTC Meeting
3/29/2018	HST Working Group Meeting #1
4/14/2018	Spokane Bike Swap
4/18/2018	ETC Networking Lunch - CTR Quarterly Mtg for Spokane Valley
4/19/2018	Meeting with Spokane Tribe
4/19/2018	ETC Networking Lunch - CTR Quarterly Mtg for West Plains
4/20/2018	April SRTC Newsletter
5/1/2018	HST Working Group Meeting #2
5/3/2018	Email to Veterans Outreach Program Specialist at Spokane Veteran Center
5/15/2018	Meeting with SNAP staff
5/15/2018	Email to WSDOT tribal liaison
6/7/2018	HST Working Group Meeting #3
6/13/2018	Open House at Spokane Tribe - Wellpinit
6/19/2018	ETC Networking Lunch - CTR Quarterly Mtg for Downtown/Lower South Hill
6/20/2018	West Plains Chamber Member Breakfast
6/21/2018	Spokane Parkways
6/28/2018	Open House at Kalispel Tribe - Cusick
7/10/2018	HST Working Group Meeting #4
7/27/2018	ALTCEW Planning & Management Council
7/30/2018	Hillyard Neighborhood Farmers Market
7/30/2018	Communication with Lilac Services for the Blind
7/31/2018	July SRTC Newsletter
8/2/2018	Phone conference re: emergency response with Fire Dept, STARS, and SNAP
9/4/2018	Walk and Roll--WSDOT Active Transportation Update email newsletter
9/7/2018	HST Working Group email
9/10/2018	SRTC website - CPT-HSTP draft posted
9/11/2018	HST Working Group Meeting #5
9/19/2018	September SRTC TTC Meeting
10/3/2018	STA Planning & Development Committee Meeting
10/11/2018	October SRTC Board Meeting

10/18/2018	October STA Board Meeting
10/22/2018	October SRTC TAC Meeting
10/24/2018	October SRTC TTC Meeting
11/8/2018	November SRTC Board Meeting

**TABLE C2: CPT-HSTP COMMENT LOG**

Source	Comment
ALTCEW PMC	Expand the STA paratransit boundary beyond the current 3/4-mile standard. Group has strong consensus on this.
ALTCEW PMC	It would be better/easier for public to understand if there was a map showing all the different service routes visually and in one place.
ALTCEW PMC	Consider having taxi cab vouchers to facilitate another transportation alternative (Olympia does this). Also consider having vouchers for Uber/Lyft rideshare services.
ALTCEW PMC	See letter from League of Women Voters of Pullman: Conducted survey that found transportation ranked high on the list of unmet needs in Whitman County.
ALTCEW PMC	Safety concern with bus route on S Regal St on South Hill (29th to 57th Ave). There are not adequate crosswalks near bus stop and there are no bus stop pullouts for the buses along 57th, where traffic has been increasing.
ALTCEW PMC	Goodwill industries conducted a community needs assessment in 2017. Transportation issues were discussed at length. Possible good resource for HSTP.
ALTCEW PMC	League of Women Voters of Pullman provided letter that based on a two-year study of poverty in Whitman County, transportation ranked high on the list of unmet needs. See letter.
ALTCEW PMC	Transportation service gap bringing people from the Tri-City area to Spokane for health care needs and appointments.
ALTCEW PMC	Hard for working people to use SMS bus service--long waits and weekend schedule not frequent.
ALTCEW PMC	Central information for all Eastern Washington public transportation--website, phone, flyers.
ALTCEW PMC	Arbitrary boundaries for STA paratransit. Should be abandoned and paratransit contracts should be for full county.
ALTCEW PMC	Light rail could be popular from Coeur d'Alene to Spokane Airport, plus a north-south route.
ALTCEW PMC	Consider funding a service to help area seniors get a transportation plan before having to give up driving their own vehicles.
ALTCEW PMC	Interest in development of a park & ride facility near 57th Ave and Palouse Hwy to relieve traffic.

ALTCEW PMC	Will be interested in paratransit in the future. Still able to drive but anticipate future need.
ALTCEW PMC	Housing and commercial developments should not be approved without first considering transportation impact on traffic flow.
ALTCEW PMC	I hear complaints about installation of roundabouts.
ALTCEW PMC	Suggest getting public input from senior centers.
ALTCEW PMC	Expand transportation services to 9 Mile Falls.
Conference call with Fire Dept & STARS	STARS and Fire Department both provide services that work to deflect people away from Emergency Departments to appropriate behavioral health services. This can involve providing transportation. STARS has a patrol car in service. Fire Dept Cares team sometimes provides transport through whatever means available (e.g. bus pass). STARS response service is not available in Spokane Valley and this is a gap/need.
CTR Quarterly Mtg	Service gap to new Costco north of town
CTR Quarterly Mtg	Attendee asked if HSTP would address PTBA limitations.
CTR Quarterly Mtg	Attendee mentioned that there will be a public transportation service gap to the new Costco.
Hillyard Farmers Market attendee	Written public comment submitted by attendee - no public transportation on Freya or neighborhoods east of Freya in Hillyard area. Have to walk significant length across railroad ROW to get to bus. Safeway (Market & Garland) has no through street to east side of railroad ROW, difficult to access as a pedestrian. Planned roundabouts in area have no sidewalks incorporated for pedestrians.
Hillyard Farmers Market attendee	New roundabouts in Hillyard area lack adequate pedestrian facilities.
Hillyard Farmers Market attendee	Public transportation gap in Hillyard residential areas east of Market Street across the railroad ROW. No bus service and long walk to access STA service.
Hillyard Farmers Market attendee	Safeway at Market / Garland difficult to access from east side.
HST Working Group	Affordability / transit vouchers
HST Working Group	Increasing need for elder and disabled transit services
HST Working Group	Medical services generally high need, e.g. dialysis treatment
HST Working Group	General trend is aging demographics and likely increasing demand for transportation services
HST Working Group	Gas vouchers
HST Working Group	Incomplete / Unconsolidated information for transit users. Need centralized information portal.
HST Working Group	Ensure good access to fixed route system--adequate sidewalks, shelters, snow clearance in winter
HST Working Group	Need more rural transit service (Deer Park, southern Spokane Co., surrounding counties, outside of PTBA generally)
HST Working Group	Gap between Citylink (Idaho) bus service and STA service area
HST Working Group	Common origin for trip requests is Hillyard area
HST Working Group	A commonly noted destination is Spokane Eye Clinic
HST Working Group	Public transportation from areas south of Spokane
HST Working Group	Need more volunteer drivers, with particular shortage in winter

HST Working Group	Employment access
HST Working Group	Same day service
HST Working Group	Need for non-Medicaid service for people or trip types that do not qualify
HST Working Group	Better connectivity to STA routes (from outside service area)
HST Working Group	5-Mile transit hub--opportunity to stage connections from outside PTBA?
HST Working Group	Grant funding for rideshare services (e.g. Uber/Lyft) to fill volunteer driver service gaps
Kalispel Tribe	Need for increasing frequency of service from Pend Oreille County to Spokane
Kalispel Tribe	Strong need for veteran transportation from rural areas such as Metaline Falls and Lone to VA Hospital in Spokane
Kalispel Tribe	Severe transportation challenges are faced by tribal elders
Kalispel Tribe	Increased need for a rider trainer within the program
Kalispel Tribe	Need for transportation to medical appointments is still paramount
Kalispel Tribe Open House	Would be great to connect KalTrans bus service to Hastings Park & Ride in north Spokane. Would better facilitate connection to STA fixed route service.
Kalispel Tribe Open House	Veteran transportation is a strong need in the area. Service to VA hospital in Spokane could be improved. Could be enabled by connecting with DAV service in Newport? Would provide direct link to VA hospital from there.
Kalispel Tribe Open House	Note that the new Kalispel Park casino has a planned completion date sometime this Fall. KalTrans bus service will expand its operations to 7 days a week as a result. Will have need for more drivers (and buses)?
Kalispel Tribe Open House	Better connection from Pend Oreille County to VA Hospital. Facilitate DAV service connection in Newport?
Kalispel Tribe Open House	Better connection from KalTrans to STA fixed route service. Hastings P&R?
Meeting with SNAP staff	Think about GOIN app as way to disseminate information on transportation service options (like Travelocity)
NEW RTPO	Better commuter service from Chewelah to Spokane
Spokane Tribe Open House	Interest in getting smaller vans since demand does not always require larger vehicles. May allow increased service.
Spokane Tribe Open House	Provide new service loop to Chewelah and down to Spokane. Could fill gap for regular commuter service between Chewelah and Spokane.
SRHD	Public transportation access to healthy food options from low income communities
SRTC TAC Meeting	Coordinate with RTPOs to the north and west to address any overlap of service
SRTC TAC Meeting	Consider having arrangement with ride-sharing service (Lyft) or other to avoid delays after appointments (instead of waiting during wide window of time for ride home, e.g. from paratransit)
SRTC TAC Meeting	Do all RTPOs receive Section 5310 funds?
STA P&D Committee	Spokane is a site for HUD EnVision Center. This will need to be served by public transportation, should recognize this in the plan.

**From:** [Carole Richardson](#)  
**To:** [Jason Lien](#)  
**Cc:** [Silas Rappe](#)  
**Subject:** NEW RTPO Feedback for Jason Lien at SRTC  
**Date:** Friday, July 13, 2018 10:38:19 AM  
**Attachments:** [image004.png](#)  
[image005.jpg](#)  
[Raw Comments for SRTC.pdf](#)

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Jason, here are some summary bullets from NEW RTPO's outreach effort that relate to the Spokane region:

- We received one written comment that pertains to Spokane. It's included in the attached file along with transcribed flip chart notes from NEW RTPO's April 11 Mobility Summit, and transcribed comment boards from the public open houses held in June.
- There's a significant gap in the network between Spokane and communities on the 395 corridor in Stevens County. At a minimum, commuter bus service between Chewelah and north Spokane is needed to improve access to jobs for residents in both Stevens and Spokane counties.
- Both the Spokane Tribe and Rural Resources Community Action have expressed interest in helping to fill the existing gap in service between Spokane and Chewelah, if funding can be worked out.
- Looking ahead, there are two large casino/hotel developments planned in the tri-county region that are anticipated to draw workers and customers from the Spokane area. One is near Chewelah in Stevens County, and another is near Usk in Pend Oreille County. Planning for increased transit service from Spokane to these areas in the future is desired.
- The Spokane Tribe needs new vehicles for its vanpool program – they would like smaller (8-10 passenger) vehicles than they currently have.
- The Spokane Tribe also needs funding and vehicles to increase frequency on Moccasin's run into Spokane.
- The Hastings Park and Ride in north Spokane would be an excellent transfer point for people traveling from Stevens and Pend Oreille counties into Spokane. Only the Gold Line intercity bus currently has STA approval to use the park and ride. We would like to recommend that other tri-county providers also connect with STA at this location. If logistics are an issue for STA, we could recommend that our providers use the small pullout on Hastings Road on the north side of the facility.



- The Nine Mile/Suncrest area is currently unserved, and this is an awkward area for providers in Stevens County to address. Due to geography, it is more directly linked to north Spokane than to other towns in Stevens County. Demographics indicate this area has moderately high proportions of elderly and disabled people when compared to other Stevens county areas. The Nine Mile Falls community also has concentrations of low-income people. The area may benefit from a demand-response style of service, perhaps a couple days a week, that would allow people to get into north Spokane for essential shopping and services.
- We received these individual write-in comments that referenced Spokane from an [online public survey](#) held February 15 through March 29, 2018. (*Survey questions are in italics for context.*)

*What are the top reasons why you don't use transportation services?*

- "If I'm going to go to Spokane or Colville from Kettle Falls, for example, I am usually shopping and I need to be able to haul a lot of things. Makes more sense to use my own car. That also lets me come and go as I need without waiting for public transportation."
- "I have family that use the transit between Inchelium and Nespelem, between Spokane & Coulee Dam, between Omak & Nespelem, Coulee Dam"

*Please tell us where you think additional transportation services are needed.*

- "City to city at least. People should be able to get to work if something were to happen to their usual transportation"
- "To Colville and Spokane areas for medical purposes"
- "Republic to Tonasket, Colville and Spokane....especially Spokane VA"

*Everyone has different travel needs. A network that offers a variety of transportation services can help serve many different types of trips. Vanpools, park and ride facilities, intercity transit, community shuttles and volunteer driver networks can supplement regular fixed route buses and demand response services. Please tell us where the different varieties of service should be offered.*



“All of the major towns I imagine. For me I’m most interested in Kettle Falls, Colville, Inchelium, Deer park and Spokane”

Carole Richardson, PE

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July 31, 2018

Spokane Regional Transportation Council  
Spokane, WA 99201

**Re: Updates to the Coordinated Public Transit-Human Services Plan**

To Whom it May Concern,

I am writing this letter in regards to our request to update the Coordinated Public Transit-Human Services Transportation Plan. In May of 2018 we underwent a public meeting process and have completed yearly community outreach to identify unmet transportation needs within local communities. There were multiple identified needs or gaps in service reported throughout this process. They are as follows:

A need exists for increased access and transportation services throughout Pend Oreille County and into North Spokane in the evenings and on the weekends for shopping, entertainment, employment, training, and church. We have many local residents that still hitchhike into town for these purposes.

There also exists a strong need for Veteran transportation services from many rural areas such as Metaline Falls and lone to the Veteran's Hospital in Spokane. KALTRAN is only currently able to provide service to the lone area four days per week. Only two of those days allow Veterans same day transportation lone to Spokane and back without a two night layover in Usk, where there are no hotels or other places to stay. While this limited service does provide some access, many of the appointments do not fit within the potential window for scheduling and many passengers miss transportation services that link into our bus line.

To the Kalispel Tribe, our Elders are not a part of our past rather our strongest asset, our first source for our history and traditions-they are sacred people. To this end the Tribe strives to treat them with respect and care and to provide them every opportunity to succeed and live comfortably. Our Elders currently experience severe transportation challenges, especially when traveling for medical

appointments, shopping, cultural events, or too stay with family. While we have worked hard to try to fill this need, limited rolling stock has created challenges in meeting the demand. We are working to be more proactive in meeting our capital needs.

Similarly, our young people have transportation needs that are currently unmet. Our Early Learning Center currently uses small vans, but their enrollment is growing and will soon outgrow their transportation capacity.

KALTRAN also has an increased need for a rider trainer within our program. We currently have over 15 regular riders that have special needs and often require additional assistance in utilizing not only our service, but transferring to other service providers as well. Our elderly and youth passengers could also benefit from additional training to improve their riding experience.

We currently operate bus routes between in Usk, Cusick, and on the reservation, however there is still a strong need for increased transportation access on both North and South LeClerc Road. At this time both KALTRAN and Rural Resources are currently utilizing State Highway 20 as the primary route; however we receive multiple calls for service on the east side of the river down Le Clerc Road. This is something we hope to improve in the near future.

KALTRAN still has the need for official bus stops throughout our service area. Due to our rural nature we will not be able to formalize all pick up locations; however, increasing the number of official bus stops along all routes would assist in creating better access to our transportation services. New passengers are often unsure where to wait for the bus and sometimes start walking along the highway for fear of missing the bus. We have worked hard to improve marketing and communications with our ridership, but this need is still vital to passenger safety.

There are many people from the Diamond Lake area (along US Highway 2) that would like to use services at the Tribal Wellness Center. Passengers currently have to ride the SMS bus to Newport, and then transfer to Rural Resources. The wait times for pickup or transfer are sometimes lengthy and passengers get frustrated, especially during the cold winter months.

KALTRAN has received multiple phone calls and met with multiple community agencies about the lack of transportation services in the Metalline and Metalline Falls area. These communities currently do not have transportation services to be able to link in with our bus service in lone. A connection or route addition would assist in meeting the transportation needs of these communities.

As confirmed in recent surveys, the need for transportation to medical appointments is still paramount. Every year KALTRAN's utilization of the Medicaid and Contract Health transportation programs has risen, due to the improved marketing strategies and better understanding within the various communities on how these programs work. At this time our current contract is limiting and does not allow for us to transport many of those who are in need. We are working to resolve this issue with HCA and the broker.



A need exists for transportation to and from the Kalispel Tribal Economic Development areas for employment from the Chewelah, Newport, Lone, Delkena, Fur Port and Diamond Lake. The Resort is expected to open in November of 2018 and will employ approximately 100 new employees. Due to the

We continue to work towards funding that will preserve our routes for the long term. As you know we are almost entirely grant funded and the short timelines of those grants requires that we spent considerable time and money finding, securing and managing those grants. As we currently operate, the loss or reduction of a single grant can result in severe reductions in service-in some cases resulting in the complete shutdown of a route.

Our ridership continues to increase as we provide an essential and unique service to riders in this remote, rural area. As the demand for our services increases and our fleet begins to age our need for additional capital projects and vehicle purchases grows as well.

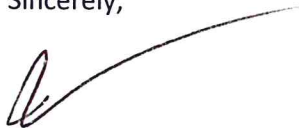
KALTRAN also has a need for improved scheduling, data recording, and safety equipment. As our program continues to grow, so do the challenges of data collection and recording along with increased needs for safety and security measures.

As our demands grow, and our fleet with it, we are quickly outgrowing our physical facilities, especially in regards to our vehicle storage and maintenance areas. Given our harsh weather conditions, proper shelter and storage for our buildings and equipment is paramount in order to prevent accelerated wear and tear on our vehicles. Improved bus facilities also assist in reducing the number of employee accidents associated with the need to walk long distances on icy terrain to access fleet vehicles.

The KALISPEL TRIBE hereby requests that these identified needs be included in the current plan as it stands now, so that we meet the requirements to apply for both State and Federal funding.

Please let me know if there is any other information that you may need or questions that you may have. I can be reached by phone at 509.447.7247 or by email at [jwhitford@kalispeltribe.com](mailto:jwhitford@kalispeltribe.com). Thank you.

Sincerely,



Julia Whitford  
Transportation System Program Manager  
Kaltran



**League of Women Voters of Pullman  
P. O. Box 366, Pullman, WA 99163**

1/1

Mr. Jason Lein  
Spokane Regional Transportation Council  
Spokane, WA

Dear Mr. Lein,

The League of Women Voters of Pullman in 2014 undertook a two year study of poverty in Whitman County Washington. That study was completed and published in May of 2016. There were eight areas surveyed: Childcare, Education and Job Training, Elder Care, Food Security, Health Care, Housing, Law Enforcement and Legal Services, and Transportation.

At the same time as the League was studying poverty in the county there was a social survey done by Community Action Center and various services using a grant and mailing a questionnaire randomly to survey needs. Those two studies concluded with the same list of highest unmet needs.

Transportation ranked high on the list of unmet needs. In Whitman County outside the borders of Pullman there is no regular public transportation service that would allow workers to secure and retain a job. COAST provides ride services for those who can schedule in advance and for irregular use. It is not available for routine purposes. Efforts to utilize van pools in the outlying areas is difficult because vans are provided only by WSU for employee use, not the general public. In looking at the area of poverty and aiding individuals to rise above it, there is a critical need for public transportation among and between towns and work sites. The lack of transportation causes a ripple effect in the lives of those in poverty. The small towns in the county have affordable housing for those with fewer resources but the lack of transportation makes living there impossible because there are few jobs and no way to reach work elsewhere.

Creative solutions to this huge need are important to the future of Whitman County citizens. In the League study we learned that roughly 30% of those in poverty are children, 30% are working age although we do not know if they are disabled, employed or looking for work and 30% are seniors. This need is very real and deserves focused attention.

Sincerely,

Mary Collins  
President  
League of Women Voters of Pullman  
Chair, Poverty in Whitman County Study



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**From:** [Zeigler, Tara](#)  
**To:** [Jason Lien](#)  
**Cc:** [Howell, Gordon](#)  
**Subject:** HSTP Comments  
**Date:** Wednesday, September 19, 2018 12:23:25 PM  
**Attachments:** [image001.jpg](#)

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Jason,

After reviewing the HSTP with some of our 5310 subrecipient projects in mind I have a few suggestions for the service gaps and needs assessment.

I want to make sure the types of projects that we fund are captured in the needs assessment and in the strategies to address regional needs. For us to be able to continue funding these projects they have to be specifically identified. Specifically, we receive projects requests for vehicles and equipment (such as vans, wheel chair ramps or lifts) and for mobility management to coordinate services (for health promotion, food access and other general needs).

Thanks,

Tara Zeigler

Assistant Transit Planner

Spokane Transit

Office: 509.343.1692

[tzeigler@spokanetransit.com](mailto:tzeigler@spokanetransit.com)

STA\_logo\_color\_web



**From:** [Jason Lien](#)  
**To:** [Jason Lien](#)  
**Subject:** FW: Update on the Coordinated Public Transit-Human Services Transportation Plan for Spokane County  
**Date:** Thursday, November 01, 2018 11:31:03 AM  
**Attachments:** [Ana Matthews.vcf](#)

---

**From:** Cameryn Flynn <Flynn@SNAPWA.org>  
**Sent:** Monday, October 22, 2018 12:03 PM  
**To:** Jason Lien <jlien@srtc.org>  
**Subject:** RE: Update on the Coordinated Public Transit-Human Services Transportation Plan for Spokane County

Jason,  
Good work on this. In the inventory listing –  
Could you edit and add (Yellow highlighted) the following found on Page 17:

Service Name	Type of Service	Target User
SNAP Spokane Ride to Care	Low-acuity medical transportation (by referral from emergency responders)	Individuals requiring low-acuity urgent care in Spokane and Spokane Valley
SNAP Ride to Health & Other Services	On-demand scheduling	Individual/Clients requiring rides to services (health, services, food outlets) within Spokane County combined with a Community Health Worker/Care Coordination service

Also, I, along with several other Transportation provider agencies was at a meeting with Avista discussing their Electric Vehicles projects focused on not only general transportation needs, but also human services agency needs serving low-income. Those of us that were at this meeting suggested that Ana Matthews call you to discuss Avista's plans for the future as it relates to Electric Vehicles and the plan for the future to increase usage of such cars and how it might cross over into the SRTC Human Services Transportation Plan. (I'm attaching Ana's contact information below). She also was interested in inviting you to future meetings regarding Avista's EV Program.

Thanks,  
Best regards,  
Cameryn Flynn

**From:** [Cameryn Flynn](#)  
**To:** [Jason Lien](#)  
**Subject:** One more comment (over and above last email I sent today! )  
**Date:** Monday, October 22, 2018 3:54:22 PM  
**Attachments:** [SRHD Ride to Care OnePager v0.4 low res.pdf](#)

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Jason,

ON B-5-- Can we either delete the entire sentence out of the description:

“Standard ER treatments cost an average of \$1,386 including medical transportation costs; Spokane Ride to Care reduces that financial burden to an average of \$286”

OR maybe correct it by the following

In the pilot year of this program, the program diverted individuals from higher-cost services (ambulance and ED) to more appropriate lower-cost services (medical transportation and urgent care), reducing the cost of transportation and medical services by 61% per individual diverted. Avoided medical and transportation costs of approximately \$77,115, a return rate of \$.37 per \$1 invested in pilot project overall.

Thanks!

**Cameryn Flynn**

Medical and Transportation Services Coordinator



3102 W. Ft. George Wright Dr. | Spokane, WA

(509) 456-SNAP x 5251

(509) 385-4119 (Cell)

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**From:** [Zeigler, Tara](#)  
**To:** [Jason Lien](#)  
**Cc:** [Howell, Gordon](#)  
**Subject:** HSTP Comments  
**Date:** Thursday, October 25, 2018 4:21:13 PM

---

Jason, below is a listing of our comments on the HSTP.

- Table 2 on page 17, there is no “s” in Vanpool under the middle column. We refer to the service as Vanpool.
- Needs assessment on page 18-20,
  - We would like to request the removal of Scaling of Bus Fleets. This seems targeted to STA and we have a diverse fleet. We would prefer if it is removed
  - Under the need for elderly and disabled transportation service,
    - please change the word elderly to seniors.
    - please add under the possible solution for this need, and rideshare activities
    - Implement projects that exceed ADA minimum requirements
    - Enhance provider services, including the acquisition of transportation services under a contract, lease, or other arrangement
    - Vouchers and voucher programs for rideshare, public transportation and provider services
  - Under Capital Investment in vehicles and equipment, please also include dispatch systems, radios/communication equipment, ITS (intelligent transportation system), fare collection, computer hardware and software
  - Incomplete or unconsolidated information of transit users, please add travel training

We will have an addition to the appendix STA service description and we plan to update the paratransit service boundary by early next week.

We appreciate the opportunity to comment. Please let me know if you have any questions.

Thank you,

Tara

**From:** [Howell, Gordon](#)  
**To:** [Jason Lien](#)  
**Cc:** [Zeigler, Tara](#)  
**Subject:** RE: HSTP Comments  
**Date:** Monday, October 29, 2018 8:25:30 AM  
**Attachments:** [image001.png](#)

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Jason, go ahead under "Scaling bus fleets..." to specify rural systems. Below is the updated list of common paratransit destinations.

ADH NORTH	NORTHEAST COMM CTR
DAYBRIDGE SOUTH	WASTE MNGMT SMART CENTER
SFCC LODGE	SFCC BLDG 16
SPOKANE KIDNEY CENTER	ST LUKES
WOLF DEN PACIFIC AV	PLAZA/STA
WEST CENTRAL COMM CTR	F.O. BERG MISSION
NORTHWEST CENTER	ARTISANS
VA HSP	YMCA VALLEY
LIGHT HOUSE FOR THE BLIND	YMCA NORTH
ARTISANS (CENTRAL)	VALLEY SENIOR CTR
NORTHPOINTE DIALYSIS	DEACONESS HEALTH & EDU BLD
DAVITA RENAL NORTH	SAC HRT DR BLD WEST ENT
DAVITA RENAL DT	ROCKWD CL MAIN
VALLEY KIDNEY CENTER	GONZAGA HEMMINGSON (COG) BLDG
EVERGREEN CLUB	MOBILITY CENTER/PLAZA
FRONTIER 107 S DIVISION BEHAVIORAL HEALTH	SKILS-KIN
YMCA/YWCA DT	

Thanks,



Gordon Howell  
Principal Transit Planner  
Spokane Transit  
509.325.6058  
[ghowell@spokanetransit.com](mailto:ghowell@spokanetransit.com)

---

**From:** Jason Lien <jlien@srtc.org>  
**Sent:** Friday, October 26, 2018 5:04 PM  
**To:** Zeigler, Tara <TZeigler@spokanetransit.com>  
**Cc:** Howell, Gordon <GHowell@spokanetransit.com>  
**Subject:** RE: HSTP Comments

Thank you for the comments. I will incorporate these into the final draft. One suggestion regarding the

**From:** [Howell, Gordon](#)  
**To:** [Jason Lien](#)  
**Cc:** [Zeigler, Tara](#)  
**Subject:** FW: HSTP Comments  
**Date:** Tuesday, October 30, 2018 7:55:25 AM  
**Attachments:** [image001.png](#)

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Good morning Jason, I think these are the last two edits. We appreciate your patience.

Please also add the statement to the STA appendix description:

*On November 8, 2016 voters approved Proposition 1, authorizing an increase in local sales and use tax to help fund STA Moving Forward, the 10-year plan with 25 projects to connect people to services, connect workers to jobs, advance regional economic development and increase mobility options.*

Also, please add the underlined text on page 26.

Continue to support improvements to STA's fixed route system and programs for special needs populations. STA investment in high performance transit corridors (as part of STA Moving Forward) is a key component of planned system improvements.

Thanks,



Gordon Howell  
Principal Transit Planner  
Spokane Transit  
509.325.6058  
[ghowell@spokanetransit.com](mailto:ghowell@spokanetransit.com)

---

**From:** Jason Lien <[jlien@srtc.org](mailto:jlien@srtc.org)>  
**Sent:** Friday, October 26, 2018 5:04 PM  
**To:** Zeigler, Tara <[TZeigler@spokanetransit.com](mailto:TZeigler@spokanetransit.com)>  
**Cc:** Howell, Gordon <[GHowell@spokanetransit.com](mailto:GHowell@spokanetransit.com)>  
**Subject:** RE: HSTP Comments

Thank you for the comments. I will incorporate these into the final draft. One suggestion regarding the Scaling of Bus Fleets item—this was unrelated to STA, it came up during conversations with Spokane Tribe transit and what they saw as a need to diversify their fleet. I can refine it to specify systems outside the PTBA or rural systems, assuming this addresses your concern. Have a good weekend.

**From:** [Jason Lien](#)  
**To:** [Jason Lien](#)  
**Subject:** FW: HUMAN SERVICE PLAN- KALTRAN  
**Date:** Wednesday, November 07, 2018 1:31:40 PM

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**From:** Deborah Lyons <[dlyons@kalispeltribe.com](mailto:dlyons@kalispeltribe.com)>  
**Sent:** Tuesday, November 06, 2018 6:37 PM  
**To:** Anna Ragaza-Bourassa <[annarb@srtc.org](mailto:annarb@srtc.org)>  
**Subject:** HUMAN SERVICE PLAN- KALTRAN

Jason,

Thank you so very much for working with us on this process. Here are the recommend changes if allowable.....

Pg 17 Under our section can you please add On-demand, Medicaid, and PRC under the service type

We would also like to add Spokane and Steven's Counties under the target user

Pg 26 Provide expanded service from Cusick to Chewelah to improve rural transportation interconnectivity with feeder routes into Spokane.

(With this route passengers are able to connect into the Moccasin Express and Goldline, which both have routes into Spokane. This provides passengers with more options to connect into the Spokane region.)

B-3 Kaltran is a public transportation service operated by the Kalispel tribal Planning and Public Works Department under the Kalispel Tribal Business Council. The service is free to ride and open to the public. KALTRAN provides fixed route service from the Camas Wellness Center to Spokane four days a week (Monday- Thursday). They also provide round trip service to lone three times per day and one round trip to Newport four days a week (Monday- Thursday). In addition to these routes, KALTRAN also provides service from the Camas Wellness Center to Chewelah three times per day seven days a week. Deviated services are available up to ¾ of a mile off of the normal fixed route, or within the boundaries of the Kalispel Indian Reservation. All deviated route services must be scheduled with the KALTRAN office prior to the requested pick-up time so vehicles can be appropriately dispatched.

KALTRAN also provides vital non-emergency medical transportation services through their Medicaid and PRC programs, to Native American clients within Pend Oreille and Spokane Counties. All Medicaid or PRC transportation requests must be approved and scheduled with the KALTRAN office prior to the completion of the transport. KALTRAN also provides rider training to those in need, to help all passengers improve their independence and confidence in utilizing public transportation services. The ridership training program also works to assist passengers to improve their ability to connect with other partner public

transportation programs such as Rural Resources, Special Mobility Services, Goldline, Moccasin Express, Spokane Transit Authority, and other transportation services.