

2022

Coordinated Public Transit-Human Services Transportation Plan

FOR SPOKANE COUNTY



ADOPTED
NOVEMBER 10, 2022



Photo Credit: Spokane International Airport

2022 Coordinated Public Transit-Human Services Transportation Plan

Adopted November 10, 2022

Resolution #: R-22-22

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Spokane Regional Transportation Council

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RESOLUTION
of the BOARD OF DIRECTORS
of the
SPOKANE REGIONAL TRANSPORTATION COUNCIL
R-22-22

**APPROVING THE 2022 UPDATE OF THE
COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN**

WHEREAS, the Spokane Regional Transportation Council (SRTC Board) serves as the Metropolitan Planning Organization (MPO) for the Spokane Metropolitan Planning Area (SMPA); and as the Regional Transportation Planning Organization (RTPO) for Spokane County; and is responsible for developing a Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP); and

WHEREAS, the CPT-HSTP was developed under the direction of the SRTC Board to address gaps and identify strategies to improve human services public transportation traveling within and to the planning area of Spokane County; and

WHEREAS, the 2022 update of the CPT-HSTP was developed in consultation with Spokane Transit Authority (STA), local agency staff, other public transportation service providers, and with input from various groups and members of the general public; and

WHEREAS, the SRTC Board is responsible for approval of the CPT-HSTP, which is updated on a four-year cycle, and is a requirement for federal and state funding programs to demonstrate that appropriate coordination has occurred to develop regional projects and programs for human services transportation consistent with the federal Fixing America's Surface Transportation (FAST) Act; and

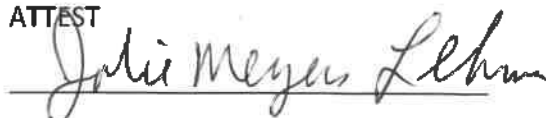
NOW THEREFORE, BE IT RESOLVED that the Board of the Spokane Regional Transportation Council adopts the 2022 update of the Coordinated Public Transit-Human Services Transportation Plan for Spokane County.

ADOPTED: November 10, 2022



Paul Schmidt, Council Member, City of Cheney
Chair, SRTC Board of Directors

ATTEST



Julie Meyers-Lehman, Clerk of the Board

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List of Acronyms

ADA	Americans with Disabilities Act
CPT-HSTP	Coordinated Public Transit - Human Services Transportation Plan
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
PTBA	Public Transit Benefit Area
RTPO	Regional Transportation Planning Organization
SRTC	Spokane Regional Transportation Council
STA	Spokane Transit Authority
WSDOT	Washington State Department of Transportation



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 its Public Transportation Benefit Area (PTBA). Under a Memorandum of Understanding, SRTC and STA have agreed to cooperatively develop the CPT-HSTP.

Local CPT-HSTPs are updated on a four-year cycle, and the planning area for this document consists of the Spokane County boundary. However, this plan is not wholly constrained by the County boundary and addresses public transportation that serves populations from adjacent counties making essential trips to the Spokane metro area.

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 projects and 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 State 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 a separate 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.

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.

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.

*RCW 81.66.010(3) describes people with special transportation needs as, “People including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.”

1.2 | COMMUNITY OUTREACH

Through several months in 2022, input was gathered from service providers and the public to ascertain public transportation needs. The main vehicle for input was an online survey (paper surveys were also distributed). The survey and information about the 2022 plan update were available through a project website. A flyer was created to further distribute information about the survey. The website offered translation of the information in to Spanish or Russian as an option.

The survey opened in February 2022 and closed in August 2022. In this time, 412 surveys were submitted. The survey asked five questions—the first two questions asked about home zip code and frequency of transit use; question 3 gave multiple choices about barriers to using public transportation; question 4 asked about the relative importance of service improvement strategies; and question 5 was an open question about describing public transportation gaps and service needs. At the end of the survey were optional demographic questions about the respondent. Public feedback through the survey was used to inform Section 4 – Assessment of Transportation Services and Section 5 – Strategies to Meet Regional Needs. The survey, summarized survey results, informational flyer, and public outreach activities are detailed in Appendix A.

The outreach mostly targeted residents of Spokane County, with particular focus on populations that may depend on human services transportation—disabled, low-income, and elderly populations, as well as veterans, rural populations, and youth. To reach target populations, specific actions included distribution of flyers and information at/through: lower-income neighborhood community centers, Aging & Long Term Care of Eastern Washington, Spokane Homeless Coalition, City of Spokane Community, Housing, and Human Services department, the Community Update newsletter, service provider email lists, Spokane County social media, Spokane and Kalispel Tribes, community events, and rural community meetings.

Coordination with stakeholders and the community was a key component of plan development along with evaluation of the most current demographic data (see Section 2 – Regional Context). The first draft of the plan update was released on September 1, 2022, followed by a draft review period until October 14, 2022. Comments were incorporated into the final plan leading to its adoption in November 2022.

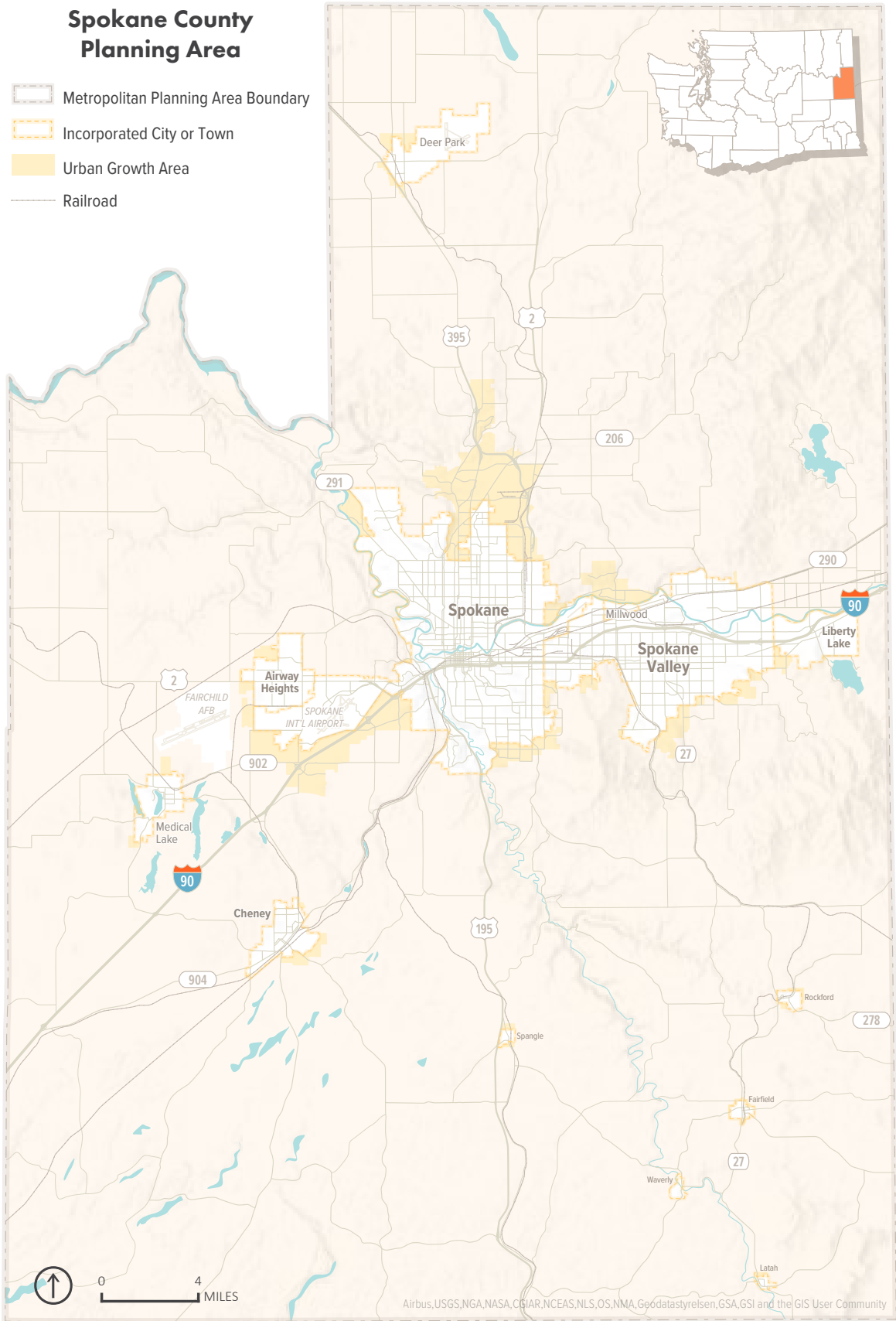


Figure 1: Spokane County Planning Area

2 | REGIONAL CONTEXT

The planning area of 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 region’s Metropolitan Transportation Plan forecasts Spokane County’s population to grow 19% by 2045. A map of Spokane County is shown in Figure 1.

2.1 | POPULATION CHARACTERISTICS

The Washington State Office of Financial Management (OFM) estimates Spokane County’s April 1, 2022 population at 550,700, with 230,900 residing in the City of Spokane, Washington’s second largest city. Spokane County’s population growth has accelerated, increasing by 11.9% compared to the OFM estimate in the 2018 CPT-HSTP. The remaining demographic information stated in this plan are sourced from the 2020 American Community Survey (ACS) 5-Year Estimates.

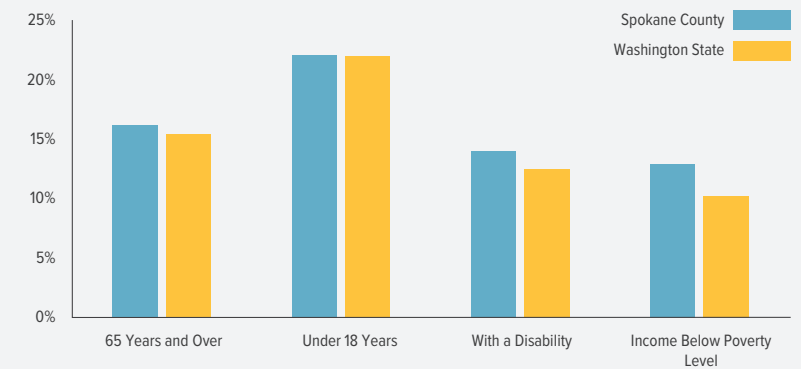
An indicator of aging demographics is reflected in the increase of persons age 65 years and over in Spokane County. This age group was reported at 12.9% in the 2014 CPT-HSTP and 14.7% in the 2018 CPT-HSTP. That 65 and over population has continued to grow and now stands at 16.2% of the total population. People living with a disability in Spokane County is estimated at 14% of the population. The 2020 ACS reports 12.9% of Spokane County’s population had income below the poverty level. Figure 2 illustrates these 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 data. 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 data. 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. Figure 3 shows these comparative population characteristics.

2.2 | POPULATION GEOGRAPHY

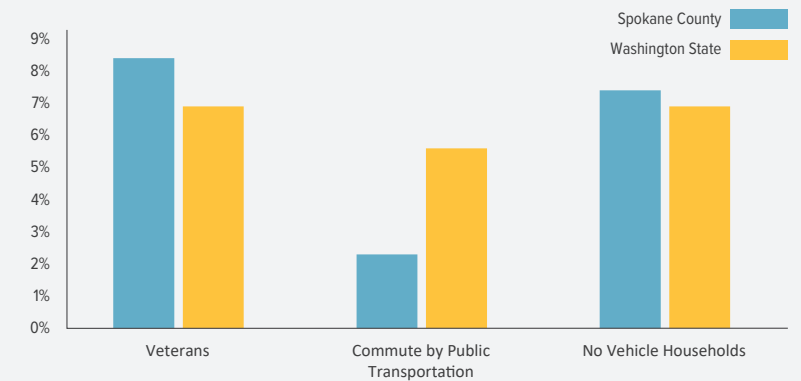
Map figures are provided on the following pages that show the locations of key population categories by census tract. The distribution of the population category is described on each map. Generally, higher concentrations of disabled and lower income individuals are present in the urbanized area. Senior populations (65 years and over) 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 2020 American Community Survey 5-Year Estimates.

Figure 2: Age, Disability Status, and Income



2016–2020 ACS 5-Year Estimates

Figure 3: Veterans, Commute, and Vehicle Access



2016–2020 ACS 5-Year Estimates

Disabled Population

Percent of Population with a Disability

2016-2020 American Community Survey 5-Year Estimates

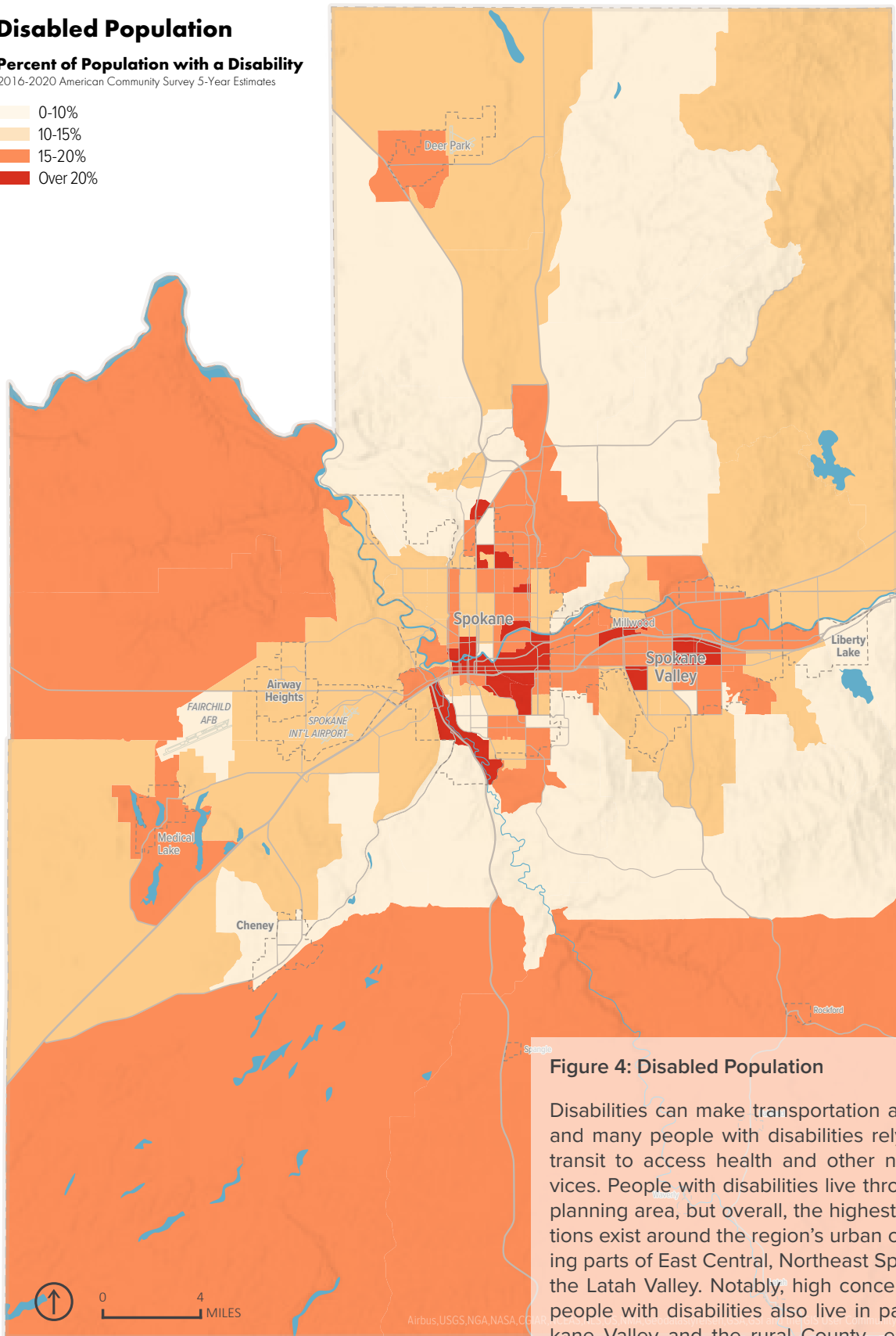
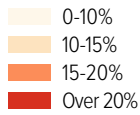


Figure 4: Disabled Population

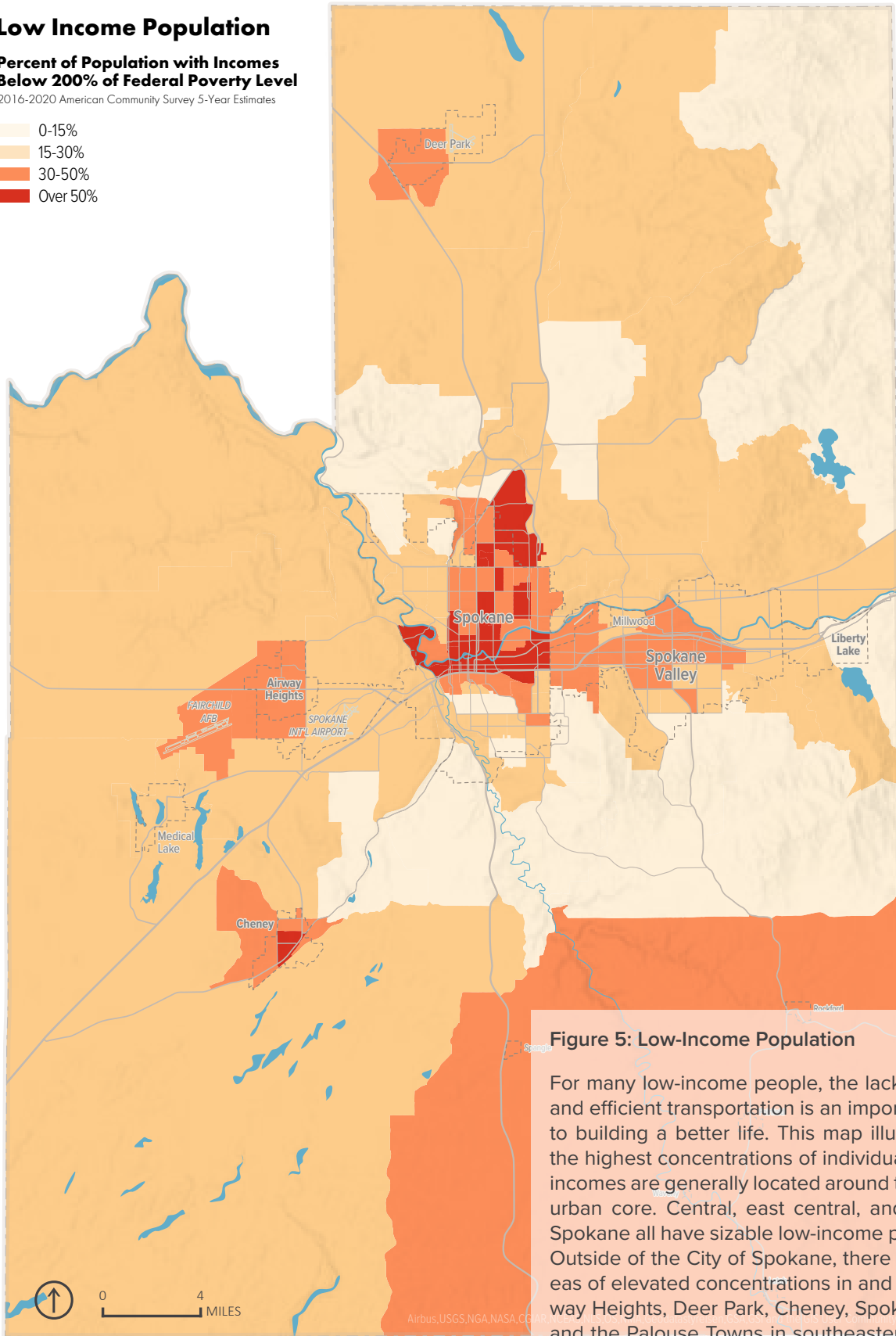
Disabilities can make transportation a challenge, and many people with disabilities rely on public transit to access health and other needed services. People with disabilities live throughout the planning area, but overall, the highest concentrations exist around the region’s urban core, including parts of East Central, Northeast Spokane, and the Latah Valley. Notably, high concentrations of people with disabilities also live in parts of Spokane Valley and the rural County—especially in the south and west.

Low Income Population

Percent of Population with Incomes Below 200% of Federal Poverty Level

2016-2020 American Community Survey 5-Year Estimates

- 0-15%
- 15-30%
- 30-50%
- Over 50%



65 Years and Over

Percent of Population 65 and Over
2016-2020 American Community Survey 5-Year Estimates

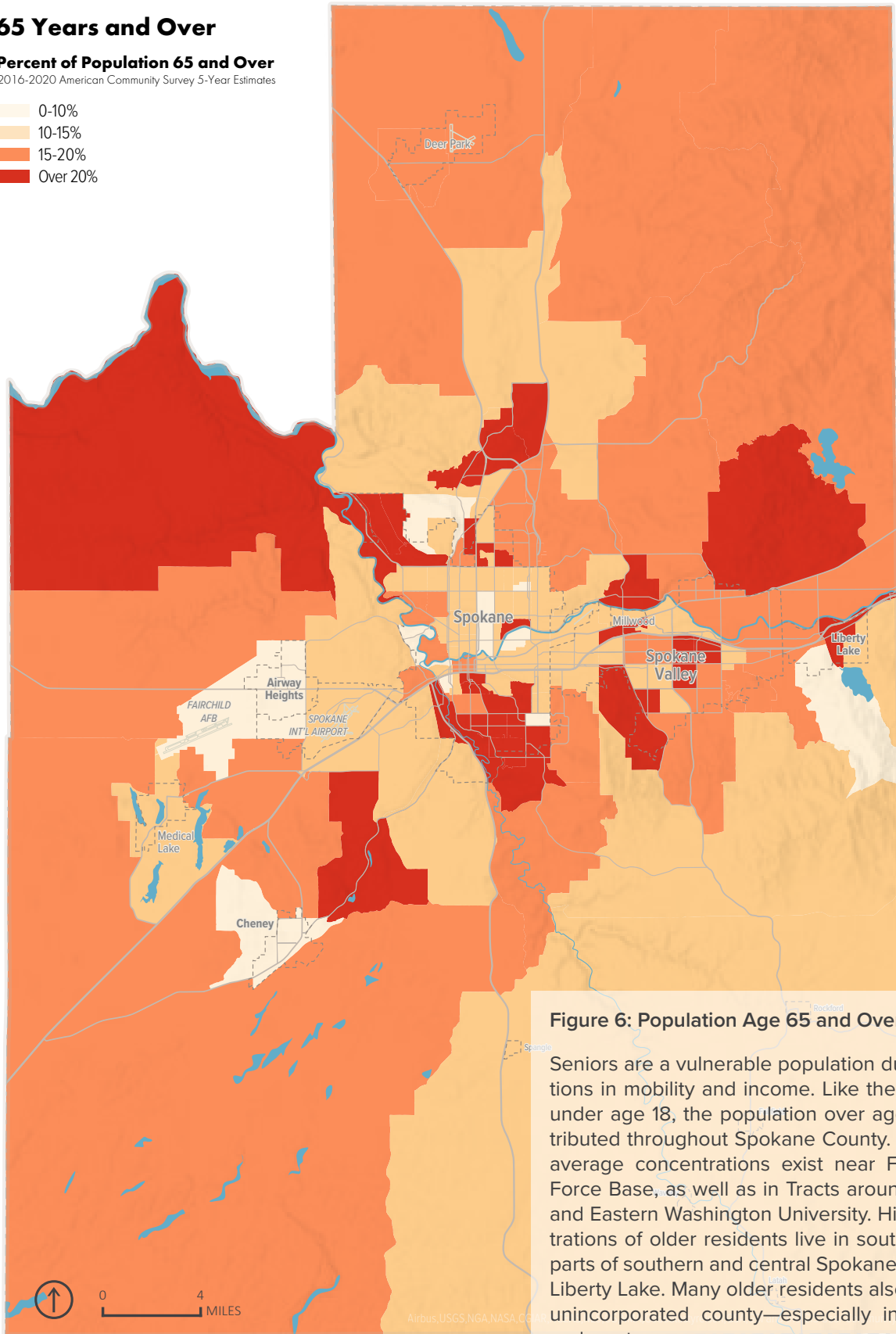
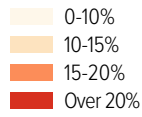


Figure 6: Population Age 65 and Over

Seniors are a vulnerable population due to limitations in mobility and income. Like the population under age 18, the population over age 65 is distributed throughout Spokane County. Lower than average concentrations exist near Fairchild Air Force Base, as well as in Tracts around Gonzaga and Eastern Washington University. High concentrations of older residents live in south Spokane, parts of southern and central Spokane Valley, and Liberty Lake. Many older residents also live in the unincorporated county—especially in the north and west.

Under 18 Years

Percent of Population Under 18

2016-2020 American Community Survey 5-Year Estimates

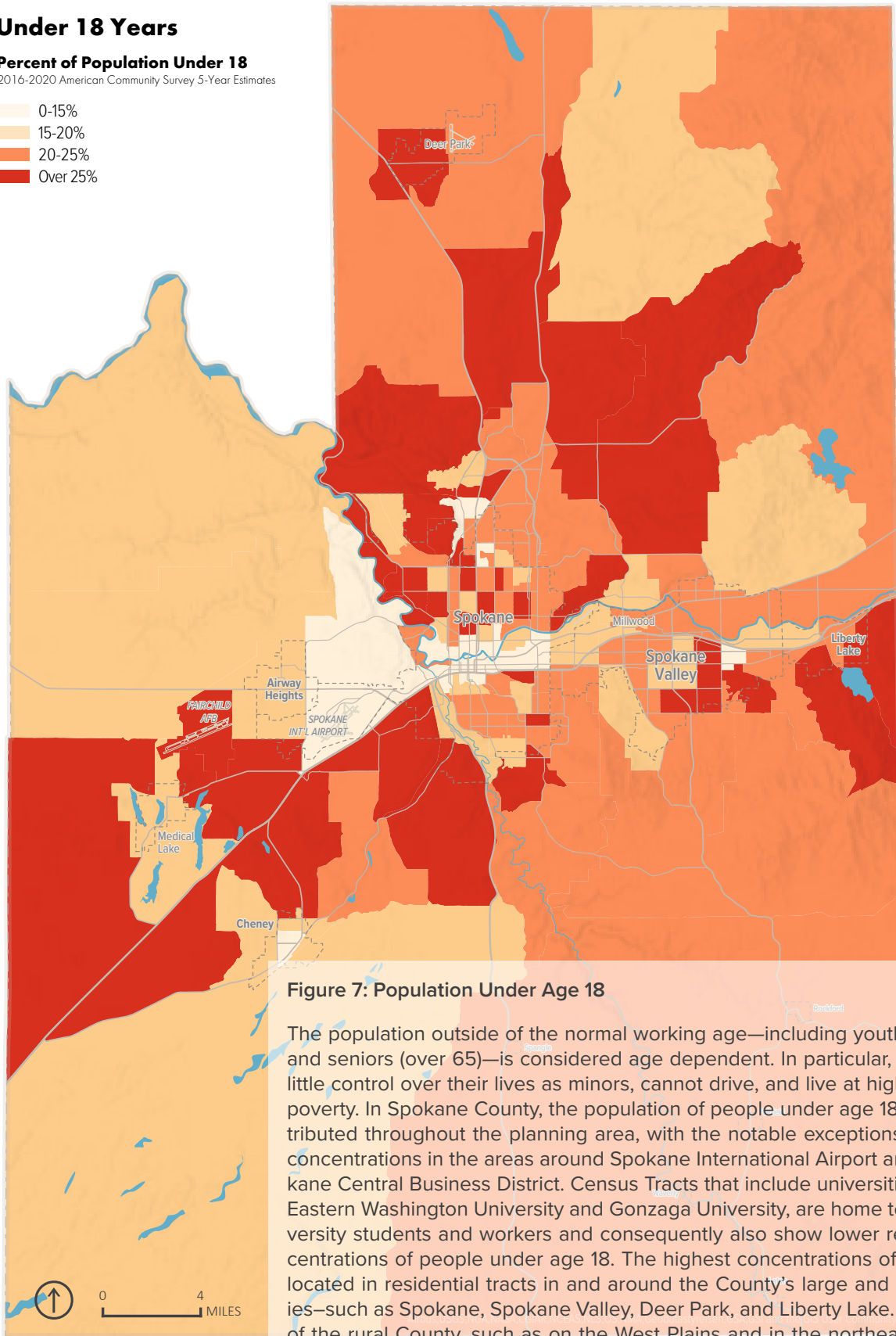
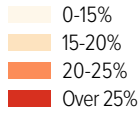


Figure 7: Population Under Age 18

The population outside of the normal working age—including youth (under 18) and seniors (over 65)—is considered age dependent. In particular, youth have little control over their lives as minors, cannot drive, and live at higher rates of poverty. In Spokane County, the population of people under age 18 is well-distributed throughout the planning area, with the notable exceptions being low concentrations in the areas around Spokane International Airport and the Spokane Central Business District. Census Tracts that include universities, such as Eastern Washington University and Gonzaga University, are home to many university students and workers and consequently also show lower relative concentrations of people under age 18. The highest concentrations of youths are located in residential tracts in and around the County's large and midsize cities—such as Spokane, Spokane Valley, Deer Park, and Liberty Lake. Many parts of the rural County, such as on the West Plains and in the northeast, are also home to a high percentage of residents under age 18.

Veterans

Percent of Adult Population Who are Veterans

2016-2020 American Community Survey 5-Year Estimates

- 0-7%
- 7-12%
- 12-18%
- Over 18%

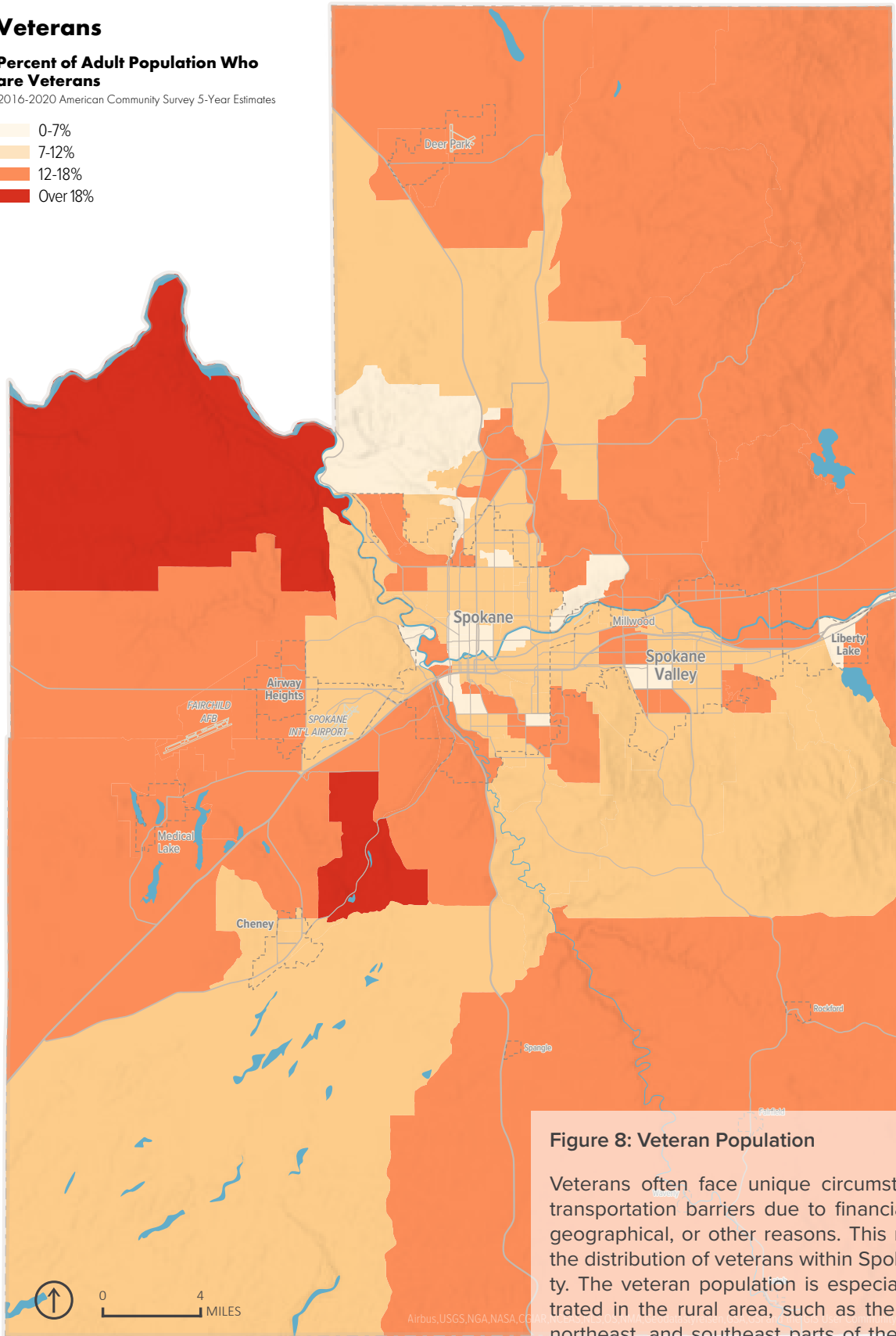


Figure 8: Veteran Population

Veterans often face unique circumstances with transportation barriers due to financial, medical, geographical, or other reasons. This map shows the distribution of veterans within Spokane County. The veteran population is especially concentrated in the rural area, such as the northwest, northeast, and southeast parts of the county, as well as the area northeast of Cheney.

Limited English Proficiency

Percent of Households with Limited English Proficiency by Census Tract

2016-2020 American Community Survey 5-Year Estimates

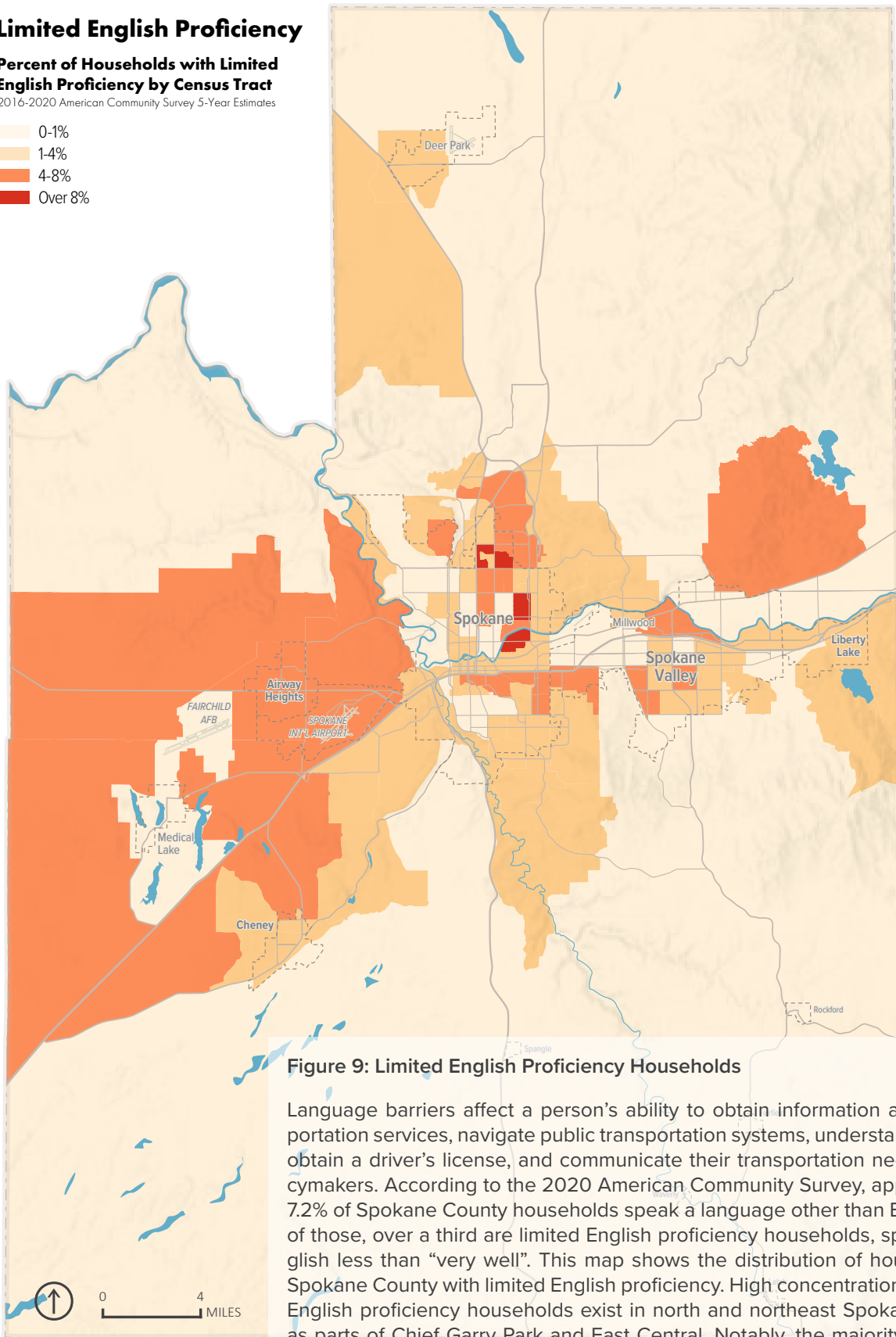
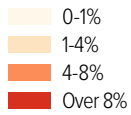


Figure 9: Limited English Proficiency Households

Language barriers affect a person’s ability to obtain information about transportation services, navigate public transportation systems, understand signage, obtain a driver’s license, and communicate their transportation needs to policymakers. According to the 2020 American Community Survey, approximately 7.2% of Spokane County households speak a language other than English, and of those, over a third are limited English proficiency households, speaking English less than “very well”. This map shows the distribution of households in Spokane County with limited English proficiency. High concentrations of limited English proficiency households exist in north and northeast Spokane, as well as parts of Chief Garry Park and East Central. Notably, the majority of census tracts in the West Plains also show concentrations above the regional average.

No Vehicle Access

Percent of Households with No Vehicle Access

2016-2020 American Community Survey 5-Year Estimates

- 0-5%
- 5-15%
- 15-25%
- Over 25%

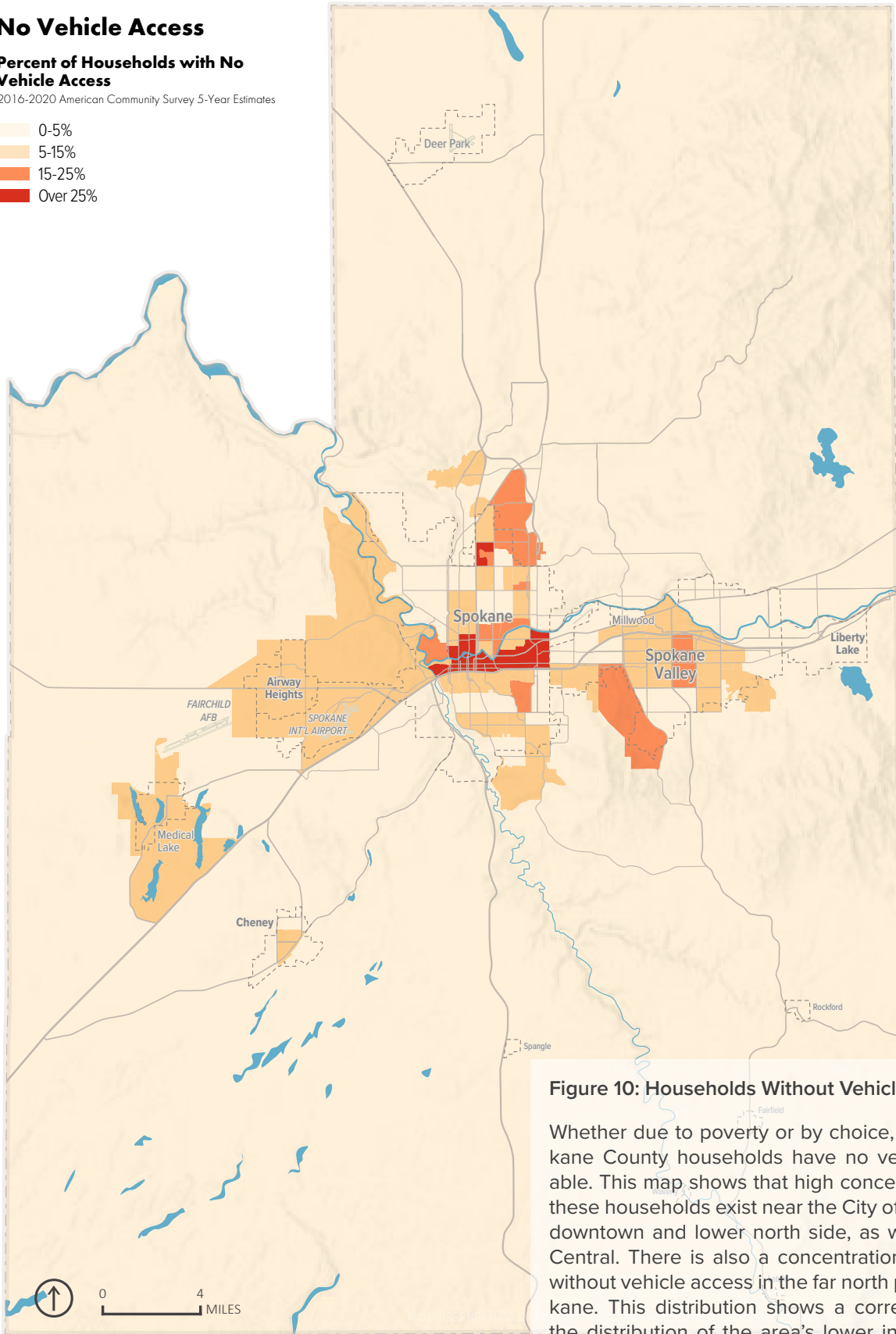


Figure 10: Households Without Vehicle Access

Whether due to poverty or by choice, many Spokane County households have no vehicle available. This map shows that high concentrations of these households exist near the City of Spokane's downtown and lower north side, as well as East Central. There is also a concentration of homes without vehicle access in the far north part of Spokane. This distribution shows a correlation with the distribution of the area's lower income population.

Population Density

Total Population per Acre by Census Tract

2016-2020 American Community Survey 5-Year Estimates

- 0-0.2 People
- 0.2-1 People
- 1-2 People
- 2-3 People
- Over 3 People

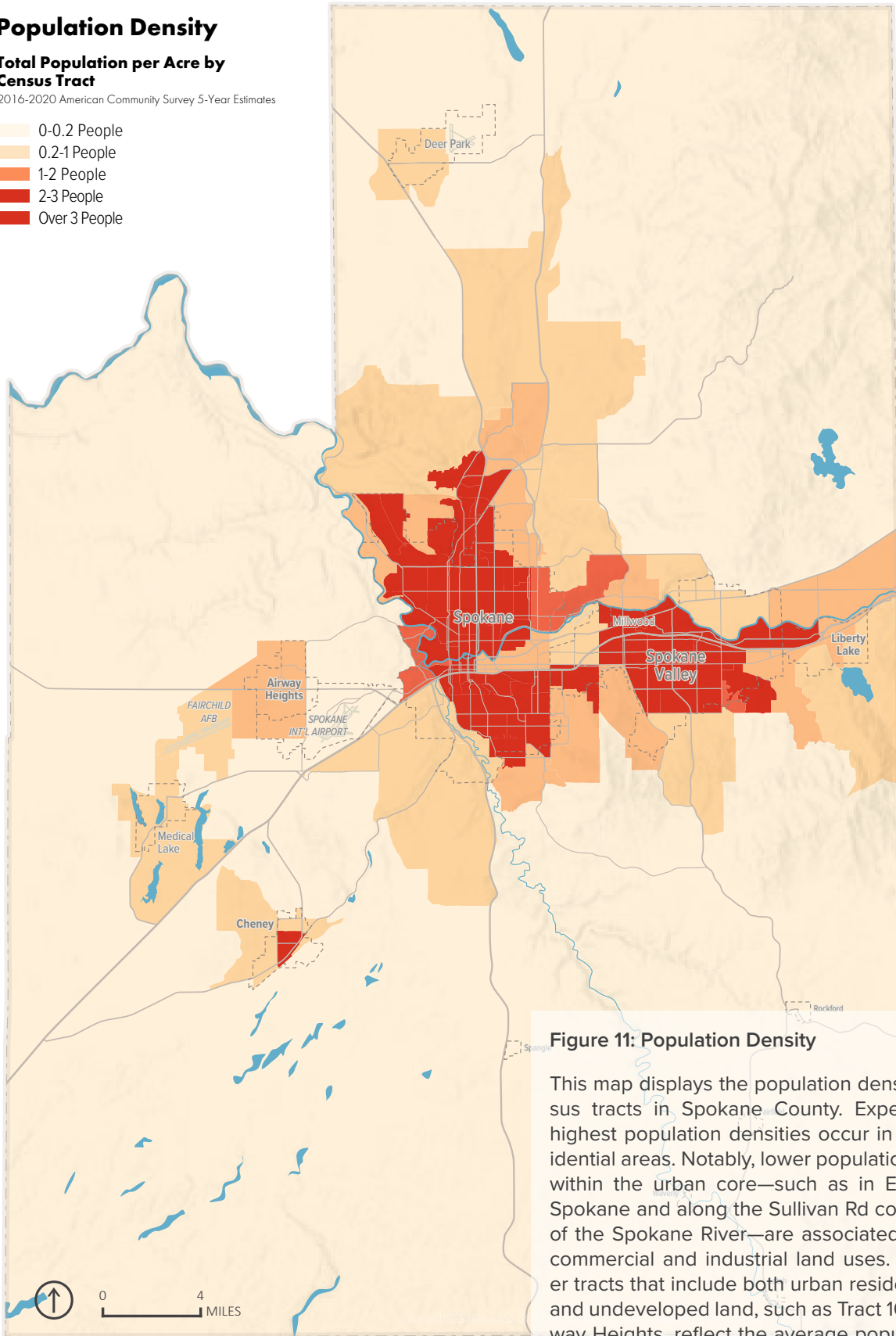


Figure 11: Population Density

This map displays the population density for census tracts in Spokane County. Expectedly, the highest population densities occur in urban, residential areas. Notably, lower population densities within the urban core—such as in East Central Spokane and along the Sullivan Rd corridor north of the Spokane River—are associated with more commercial and industrial land uses. Some larger tracts that include both urban residential areas and undeveloped land, such as Tract 104.01 in Airway Heights, reflect the average population density of all land uses within the tract.

2.3 | COMMON ORIGINS & DESTINATIONS

The CPT-HSTP takes account of common transportation origins and destinations for persons in Spokane County. For the region, Spokane is a common trip destination due to its centrality of medical facilities, various services, and employment. Population Geography in Section 2.2 highlights areas that exhibit higher concentrations of people that may require special transportation services based on age, income, or disability status, with most of these populations residing in the urbanized area. Outside the urbanized area, smaller cities and unincorporated communities are the typical starting place to access greater Spokane. This travel-shed encompasses the RTPO planning boundary of Spokane County and extends beyond to neighboring counties and North Idaho. Noted trip destinations in the Spokane metro area are shown in Table 1.

Table 1: Common Trip Destinations

Amazon Warehouses	Spokane Falls Community College
Central Library	Spokane Intermodal Center
Deaconess Hospital	Spokane International Airport
Downtown Central Business District	Spokane Kidney Center
Eastern Washington University	St. Luke's
Gonzaga University	STA Park & Ride Facilities
Holy Family Hospital	STA Plaza
MultiCare Valley Hospital	University District
Northeast Community Center	Valley Kidney Center
Northpointe Dialysis	Valley Senior Center
Rockwood Clinic Main	Veterans Affairs Hospital
Sacred Heart Hospital	West Central Community Center
Spokane Business & Industrial Park	Whitworth University
Spokane Community College	YMCA (all locations)

3 | CURRENT SERVICE INVENTORY

There are many private, public, and non-profit organizations actively providing transportation services in Spokane County. Several of these providers cater to specific client groups, charge for their services, or offer transportation based on 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. STA operates within its Public Transit Benefit Area (PTBA), shown in Figure 12.

Outside the STA Benefit Area, other providers are responsible for public transportation services. The range of regularly operating transit/shuttle routes in the region are shown in Figure 13. These services provide important connections to Spokane from outlying areas not served by STA, including areas outside Spokane County. The regional services also provide an interface with STA, to facilitate connections to multiple employment, educational, medical, and social service destinations throughout the Spokane area.

Regional routes shown in Figure 13 include Community Shuttles operated by SMS, Moccasin Express operated by the Spokane Tribe, Kaltran operated by the Kalispel Tribe, the state's Travel WA Gold Line, and Wheatland Express, which is an express shuttle to Spokane International Airport. The SMS Shuttle, Moccasin Express, and Gold Line provide downtown connections to the central STA Plaza and the Spokane Intermodal Center. The Intermodal Center is the central station for Amtrak train and Greyhound bus routes. In addition to the regional routes shown on the map, providers are actively working in the areas of on-demand and Medicaid transportation to help fill the gap for special needs populations in both urban and rural settings.

The complete list of transit providers and mobility services that operate in Spokane County is provided in Appendix B. For a statewide listing of public transportation agencies, please see the [Washington State Public Transportation Directory](#).

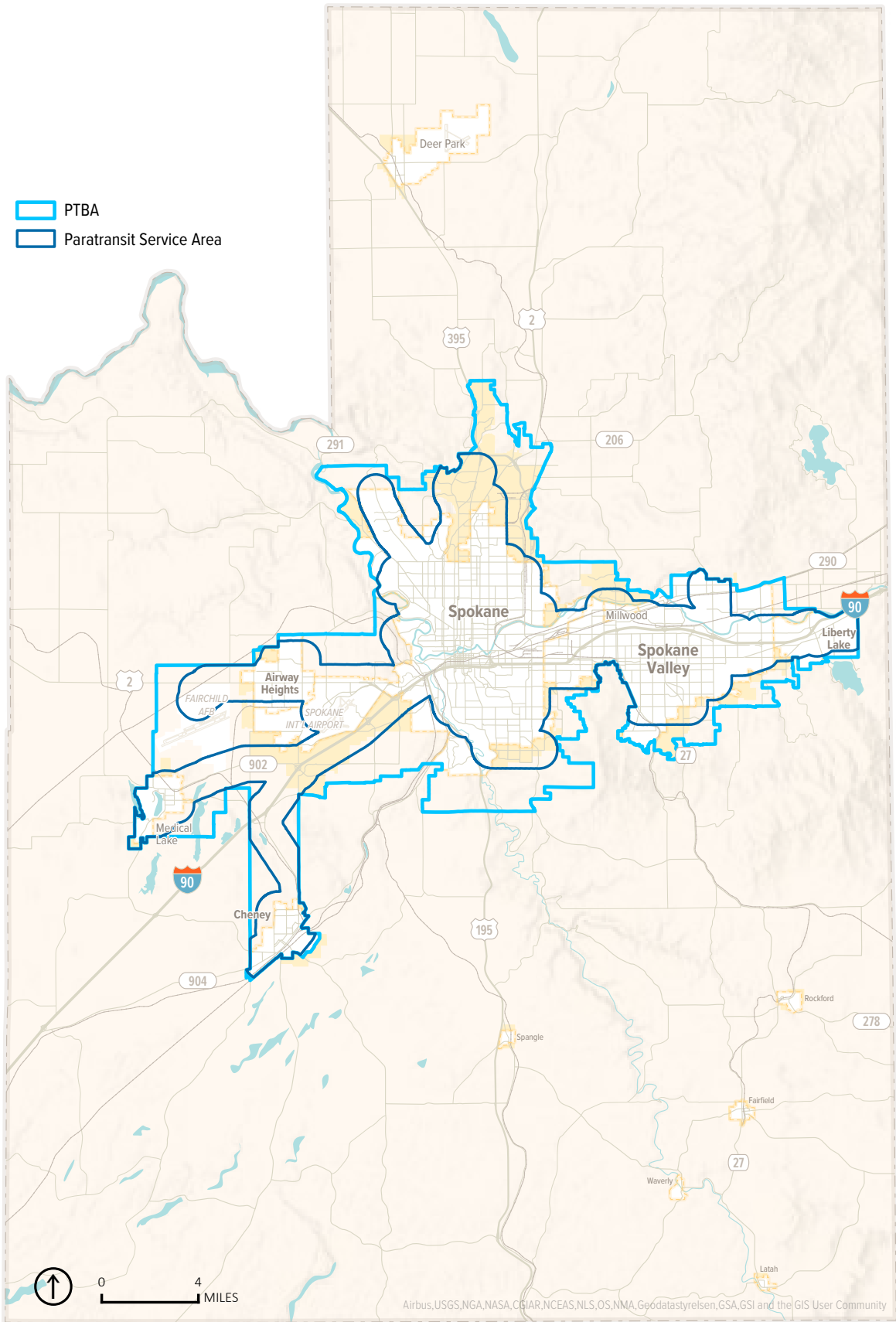


Figure 12: Public Transit Benefit Area (PTBA)

Additional Services

- SMS Community Shuttle
- Wheatland Express
- Moccasin Express
- Travel WA Gold Line
- Kaltran

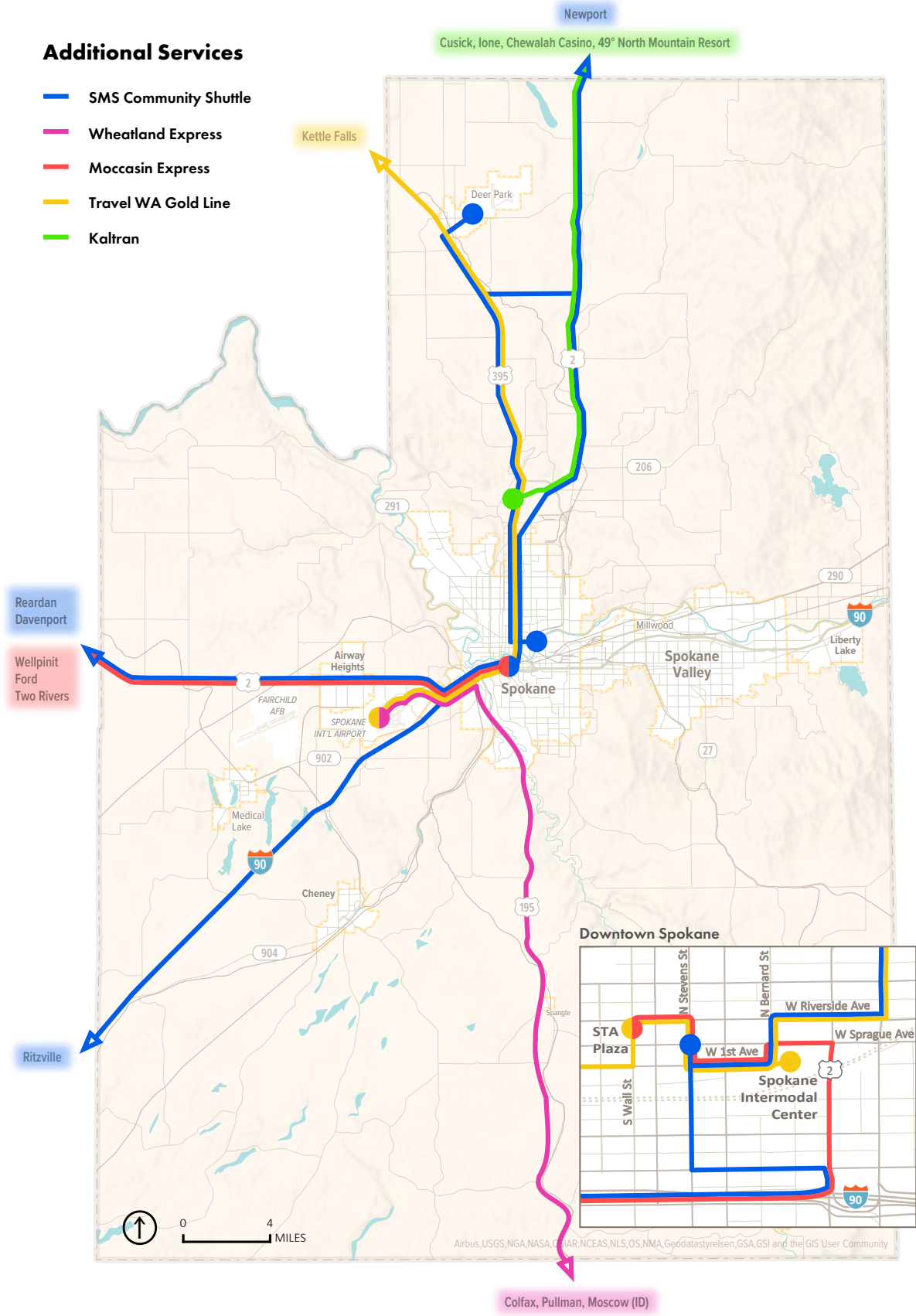


Figure 13: Regional Transit / Shuttle Routes



4 | ASSESSMENT OF TRANSPORTATION SERVICES

With the backdrop of available services described in Section 3, a core goal of this planning process is to discover and document any unmet public transportation needs. This was a point of emphasis through public outreach and interaction with stakeholders. The primary avenue for input was the CPT-HSTP survey, which asked respondents to note where there are public transportation gaps in Spokane County and outlying areas.

Through the survey and plan update process, there were general areas of need that were commonly heard. These overarching themes are bulleted below, and an expanded list of feedback is shown in Table 2. The bulleted themes echo much of what was heard during development of the 2018 CPT-HSTP. However, a few additional items emerged from the 2022 planning process.

- Aging demographics and reported trends show high need amongst elderly that are unable to transport themselves.
- 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.
- Public transportation in smaller towns and unincorporated areas outside of STA's service territory is a need to connect potentially isolated and transit dependent populations to services in Spokane.
- 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.
- Service gaps in geographic areas that received significant mention through the CPT-HSTP survey include North Spokane County (Deer Park, Chattaroy, Colbert, Mead), across the state border to Idaho (Post Falls, Coeur d'Alene), Spokane International Airport, the 195 South corridor (Latah Creek Valley neighborhoods), and the West Plains (Airway Heights, Cheney, Medical Lake).

- General improvement is desired in public transportation service, namely transit frequency, daily schedule duration (earlier and/or later buses), and better weekend service.

Table 2 provides additional detail on service gaps and needs identified through the survey and planning process.

Table 2: Public Transportation Needs

Gap/ Need	General Issue	Specifics
Service Duration / Reliability	Greater frequency of buses desired with earlier and later options, including weekend service.	Comments applied to multiple geographies in the region. In addition, there was request for routes that don't always require transfer at STA Plaza.
Transit Facility Enhancements	Upgrades to stops and transit centers.	Benches/lighting/garbage cans/shelter. Warming waiting shelter at Spokane Community College. Bathrooms at transit centers. Park & Ride in Deer Park.
Pedestrian / Biking Enhancements	All ages & abilities walking and biking connections to stops and transit centers.	Lack of walking connection along Garden Springs Road / I-90 overpass to STA bus stop from SE Spokane neighborhoods. North-South bike corridor in Spokane.
On-Demand Transportation	Desire for better access and ease of eligibility for para-transit. Also a general desire for improved door-to-door transportation options from all parts of the region.	Applies to target populations with mobility challenges, particularly disabled and senior individuals.
Medical Transportation	Commonly heard desire for transit service to medical appointments, particularly for disabled and senior populations from both urban and rural geographies.	This overlaps with desire for more access to on-demand transportation. Also applies to small town and rural areas within neighboring RTPOs that need transportation to medical centers in Spokane, such as Holy Family, Sacred Heart, Deaconess, and VA Hospitals.
Service within Spokane Urban Area	Ties into comments about STA service and overlaps with virtually all needs mentioned in this table.	Common requests include new or more frequent service to: Spokane Airport, 195 South / Latah Creek Valley neighborhoods, Vinegar Flats area, neighborhoods east of the NSC, South Hill, Five-Mile Prairie, Northwest neighborhood out Nine Mile Rd, Mead, Post Falls / Coeur d'Alene, Spokane Valley, Liberty Lake, Otis Orchards, West Plains (including more routes to EWU), request that every neighborhood in Spokane should be served by STA.
Small Town / Rural Service	A general interest in having transit options to Spokane from areas outside STA's service boundary.	Areas of interest include North Spokane County, tribal areas, the Tri-County area within NEW RTPO, North Idaho, towns to the west within QUADCO RTPO, and towns to the south within Palouse RTPO.
Transportation to/from Employment Centers	Overlaps with Service Duration / Reliability with specific destination requests to regional employment centers.	Common requests include new or more direct service to: Amazon warehouses in West Plains and Spokane Valley, Lakeland Village and Eastern WA State Hospital in Medical Lake, Industrial area in Spokane Valley, Hospital complexes at beginning/end of work shifts.
Transportation to/from affordable housing complexes	General need for accessible public transportation among fixed-income housing in the region.	Specific mention given to Basalt Ridge housing in Airway Heights and HUD apartment complex in Spokane's East Central neighborhood. STA bus stop is not within reasonable distance.
Vehicles and Equipment	Capital investment in new buses, vans, wheelchair ramps/lifts, dispatch systems, communication equipment, computer hardware/software to facilitate efficient service delivery.	Fleet replacement ensures good working vehicle condition. May also serve environmental goals with investment in electrification.
Fare / Payment	Free passes or reduced fares for qualified individuals, such as elderly or low-income. More payment options, e.g., ability to use smart phone or debit card on bus.	A request also mentioned maintaining the ability to pay cash at the farebox.
Technology	Better information through apps, including routes, schedule, scannable tickets on smart phone, and real-time arrival tracking.	Can include one-stop website or app for engaging with transit options across service providers.
Mobility Management	Coordinate rider access to appropriate transit services.	Travel training is one of the tools to help improve public transportation use and rider independence.
Rail / Light Rail	Interest in regional rail service connecting communities along the I-90 corridor around Spokane.	Includes mention as far east as Coeur d'Alene to West Plains (airport) and Cheney/EWU.
Safety	Personal safety while at transit centers and while riding the bus.	Several survey comments centered around the rider experience at the STA Plaza.

CPT-HSTP survey question 3 focused on barriers. It asked respondents to “please select the biggest barriers that impact your ability to effectively use public transportation.” The respondents were asked to pick up to four from the list of potential barriers. The results are shown in Table 3.

Table 3: Barriers to Public Transportation Use

Barrier (Survey Question 3 Responses)	No.	Pct.
Available transit service is inconvenient / takes too much time.	171	41.5%
I have a car and prefer to drive.	127	30.8%
Available transit service does not take me to the destinations I need.	92	22.3%
The bus stop is too far away.	90	21.8%
No transit service is available where I live.	76	18.5%
Transit service is not available on the days/time that I need it.	71	17.2%
I worry about exposure to COVID-19.	68	16.5%
Available transit service is too expensive.	50	12.1%
On-demand transit service is too difficult to schedule.	22	5.3%
I don't know how to use public transit or if service is available.	17	4.1%
Stop locations and/or transit vehicles are difficult to navigate in my wheelchair (or other mobility device).	9	2.2%
Language barriers effect my use of transit.	1	0.2%



5 | STRATEGIES TO MEET REGIONAL NEEDS

With gaps and needs highlighted in Section 4 – Assessment of Transportation Services, this section focuses 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 and programs to improve human services transportation.

In Question 4 of the CPT-HSTP survey, 12 strategies (lettered A-L) were rated on a Likert scale, ranging from “Unsure” to “Very Important.” The complete Question 4 results are provided in Appendix A. Most strategies had over 50% of respondents indicate the “Important” or “Very Important” categories. Six of the 12 strategies had over 60% of respondents select the “Important” or “Very Important” categories. The most highly rated survey strategies were:

- Enhance/expand existing Spokane Transit Authority bus service within its service boundary (67.2%)*
- Utilize technology to improve transit service (bus tracking for real-time arrival info, smart phone apps, etc.) (64.1%)
- Expand availability of public transportation in rural areas and small towns (63.6%)
- Enhance public transportation service for medical or other essential appointments (63.1%)
- Provide better connectivity to Spokane Transit Authority bus routes from areas outside their service boundary (61.9%)
- Improve bus stop facilities (e.g. walking / biking connections, benches / shelters, ADA compliance) (61.4%)

*Percent of respondents indicating Important or Very Important

5.1 | STRATEGIES

With completion of the 2022 planning process, the CPT-HSTP supports the following strategies to address commonly noted gaps and enhance human services transportation in the Spokane County area.

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 Current Service Inventory (Appendix B) 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 existing providers. On the land use side, siting decisions also have a significant impact on the efficiency of public transportation service.

- The plan supports continued improvement to the STA service area. The build-out of reliable, high-frequency bus transit to/from major academic, medical, social, and employment centers serves the greatest number of individuals within the planning area.
- Outside the STA service area, the plan supports service levels among existing public transportation routes and programs. This includes intercity shuttle services to/from Deer Park, Ritzville, Davenport, and Newport, tribal transportation from Spokane and Kalispel reservation lands in neighboring Stevens and Pend Oreille Counties, and COAST Transportation coming from counties to the south of Spokane.
- Utilize sites well-served by public transportation when considering locations for new social service agencies, health care facilities, schools, public housing, etc.

STRATEGY 2: SPECIAL NEEDS TRANSPORTATION INVESTMENT

The success of human services transportation relies on overcoming transportation barriers for target populations. 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 senior populations.

- Maintain and expand ADA accessible vehicles within transit fleets.
- The plan supports STA paratransit service and any service enhancements to paratransit in the metro area.
- Continue to provide and look for opportunities to enhance public transportation to/from surrounding rural communities. Within Spokane County, areas to benefit from greater service are northern Spokane County, including Deer Park and the US 395 and US 2 corridors, and southern Spokane County through the US 195 and SR 27 corridors.
- Gaps exist in areas outside the Spokane County planning area, namely for rural populations in Ferry, Stevens, Pend Oreille, Lincoln, Adams, and Whitman Counties, as well as neighboring communities across the border in Idaho. This strategy supports existing transportation options via Kaltran, Moccasin Express, Gold Line shuttle, SMS shuttles, and COAST Transportation, and supports expansion of these or addition of new transportation service to ensure greater coverage throughout the Inland NW.
- Promote affordability programs—this plan supports subsidized transportation options and free or reduced fare bus passes for qualified individuals.
- Coordinate improved transportation access to Spokane medical facilities, such as Holy Family, Sacred Heart, Deaconess, MultiCare Valley, and VA Hospitals.
- As an overall high need, medical related transportation must be maintained and expanded, particularly for special needs and disadvantaged populations.
- There is a need in the door-to-door service market based on the number of individuals that cannot transport themselves or use conventional bus service due to physical or mental disability or age. Investment in on-demand/door-to-door service is supported by this plan. This is related to medical appointment transportation and trips to other essential service needs.

STRATEGY 3: 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 for example—and extends to transit

operations and other modern mobile technologies and information services.

- Invest in and implement transit software and hardware to increase the efficiency of public transportation—computer aided dispatch, automatic vehicle location, mapping and routing applications, data collection, internet-based ride scheduling, etc. Make sure staff support is adequate for the delivery of service.
- Consider opportunities to incorporate private or other mobility services to supplement transportation options for routine medical appointments and first/last-mile connections.
- Test mobile smart phone apps that could better convey transit options and scheduling to the individual user.
- Always consider impacts to and provide accommodations for non-computer literate individuals (or those lacking access) when releasing new technologies.

STRATEGY 4: CAPITAL FACILITIES AND VEHICLES

Capital facilities is an integral part of public transportation performance and functionality. This ties to the experience, safety, and comfort of the rider. Convenient and accessible bus stops and up-to-date vehicles improves public transportation service as well as the rider experience.

- Provide clearly marked bus stops for passengers to safely and comfortably gather with shelter, access to bathrooms, and scheduling information as appropriate.
- Provide pedestrian and bicycle facilities and street crossings at bus stop locations to enable safe and convenient access for all ages and abilities.
- Modernize bus fleets with appropriate scaling of vehicles to match anticipated use.
- Invest in new and replacement buses, vans, wheelchair lifts, and ramps. Consider alternative fuel vehicles to maximize energy efficiency.
- Protect significant investment in vehicle fleets through proper maintenance and protection from the elements when not in use.

STRATEGY 5: MOBILITY MANAGEMENT

Transportation service availability can often be confusing given the range of options and eligibility criteria. Creating greater understanding through education and digital platforms is an effective way to connect people to the most applicable transportation solution and ensure continued, self-reliant use.

- Travel Training – programs that offer one-on-one coaching on use of the transit system can introduce the client to the most compatible transportation service. Such programs help optimize the use of existing public transportation options.
- This plan supports a “one-click” and/or “one-call” system as a single digital platform for users to plan, schedule, and book the best-fit public transportation option. Mobility as a service is a way to streamline interaction with public transportation providers and promote ridership.

6 | 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 Manager 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.



7 | REGIONAL PRIORITIES FOR IMPLEMENTATION

The CPT-HSTP facilitates development of new and continued local projects and programs for human services transportation. In the mix of potential projects, STA may provide contracted services to human services organizations. SRTC manages a regional prioritization process for public transportation funding opportunities through WSDOT's Consolidated Grant Program. Appendix C lists the regional priority projects for the Consolidated Grant Program as developed by local public transportation providers. The CPT-HSTP is administratively amended to include the prioritized projects after each biennial Consolidated Grant Program call once the application process is complete and the ranked list is approved by the SRTC Board. In a separate process, STA issues an annual call for projects for FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program funds directly apportioned to the Spokane Urbanized Area.

2022 Coordinated Public Transit-Human Services Transportation Plan
Adopted November 10, 2022
Resolution #: R-22-22

Contact:
Spokane Regional Transportation Council
421 W Riverside Ave, Suite 500
Spokane, WA 99201
www.srtc.org

Jason Lien, Principal Transportation Planner
jlien@srtc.org
(509) 343-6370



Appendix A

COMMUNITY OUTREACH

**PLAN OUTREACH LOG
SURVEY INFORMATION
INFORMATIONAL FLYER**

**Coordinated Public Transit - Human Services Transportation Plan - 2022 Update
Plan Outreach Log**

Date	Event	Action
2/9/2022	STA Citizen Advisory Committee meeting	Presentation to CAC on plan update process, purpose, and timeline. Took questions from committee.
2/22/2022	Spokane Transportation Collaborative	Presentation on plan update process, purpose, and timeline. Pointed the group to the project page.
2/23/2022	SRTC TTC	Presentation on plan update process, purpose, and timeline. Pointed the group to the project page.
2/23/2022	SRTC TAC	Presentation on plan update process, purpose, and timeline. Pointed the group to the project page.
3/1/2022	SRTC social media	Posted to SRTC website and through social media (more than once).
3/2/2022	STA Planning & Development Committee	Presentation by Karl Otterstrom on plan update process, purpose, and timeline. He referenced the SRTC HSTP webpage.
3/10/2022	SRTC Board	Presentation on plan update process, purpose, and timeline. Pointed the group to the project page.
3/22/2022	Email distribution	Sent informational email with project page link to STA's Section 5310 Call for Projects distribution list.
3/30/2022	Spokane Homeless Coalition email listserv	Message sent out on SRTC's behalf to 1300-person listserv. Message included link to survey and project page.
3/31/2022	Spokane Community, Housing, and Human Services Department Update	CPT-HSTP info and links provided in the CHHS newsletter. First appearing on March 31 then repeating bi-weekly.
4/7/2022	Spokane Tribe email	Message sent to Maria Cullooyah and Glenn Ford at Spokane Tribe with project page link and attached informational flyer.
4/7/2022	Kalispel Tribe email	Message sent to Sev Jones and Julia Whitford at Kalispel Tribe with project page link and attached informational flyer.
4/9/2022	Spokane Bike Swap	SRTC table at this event with informational flyers and paper surveys available.
4/19/2022	Spokane Community Update Newsletter	Project page and survey link appeared in the e-newsletter.
5/2/2022	KXLY.com	Story with survey link appeared on KXLY - https://www.kxly.com/spokane-county-asks-for-public-input-in-latest-transportation-survey/
5/2/2022	City of Spokane Facebook and Twitter accounts	HSTP survey shared through City's social media.
5/5/2022	Spokane Homeless Coalition meeting	Announcement made to group at end of the in-person meeting and info flyers left behind at the Gathering House
5/10/2022	Spokane Community Update Newsletter	Project page and survey link appeared in the e-newsletter.
5/24/2022	CPT-HSTP flyers sent to SMS	SMS to display information at their table events: May 24th Alzheimer's and Dementia conf; June 1st, FYSPT Self-care Fair; June 5, the Annual Demo day and Wellness Fair at Fire station 9; June 18th, Juneteenth Celebration (MLK center), and Medical Lake Founders day.
5/26/2022	STA Plaza kiosk	Table event at Plaza with info flyers and paper surveys available (approx. 1 to 3:30pm)
5/27/2022	ALTCEW Planning & Management Council	Presentation to Council and provided project page link in Zoom chat. Also emailed flyer and project page link to Khristina and Lynn Kimball at ALTCEW.
6/1/2022	Kalispel Tribe email	Reminder message sent to Sev Jones and Julia Whitford at Kalispel Tribe with project page link. Update that 1 month left in survey.
6/1/2022	Email distribution to 5310 mailing list	Sent informational email reminder with project page link to STA's Section 5310 Call for Projects distribution list. Update that survey open through June.
6/2/2022	Airway Heights distribution	Survey posted on Airway Heights FB page. Will also appear in the next AH newsletter.
6/3/2022	Fairchild Air Force Base	Phone conversation with Jamie at Fairchild AFB, will look into distributing survey info base wide
6/3/2022	Spokane Tribe email	Message sent to Glenn Ford, new Planning Director Francis SiJohn, cc'd to Maria Cullooyah and Robin Kieffer at Spokane Tribe reminding of final month in survey with project page link and attached informational flyer.
6/11/2022	Felts Field Neighbor Day	SRTC table at this event with informational flyers and paper surveys available.

**Coordinated Public Transit - Human Services Transportation Plan - 2022 Update
Plan Outreach Log**

Date	Event	Action
6/15/2022	West Central Community Center	Flyers pinned on bulletin board at the community center.
6/18/2022	Juneteenth Celebration at MLK Center	SRTC table at this event with informational flyers and paper surveys available.
6/21/2022	Spokane Summer Parkways	SRTC table at this event with informational flyers and paper surveys available.
6/22/2022	SRTC TTC and TAC meetings	Update given to SRTC Committees on status of HSTP. Noted survey is still open but approaching closure.
7/21/2022	Tyler Grange	Visit to Tyler Grange meeting to ask about transportation needs. HSTP flyer passed out to the group.
8/8/2022	Online survey formally closed	Project website updated to reflect survey closure.
9/1/2022	CPT-HSTP Draft released	Draft Plan and Appendices posted and website updated with document links and info. Plan provided to WSDOT.
9/1/2022	Email distribution to 5310 mailing list	Announced release of Draft Plan and provided links. Noted comment period open until 10/14.
9/2/2022	SRTC social media and TAC distribution	Draft Plan announced through SRTC social media channels and distributed to the SRTC Transportation Advisory Committee.
9/2/2022	Kalispel Tribe email	Announced release of Draft Plan and provided links. Noted comment period open until 10/14.
9/2/2022	Spokane Tribe email	Announced release of Draft Plan and provided links. Noted comment period open until 10/14.
9/8/2022	SRTC Board meeting	Memo provided to Board noting the Draft CPT-HSTP was completed and published for public review on 9/1.
9/9/2022	Spokesman-Review notice	Legal notice published in newspaper noting that Draft Plan is available for review with comment period ending on 10/14.
9/14/2022	STA Citizen Advisory Committee meeting	Presented to committee on Draft Plan release and noted comment period until 10/14. Provided link to Draft Plan in the Zoom chat.
9/28/2022	SRTC TTC and TAC meetings	Presented update to both committees, indicated that the Draft Plan is available and how to find it, and noted it is in a review period with a comment deadline of 10/14/22.
9/30/2022	Email distribution to 5310 mailing list	Provided links to Draft Plan and Appendices again with reminder that comment period will close on 10/14. The distribution list included representatives from the Spokane Tribe and Kalispel Tribe.
10/13/2022	SRTC Board meeting	Presented overview of the Draft Plan and its content.
10/14/2022	Public comment period closed for Draft CPT-HSTP	Public review period open from 9/1/22 to 10/14/22.
10/26/2022	SRTC TTC and TAC meetings	Final Draft CPT-HSTP prepared and presented to committees. Action taken by both committees to recommend approval to the Board.
11/10/2022	SRTC Board meeting	Requested action to approve the Final 2022 CPT-HSTP. The Board voted to adopt the Plan through resolution R-22-22.



Coordinated Public Transit – Human Services Transportation Plan

Public Survey

Spokane Regional Transportation Council (SRTC), in partnership with Spokane Transit Authority (STA), is working on the 2022 update to the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) for Spokane County. Public transportation/transit is any service that is publicly available for moving passengers to and from their destinations and may include buses, shared vehicles (vans, cars, scooters, etc.), or trains. Human services transportation places focus on transportation needs in our senior, disabled, and low-income communities.

To inform the CPT-HSTP update, we are asking for your thoughts on public transportation services in the Spokane County region, particularly where there are gaps in service or barriers that limit your ability to effectively get where you need to go. Please complete the survey below by 7/1/22 (survey also available online at <https://arcg.is/0mmOyb0>). More information available at <https://arcg.is/1eqP4C0>.

1. Home zip code _____

2. Do you currently rely on public transportation to get around?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequently	Occasionally	Never

3. Please select the biggest barriers that impact your ability to effectively use public transportation. Select up to four. You may skip question if none of these apply.

- No transit service is available where I live
- Available transit service is inconvenient or takes too much time
- Available transit service is too expensive
- On-demand transit service is too difficult to schedule
- The bus stop is too far away
- Transit service is not available on the days/time that I need it
- I don't know how to use public transit or if service is available
- Stop locations and/or transit vehicles are difficult to navigate in my wheelchair (or other mobility device)
- I worry about exposure to COVID-19
- I have a car and prefer to drive
- Language barriers affect my use of transit
- Available transit service does not take me to the destinations I need

4. There are many strategies to improve public transportation and a limited amount of funding resources. Please mark the importance of the following strategies below:

Strategy A Provide informational materials and assistance for riders to better understand schedules and available transportation services.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy B Expand availability of public transportation in rural areas and small towns.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy C Upgrade to modern, more comfortable transit vehicles, including improved wheelchair accessibility.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy D Make using public transportation more affordable.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy E Provide more access to door-to-door rides (paratransit and dial-a-ride type services).

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy F Improve bus stop facilities (for example, walking/biking connections, benches/shelters, ADA compliance).

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy G Enhance public transportation service for medical or other essential appointments.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy H Utilize technology to improve transit service (bus tracking for real-time arrival info, smart phone apps, etc.)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy I Provide better connectivity to Spokane Transit Authority bus routes from areas outside their service boundary.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy J Enhance/expand existing Spokane Transit Authority bus service within its service boundary.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy K Improve bus and train options for traveling long-distance and to/from areas outside of Spokane County.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Strategy L Improve conditions for COVID-19 safety and rider health (social distancing on vehicles, mask requirements, bus occupancy information).

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsure	Not Important	Slightly Important	Important	Very Important

Are there other strategies not mentioned above that should be emphasized? Please describe:

5. For Spokane, Spokane County, and surrounding areas, please tell us what public transportation services you think are needed (for example – a particular route, service gap, destination, or type of service).

Thank you for participating!

If you would like to receive future updates on this planning process, please provide your email address.

Survey may be returned to:

SRTC

421 W Riverside Ave, Suite 500

Spokane, WA 99201

Phone: 509.343.6370

Este documento se puede proporcionar en idiomas alternativos a pedido.

Этот документ может быть предоставлен на других языках по запросу.

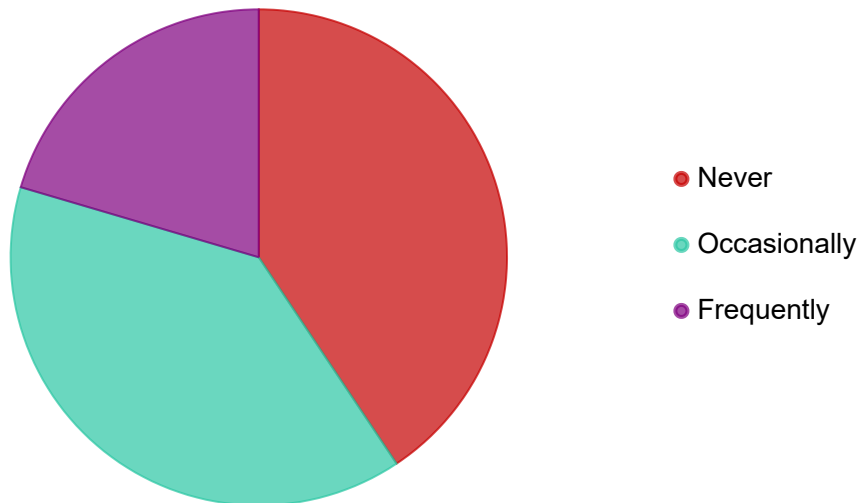
2022 Coordinated Public Transit-Human Services Transportation Plan

1) To start, please tell us your home zip code.

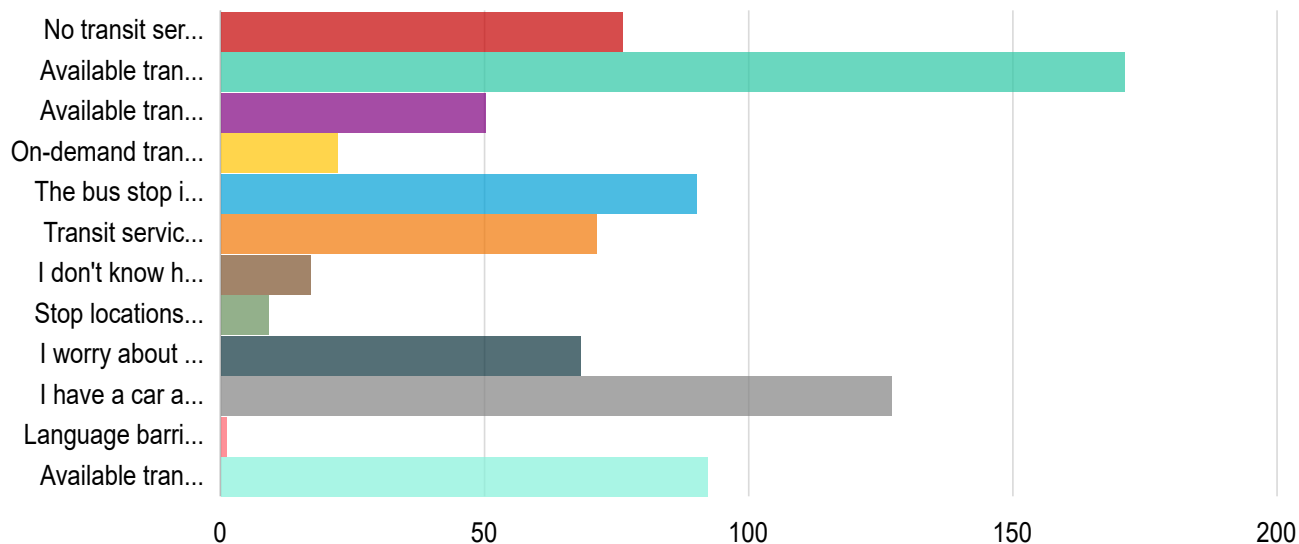


Answered: 409 Skipped: 3

2) Do you currently rely on public transportation to get around?



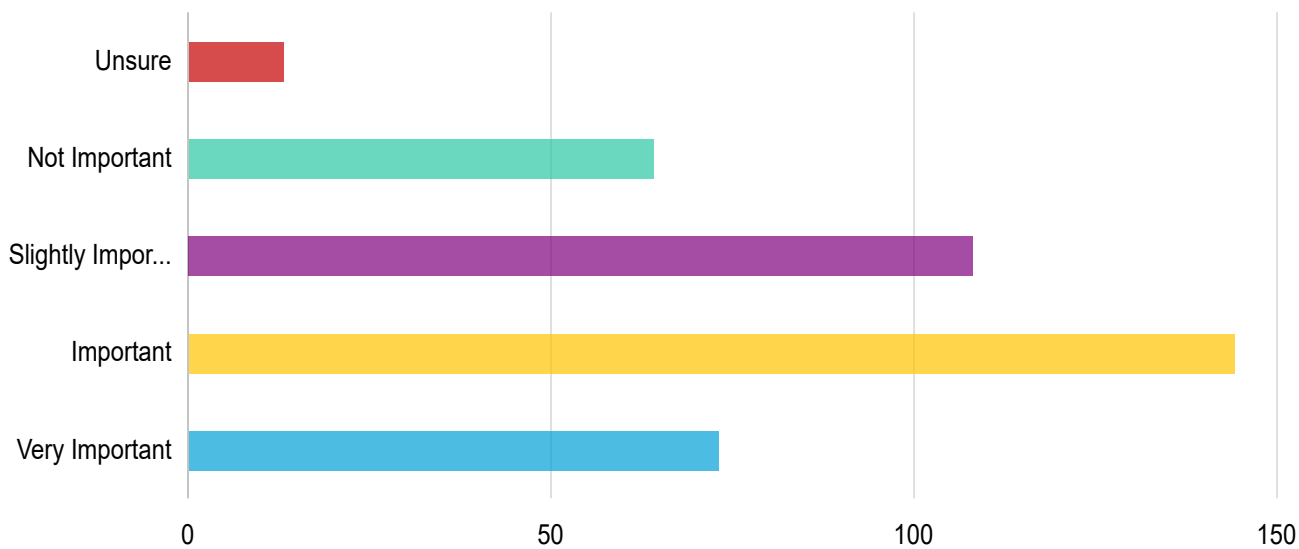
3) From the list below, please select the biggest barriers that impact your ability to...



Answered: 381 Skipped: 31

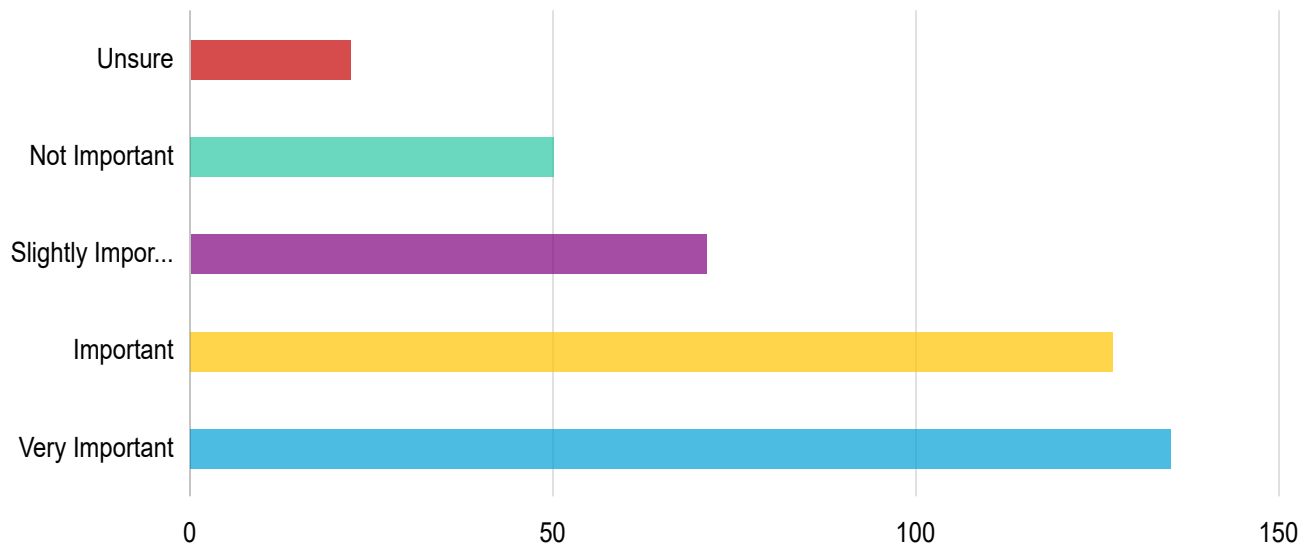
Strategy A

Provide informational materials and assistance for riders to better understand schedules and available transportation services.



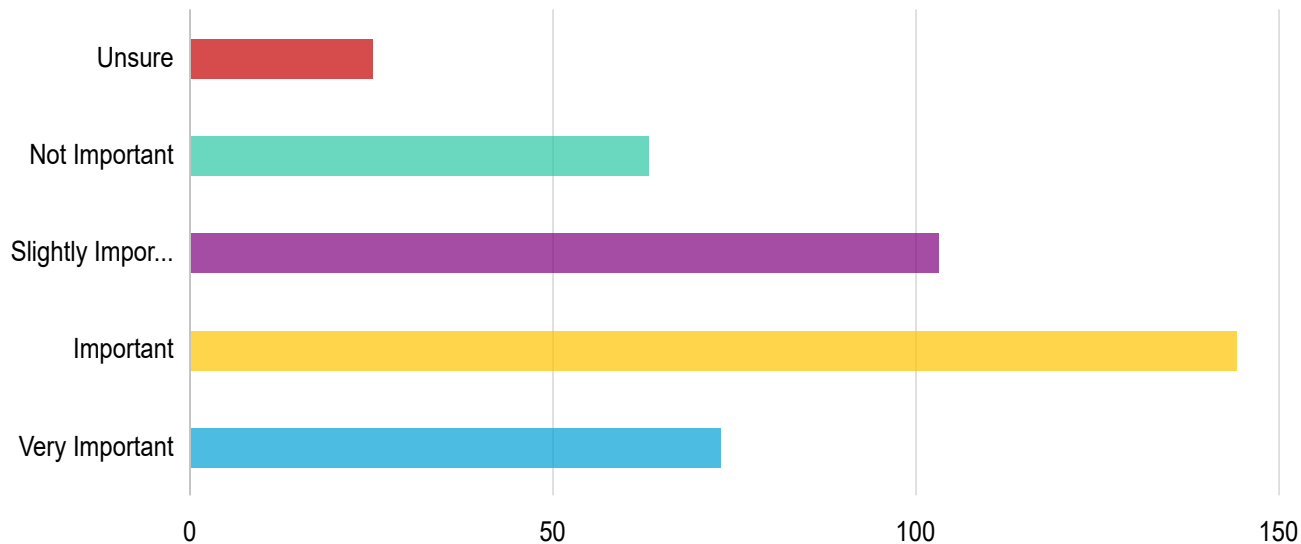
Answered: 402 Skipped: 10

Strategy B Expand availability of public transportation in rural areas and small towns.



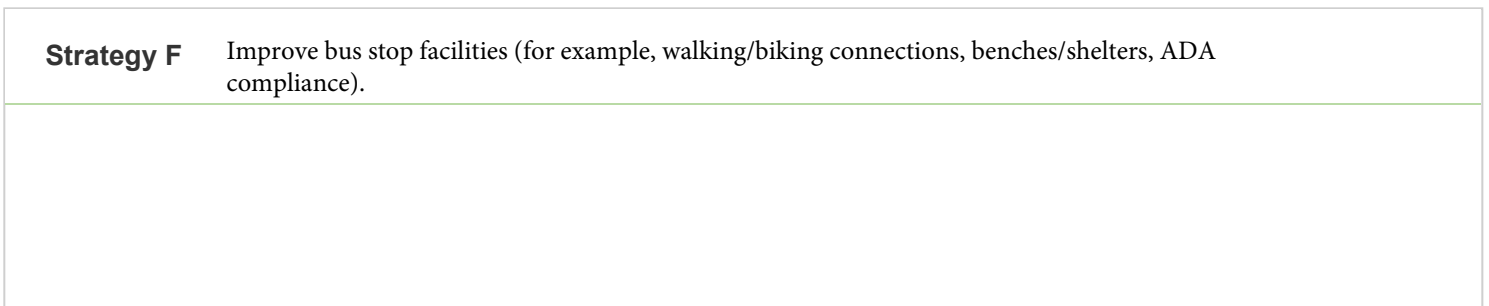
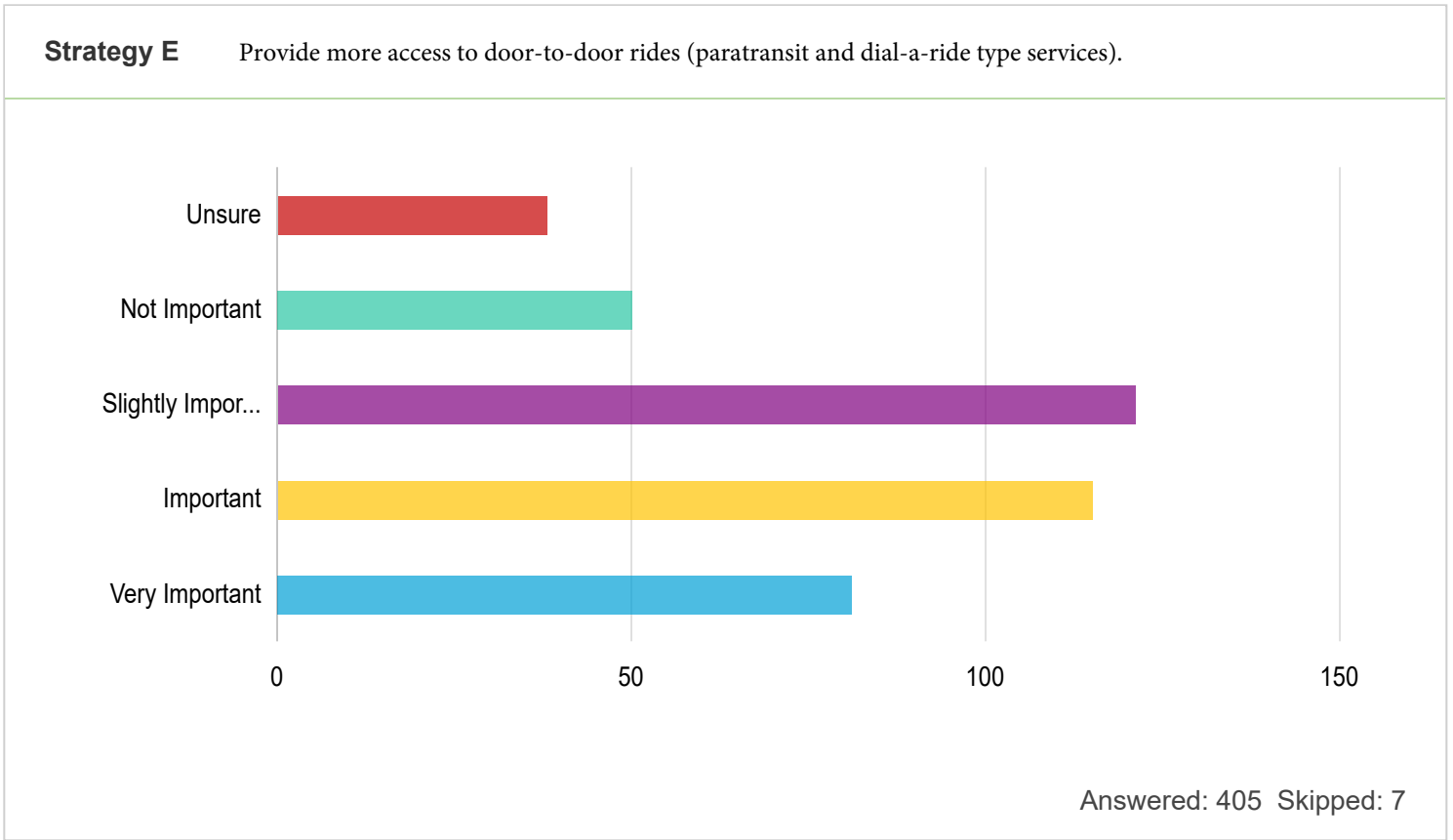
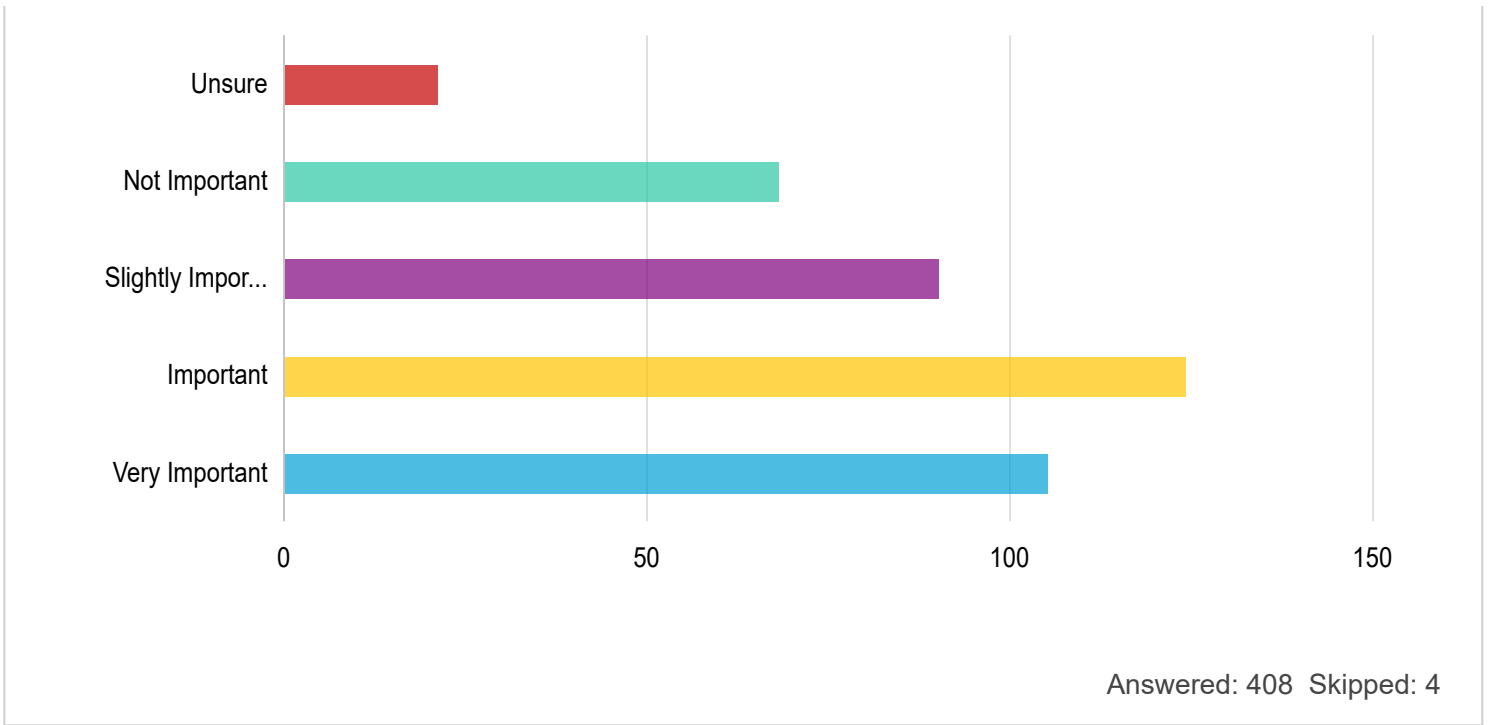
Answered: 405 Skipped: 7

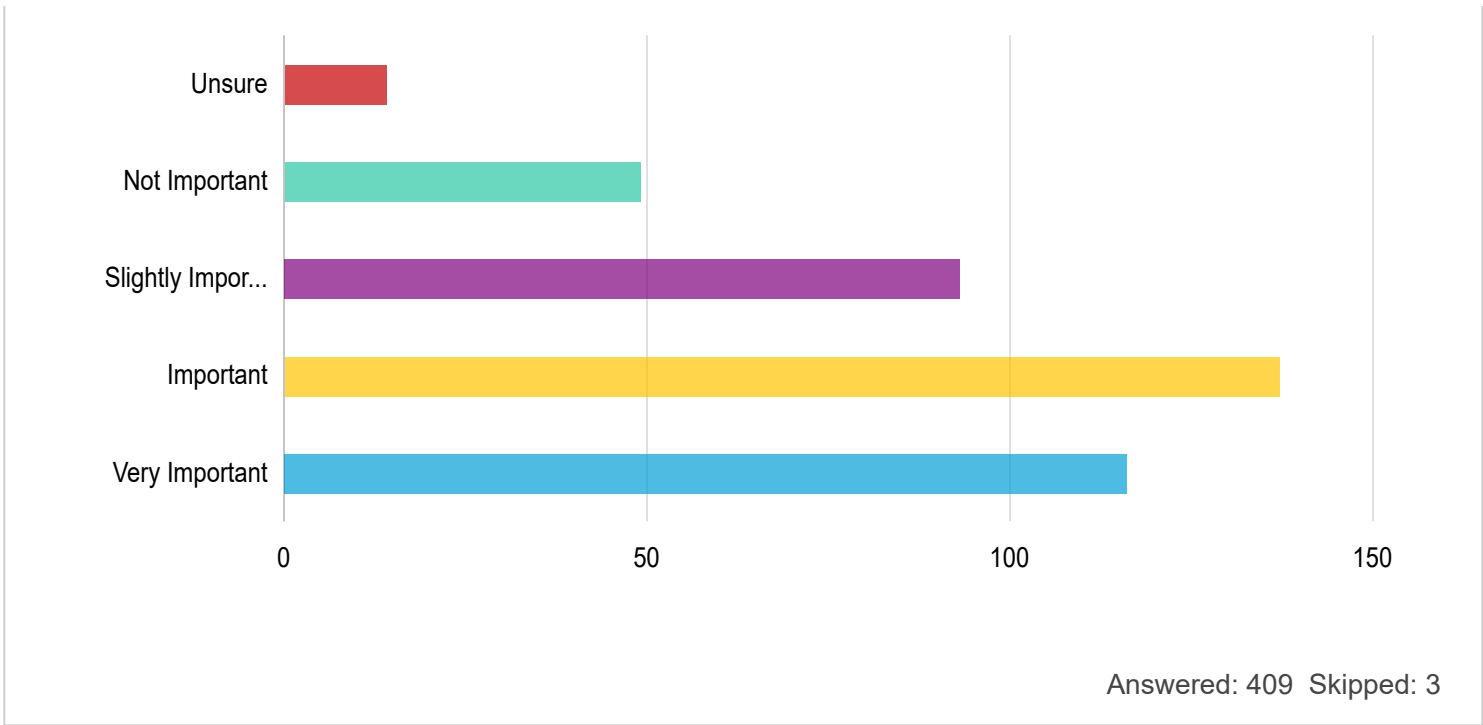
Strategy C Upgrade to modern, more comfortable transit vehicles, including improved wheelchair accessibility.



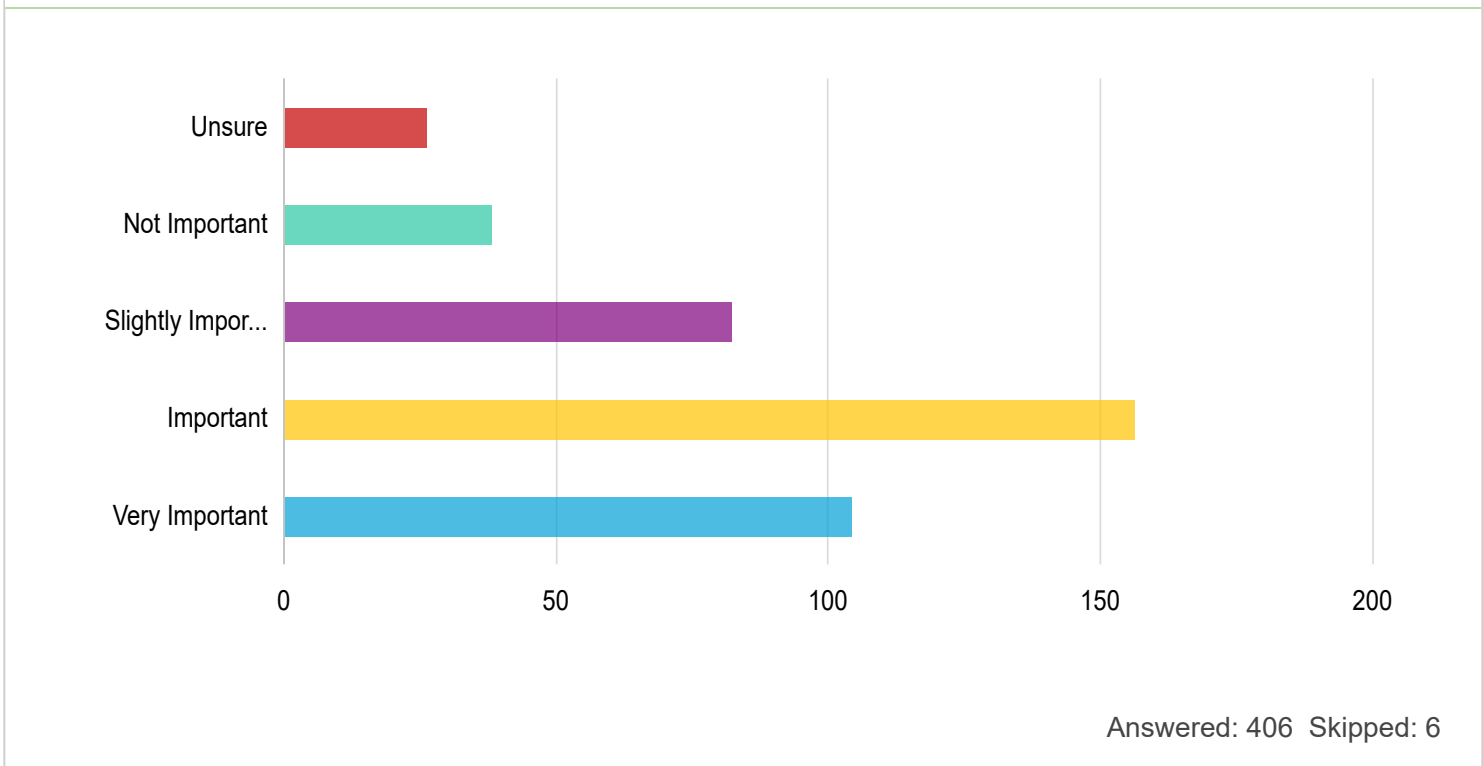
Answered: 408 Skipped: 4

Strategy D Make using public transportation more affordable.

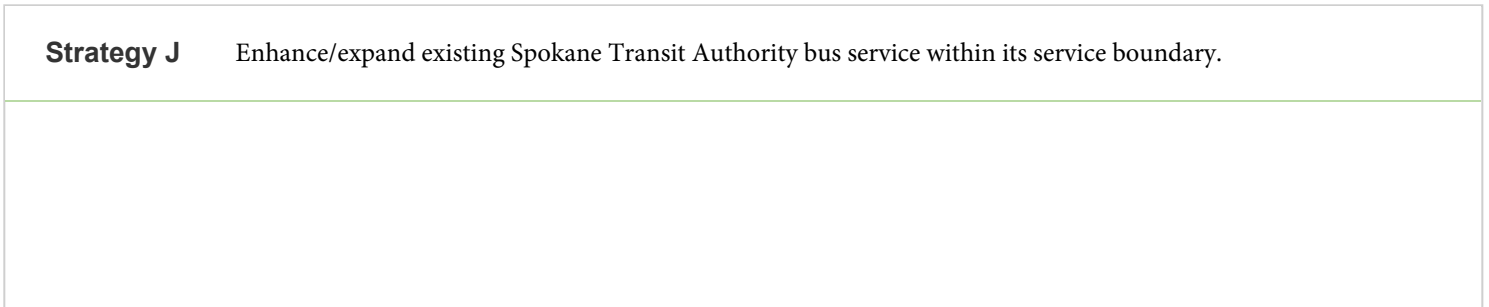
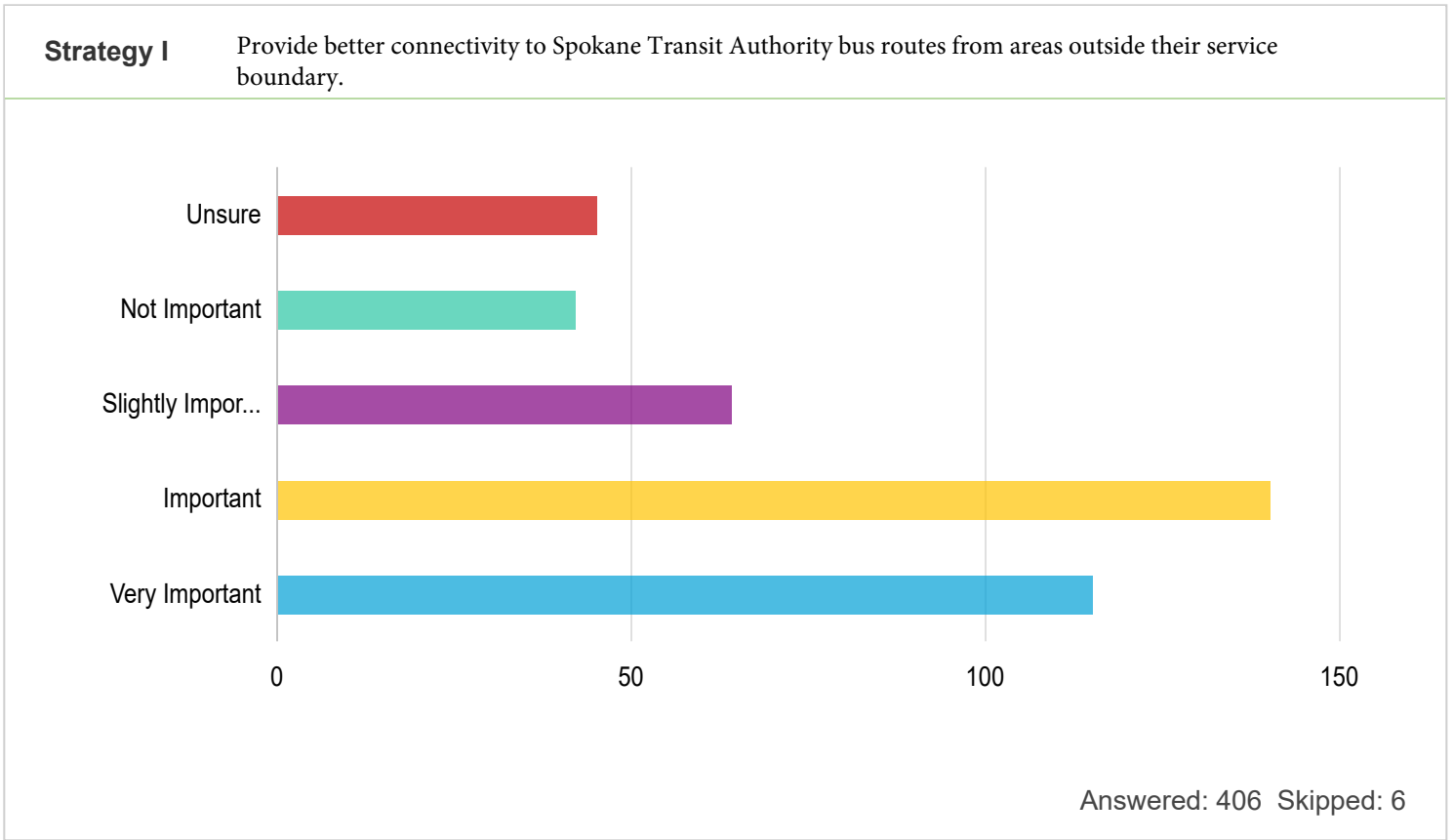
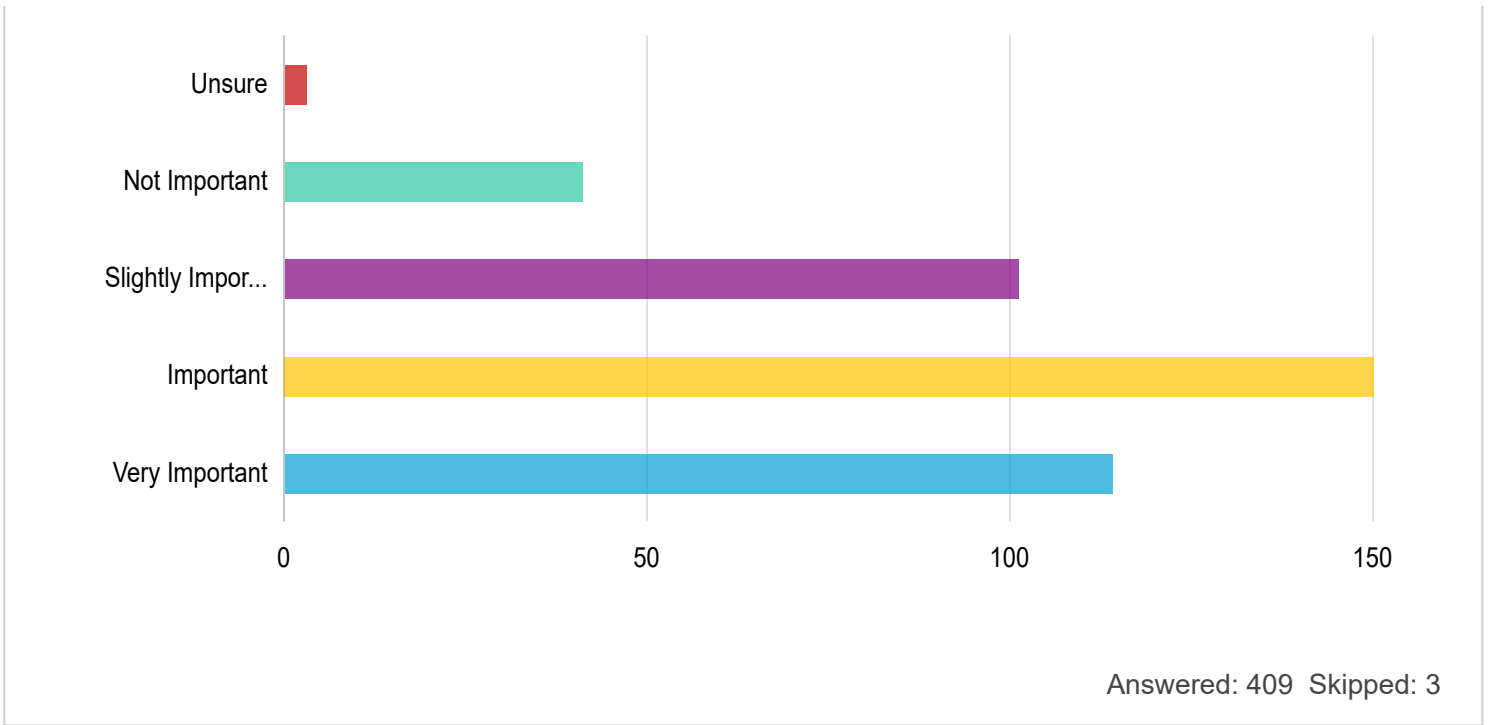


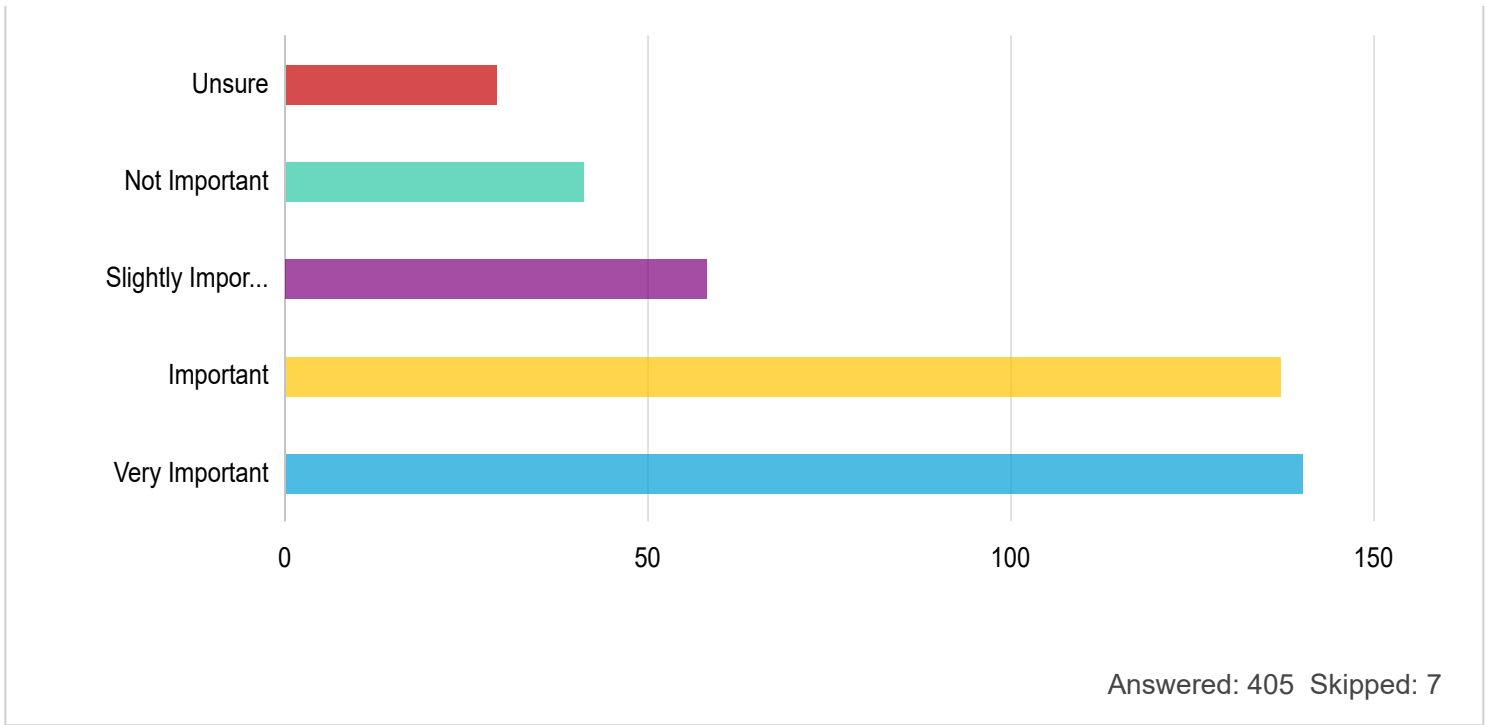


Strategy G Enhance public transportation service for medical or other essential appointments.

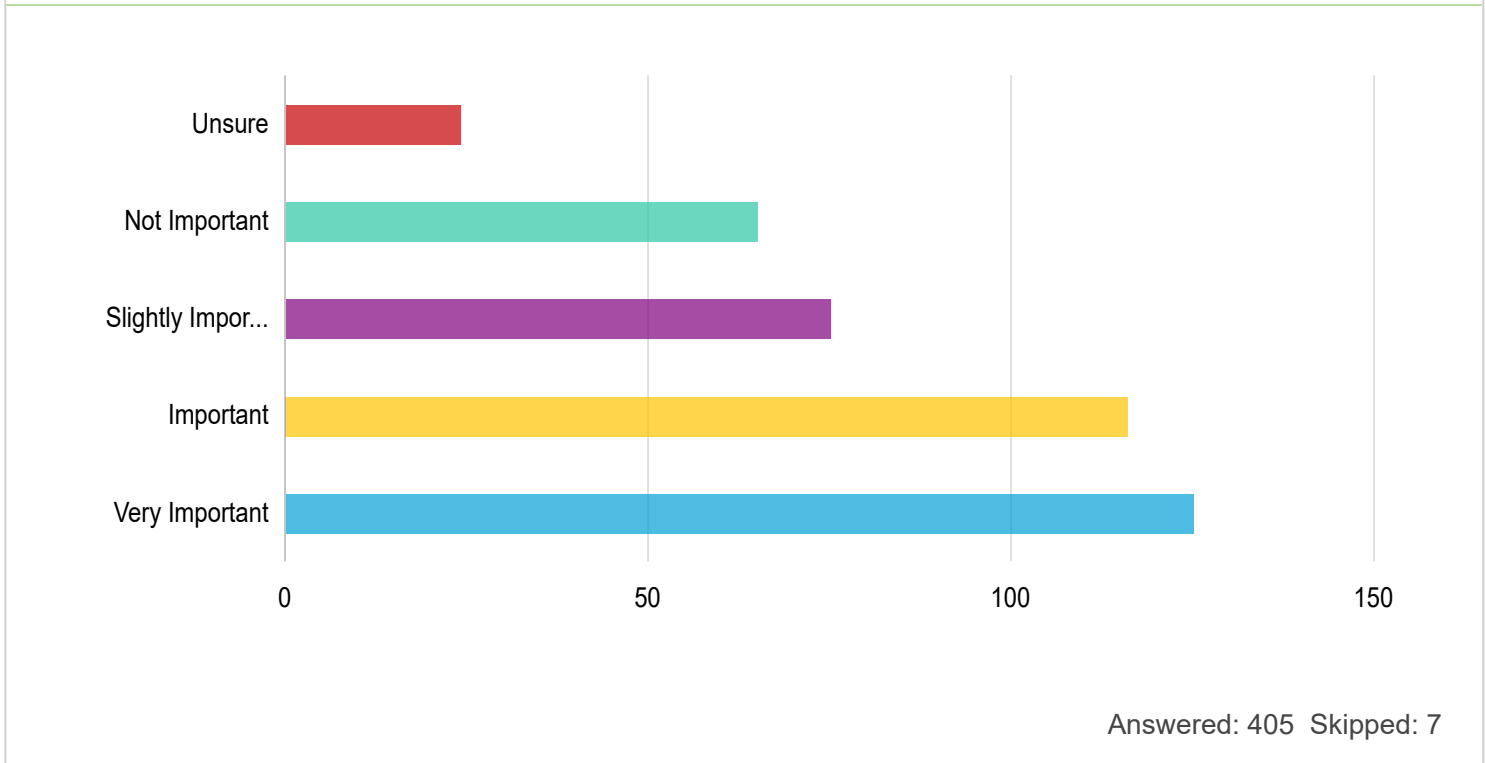


Strategy H Utilize technology to improve transit service (bus tracking for real-time arrival info, smart phone apps, etc.).

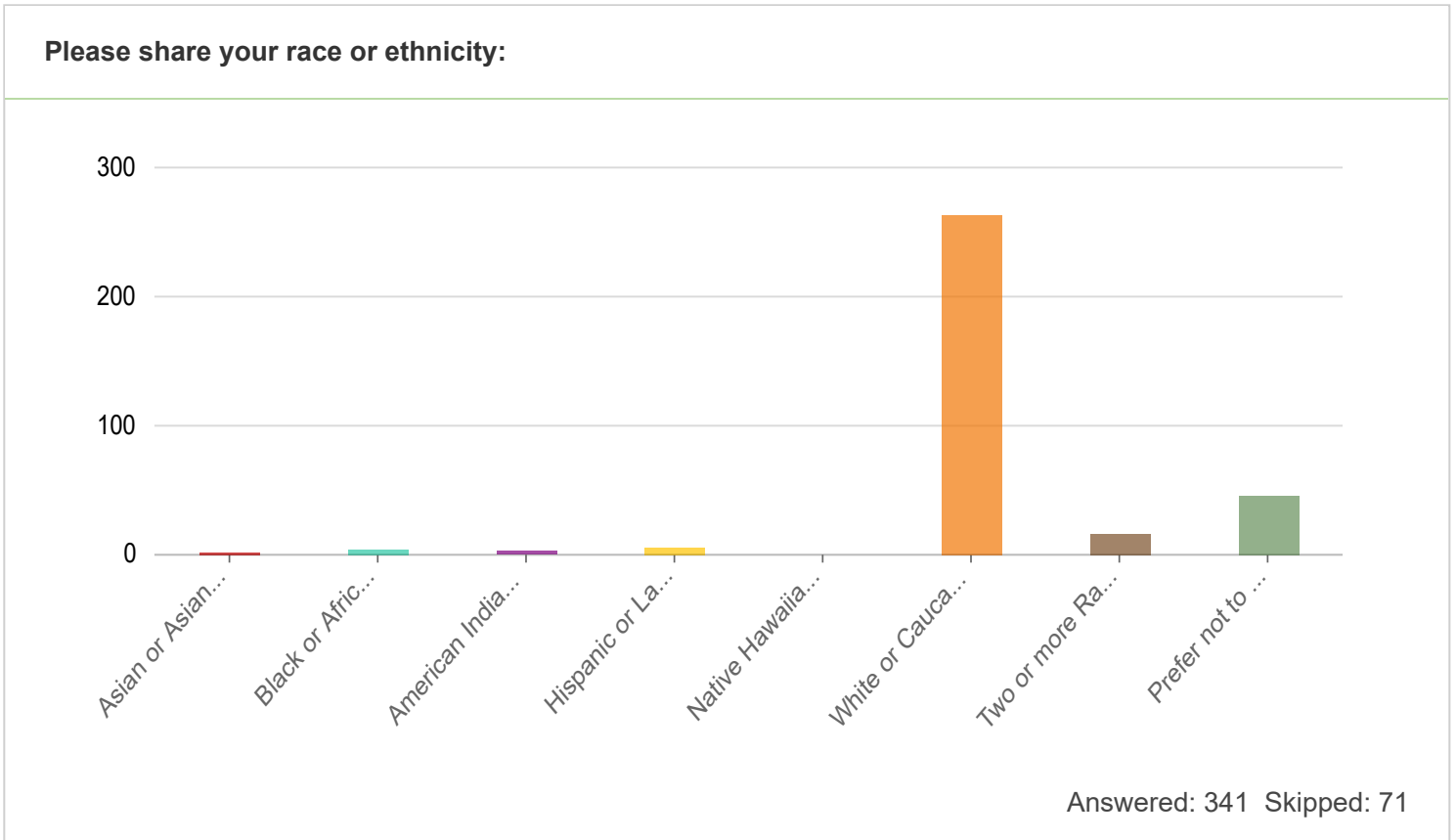
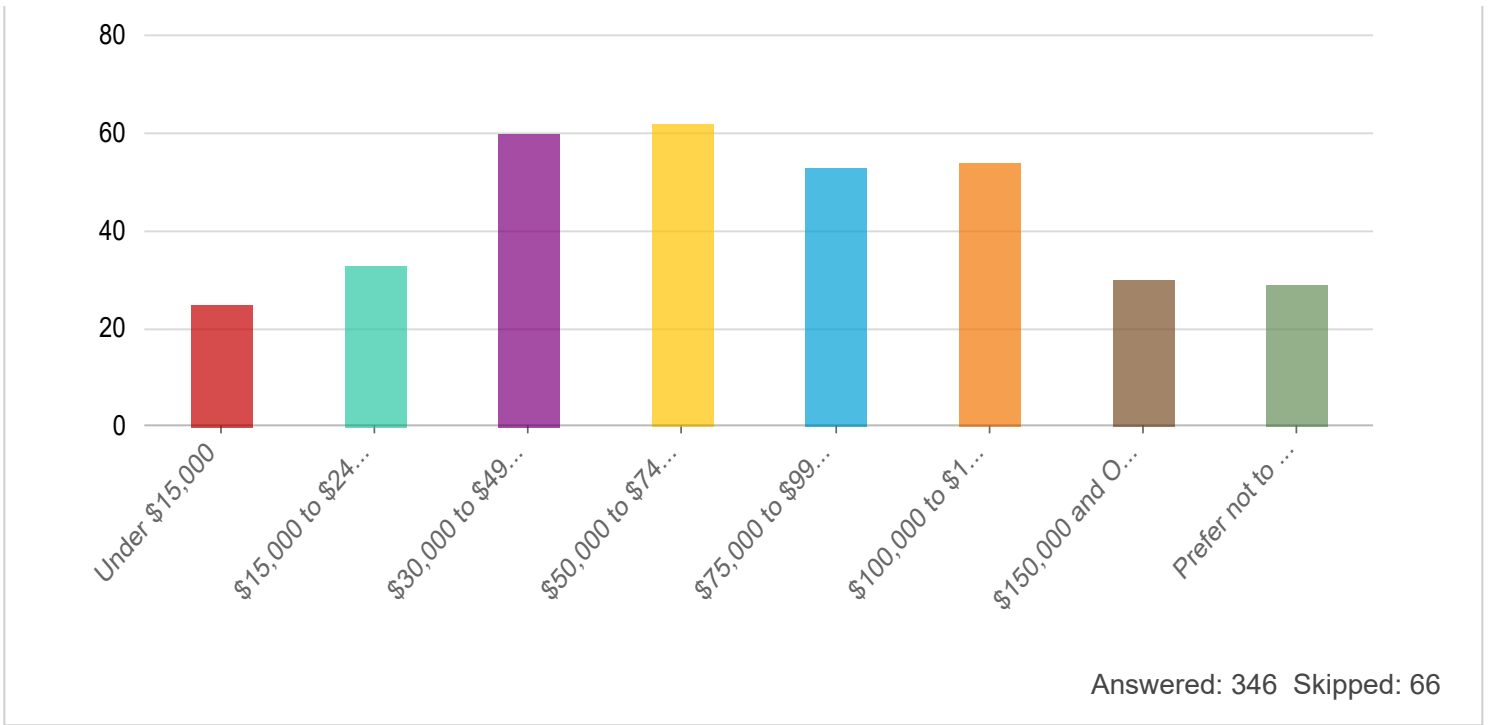




Strategy K Improve bus and train options for traveling long-distance and to/from areas outside of Spokane County.



Strategy L Improve conditions for COVID-19 safety and rider health (social distancing on vehicles, mask requirements, bus occupancy information).





2022 COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN

Plan Update & Public Process

Spokane Regional Transportation Council (SRTC), in partnership with Spokane Transit, is working on the 2022 update to the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP). The planning process is evaluating public transportation needs in the Spokane County area, with emphasis on needs in our senior, disabled, and low-income communities. To inform the Plan update, we are asking for everyone's thoughts on regional public transportation services and any barriers that limit your ability to effectively get where you need to go.



Do you have interest in public transportation in Spokane County?

How could it be improved?

We need your input—more information & online survey at:
<https://arcg.is/1eqP4C0>

Survey will be open through June 2022



SRTC

421 W Riverside, Suite 500
Spokane, WA 99201
509.343.6370
contact.srtc@srtc.org

Este documento se puede proporcionar en idiomas alternativos a pedido.

Этот документ может быть предоставлен на других языках по запросу.



Appendix B
**CURRENT SERVICE
INVENTORY—
COMPLETE LIST**

APPENDIX B

CURRENT SERVICE INVENTORY

The following is a detailed description of the Current Service Inventory of private, public, and non-profit entities operating in Spokane County, expanding on Section 3 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. 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.

CANCER CAN'T

Through a volunteer driver program, Cancer Can't offers rides to treatment appointments for all cancer patients in need. Cancer Can't is a local non-profit organization and can be contacted at 509.731.3076.

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 providing bus passes and fuel vouchers, as funds are available. Hosted by Northside Church of Christ, their contact is 509.326.2249.

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 or to the grocery store. Drivers may 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 eligible clients and mileage reimbursement is available to drivers. There are Volunteer Chore Services offices serving all of Eastern Washington. Catholic Charities of Eastern Washington may be contacted at 509.358.4250.

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 services. Using either volunteer drivers with their own cars, or paid drivers with accessible company vehicles, COAST

will attempt to schedule rides for residents in its service area who call at least 48 hours in advance. In Washington, there is no income or age qualification. In Idaho, only elderly and disabled persons may be transported. Washington counties served include Asotin, Garfield, Whitman, and Spokane. Washington residents may contact 1.800.873.9996. Idaho residents use 1.800.967.2899.

DAV TRANSPORTATION

Disabled American Veterans (DAV) is a nonprofit charity that provides support for veterans, including operating a fleet of vehicles around the country to provide transportation to Department of Veterans Affairs (VA) medical facilities for injured and ill veterans. Locally, transportation is possible for veterans from all over the Inland Northwest to Spokane County's VA medical facilities. The network is administered by DAV Hospital Service Coordinators (HSCs) at the VA's 172 medical centers across the United States. The Spokane HSC contact is at 509.434.7019. Veterans are asked to call several days in advance to arrange transportation. All DAV van drivers are volunteers and do not receive payment for the services they provide.

GOGOGRANDPARENT

GoGoGrandparent is a private service that allows people to dial a number to request rides through Uber or Lyft or use common delivery services. 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.

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 in Cusick to Spokane four days a week (Monday-Thursday). It also provides round-trip service from Cusick to Lone and from Cusick to Newport four days a week (Monday-Thursday). Every day service is provided from Cusick to Chewelah Casino via 49 Degrees Mountain Resort. 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 provides Medicaid transportation services to eligible clients throughout Pend Oreille County to the Camas Center Clinic, Camas Path North Offices, and People's Place. All Medicaid or PRC transportation requests must be approved and scheduled with the Kaltran office prior to

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, and Spokane Transit Authority. Contact 509.447.7247.

MEDTRAN

MedTran is a private company that provides non-emergency wheelchair-accessible transportation to clients requiring assistance due to injury, illness, or disability. MedTran serves the greater Spokane area and 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 and can be scheduled by calling 800.550.3782.

MOCCASIN EXPRESS

The Moccasin Express is the transit program operated by the Spokane Tribe of Indians. Free and open to the public, the Moccasin Express provides daily service from the Tribe's administration building in Wellpinit, Washington to the Spokane area. Regular drop-off / pick-up points include the Spokane Tribe Casino in Airway Heights and downtown Spokane. The Moccasin Express also has a daily route from Wellpinit to Chewelah. For 55+ seniors and those with mobility issues, the Tribe offers shopping trip transportation on Mondays and Wednesdays. 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. Contact Moccasin Express at 509.458.6549.

NEW HOPE RESOURCE CENTER

The New Hope Resource Center is a non-profit social service organization supported by local churches in North Spokane County and by community contributions. Their mission is to serve basic human needs in North Spokane County including the communities of Mead, Colbert, Elk, Chattaroy, and Riverside. In their menu of services, transportation to medical appointments and for errands is an option for seniors and disabled individuals. Transportation services are free to qualified individuals; pre-approved clients must call in advance to set up rides. For low-income individuals with vehicles, vouchers for gasoline are an option. Contact 509.467.2900.

NORTHWESTERN TRAILWAYS

Northwestern Trailways provides intercity and interstate bus service with daily departures from Spokane to cities in Washington and Idaho. Northwestern Trailways departs from the Spokane Intermodal Center. Boarding is also possible at Spokane International Airport. Contact 800.366.3830.

OUR PLACE COMMUNITY OUTREACH

Our Place is a non-profit social service organization serving the West Central area of Spokane. Among its services, Our Place offers limited transportation assistance for Spokane residents, distributing 10 bus passes each day on a first-come first-serve basis. Contact 509.326.7267.

PRECIOUS CARGO

Precious Cargo is a fee-based, wheelchair-accessible transportation service for people who are elderly and/or disabled in Spokane County. The transportation service is on-demand and must be scheduled in advance. Contact 509.951.5482.

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 well in advance of the appointment date. Contact 800.227.2345.

SENIOR HELPERS CONCIERGE CARE

Senior Helpers is a for-profit, fee-based business that provides a variety of in-home and personal services for seniors in the Spokane area. Individualized care may include assistance with shopping and transportation. Contact 509.283.1199.

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.

SNAP NEIGHBORS ON THE GO

Ride to Health encompasses transportation and health services operated by SNAP. It includes an ever-expanding Volunteer Driver program offering transportation for seniors and individuals living with disabilities through the SNAP Neighbors on the Go program. This program is designed to serve Spokane County residents 65+ years of age and/or persons living with disabilities, who otherwise would not qualify or be able to utilize public transportation options. Riders are able to request rides for medical related transportation needs such as attending an appointment with a Primary Care Physician or picking up a prescription at their local pharmacy. Contact 509.319.3050.

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 weekday shuttle service is fare-based, wheelchair accessible, and open to the public. SMS operates dial-a-ride transportation for residents in Deer Park. The Deer Park Dial-A-Ride is wheelchair-accessible and offers door-to-door transportation from residences to any location within the Deer Park city limits (riders should schedule transportation at least 24 hours in advance). SMS also runs a Travel Training program, offering interested individuals access to information, training on how to ride Spokane Transit, and support to let participants travel safely and independently on the bus. Contact SMS at 509.534.7171.

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 12 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 September 2022, STA operates 48 bus routes. 5,238,135 passenger trips were taken on fixed route buses in 2021. Also in 2021, STA's paratransit service provided 252,201 passenger trips and the vanpool service provided 70,298 passenger trips.

STA offers a variety of fare options to accommodate all riders. The adult fare is currently \$2.00 for a 2-hour pass. The paratransit fare is \$2.00 each way. A complete list of fare types is shown in Tables A and B in STA's [Transit Development Plan: 2023-2028](#). The Table B fare structure is effective starting October 2022. STA provides student passes to actively enrolled students in the local colleges and universities, but the programs vary at each institution. No fare is required for youth 18 years and under.

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, downtown Spokane, and Spokane International Airport. Gold Line provides

access to major transit hubs in Spokane (Spokane Intermodal Center, STA Plaza) and runs seven days a week with closures on major holidays. Fare is required, and monthly passes are available. Reservations are highly recommended prior to departure. All vehicles are ADA equipped with wheelchair lifts. Contact 888.739.5395.

WHEATLAND EXPRESS

Offers shuttle bus service to and from Spokane International Airport via Moscow (ID), Pullman, and Colfax. Reservations are required. Contact in Pullman at 509.334.2200.



Appendix C

**PUBLIC TRANSPORTATION
PROJECTS AND PRIORITIES**

APPENDIX C

PUBLIC TRANSPORTATION PROJECTS AND PRIORITIES

Table C1 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 C1: REGIONAL PRIORITY PROJECTS – WSDOT 2023-2025 CONSOLIDATED GRANT PROGRAM

Agency	Project Title	Amount Requested from WSDOT	Project Type	WSDOT Letter Grade
SMS	Deer Park Dial-A-Ride and Community Shuttle	\$1,392,582	Operating	A
SNAP	Neighbors on the Go	\$1,161,554	Operating	A
SMS	Purchase Replacement Buses to Sustain Deer Park Services	\$324,000	Capital	A
SMS	Spokane Co. Mobility Management Project	\$538,756	Operating	B

REGIONAL PRIORITY PROJECTS – WSDOT 2025-2027 CONSOLIDATED GRANT PROGRAM (TBD)