

# Human Services Transportation Plan: Southwest Washington Regional Transportation Council (RTC)

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**Planning Area (MPO/RTPO):**

Lead Agency: Southwest Washington Regional Transportation Council (RTC).  
*RTC is the Metropolitan Planning Organization (MPO) for the Clark County region and is Regional Transportation Planning Organization (RTPO) for Clark, Klickitat and Skamania counties.*

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**January 2007**

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Preparation of this Plan was funded by grants from the Washington State Department of Transportation, U.S. Department of Transportation (Federal Highways Administration and Federal Transit Administration) and local funds from RTC member jurisdictions.

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**Human Services Transportation Plan for  
Southwest Washington Regional Transportation Council**


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## STAFF REPORT

**TO:** Southwest Washington Regional Transportation Council Board of Directors  
**FROM:**  Dean Lookingbill, Transportation Director  
**DATE:** December 26, 2006  
**SUBJECT:** **Human Services Transportation Plan for Clark, Skamania and Klickitat Counties and Project Priorities, Resolution 01-07-02**

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### BACKGROUND

At the May 2005 RTCB meeting, an overview of SAFETEA-LU requirements was presented. One of the new requirements is that a Coordinated Human Services Transportation Plan (HSTP) be developed. The HSTP addresses the transportation needs of the elderly, people with disabilities and low income populations. From the needs identified in the HSTP development process, human services transportation providers must develop projects to submit to WSDOT for funding consideration through the consolidated public transportation grant program. The MPO/RTPO must work with the local stakeholders and human service transportation providers to prioritize these projects. Project applications are due to the state on January 5, 2007. This resolution seeks Board adoption of the Human Services Transportation Plan and the list of project priorities for RTC's three county region of Clark, Klickitat and Skamania. Full copies of the Plan will be available at the RTC Board meeting and the Plan elements are summarized in this staff report. Development of the Human Services Transportation Plan was coordinated through stakeholder groups in each county, Klickitat County Transportation Policy Committee, Skamania County Transportation Policy Committee and the Regional Transportation Advisory Committee in Clark County.

SAFETEA-LU requires the development of a locally developed, coordinated public-transit Human Services Transportation Plan. Development of an HSTP is a condition for receiving formula funding under three Federal Transit Administration (FTA) programs:

- Section 5310, Special Needs of Elderly & Individuals with Disabilities
- Section 5316(g), Job Access and Reverse Commute
- Section 5317(f), New Freedom

Projects funded under these three programs must be derived from a locally developed public transit-human services transportation plan. Within Washington State, WSDOT created a consolidated grant application process in 2003 to combine the applications for both state and

federal public transportation grants. Applicants for WSDOT's public transportation grant program are required to participate in the HSTP planning process with their local Regional Transportation Planning Organization (RTPO). For the 2005-2007 biennium, WSDOT's consolidated grant program awarded \$50 million in public transportation grants for projects statewide with funding from a combination of state and federal sources. Therefore, within Washington State, the Human Service Transportation Plan is the framework for prioritizing projects to receive Federal Transit Administration (FTA) Section 5310 Elderly Persons and Persons with Disabilities funding, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom funding as well as FTA Section 5311, General Public Transportation for Non-urbanized Areas and state transit funds for paratransit and special needs and rural mobility competitive programs. The JARC program is to fill gaps in employment transportation to provide access to jobs for previous welfare recipients and low-income workers and to provide transportation for those who may live in the city core and work in suburban locations. New Freedom funds are to support new public transportation services and transportation alternatives for individuals with disabilities. New Freedom funds should be used for transportation services beyond those required by the Americans with Disabilities Act.

The intent of the Human Services Transportation Plan is to identify transportation needs and solutions and thereby improve transportation services for people with disabilities, seniors, and individuals with lower incomes. Development of a Human Service Transportation Plan ensures that communities coordinate transportation resources provided through multiple federal programs. A Coordinated plan can help to enhance transportation access, minimize duplication of services, and encourage the most cost-effective transportation possible. Development of the Human Services Transportation Plan brings together service providers, agencies that distribute funds, riders, and the community at-large to improve special needs transportation throughout the region.

#### **HUMAN SERVICES TRANSPORTATION PLAN: OUTLINE**

Elements of the Human Services Transportation Plan, as recommended by the state's Agency Council on Coordinated Transportation (ACCT) to meet state and federal requirements, are outlined below:

- Convene Stakeholder Group
- Gather Data and Information
- Identify Unmet Transportation Needs
- Develop Transportation Alternatives

A Human Services Transportation Plan was developed for each of the three counties covered by RTC. The Plans were then combined to form RTC's Human Services Transportation Plan. Stakeholders included county community services departments, Developmental Disabilities

Program, Columbia River Mental Health Services, Cowlitz Indian Tribe, C-TRAN, Washington Department of Social and Health Services, Employment Services Division - Work Source, EOCF/Head Start/ECEAP, Goodwill Job Connection, Human Services Council Transportation Brokerage, Loaves & Fishes/Meals-on-Wheels, Mid-Columbia Housing Authority, Partners in Careers (SWWPIC), Ride Connection, Rock Cove Assisted Living, Share Outreach, Skamania County Senior Services, Klickitat County Senior Services and RTC.

A summary of census data for the three counties of the region is provided below:

**Year 2000 Census Data  
Clark, Klickitat and Skamania Counties**

	Clark County	Clark County %	Klickitat County	Klickitat County %	Skamania County	Skamania County %
Total Population	345,238		19,161		9,872	
Population 65 years and over	32,808	9.5%	2,644	13.8%	1,086	11.0%
Disability Status (pop. 5 years & over)	55,601	17.6%	3,814	21.4%	1,604	17.5%
Families below Poverty Level	6,291	6.9%	676	12.6%	278	10.0%
Individuals below Poverty Level	31,027	9.1%	3,236	17.0%	1,281	13.1%

Source: US Census Bureau, American Factfinder

**TRANSPORTATION NEEDS**

The human service transportation needs identified in each of the three counties is described below.

**Clark County: Transportation Challenges and Gaps: Themes**

The prime focus should be to maintain and preserve existing transportation services. Specific needs identified included:

- **Medical/seniors transportation needs:**
  - curb to curb transportation.
  - life sustaining medical treatment transportation.
  - seniors rides to nutrition programs.
  - C-VAN paratransit public transportation not available in rural areas of Clark County.
- **Transportation to/from jobs:**
  - requires longer fixed route transit service hours.
  - fixed route transit cannot accommodate all individual needs.

- challenges of getting children to/from childcare on way to/from work.
- C-TRAN fixed route public transportation not available in rural areas of Clark County
- **Ability to pay for transportation:** is a challenge for low income, elderly and people with disabilities

#### **Clark County: Transportation Challenges and Gaps: Strategies**

- Continue existing transportation brokerage program as a way of providing efficient transportation services that can meet the needs of seniors, people with disabilities and people requiring jobs access. The program extends Clark County wide.
- Need for recruitment, organization and training of volunteer drivers or transportation assistants:
  - would help meet curb to curb transportation needs for elderly, people with disabilities and those needing medical transportation.
  - would be efficient and cost effective.
- Provide for curb to curb transportation for those outside of the C-VAN service area.

#### **Klickitat County**

- **Maintain and Preserve the existing transportation system in Klickitat County.** The demand response system serving the general public and those with special needs is essential to the Klickitat County community.
- **Expand Public Transportation Services.** Expand Klickitat Senior Services to better meet the needs of elderly, low-income, and those with disabilities. This may include extended service hours, weekend service, new fixed route service to neighboring counties, and other innovative public transit services.
- **Continue linkage with other transit providers in the region.** Continue and expand Gorge Translink, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area and to more distant destinations, such as Portland and Vancouver. In addition, the region needs to link with public transportation in Yakima County.
- **Expand Volunteer Driver Program.** Maintaining a well-trained and enthusiastic volunteer driving staff. The volunteer driving program can be a cost effective way to serve trips, which cannot be covered by traditional public transit service.



### **Service Gaps and Needs**

The major unmet needs are:

- Extended evening public transit service.
- Weekend public transit service.
- Additional in county demand-responsive service, a portion of which to serve employment needs.
- Daily access to neighboring counties for employment and services.
- Additional education and outreach about public transportation opportunities to Klickitat County residents and human service agencies.

### **Skamania County**

- **Maintain and Preserve the existing transportation system in Skamania County.** The Dial-a-ride project serving the general public and those with special needs is essential to the community. The fixed Route service into Fisher's Landing has successfully become an important linkage for Skamania County residents to the Portland/Vancouver metropolitan area.
- **Expand Public Transportation Services.** Expand Skamania Senior Services to better meet the needs of elderly, low-income, and those with disabilities. This may include extended service hours, weekend service, new fixed routes, construction of additional park and rides, and other innovative public transit services.
- **Continue link-age with other transit providers in the region.** Continue and expand Gorge TransLink, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area and to more distant destinations, such as Portland and Vancouver.
- **Expand Volunteer Driver Program.** Maintaining a well-trained and enthusiastic volunteer driving staff. The volunteer driving program can be a cost effective way to serve trips, which cannot be covered by traditional public transit service.

### **Service Gaps and Needs**

The major unmet needs are:

- Extended evening public transit service.
- Weekend public transit service.
- Additional in-county demand-responsive service, a portion of which is dedicated to employment needs.
- Daily access to Hood River and neighboring counties for employment and services.

- Additional Park and Rides.
- Transit Amenities (shelters, benches, etc.)
- Additional education and outreach about public transportation opportunities to Skamania County residents.

## PROJECT PRIORITIES

Following identification of transportation needs in the HSTP, service providers defined projects to meet transportation needs. On December 19, 2006, transportation stakeholders and project sponsors convened to consider project priorities for the three county region to submit for funding consideration through the state's consolidated grant program. The state's grant process requires each RTPo region to prioritize projects with the region's ranking counting for up to one-third of the total possible value of the states competitive process. The state's ranking process provides for:

<b>A</b> = top 4 projects	(50 percentile points)
<b>B</b> = second 4 projects	(25 percentile points)
<b>C</b> = third 4 projects	(12 percentile points)
<b>D</b> = remaining projects	(0 percentile points)

Recommended RTC project priorities are described below:

**A. Human Services Council Employment Transportation – JARC.** The Human Services Council provides employment transportation services to low-income individuals residing in Clark County, Washington. Our program enables low-income workers and WorkFirst recipients to access transportation to employment sites, job interviews, training services, education, childcare, and other work-related activities, which ultimately lead to self-sufficiency.

**A. Human Services Council U-Ride Clark County.** This service provides transportation to life-sustaining medical appointments, such as chemotherapy and radiation treatments for cancer, and dialysis. The program will be expanded to include trips to general destinations, such as grocery stores, nutrition sites, volunteer locations, and to visit friends and family - destinations that assist people in remaining independent in their homes. This demand-response transportation service is intended to serve individuals who are not eligible for Medicaid transportation and who do not have access to local transit. Trips would be coordinated with other transportation programs operated under the HSC transportation brokerage.

**A. Klickitat Senior Services/Mt. Adams Transit Continue to Provide Existing Dial a Ride and Route Deviated Service.** Mount Adams Transportation provides essential transportation services for the disabled, elderly, and low-income within Klickitat County. This service is essential to those that are transit dependent.

A. **Skamania Seniors Service Maintain Existing Dial-a-ride Service for general public and those with special needs in Skamania County.** Senior Services provides essential transportation services for the disabled, elderly, and low-income. This service is essential to those that are transit dependent to access medical and social services, shopping and errand destinations and other activities of daily life.

B. **Ride Connection U-Ride Volunteer Program Support.** This is a collaborative effort between Ride Connection and Clark County Retired and Senior Volunteer Program (RSVP). The objective of this project is to expand the capacity of volunteer provided transportation in Clark County. Ride Connection will manage the operation of the transportation program and RSVP will support the program by recruiting volunteers. The project is designed to address the lack of capacity available from existing volunteer transportation programs in Clark County.

B. **Skamania Senior Services Maintain the existing deviated fixed route service between Skamania County and Fisher's Landing Transit Center in Clark County.** The SR-14 deviated fixed route service makes three round trips per day (morning, midday, evening). The service began in January 2004 and has been very successful and continues to grow in ridership. This service provides access to jobs, schooling, and other trip purposes within the greater Portland/Vancouver metropolitan area.

B. **Klickitat Senior Services/Mt. Adams Transit Replace existing Minibus and purchase additional vehicles.** All public transit providers have a continual need to replace aging vehicles and add vehicles as services expand. In addition, the need to maintain a fleet of vehicles is essential to public transit service. Mt. Adams Transportation will replace existing mini-bus and expand vehicle fleet with one ADA minivan, and three additional non-ADA minivans.

B. **Skamania Senior Services Capital funds to add two vehicles to Skamania County's fleet.** Add one ADA mini-van to provide dial-a-ride service to the general public and persons with special needs in Skamania County. This vehicle is necessary to continue the dial-a-ride service with only a modest increase in the number of trips currently being provided. Add one 20-passenger mini-bus to provide deviated fixed route service.

C. **Ride Connection Driver Training Program.** Develop, implement and maintain a viable community transportation driver training program that will include; defensive driver training and mobility awareness and assistance courses. These courses will be offered on a regularly occurring basis in Clark County, and periodically through out the year in Longview and White Salmon to all service providers who contract with the Human Services Council's transportation brokerage.

C. **Ride Connection Travel Training Program**. The Travel Training program will promote independent travel of older adults and people with disabilities by providing free training, support and access to information. The program will be designed to provide mobility support ranging from consumer education to one-on-one travel training. The level of support provided will be based solely on the individual's ability.

C. **Skamania Senior Services New deviated Fixed Route Service between Skamania County and Hood River, Oregon**. A transit survey conducted in 2003 identified Hood River as a major destination for additional service. Plan stakeholders recently confirmed that this service would meet many of the current unmet needs. A fixed route service interconnecting with the SR-14 service to Clark County would provide significant mobility to disabled, elderly, and low-income populations. This service would be developed with Gorge TransLink partners.

C. **Cowlitz Indian Tribe Department of Transportation Operating: Expansion of Existing Tribal Transit Services to Rural Clark County**. The service will expand service offered by the Cowlitz Tribe into Clark County. The program is an on-call route deviated service. The service provides on-call pick up for elderly and disabled riders. The service is free to all riders, and is available to Tribal and general community. The service prioritizes life-sustaining medical trips, medical clinic visits, nutritional services, pharmaceutical and grocery shopping, and social and cultural programs.

D. **Cowlitz Indian Tribe Department of Transportation Capital: Expansion of Existing Tribal Transit Services to Rural Clark County**. Purchase vehicle for the Cowlitz Tribe transit services into Clark County.

## **POLICY IMPLICATION**

In 2002, the RTC Board adopted the Area-Wide Jobs Access and Reverse Commute Plan to support grant applications for the Job Access and Reverse Commute (JARC) grant program. The JARC program addresses transportation needs relating to jobs access. The Human Services Transportation Plan expands on the existing JARC program to address the needs of the aged, people with disabilities as well as low income workers. Adoption of the Human Services Transportation Plan fulfills a requirement of SAFETEA-LU. By identifying the transportation needs of the aged, low income and people with disabilities, the HSTP provides a framework for project definition to meet these transportation needs.

## **BUDGET IMPLICATION**

Adoption of the HSTP has no impact on RTC's 2007 budget. However, the Plan does support the project grant application requests from local human service transportation providers.

**ACTION REQUESTED**

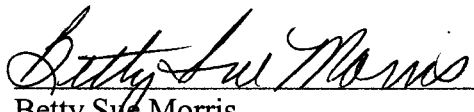
Adoption of Resolution 01-07-02, "Human Services Transportation Plan for Clark, Skamania and Klickitat Counties and Project Priorities".

ADOPTED this 2nd day of January 2007,

by the Southwest Washington Regional Transportation Council.

SOUTHWEST WASHINGTON  
REGIONAL TRANSPORTATION COUNCIL

ATTEST:

  
\_\_\_\_\_  
Betty Sue Morris  
Chair of the Board

  
\_\_\_\_\_  
Dean Lookingbill  
Transportation Director



# **Human Services Transportation Plan: For the Clark County Area of the Southwest Washington Regional Transportation Council (RTC) Region**

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**Planning Area (MPO/RTPO):**

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**January 2007**

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**Human Services Transportation Plan for Clark County, Washington**  
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# Human Services Transportation Plan: for Clark County, Washington

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## **Planning Area (MPO/RTPO):**

Lead Agency: Southwest Washington Regional Transportation Council (RTC).  
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## **Introduction**

Individuals or families with special transportation needs may have difficulty getting around their community. For many people, receiving human services transportation assistance is not a choice but a necessity. Due to their disability, low-income status, or age, individuals may not have access to private automobiles. Without ready access to transportation, simple daily activities become a challenge. Meeting the transportation needs of seniors, those with disabilities, or low-income status will require a variety of strategies including some innovative solutions. Limited funding opportunities requires that consideration be given to sustaining existing services as well as consideration of new solutions that can maximize the efficiency of, and augment existing resources, where possible. These strategies must take into consideration the special challenges of these targeted groups.

## **Clark County**

Clark County is located in southwest Washington state and is part of the Portland-Vancouver metropolitan region. The county is compact, measuring approximately 25 miles across in either direction and has an area of 405,760 acres (627 square miles). Clark County is bordered by Cowlitz County to its north, Skamania County to the east and the

Columbia river forms its south and west boundaries. South of the Columbia river is Portland, Oregon. Clark County has seen significant growth in recent years. Between 1980 and 2006 the population of the county increased by 110% from 192,227 to 403,500. The city of Vancouver is the County's major city with a population of 156,600 in 2006. Other cities in Clark County include Camas (population 15,880) and Washougal (population 12,270) in east county and Battle Ground (population 15,810), Ridgefield (population 3,225) and La Center (population 2,315) in north county. These cities have all experienced rapid growth in recent years.

Clark County has urban, suburban and rural areas. It has grown as an employment base in recent years, has two major hospitals and two higher education institutions in Clark College near downtown Vancouver and Washington State University-Vancouver located in the Salmon Creek area. Nevertheless, Clark County residents often have to travel to Portland, Oregon for employment and services. Almost a third of Clark County employed residents travel to work in Oregon each day and County residents often travel to Oregon for medical needs. Clark County's public transit provider is C-TRAN with its paratransit service being C-VAN.

## **Human Services Transportation Plan: Background**

The Human Service Transportation Plan summarizes the transportation needs for those people who have transportation challenges because of disability, low income, or senior age. The Plan identifies transportation solutions and strategies to respond to these challenges.

### **Federal SAFETEA-LU Requirement**

On August 10, 2005, President George W. Bush signed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU authorizes the Federal surface transportation programs for highways, highway safety, and transit for the 5-year period, 2005-2009. In addition, this legislation requires the development of a locally developed, coordinated public-transit Human Service Transportation Plan. Development of an HSTP is a condition for receiving formula funding under three Federal Transit Administration (FTA) programs:

- Section 5310, Special Needs of Elderly & Individuals with Disabilities
- Section 5316(g), Job Access and Reverse Commute
- Section 5317(f), New Freedom

Projects funded under these three federal programs must be derived from a locally developed public transit-human services transportation plan.

## **WSDOT's Consolidated State and Federal Public Transportation Grant Program**

Within Washington State, WSDOT created a consolidated grant application process in 2003 to combine applications for both state and federal public transportation grants. Applicants for WSDOT's public transportation grant program are required to participate in the HSTP planning process with their local Metropolitan Planning Organization (MPO) and Regional Transportation Planning Organization (RTPO). For the 2005-2007 biennium, WSDOT's consolidated grant program awarded \$50 million in public transportation grants for projects statewide with funding from a combination of state and federal sources. Therefore, within Washington State, the Human Services Transportation Plan provides the framework for prioritizing projects to receive funding from the following federal and state sources<sup>1</sup>:

### **Federal Transit Administration (FTA):**

- Section 5310 Elderly Persons and Persons with Disabilities
- Section 5311, General Public Transportation for Non-urbanized Areas
- Section 5316 Job Access Reverse Commute (JARC)
- Section 5317 New Freedom FTA

### **Washington State Public Transportation Programs:**

- State rural mobility Competitive
- State Paratransit/Special Needs Competitive for Non-Profit Agencies

The JARC program is to fill gaps in employment transportation to provide access to jobs for previous welfare recipients and low-income workers and to provide transportation for those who may live in the city core and work in suburban locations. New Freedom funds are to support new public transportation services and transportation alternatives for individuals with disabilities. New Freedom funds should be used for transportation services beyond those required by the Americans with Disabilities Act.

The intent of the Human Services Transportation Plan is to identify transportation needs and solutions and thereby improve transportation services for people with disabilities, seniors, and individuals with lower incomes. Development of a Human Service Transportation Plan ensures that communities coordinate transportation resources provided through

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<sup>1</sup> For a table showing the funding programs and agency/provider eligibility see Appendix.

multiple federal programs. A Coordinated plan can help to enhance transportation access, minimize duplication of services, and encourage the most cost-effective transportation possible.

Development of the Human Service Transportation Plan brings together service providers, agencies that distribute funds, riders, and the community at-large to improve special needs transportation throughout the region. The Plan includes: background information, geographic information on the distribution of those with a disability, low income, elderly, and description of existing public transportation services as well as an analysis of human service transportation needs and recommended solutions.

## **Stakeholders**

Stakeholder involvement is the key to successful Human Services Transportation planning. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community/region, the transportation services available, and the identification of new solutions.

## **Coordination Checklist**

At the outset of the HSTP development, the following agencies and institutions were contacted by e-mail or telephone and were invited to participate in the development process. Contacted agencies were also asked to forward the invitation to any other interested stakeholders they may be aware of.

- Arc of Clark County
- Clark College - at Town Plaza
- Clark County Community Services
- Clark County Corrections
- Clark County Health Department
- Columbia River Mental Health Services
- Cowlitz Indian Tribe
- C-TRAN
- C-Van
- DCS - division of child support
- DSHS - community services
- Employment Services Division - Work Source
- EOC, Clark County
- Educational Service District - ESD112 -

- Child Care Resource & Referral
- ESD112 - Pupil Transportation
- Goodwill Industries
- Human Services Council
- Independent Living Resources
- Loaves and Fishes
- Nelson & Associates
- Partners in Careers
- Ride Connection - Development
- Ride Connection - Human Services
- Share House
- Southwest Washington Agency on Aging
- SW Washington Medical Center
- SW Washington Regional Transportation Council
- The Continuum of Care
- Vancouver Housing Authority
- Veterans Administration
- WSDOT, SW Region

### **Description of Convening of Stakeholders**

Stakeholders were identified and were invited to participate in Stakeholders meetings to develop the HSTP. Invitations were extended either by e-mail or by a telephone call from staff of Southwest Washington Regional Transportation Council (RTC). Stakeholder meetings were held on September 6, 2006, October 31, 2006, and November 28, 2006. Meeting reports are provided in this Plan's Appendix. At the first meeting, there was opportunity for participants to describe and discuss transportation services currently provided for the three population groups; low income, people with disabilities and seniors. Transportation needs were also discussed.

The development of the HSTP was also discussed at meetings of the Regional Transportation Advisory Committee (RTAC). A general discussion of SAFETEA-LU requirements, including the HSTP, was held at the March 17, 2006 RTAC meeting and the draft HSTP was presented, discussed and recommended for adoption by the RTC Board at the November 17, 2006 RTAC meeting. The May 2, 2006 RTC Board meeting included a presentation on SAFETEA-LU requirements and the HSTP. Adoption of the HSTP is by the RTC Board of Directors at the January 2, 2007 Board meeting.

## Data and Information

This section of the Plan documents the numbers and location of people with special transportation needs and includes a series of maps showing the location of populations as well as common travel destinations. People with special transportation needs are defined in RCW 47.06B 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."

Figure 1 provides year 2000 census data. Clark County is growing rapidly. In census year 2000, Clark County's population was 345,238 with about 60,800 living in the "rural" areas of the County. By 2006, Clark County's population had grown to 403,500. Data provided includes total population, population aged 65 and over, disability status for aged 5 and over, number of families below poverty level and individuals below poverty level. Cross-tabulations of those aged 5 and over with a disability are also provided in Figure 2 to show the numbers of disabled below the poverty level.

**Figure 1: Year 2000 Census Data: Clark County and Cities, Population**

**Year 2000 Census Data  
Clark County and Cities of Clark County Data**

	Clark County	Clark County %	Vancouver	Vancouver %	Camas	Camas %	Washougal	Washougal %
Total Population	345,238		143,560		12,534		8,595	
Population 65 years and over	32,808	9.5%	15,417	10.7%	1,093	8.7%	962	11.2%
Disability Status (pop. 5 years & over)	55,601	17.6%	25,066	19.3%	1,728	15.2%	1,404	18.0%
Families below Poverty Level	6,291	6.9%	3,451	9.4%	152	4.4%	197	8.3%
Individuals below Poverty Level	31,027	9.1%	17,229	12.2%	683	5.4%	825	9.7%

	Battle Ground	Battle Ground %	Ridgefield	Ridgefield %	La Center	La Center %	Yacolt	Yacolt %
Total Population	9,296		2,147		1,654		1,055	
Population 65 years and over	680	7.3%	229	10.7%	81	12.4%	80	7.6%
Disability Status (pop. 5 years & over)	1,510	18.6%	475	23.5%	224	19.3%	184	19.2%
Families below Poverty Level	171	7.3%	27	4.4%	17	9.2%	17	6.4%
Individuals below Poverty Level	853	9.3%	134	6.3%	76	12.4%	86	7.8%

Source: US Census Bureau, American Factfinder

**Figure 2: Year 2000 Census Data for Clark County Washington  
Civilian Non-institutionalized Population Aged 5 and Over**

<b>Age</b>	<b>Total Population</b>	<b>Without Disability</b>	<b>With Disability</b>	<b>Percent With Disability</b>
5 to 15 years	61,683	58,547	3,136	5.1%
16 to 20 years	22,781	19,881	2,900	12.7%
21 to 64 years	198,692	163,378	35,314	17.8%
65 and Over	32,214	17,963	14,251	44.2%
<b>Totals</b>	<b>315,370</b>	<b>259,769</b>	<b>55,601</b>	<b>17.6%</b>
<b>Age</b>		<b>With Disability, Income Above Poverty in 1999</b>	<b>With Disability, Income Below Poverty in 1999</b>	<b>Percent Below Poverty Level</b>
5 to 15 years		2,492	507	16.9%
16 to 20 years		2,272	628	21.7%
21 to 64 years		30,115	5,199	14.7%
65 and Over		12,855	1,396	9.8%
<b>Totals</b>		<b>47,734</b>	<b>7,730</b>	<b>13.9%</b>
<b>Age</b>		<b>Without Disability, Income Above Poverty in 1999</b>	<b>Without Disability, Income Below Poverty in 1999</b>	<b>Percent Below Poverty Level</b>
5 to 15 years		51,056	6,477	11.3%
16 to 20 years		17,412	2,469	12.4%
21 to 64 years		153,561	9,817	6.0%
65 and Over		17,179	784	4.4%
<b>Totals</b>		<b>239,208</b>	<b>19,547</b>	<b>7.6%</b>

### Common Origins

The US Census provides the most comprehensive information source for locating seniors, people with disabilities, and low income within the Clark County region. On the following pages are a series of maps showing year 2000 census information for Clark County, Washington:

- Population Density of Clark County Washington (Figure 3)  
The highest densities of population are in areas with multi-family housing concentrated on the Fourth Plain corridor in central Vancouver, adjacent to the Mill Plain corridor in east Vancouver and in the vicinity of 99<sup>th</sup> Street/Hazel Dell Avenue in unincorporated Clark County.
- Percent of Persons Aged 65 and Over in Clark County, Washington (Figure 4). The larger percentages of seniors are in downtown Vancouver, in Fairway Village (Cascade Park, east Vancouver) and in the area adjacent to Vancouver Mall.
- Percent of Persons Aged 5 and Over With a Disability in Clark County, Washington (Figure 5). The largest concentration is in downtown Vancouver.
- Percent of Persons Below Poverty Level in Clark County, Washington (Figure 6). Concentrations of persons below the poverty level are in the Fruit Valley area, in downtown Vancouver, along the Fourth Plain corridor and the Highway 99 corridor.

Common trip origins for seniors, persons with disabilities and persons living below the poverty level include group homes, assisted living centers, nursing homes, and areas with affordable housing.



**Figure 3: Population Density of Clark County, Washington**

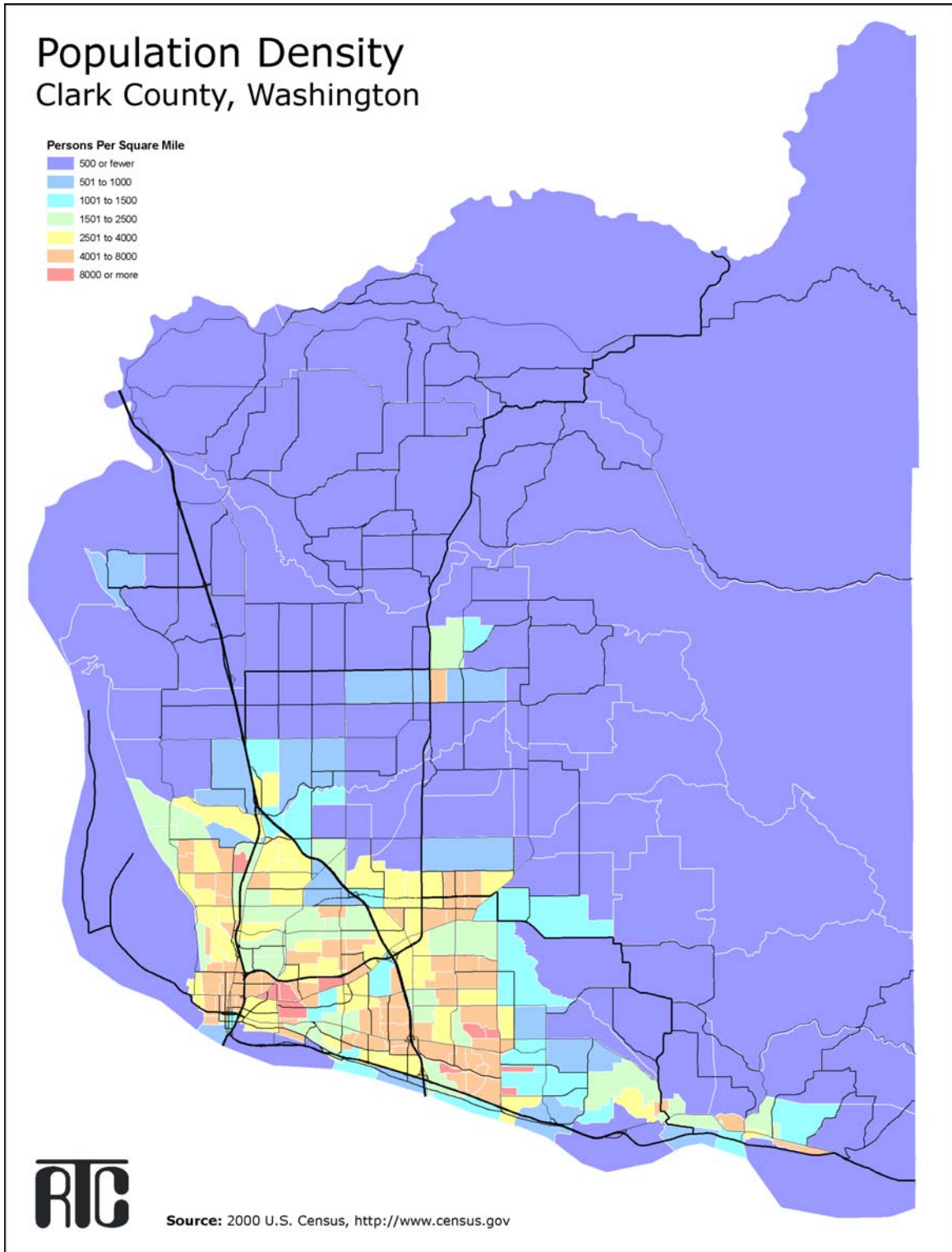
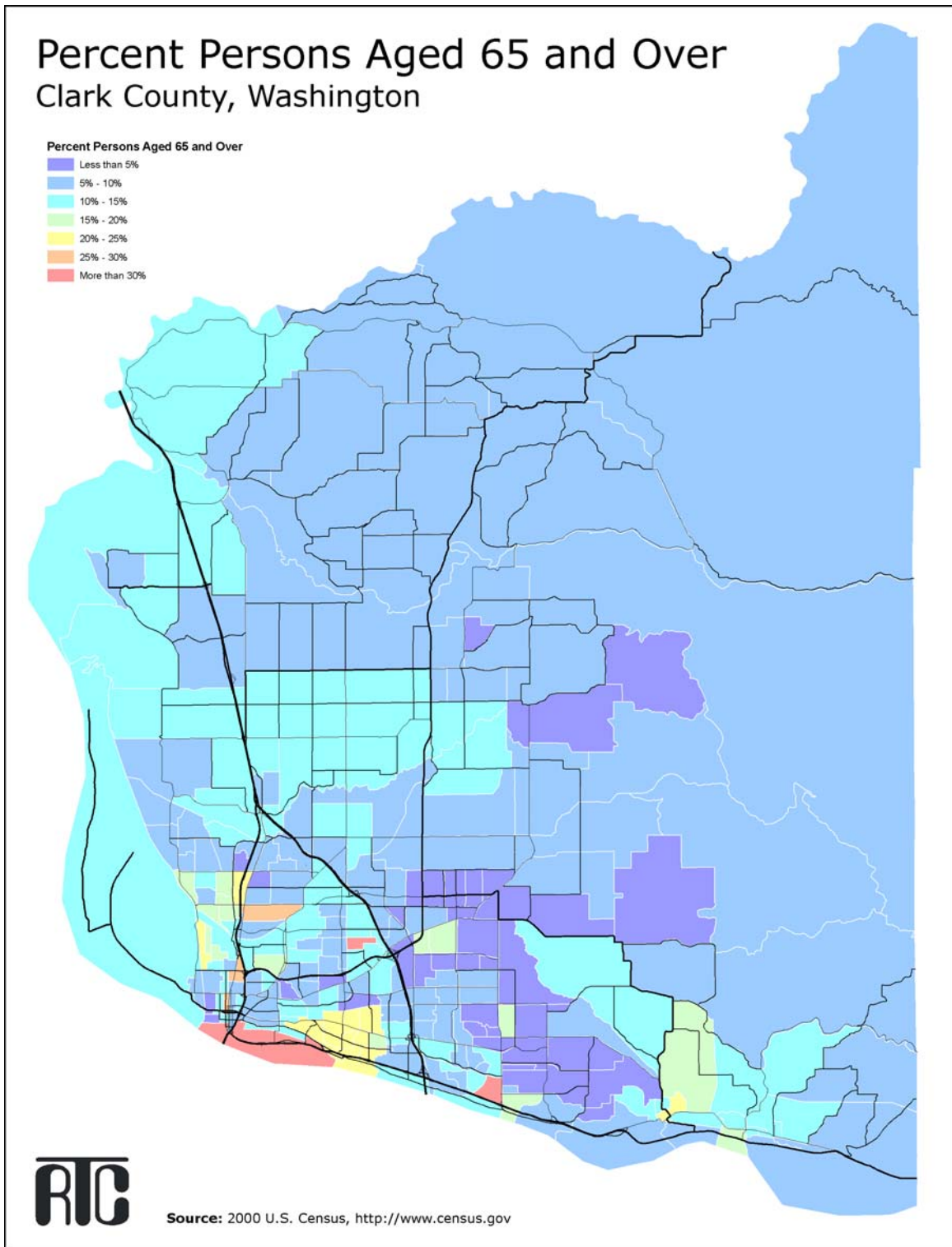
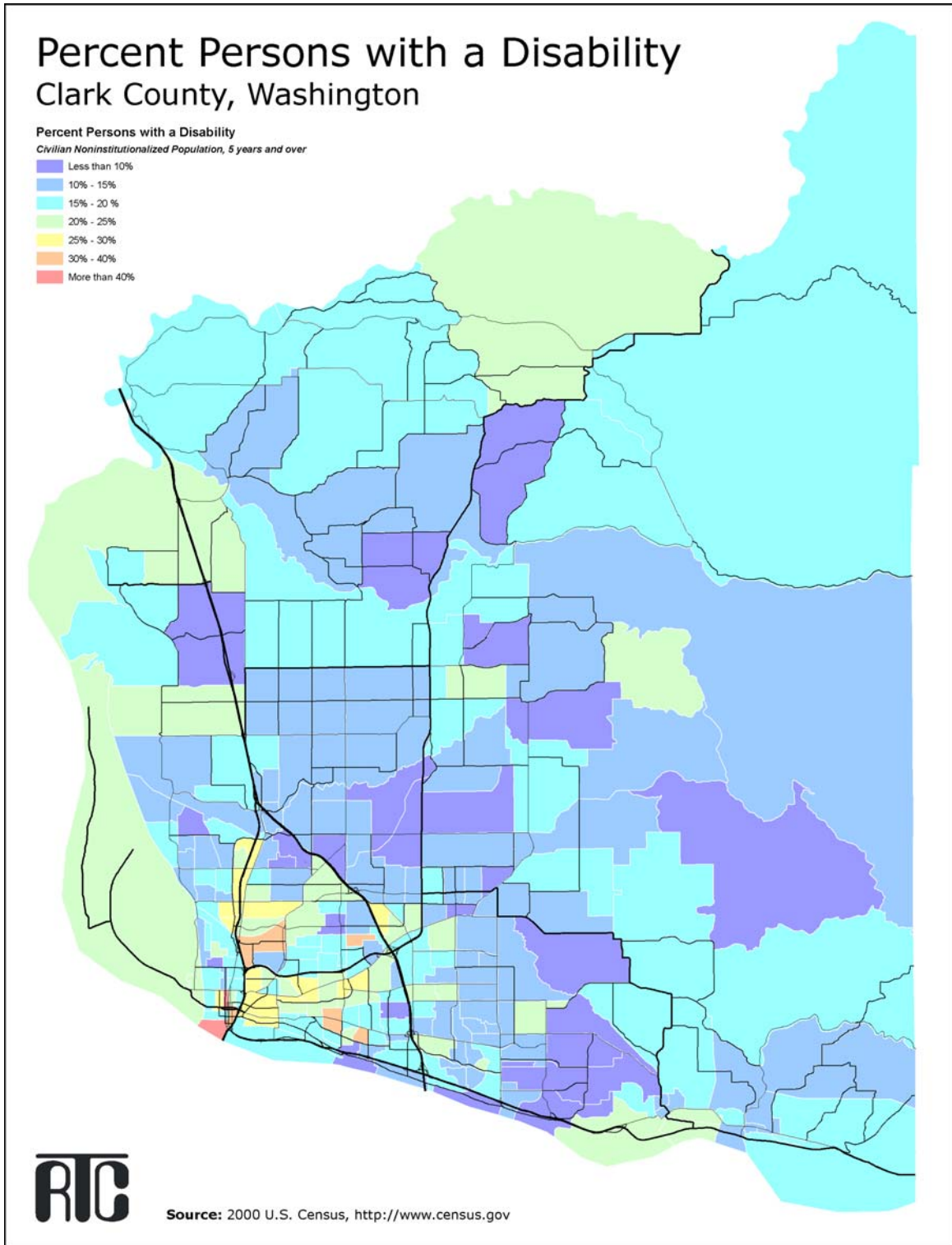


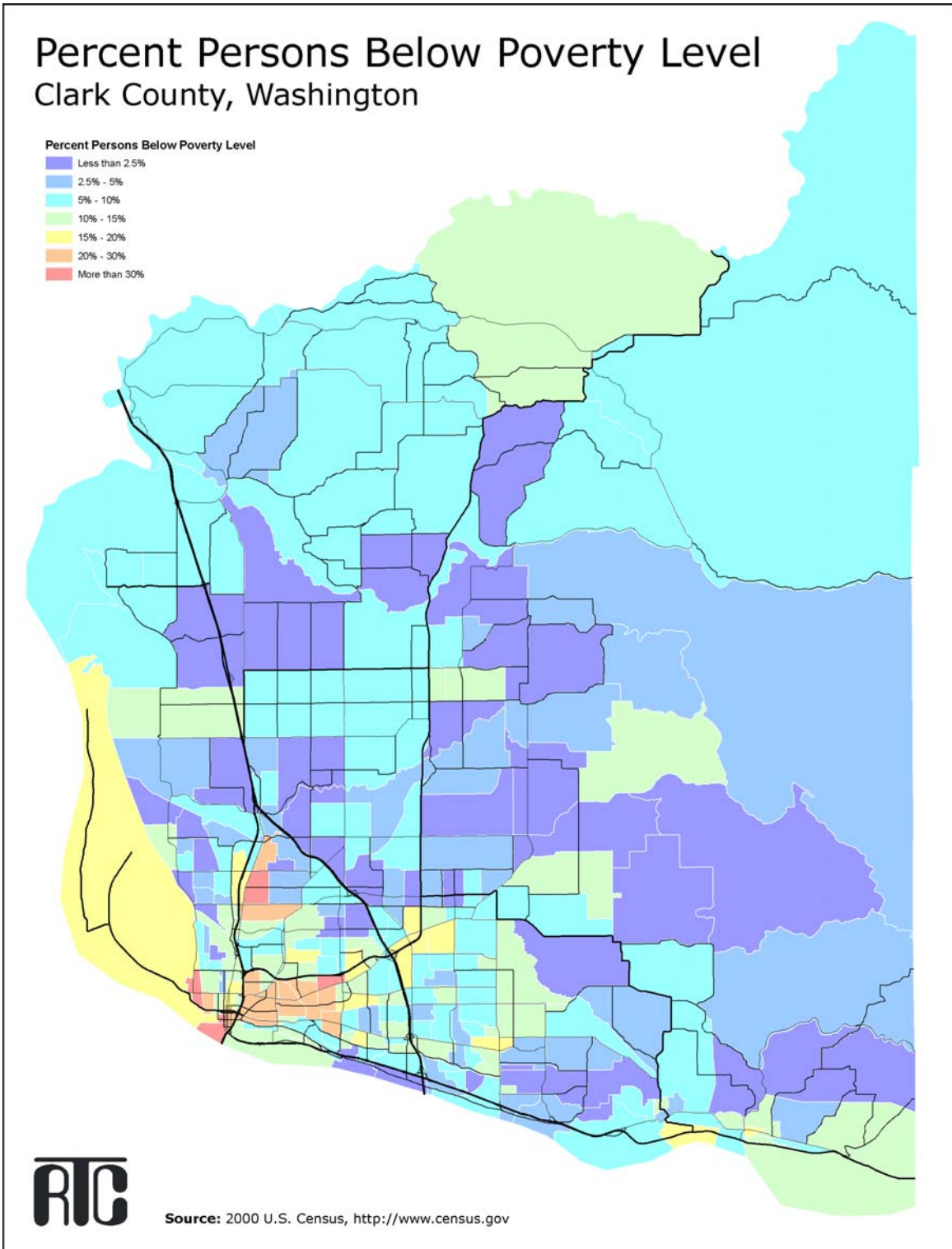
Figure 4: Percent Persons Aged 65 and Over, Clark County, Washington



**Figure 5: Percent Persons with a Disability, Clark County, Washington**



**Figure 6: Percent Persons Below Poverty Level, Clark County, Washington**





## Common Destinations

Places to which people with special transportation needs need to travel in the Clark County region include destinations summarized in the table below (figure 7). Destinations include schools, childcare facilities, medical centers, shopping districts, social service providers and recreational opportunities.

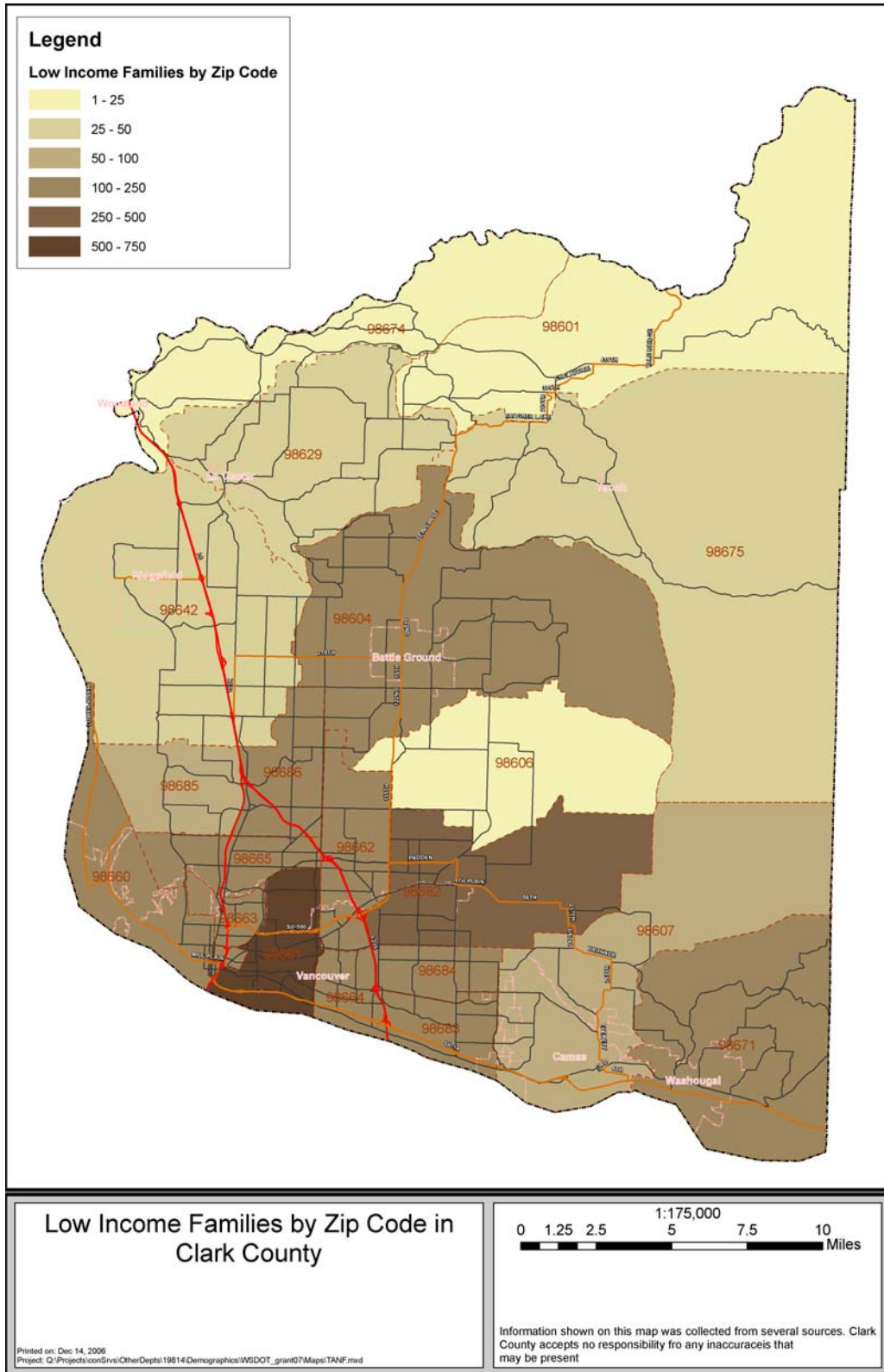
**Figure 7: Common Trip Destinations, Clark County**

<b>Destination</b>	<b>Priority Interest of these Special Needs Transportation Groups</b>	<b>Examples of Clark County Destinations</b>
Entry Level Employment Opportunities	Young People Low Income Individuals People with Disabilities	Retail Areas including Vancouver Mall, manufacturing sites, Encore, Innovative Services NW, SEH America (112 <sup>th</sup> Ave.), Courthouse, Worksource Town Plaza (Mill Plain), Partners in Careers (39 <sup>th</sup> Street)
Schools	Young People Low Income Individuals People with Disabilities	Clark College, WSUV, schools located throughout the region with concentration in dense urban areas, GATE program (Vancouver and Evergreen School districts), Washington State School for the Blind (2214 E 13 <sup>th</sup> ), Washington State School for the Deaf (611 Grand), Skills Center (Burton Rd).
Childcare Facilities	Young People Low Income Individuals	Located throughout the region with concentrations in dense urban areas, Head Start/EOC (Lieser Rd. & Coxley Drive)
Medical Centers	Young And Seniors Low Income Individuals People With Disabilities	Southwest Washington Medical Center (Mill Plain/92 <sup>nd</sup> Avenue), Legacy Salmon Creek Hospital (139 <sup>th</sup> Street/20 <sup>th</sup> Avenue), The Vancouver Clinic, Kaiser Permanente Clinics, Clark Public Health (Fourth Plain), Veterans Administration Campus, Cowlitz Tribal facility on VA Campus, Dialysis centers (9105 Highway 99 & 312 SE Stonemill Dr.), Memorial Campus (33 <sup>rd</sup> .Main), Seamar (NE 88 <sup>th</sup> ), Healthy Steps (Fourth Plain)
Shopping Districts.	Young And Seniors Low Income Individuals People With Disabilities	Vancouver Mall, Hazel Dell Town Center, J&M Plaza, Wal-Mart locations, Vancouver Plaza, Mill Plain Corridor, 164 <sup>th</sup> Avenue Corridor, 192 <sup>nd</sup> Avenue

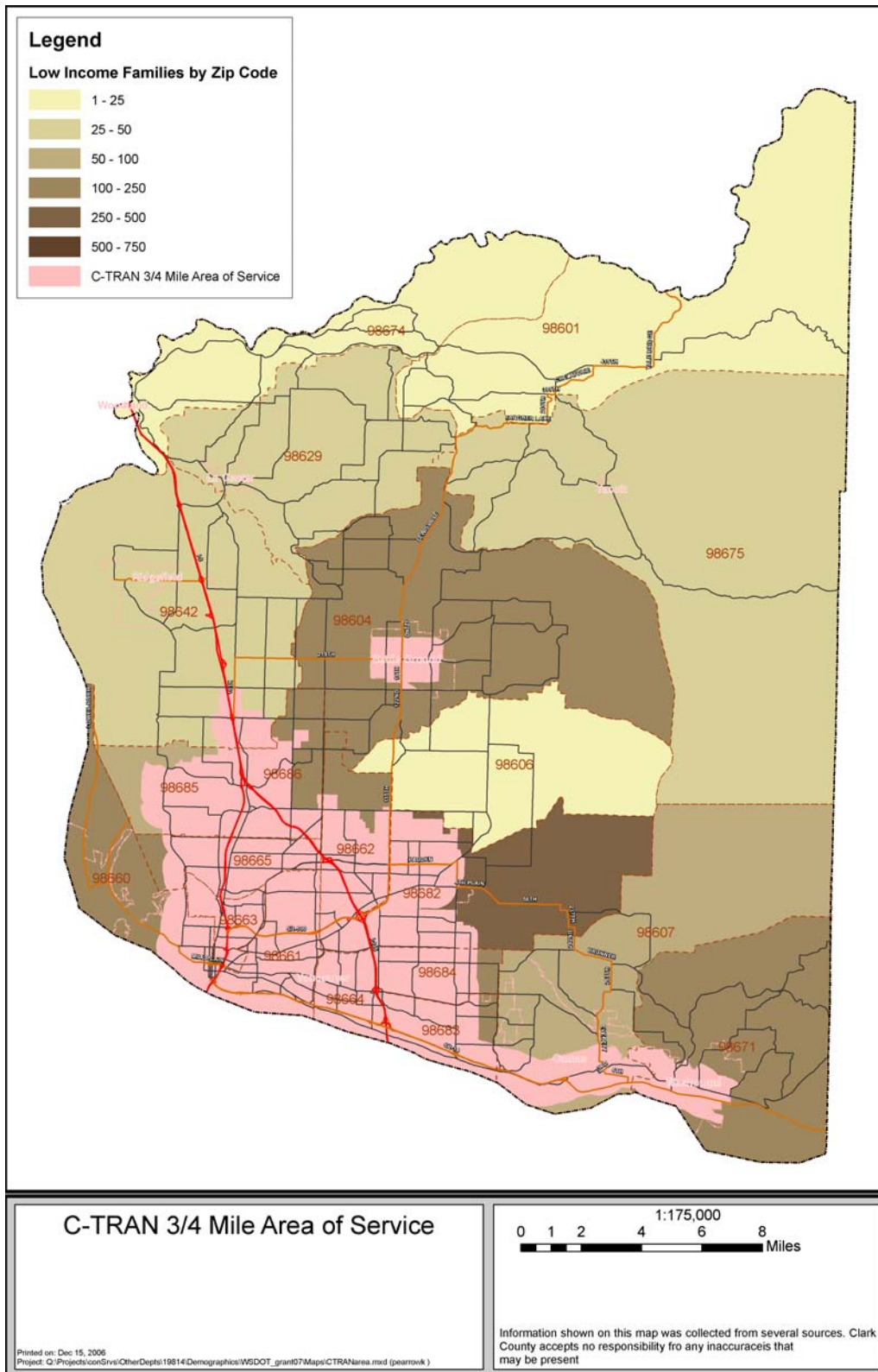
<b>Destination</b>	<b>Priority Interest of these Special Needs Transportation Groups</b>	<b>Examples of Clark County Destinations</b>
		Corridor, Goodwill stores, Value Village, banks (located throughout the region with concentrations in dense urban areas).
Social Services	Young and Seniors Low Income Individuals People with Disabilities	Food banks (Located throughout region), Treasure House, Vancouver Housing Authority, ARC of Clark County, Columbia River Mental health, mental Health NW (VA campus), Clark County jail, social Security Administration (Fourth Plain), Town Plaza, share House (13 <sup>th</sup> Street), Open House Ministries, churches (located throughout region).
Recreation	Young and Seniors Low Income Individuals People with Disabilities	Firstenburg Center, Luepke Center, Marshall Center, 24 House Fitness, bowling alleys, 40 et 8 Bingo, Parsley Center, Propstra Aquatic Center, YMCA, YWCA, Hough Pool, Esther Short Park, Athletic clubs (located throughout region with concentrations in urban areas), libraries (located throughout the region).

On the following pages are a series of maps showing the number of low income families in Clark County by zip code, the areas served by C-TRAN fixed route transit with location of low income families, and location of major employers, public and private schools, licenses daycare providers and major medical facilities (figures 8 through 13).

**Figure 8: Low Income Families by Zip Code in Clark County**

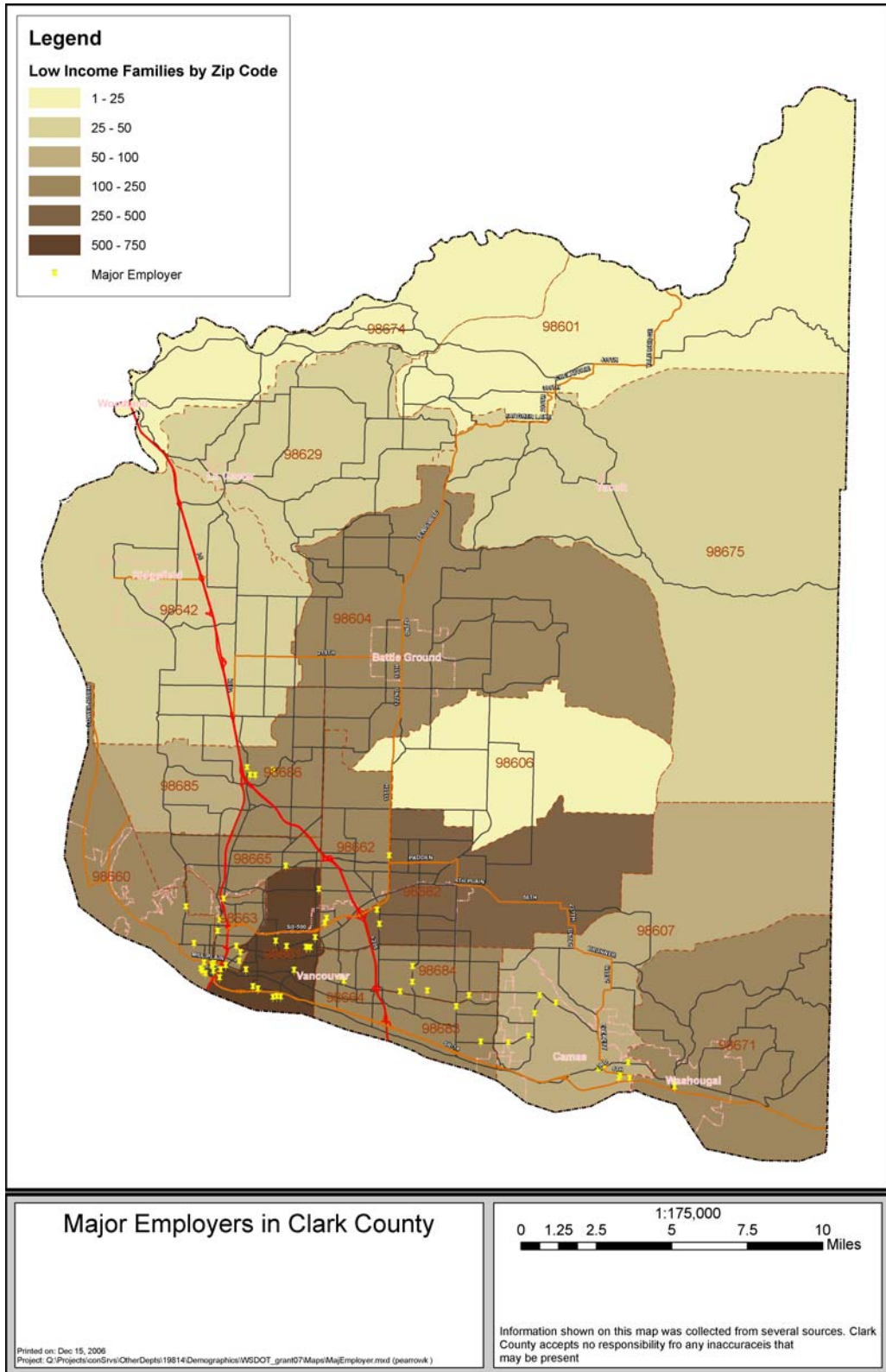


**Figure 9: C-TRAN Service Area and Low Income Families by Zip Code**

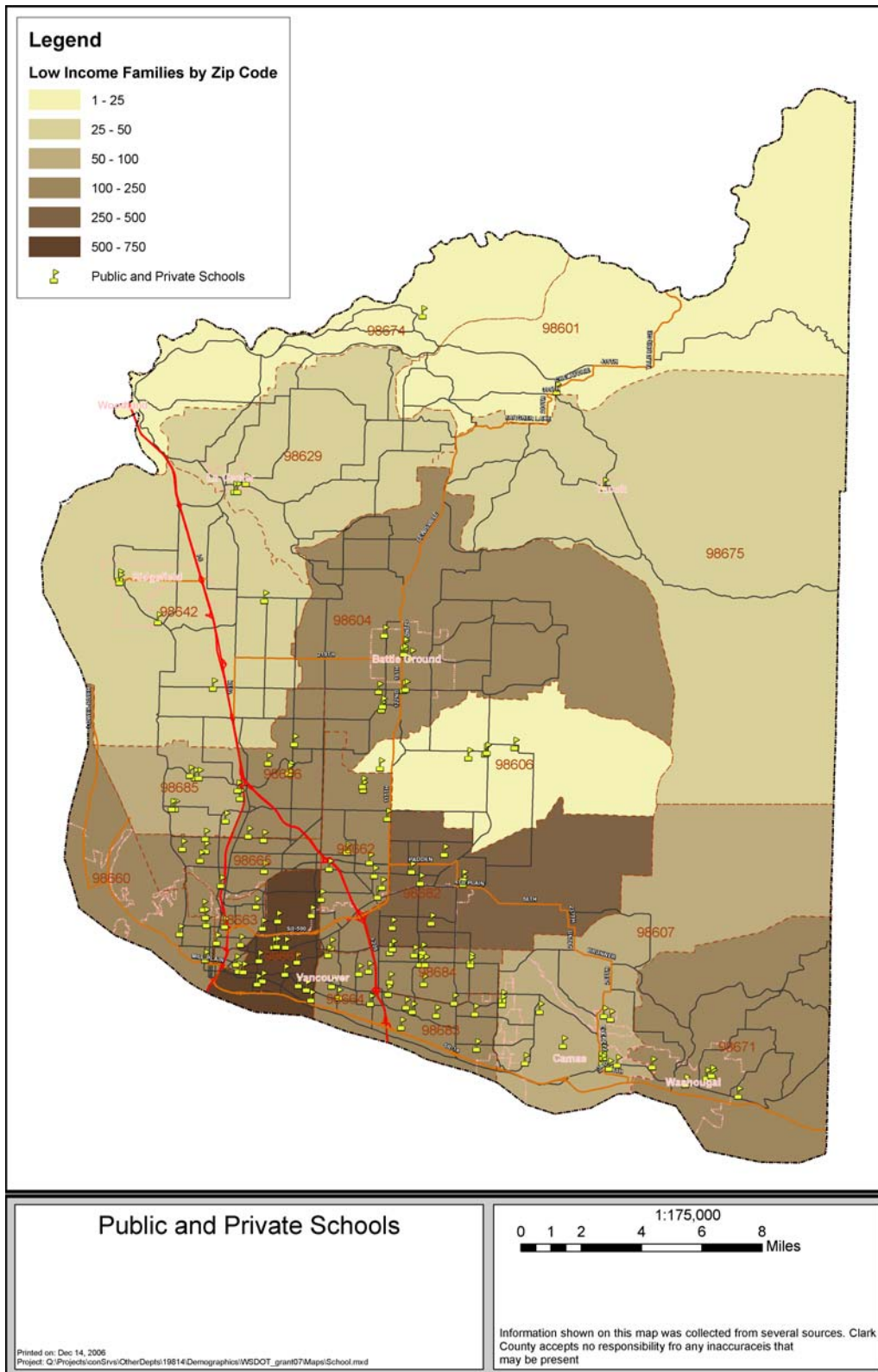




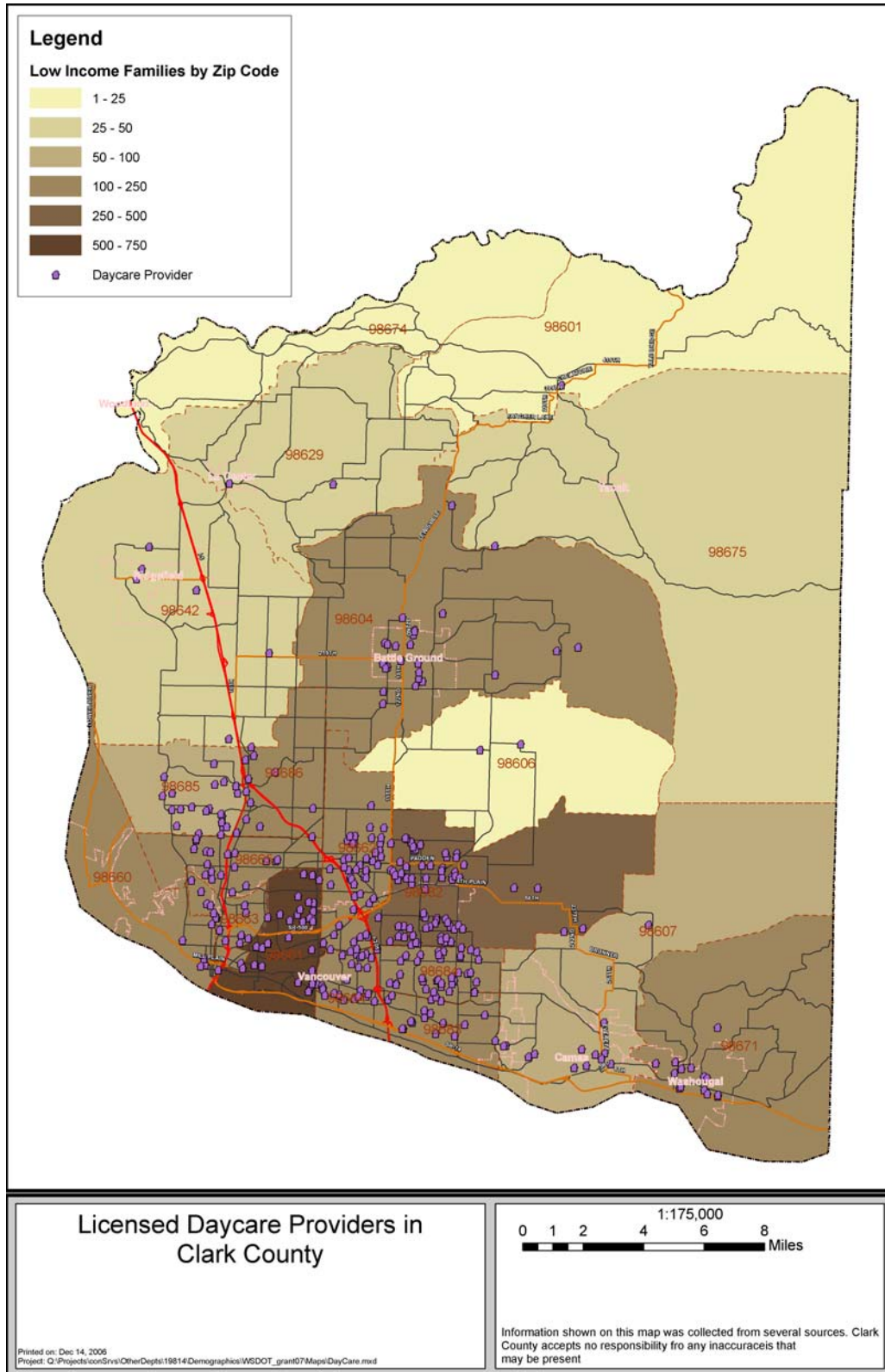
**Figure 10: Major Employers in Clark County**



**Figure 11: Public and Private Schools in Clark County**

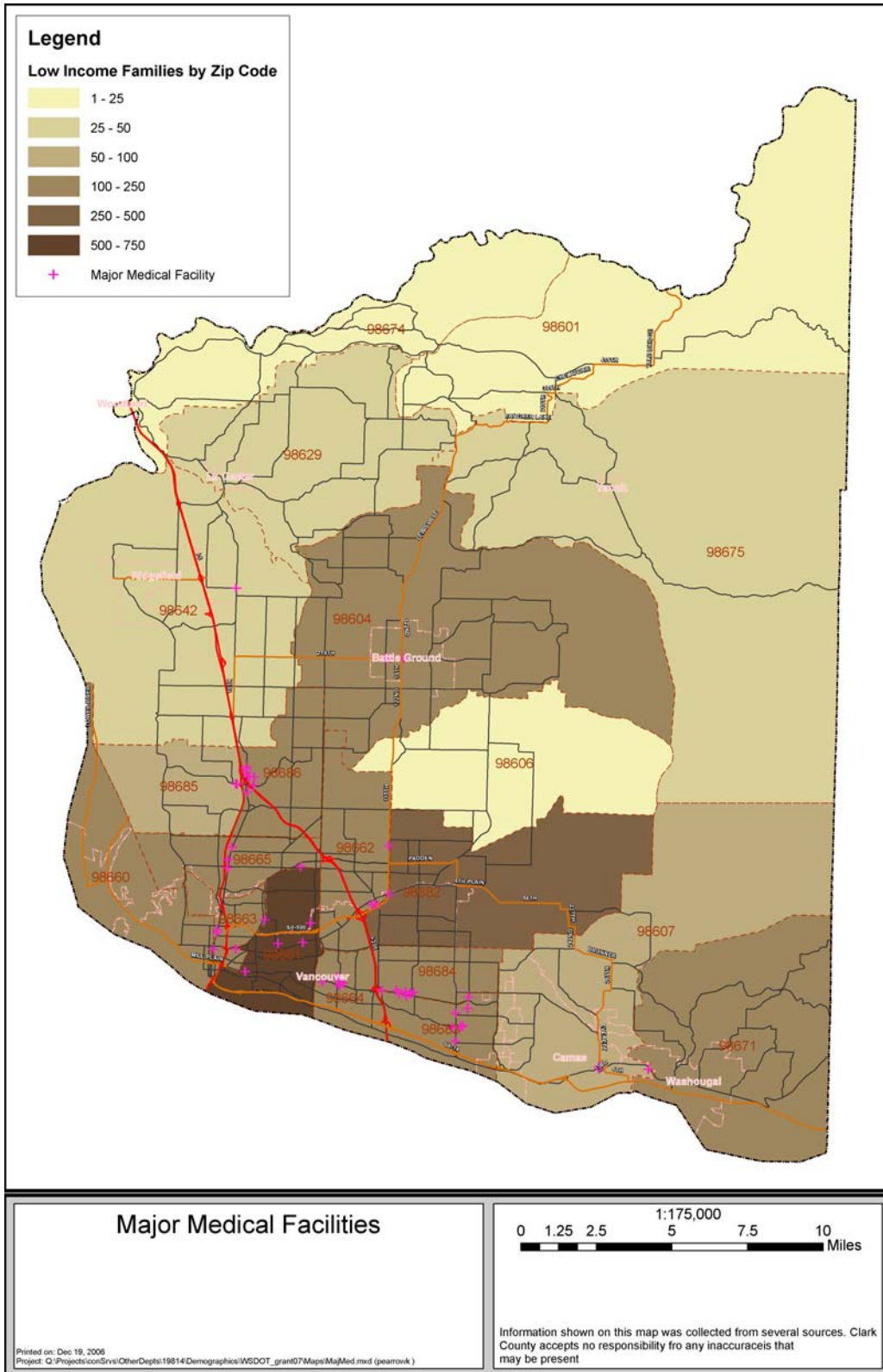


**Figure 12: Licensed Daycare Providers in Clark County**





**Figure 13: Major Medical Facilities in Clark County**



## **Existing Transportation Services**

In summary, existing services include C-TRAN (fixed route and C-VAN paratransit service), connection with TriMet for fixed route transit to Portland, Oregon, connection from Skamania County through services provided by Skamania County Senior Services which is contingent on continued funding, and connection from Cowlitz County with service provided by CAP through the Lower Columbia Community Action Council which is also contingent on continued grant funding. In addition, there are medical transportation, school district transportation, taxi service, and rides provided by a limited pool of volunteers. The Human Services Council Transportation Brokerage arranges rides for seniors, low income individuals and people with medical needs and disabilities through contracts and arrangements with a variety of transportation providers. The Brokerage service is also dependent on continued grant funding.

### **C-TRAN FIXED ROUTE SERVICE**

Clark County Public Transportation Benefit Authority (C-TRAN) provides public transit service in Clark County. As of June 1, 2005, C-TRAN's service boundary is limited to the city of Vancouver and its urban growth boundary, and the city limits only of Battle Ground, Camas, La Center, Ridgefield, Washougal, and the Town of Yacolt (see Figure 14). In September 2005, voters approved an additional 0.2 percent sales tax for C-TRAN, avoiding significant service reductions, preserving existing service, and restoring service to outlying cities. C-TRAN operates a fixed route bus system on urban and suburban routes as well as express commuter bus service to Portland, Oregon. C-TRAN also provides general purpose dial-a-ride, deviated fixed route, and Americans with Disabilities Act (ADA)-compliant paratransit service. C-TRAN's fleet is entirely ADA-compliant and equipped with wheelchair lifts. Fixed route buses also have kneeling capability which lowers the front end of the bus, making boarding easier for customers. Figure 15 maps C-TRAN's fixed route system. Figure 16 summarizes the operating characteristics of the fixed route bus system. C-TRAN operates 18 local urban routes, 8 express commuter routes, and 5 innovative transit/dial-a-ride services. Operating hours are generally 5:15 a.m. to 9:15 p.m. on weekdays, 6:45 a.m. to 8:15 p.m. on Saturdays, and 8:00 a.m. to 6:00 p.m. on Sundays/Holidays. C-TRAN provided 231,191 revenue hours of fixed route service in 2005 with a total ridership of 5,614,951.

Figure 14: C-TRAN Service Area

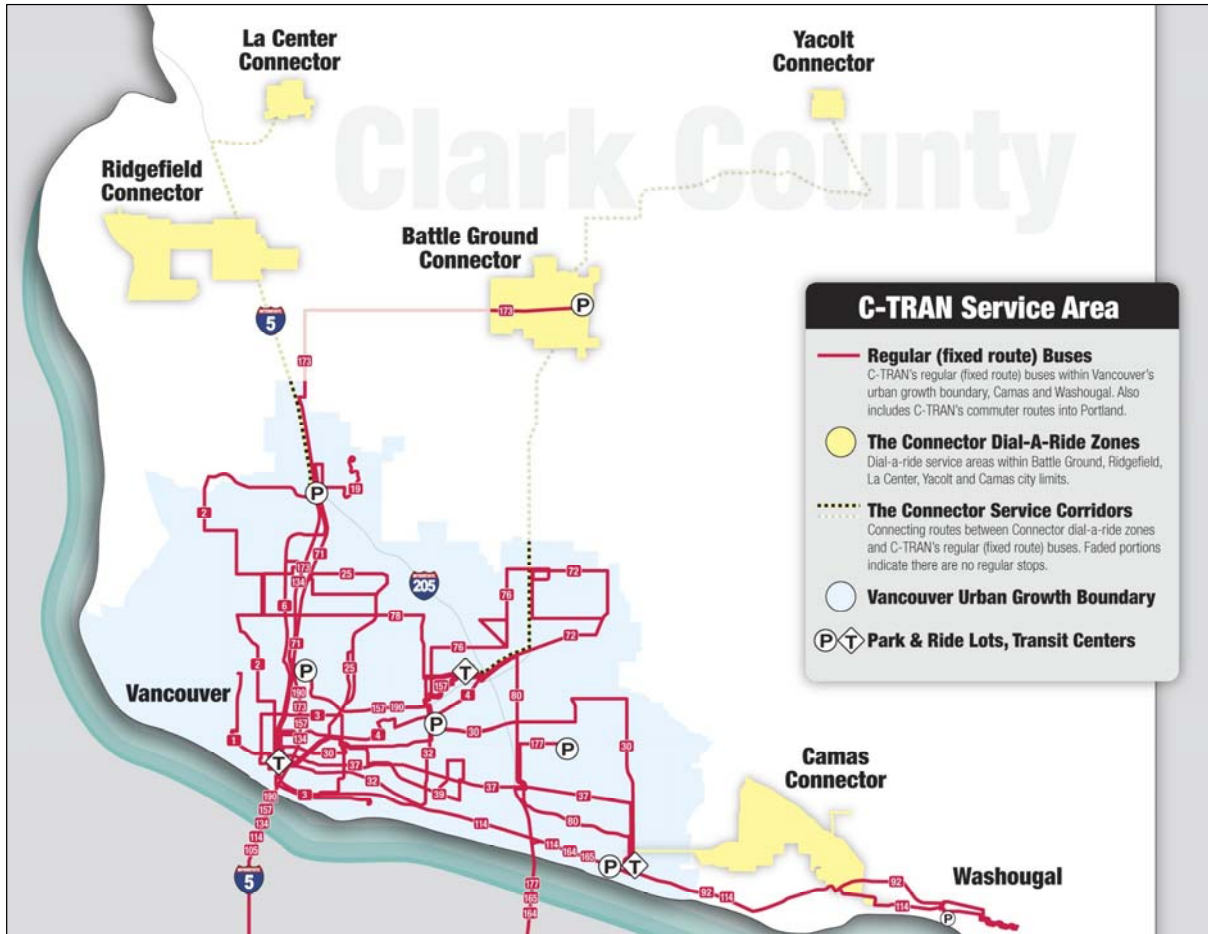
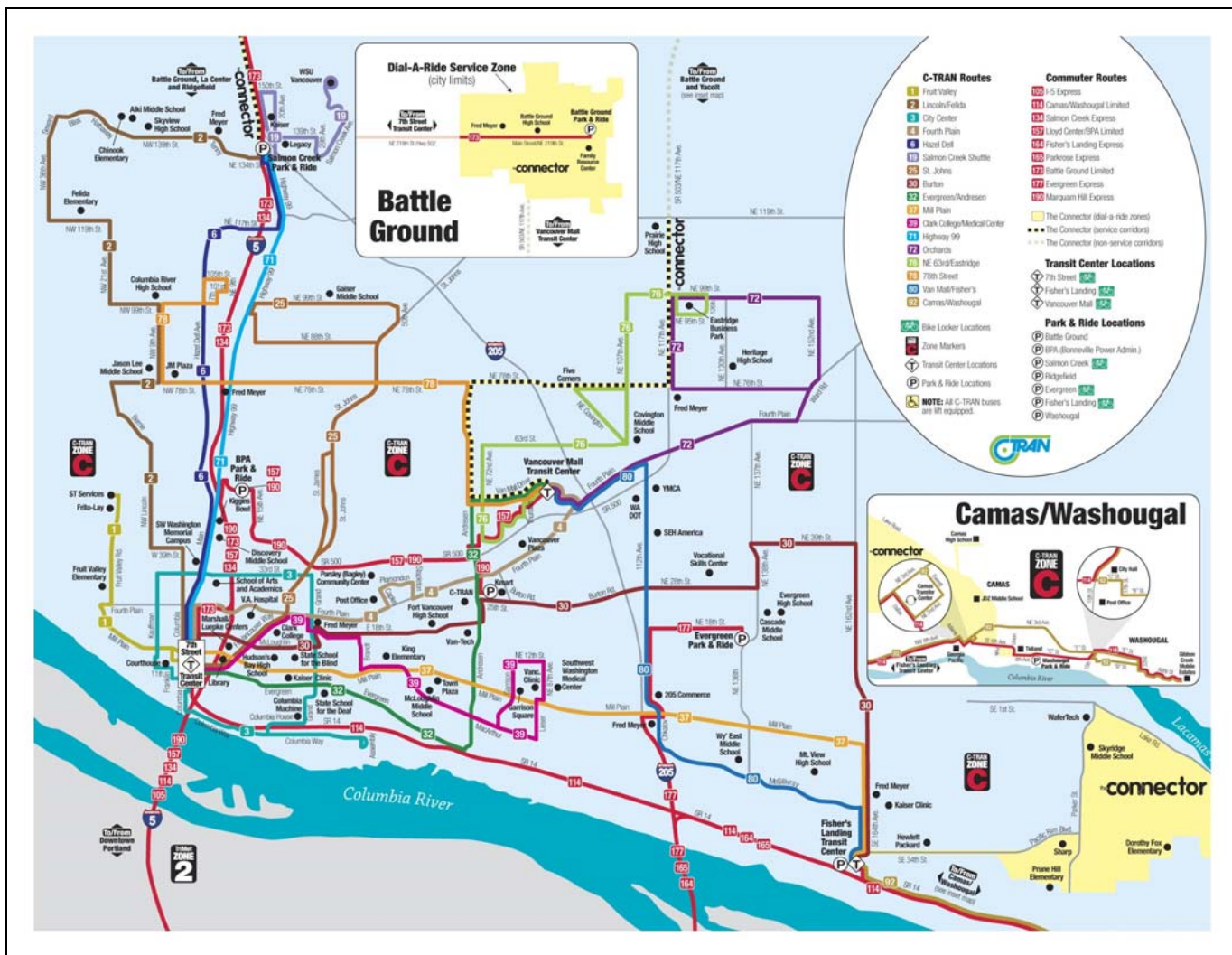


Figure 15: C-TRAN Routes



**Figure 16: C-TRAN Fixed Route Operating Characteristics (Nov. 2006)**

Bus Route	Route Name	Weekday Service First Run Begins	Weekday Service Last Run Begins	Weekday Service Frequency (Peak)	Saturday Service	Sunday/Holiday Service	Area Served (TC=Transit Center, P&R=Park & Ride)
<b>LOCAL URBAN ROUTES</b>							
1	Fruit Valley	6:05 AM	8:55 PM	30 min.	Yes	Yes	7 <sup>th</sup> Street TC to west Vancouver
2	Lincoln/Felida	6:10 AM	8:50 PM	45 min.	Yes	Yes	7 <sup>th</sup> Street TC to neighborhoods north of downtown Vancouver and Felida to Salmon Creek P&R
3	City Center	5:24 AM	9:00 PM	25 min.	Yes	Yes	7 <sup>th</sup> Street TC loop around city center area: courthouse, clinics, schools, and waterfront
4	Fourth Plain	4:55 AM	9:43 PM	15 min.	Yes	Yes	7 <sup>th</sup> Street TC to Vancouver Mall P&R via Fourth Plain
6	Hazel Dell	5:40 AM	9:00 PM	30 min.	Yes	Yes	7 <sup>th</sup> Street TC to Salmon Creek P&R on west side of I-5
19	Salmon Creek Shuttle	7:30 AM	5:36 PM	35 min.	No	No	Salmon Creek P&R to WSU Campus
25	St Johns	5:45 AM	9:07 PM	30 min.	Yes	Yes	7 <sup>th</sup> Street TC to VA Hospital, Clark College & Minnehaha area via St Johns
30	Burton	5:05 AM	9:00 PM	30 min.	Yes	Yes	7 <sup>th</sup> Street TC to Fisher's Landing TC via Burton Rd.
32	Evergreen/Andresen	5:45 AM	9:00 PM	35 min.	Yes	Yes	7 <sup>th</sup> Street TC to Vancouver Mall TC via Evergreen Blvd./Andresen, interlines with Route 80
37	Mill Plain	4:58 AM	9:21 PM	15 min.	Yes	Yes	7 <sup>th</sup> Street TC to Fisher's Landing TC via Mill Plain Blvd.
39	Clark College/Medical Ctr.	5:43 AM	7:50 PM	60 min.	Yes	Yes	7 <sup>th</sup> Street TC to Clark College and



Bus Route	Route Name	Weekday Service First Run Begins	Weekday Service Last Run Begins	Weekday Service Frequency (Peak)	Saturday Service	Sunday/Holiday Service	Area Served (TC=Transit Center, P&R=Park & Ride)
							Southwest Washington Medical Center.
71	Highway 99	5:20 AM	9:23 PM	15 min.	Yes	Yes	7 <sup>th</sup> Street TC to Salmon Creek P&R on east side of I-5
72	Orchards	5:10 AM	9:10 PM	45 min.	Yes	Yes	Vancouver Mall TC to Orchards area
76	NE 63 <sup>rd</sup> /Eastridge	5:30 AM	8:25 PM	45 min.	Yes	Yes	Vancouver Mall TC to Sifton/Five Corners
78	78 <sup>th</sup> Street	6:15 AM	8:34 PM	60 min.	Yes	Yes	Vancouver Mall TC to Hazel Dell via 78 <sup>th</sup> Street/Andresen Rd.
80	Van Mall/Fisher's	5:22 AM	8:32 PM	40 min.	Yes	Yes	Fisher's Landing TC to Vancouver Mall TC, interlines with #32
92	Camas/Washougal	6:18 AM	8:40 PM	30 min.	Yes	Yes	Fisher's Landing TC to Camas & Washougal
165	Parkrose Express	5:50 AM	7:00 PM	All Day	Yes	No	Express from Fisher's Landing TC to Parkrose TC (Portland)
<b>COMMUTER EXPRESS ROUTES</b>							
105	I-5 Express	5:45 AM	5:59 PM	15 min	No	No	Express from 7 <sup>th</sup> Street TC to downtown Portland
114	Camas/Washougal Limited	6:35 AM	5:15 PM	1 AM trip/ 1 PM trip	No	No	Express from Camas/Washougal via SR-14 & 7 <sup>th</sup> Street TC to downtown Portland
134	Salmon Creek Express	5:20 AM	6:30 PM	10 min	No	No	Express from Salmon Creek P&R to downtown Portland
157	Lloyd Center/BPA Limited	6:08 AM	5:02 PM	2 AM trips/ 2 PM trips	No	No	Express from Van Mall TC & BPA P&R to Lloyd Center (Portland)
164	Fisher's Landing Express	5:20 AM	6:45 PM	13 min	No	No	Express from Fisher's Landing TC to downtown Portland

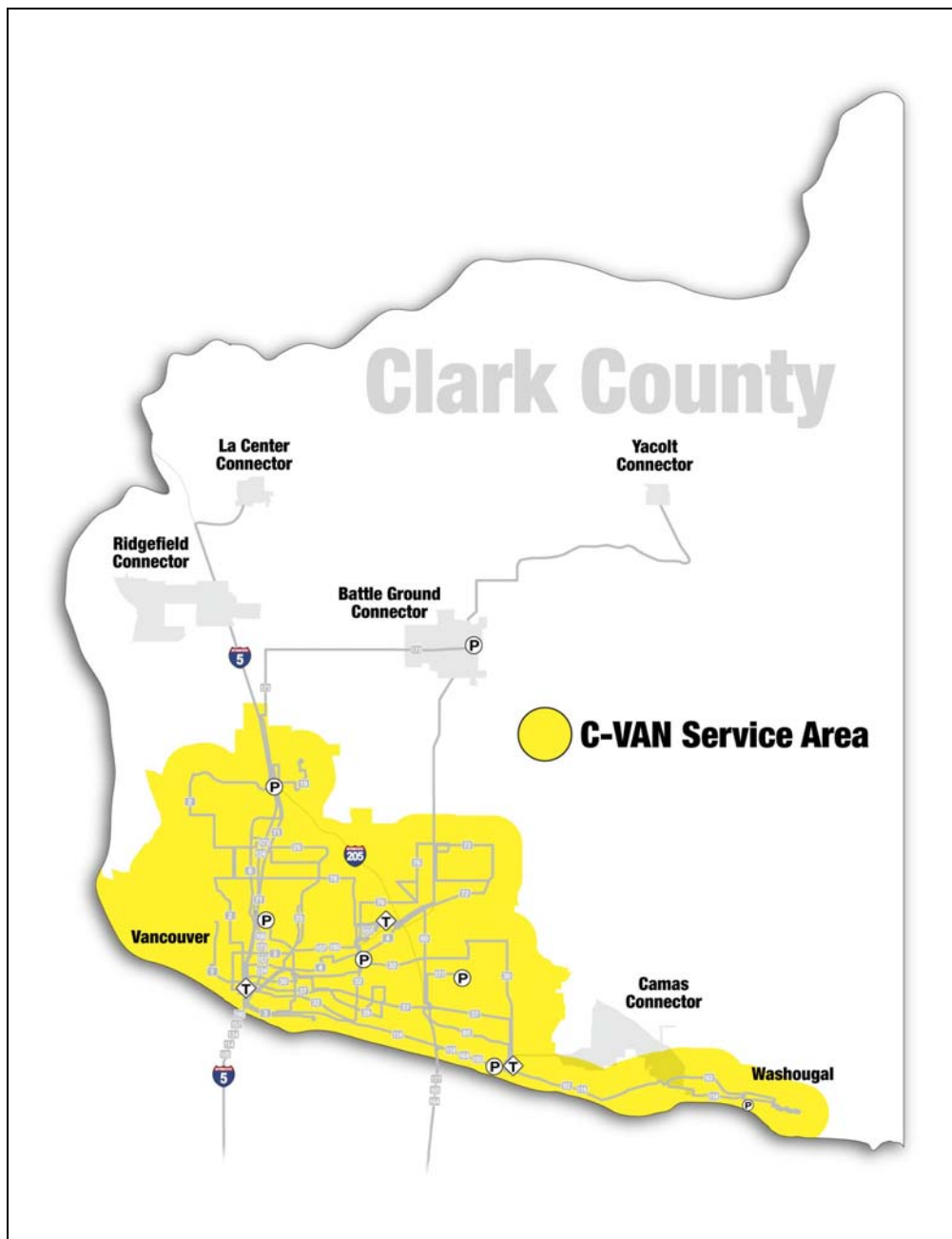
Bus Route	Route Name	Weekday Service First Run Begins	Weekday Service Last Run Begins	Weekday Service Frequency (Peak)	Saturday Service	Sunday/Holiday Service	Area Served (TC=Transit Center, P&R=Park & Ride)
173	Battle Ground Limited	6:35 AM	5:35 PM	1 AM trip/ 1 PM trip	No	No	Express from Battle Ground P&R to 7 <sup>th</sup> Street TC
177	Evergreen Express	6:00 AM	5:15 PM	3 AM trips/ 4 PM trips	No	No	Express from Evergreen P&R via Rose Quarter to downtown Portland
190	Marquam Hill Express	6:00 AM	4:45 PM	2 AM trips/ 2 PM trips	No	No	Express from Van Mall TC via Kmart P&R and BPA P&R to Marquam Hill (Portland)

C-TRAN also provides a local connection to the Parkrose light rail station in Portland, Oregon. During regular C-TRAN service hours, a connection is provided between the Vancouver Amtrak Station and the 7th Street Transit Center through a taxi voucher program.

### **C-VAN PARATRANSIT SERVICE**

C-TRAN also provides an Americans with Disabilities Act (ADA)-compliant paratransit service, known as C-VAN. Paratransit service is provided inside the Vancouver urban growth boundary (UGB) and within three-quarters of a mile of all C-TRAN fixed routes operating outside Vancouver's UGB. Figure 17 provides a map of the C-VAN service area. Operating hours are generally 5:15 a.m. to 9:15 p.m. on weekdays, 6:45 a.m. to 8:15 p.m. on Saturdays, and 8:00 a.m. to 6:00 p.m. on Sundays/Holidays. C-TRAN attained full compliance with the ADA in January 1997. Connections with TriMet's LIFT service, operating in the Portland, Oregon metropolitan region, are made at the Gateway and Jantzen Beach transit centers.

**Figure 17: C-VAN Service Area**



C-TRAN continues to utilize a functional assessment process to determine eligibility for paratransit services. Additionally, a series of classes are offered to assist customers in transitioning to the fixed route system. These classes provide essential information; an opportunity to practice

skills, such as trip planning, paying fares, and boarding with mobility devices and a free pass for caregivers to use while travel training.

Figure 18 provides a summary of C-VAN paratransit service hours and use between 1994 and 2005.

**Figure 18: C-VAN Service Hours**

<b>C-VAN Service Hours and Use</b>		
<b>Year</b>	<b>Paratransit Trips</b>	<b>Revenue Hours Per Year</b>
1994	99,036	32,212
1995	115,841	41,803
1996	142,495	48,317
1997	170,816	56,728
1998	186,665	67,769
1999	188,367	65,822
2000	162,130	55,308
2001	175,029	58,695
2002	180,867	61,538
2003	189,143	64,042
2004	178,652	66,254
2005	179,774	67,629

**C-TRAN INNOVATIVE TRANSIT SERVICE**

C-TRAN provides a variety of innovative transit services in and to the smaller cities in the service area.

The Camas Connector is a general purpose, equally accessible service operating in the Camas area, with a connection to the Fisher’s Landing Transit Center. This service operates 5:30 a.m. – 7:30 p.m., Monday – Friday. Customers are encouraged to call ahead for advance ride reservations, although same-day requests are honored when possible.

**Figure 19: Camas Connector Service Hours**

<b>Camas Connector Service Hours</b>		
<b>Year</b>	<b>Connector Trips</b>	<b>Revenue Hours Per Year</b>
2003	10,381	2,592
2004	21,436	4,845
2005	16,214	4,343

As of January 2006, Connector services also operate in the cities of Battle Ground, La Center, Ridgefield, and the Town of Yacolt. These services each have two components: 1) a deviated fixed route within each city's limits and 2) a feeder service connection to the local urban fixed route system operating inside the Vancouver UGB. Connector services are equally accessible and available to the general public. These routes take standing reservations, same day reservations as available, and also pick customers up at identified stop locations.

**Figure 20: North County Connector Services Summary**

<b>New Connectors</b>	<b>Weekday Deviated Fixed Route Hours</b>	<b>Weekday Feeder Trips</b>
Battle Ground	6:40 a.m. – 9:30 p.m.	11 trips
La Center	5:30 a.m. – 7:30 a.m. 4:30 p.m. – 6:00 p.m.	2 a.m. trips; 2 p.m. trips
Ridgefield	5:30 a.m. – 9:15 a.m. 3:50 p.m. – 6:15 p.m.	3 a.m. trips; 3 p.m. trips
Yacolt	9:15 a.m. – 10:20 a.m. 3:00 p.m. – 4:10 p.m.	1 a.m. trip; 1 p.m. trip

The Battle Ground Connector operates seven days a week, with a shorter span of service on weekends.

C-TRAN's facilities include transit centers and park and ride lots. C-TRAN park and ride facilities provide more than 1,600 parking spaces at seven locations. C-TRAN has installed and maintains approximately 217 passenger shelters and benches throughout the fixed system. C-TRAN has also begun installing solar-powered shelter flashers and transit stops, which provide passenger-activated illumination for safety and to more easily read posted schedule information at bus stops along key transit corridors. All C-TRAN buses are also equipped with bicycle racks that hold two bicycles. C-TRAN provides instruction and assistance to bicyclists who plan to use transit for part of their trip. Bicycle lockers are provided at many of C-TRAN's transit centers and park and ride lots.

**INTER-CITY BUS**

INTER-CITY BUS service from Vancouver to cities throughout the northwest and nation-wide is provided by Greyhound Bus Lines and by Northwestern Trailways. Connection from Skamania County is also provided through Skamania Senior Services and connection from Cowlitz County with service provided by CAP through Lower Columbia

Community Council. Connections to both Skamania and Cowlitz counties are subject to continued grant funding.

## **HUMAN SERVICES COUNCIL: TRANSPORTATION BROKERAGE**

The Human Services Council Transportation Brokerage arranges rides for elderly, low income and people with medical needs and disabilities through contracts and arrangements with a variety of transportation providers. This service is highly valued in the community by people that have no access to C-TRAN or C-VAN services or for people for whom regular transit service does not work. In October 2006, HSC brokered over 6,000 employment transportation trips within the month. Continuation of the Brokerage services is dependent on grant funding.

### **Identify Unmet Transportation Needs**

A detailed description of issues and unmet needs identified through discussion with stakeholders in Clark County in 2006 is provided in the Appendix to this Plan in the meeting notes from the September 6, 2006 Stakeholders' Group meeting.

In Clark County, generally, demand for human services trips outstrips supply of services available. A summary of needs and strategies identified by stakeholders in developing the Human Services Transportation Plan for the Clark County region follows.

### **HSTP Clark County: Needs and Strategies**

#### **Transportation Challenges and Gaps: Needs**

- Medical/seniors transportation needs:
  - curb to curb transportation.
  - life sustaining medical treatment transportation.
  - seniors rides to nutrition programs.
  - C-VAN paratransit public transportation not available in rural areas of Clark County.
- Transportation to/from jobs:
  - requires longer fixed route transit service hours.
  - fixed route transit cannot accommodate all individual needs.

- challenges of getting children to/from childcare on way to/from work.
- C-TRAN fixed route public transportation not available in rural areas of Clark County
- Ability to pay for transportation: is a challenge for low income, for seniors and people with disabilities

### **Transportation Challenges and Gaps: Strategies**

- Continue existing transportation brokerage program as a way of providing efficient transportation services that can meet the needs of seniors, people with disabilities and people requiring transportation access to jobs. The program extends Clark County wide.
- Need for recruitment, organization and training of volunteer drivers or transportation assistants:
  - would help meet curb to curb transportation needs for seniors, people with disabilities and those needing medical transportation.
  - would be efficient and cost effective.
- Provide for curb to curb transportation for people outside of the C-VAN service area.

## **HSTP Policy Issues**

Various Clark County plans offer policies relating to transportation for the three targeted groups; seniors, people with disabilities and low income. These plans include the Metropolitan Transportation Plan (MTP) for Clark County which includes a policy to increase mobility for all. Clark County’s Comprehensive Plan, 2004-2023, has a policy that addresses the need for affordable housing and transit to be located together. Policy 2.3.2 in Chapter 2 (Housing Element) says that “Clark County or local jurisdictions shall plan for low-income and special needs housing that is well served by public transit.” Clark County’s “10-year Plan to End Homelessness” also includes goals to increase employment activities and transportation access for those transitioning from homelessness.

## **Funding Issues**

In addition to competing for public transportation funds at the statewide level, large urban areas such as the Portland-Vancouver region receive a direct allocation for JARC and New Freedom funds under SAFETEA-LU. Within the Portland-Vancouver region TriMet, C-TRAN and Smart (Wilsonville) will likely be the designated recipients of these funds. For

FY 2006, about \$76,876 in JARC funds and \$44,168 in New Freedom funds are available to the Washington portion, that is the urbanized area of Clark County, of the Portland-Vancouver urbanized area. C-TRAN's Grant Committee has recommended that the New Freedom funds be used for a travel training program and that the JARC funds continue to be used for Life Line Connection connector service in North Clark County.

## **Develop Transportation Solutions**

Transportation solutions to meet the identified needs were discussed at Human Service Transportation Stakeholders' meetings held in October and November 2006. The prime objective is to sustain and maintain existing human services transportation for Clark County residents to provide service reliability to clients. Another priority is to ensure a coordinated approach to transportation service provision to provide for service efficiencies.

### **Human Service Transportation Plan: Projects Needed**

Responding to the human services transportation needs identified during the HSTP planning process the following projects were recommended for implementation in Clark County:

#### **HUMAN SERVICES COUNCIL**

##### **Employment Transportation – JARC.**

*Overview:* Employment Transportation designed to assist low-income individuals and families with their transportation needs related to work and work-related activities. A primary emphasis of this program is to help people achieve self-sufficiency by removing transportation barriers.

*Description:* The Human Services Council provides employment transportation services to low-income individuals residing in Clark County, Washington. The program enables low-income workers and WorkFirst recipients to access transportation to employment sites, job interviews, training services, education, childcare, and other work-related activities, which ultimately lead to self-sufficiency.

Part of this project addresses the development of appropriate longer-term shared transportation options, (vanpools, rideshares or other grouped transportation options) to transport low-income riders traveling to and from common destinations at times or locations where public transportation is not available in the project service area.



As a broker the Human Services Council plans for and implements the use and coordination of community transportation providers within the region. HSC subcontracts or has service agreements with a variety of transportation organizations, such as public transit, private taxis, cabulance companies, and volunteer agencies. These contractors are monitored on an on-going basis to ensure compliance with all required legal, financial and safety regulations.

Screening for low-income eligibility is conducted by HSC's partner agencies who are responsible for managing participants' employment development progress. After screening, eligible participants call the transportation brokerage to develop an effective transportation plan. Rider need is matched to available transportation resources in the rider's geographic area. To enhance services in the future, information has been gathered from participants and local businesses and will be used to develop transportation routes that will allow for grouping of trips for greatest cost-efficiency. Major employers will be included in planning efforts to identify areas of insufficient transportation options, including those sites that employ shift-work and are located in areas not served by public transit. Special routes will be developed in response to these particular needs.

## **HUMAN SERVICES COUNCIL**

### **U-Ride Clark County**

*Overview:* This service provides transportation to life-sustaining medical appointments, such as chemotherapy and radiation treatments for cancer, and dialysis. The program will be expanded to include trips to general destinations, such as grocery stores, nutrition sites, volunteer locations, and to visit friends and family - destinations that assist people in remaining independent in their homes. This demand-response transportation service is intended to serve individuals who are not eligible for Medicaid transportation and who do not have access to local transit. Trips would be coordinated with other transportation programs operated under the HSC transportation brokerage.

*Description:* As of October 1, 2006, the Human Services Council began subcontracting with Ride Connection to broker services for the U-Ride Clark County program. The intent of the project is to improve service efficiency by assuming direct operations and management, as agreed to with Ride Connection. HSC will continue to provide life-sustaining transportation services through contract with Ride Connection until June 30, 2007. HSC plans to expand the program between July 2007- June 2009 to include trips to general destinations, such as grocery stores,

nutrition sites, volunteer locations, and to visit friends and family - destinations that assist people in remaining independent in their homes. This demand-response transportation service is intended to serve individuals who are not eligible for Medicaid transportation and who do not have access to local transit. Trips would, however, be coordinated with other transportation programs operated under the HSC transportation brokerage, using our shared pool of contract vendors.

The Human Services Council currently provides resource development for program services, staff support for coordination, community outreach for riders and community support, program-related evaluations, contract management, data management, invoicing, and reporting. Riders contact HSC by phone or fax to request a trip. Calls are answered and screened by staff at the Human Services Council, who in turn authorize and assign trips to contracted transportation vendors. The vendors manage their own vehicle operations, including maintenance, insurance and training of drivers. The contracted vendors include organizations that use either volunteer or paid drivers to provide the trips. The vendors then invoice the Human Services Council for the cost of services provided and report the details of each trip, including mileage and trip time.

Through its complementary projects, Ride Connection will provide volunteer program support, orientation and training of both volunteer and paid drivers and escorts, and travel training for riders. In addition, Ride Connection will collaborate with the Retired Senior and Volunteer Program (RSVP) to expand the capacity of volunteers providing transportation in Clark County. The majority of volunteers use their own vehicles to provide services and are reimbursed through the program for their mileage costs.

To accomplish HSC's program expansion goals, the existing brokerage operation will add staff as required to meet increased service needs and will also expand the pool of contracted transportation vendors, as needed, to ensure access to services that will allow people to remain independent in their homes.

## **RIDE CONNECTION**

### **U-Ride Volunteer Program Support**

This is a collaborative effort between Ride Connection and Clark County Retired and Senior Volunteer Program (RSVP). The objective of this project is to expand the capacity of volunteer provided transportation in Clark County. As proposed, the program will maintain the operation of an accessible 14 passenger vehicle using both paid and volunteer drivers and provide additional transportation utilizing volunteers driving their own

personal vehicles. Ride Connection will manage the operation of the transportation program and RSVP will support the program by recruiting volunteers. The project is designed to address the lack of capacity available from existing volunteer transportation programs in Clark County.

## **RIDE CONNECTION**

### **Driver Training Program**

Develop, implement and maintain a viable community transportation driver training program that will include; defensive driver training and mobility awareness and assistance courses. These courses will be offered on a regularly occurring basis in Clark County, and periodically throughout the year in Longview and White Salmon, Washington to all service providers who contract with the Human Services Council's transportation brokerage.

## **RIDE CONNECTION**

### **Travel Training Program**

The Travel Training program will promote independent travel of older adults and people with disabilities by providing free training, support and access to information. The program will be designed to provide mobility support ranging from consumer education to one-on-one travel training. The level of support provided will be based solely on the individual's ability.

## **COWLITZ INDIAN TRIBE**

### **DEPARTMENT OF TRANSPORTATION (CITDOT)**

### **Operating: Expansion of Existing Tribal Transit Services to Rural Clark County**

The service will expand service offered by the Cowlitz Tribe into Clark County. The program is an on-call route deviated service. The service provides on-call pick up for elderly and disabled riders. The service is free to all riders, and is available to Tribal and general community. The service prioritizes life-sustaining medical trips, medical clinic visits, nutritional services, pharmaceutical and grocery shopping, and social and cultural programs. Scope: Operation of bus for 2 years.

**COWLITZ INDIAN TRIBE  
DEPARTMENT OF TRANSPORTATION (CITDOT)**

**Capital: Expansion of Existing Tribal Transit Services to Rural Clark County**

Purchase vehicle for the Cowlitz Tribe transit services into Clark County.

C-TRAN is also coordinating its response to identified human services transportation needs:

**C-TRAN's Service Design Planning Update**

C-TRAN surveys and feedback from those of low income indicate a desire for expanded service hours for the fixed-route transit system to enable better access to jobs. C-TRAN is currently considering this need as part of C-TRAN's Service Design Planning Update. Proposed service enhancements include expanding service to midnight on key routes, extending route #4 (Fourth Plain) to Jantzen Beach and PIR, expanding east county service, and expanding service to Southwest Washington Medical Center.

Use of formula JARC and New Freedom funds (see page C-33) are being considered for use to continue operation of North County Connector service providing a "life line" for the communities of north county and for travel training in coordination with regional human services transportation partners.

**PROJECT PRIORITIES**

Following identification of transportation needs in the HSTP, service providers defined projects to meet transportation needs. On December 19, 2006, transportation stakeholders and project sponsors convened to consider project priorities for the three county region to submit for funding consideration through the state's consolidated grant program. The state's grant process requires each RTPO region to prioritize projects with the region's ranking counting for up to one-third of the total possible value of the states competitive process. The state's ranking process provides for:

- A** = top 4 projects (50 percentile points)
- B** = second 4 projects (25 percentile points)
- C** = third 4 projects (12 percentile points)
- D** = remaining projects ( 0 percentile points)

Project reviewers evaluated projects based on the goals of the WSDOT 2007-2009 that support projects that:

- address deficiencies
- provide a community benefit
- preservation and enhancement of existing services
- provide community connections
- financial partnerships
- support coordination.

Projects were evaluated based on prioritization criteria that included:

- Does the project meet a documented need?
- Is the project cost effective?
- Is the project coordinated with other transportation and/or social service resources and is there demonstrated project oversight?

The prioritization process and resulting project priorities across all three counties served by Southwest Washington Regional Transportation Council for the 2007-2009 biennium is addressed in RTC Board Resolution 01-07-02.



## APPENDICES

*The appendices include summaries from Stakeholders meetings held to support Plan development.*

**Types of Organizations Eligible to Submit an Application for  
Human Service Transportation Funding  
from Washington State's Consolidated Grant Program**

	<b>FTA 5310</b>	<b>FTA 5311</b>	<b>FTA 5316</b>	<b>FTA 5317</b>	<b>Paratransit/ Special Needs – Competitive</b>	<b>Rural Mobility Competitive</b>
Urban Public Transit		X*	MPO	MPO		X*
Small Urban Public Transit		X*	X	X		X*
Rural Public Transit		X	X	X		X
Private Non-Profit Agencies	X	X must be open to public	X	X	X	X
Private for Profit Providers		X				X
Tribal Government	X	X	X	X	X	X
Other General or Local Government	X <sup>1</sup>	X*	X	X	X	X

**Key**

- \* Only for services in a rural area
- X Statewide Competitive Consolidated Grant Program, WSDOT Administered
- MPO Project Selection by Metropolitan Planning Organization in Large Urban Areas



# Coordinated Human Services Transportation Plan for the Clark County Region

## Stakeholders Meeting 1: Meeting Notes

Wednesday, September 6, 2006

9 a.m. to 11 a.m.

at the Human Services Council

201 NE 73<sup>rd</sup> Street, Suite 101

Vancouver, WA

### Attendance:

Gail Bauhs	Human Services Council (HSC) Brokerage
Judy Bergenske	Loaves & Fishes/Meals-on-Wheels
Lynda David	SW Washington Regional Transportation Council
Debbie Elven-Snyder	C-TRAN
Katherine Garrett	Share Outreach
Walt Gordon	C-TRAN
B. J. Jacobson	Human Services Council Brokerage
Carla Johl	EOFC (Head Start/ECEAP)
Miranda Lopez	Ride Connection
Amy Reynolds	Share
Cesaria Rodriguez	Goodwill Job Connection
Gary VanAllen	Goodwill Job Connection

### Agenda:

- Introductions
- Human Services Transportation Plan: background and requirements
- Existing Human Services Transportation in Clark County, Discussion
- Unmet Human Services Transportation in Clark County, Discussion
- HSTP Plan Development: Next Steps, Discussion

### I. Introductions

Lynda David (RTC) welcomed stakeholders to the meeting and reviewed the meeting agenda. Introductions were made.

## **II. Human Services Transportation Plan: background and requirements**

Lynda David explained that the e-mailed meeting invitation had included a web-site address for the Agency Council on Coordinated Transportation (ACCT). The ACCT was funded by the state legislature a number of years ago to help coordinate community transportation. On ACCT's website <http://www.wsdot.wa.gov/acct/> there are resource materials with background information and materials on federal and state requirements relating to development of a Coordinated Human Services Transportation Plan. Lynda distributed materials that explained the need for developing a Coordinated Human Services Transportation Plan to support funding applications for projects funded through the federal Transportation Act, SAFETEA-LU. The Human Services Transportation Plan should describe human service transportation needs in the community and identify projects to help meet these needs. Projects proposed for funding from three federal funding sources must be derived from this locally developed Plan. The three federal funding sources are: FTA Section 5310 Special Needs of Elderly & Individuals with Disabilities, FTA Section 5316(g) Job Access and Reverse Commute (JARC) and FTA Section 5317(f) New Freedom funds.

Materials distributed by Lynda were:

- Federal Transit Administration (FTA) Fact Sheet
- Coordinated Human Services Transportation Plan, Frequently Asked Questions
- List of people and agencies contacted by RTC staff
- HSTP Blueprint (prepared by ACCT)
- HSTP Template (prepared by ACCT)

Lynda explained that RTC staff was already in the process of compiling maps using census data to help explain the locations of concentrations of populations of disabled, elderly and low income.

## **III. Existing Human Services Transportation in Clark County, Discussion**

## **IV. Unmet Human Services Transportation in Clark County, Discussion**

Participants then discussed existing human transportation services available in Clark County and unmet needs.

- Existing services include C-TRAN fixed route, C-VAN paratransit, medical transportation, school district transportation, taxi service, rides provided by volunteers, connection with TriMet for fixed route transit to Portland, Oregon, connection with Skamania County with service provided by Skamania County Senior Services, and connection from Cowlitz County with service provided by CAP through the Lower Columbia Community Action Council. Both Skamania and Cowlitz county connections are dependent on continued grant funding. In the

Portland region, Ride Connection programs help train transit riders and volunteer drivers.

- The Human Services Council Transportation Brokerage arranges rides for elderly, low income and people with medical needs and disabilities through contracts and arrangements with a variety of transportation providers.
- C-TRAN changed its service boundaries in June 2005. C-TRAN's new boundary has been reduced from county-wide service to an area that includes the City of Vancouver and its urban growth boundary, and the city limits only of Battle Ground, Camas, La Center, Ridgefield, Washougal, and the Town of Yacolt. The last phase of the transition to the new service boundary was completed in September 2006. Previous C-VAN customers living outside of the service boundaries now have to seek alternative means of transportation. Brush Prairie and Meadow Glade are two areas of the county with C-VAN users who no longer have access to the service. The unincorporated County area north of 199th Street along the SR-503 corridor is affected.
- Transit service cannot, nor must it be expected to, serve absolutely everybody. There are alternatives to bus transit that can sometimes more efficiently or effectively serve the needs of the aged, disabled and low income. For example, the Human Services Council has a JARC program which funds bus pass purchase. However, bus service is not available or accessible to everyone.
- Demand for curb-to-curb transportation outstrips the ability to serve clients with limited mobility.
- There is a great range of need out there. Some people can ride transit to shops or medical appointments but need help on the return journey as they have difficulty in carrying shopping purchases or feel unwell after a medical procedure. Some could use transit but need to be picked up and taken to the transit centers to access the bus.
- To accommodate the great range of human transportation service needs, Ride Connection programs can help educate people in how to ride transit to help overcome insecurity e.g. through the Ride Wise program. Travel training is provided by volunteer and staff trainers. Training can be on a one-to-one basis. Transit Ambassadors also help to take a group to such destinations as the local Mall. Lane Transit has a Bus Buddy program to help overcome safety concerns and a Transit Host program to provide transit help to get around the transit centers. All of the population groups we are seeking to accommodate in the HSTP have safety and insecurity issues to some extent.
- Agencies are often overwhelmed, therefore services are not advertised but are made known by word of mouth. This makes quantifying actual demand and need difficult. If services become available and are advertised in the community then agencies providing the service are often inundated by community response and requests for

service. Also, if a service does not currently exist, it is difficult to know what the actual need is. Ride Connection, based in Portland, looks at the number of turn-downs as a way of determining unmet need.

- There are a lot of medical transportation needs for people who do not have assistance available from family or friends. They may be qualified for Medicare but not Medicaid. There is no funding in senior health care services to help them. Dialysis centers no longer have funds to help users get transportation from the facilities. Prescription pick-up can also be a problem.
- There are insufficient transportation services for seniors requiring rides to nutrition programs, for example to Loaves and Fishes nutrition programs.

It was explained that currently, nutrition ride requests have to be referred to the Transportation Brokerage through the Area Agency on Aging. C-VAN staff commented that about 40 rides a day are provided to the Luepke Center program in Vancouver and the Connector service could be used for transportation to the Ridgefield nutrition program. The Human Services Council brokerage in Clark County wants to work with the RSVP program to increase the number of transportation volunteers.

- C-TRAN surveys and stakeholders representing low income clients emphasize the need for later evening service to enable access to jobs. Earlier morning service is also desired.
- Making the transition from unemployed to employed and overcoming the poverty trap is difficult. The employed can find that they no longer qualify for subsidies they may have had when unemployed.
- Getting children to and from childcare is a challenge for low income workers dependent on transit. The time taken to travel to a job may be prohibitive when you also need to accommodate children. The Brokerage's JARC program tries to help people deal with the logistics to meet these complex trip making requirements. Once an individual has been referred to the Human Services Council brokerage then staff work with them to work out what is the most reasonable way to get that person to and from where they need to go. The Brokerage does a lot of internal coordination to coordinate between programs e.g. some people qualify for both JARC funding and medical transportation. In summary, the Plan should emphasize the need to sustain JARC door-to-door transportation needs and services.
- C-TRAN uses JARC funds. The program is currently being used by C-TRAN to provide transit service (Connector routes) to north and east county employment centers directly and through connections with the fixed route system.

- Clark County is growing rapidly in the north I-5 corridor. The communities of Ridgefield and La Center have grown significantly in recent years. Woodland has never been served by C-TRAN.
- Affordability is an issue for the truly low income. People with ongoing life sustaining medical needs cannot use fixed route transit and often cannot afford alternative transportation. These are gaps in our transportation service provision that need to be filled.
- The \$1.25 per trip is difficult for the elderly, low income, to afford. Stakeholders said that some areas provide transportation service with a suggested donation rather than a fixed cost. C-VAN staff commented that there is a \$21 per month pass available.
- Our strategy should be to sustain existing services that people value. We need to make the case for funding these services. There are also human services transportation needs in Clark County beyond the existing services.
- The HSC Brokerage in Clark County is working with the RSVP program to increase the number of transportation volunteers. Catholic Community Services has a limited pool of volunteer drivers. Volunteer driver recruitment and the availability of training is a need that the Clark County region needs to address and the gap filled.
- DSHS, Work Force staff, can provide data on rides for low income or unemployed. Karen Evans of Clark County Community Services will attend future meetings of the Stakeholders group. Klaus Micheel is the senior transportation coordinator at the Area Agency on Aging.
- Common destinations include health care facilities, nutrition programs (e.g. Loaves and Fishes), child care facilities and employment centers. Educational Service District 112 has a childcare resource and referral program. The final report will include maps showing these common destinations.
- There is a large gap between funding for seniors' transportation and the need. This is of particular concern because the aged population is growing and this will increase the transportation services needed by seniors in future years.
- Cooperation between human service transportation providers and school districts is desirable but not easy to accomplish. The ACCT includes representatives of Washington State Department of Transportation, Medicaid and schools representatives.

## **V. HSTP Plan Development: Next Steps**

- Meeting participants reviewed ACCT's detailed template for the Human Services Transportation Plan.

- **Timeline:** Human services transportation project applications will be due to the state in January 2007. The HSTP must be developed to support these project applications. What is our best opportunity for competing state wide for these limited funding opportunities? We need to work in partnership.
- We need to consider what funding may be available.
- Criteria for project selection should include survey information, geographic areas with unmet populations, greatest concentration of people needing service, cost effectiveness of service provision for the three population groups and project benefits.
- C-TRAN is re-designing its fixed route system. Public meetings will be held in September/October.
- A follow-up meeting will be held to discuss the HSTP report in more detail and to discuss project needs.

# Coordinated Human Services Transportation Plan for the Clark County Region

## Stakeholders Meeting: Meeting Report 2

Tuesday, October 31, 2006  
10 a.m. to Noon  
at the Human Services Council  
201 NE 73<sup>rd</sup> Street, Suite 101  
Vancouver, WA

### Attendance:

Alina Aaron	Human Services Council Brokerage, Employment Transportation
Gail Bauhs	Human Services Council (HSC) Transportation Brokerage
Judy Bergenske	Loaves & Fishes/Meals-on-Wheels
Colleen Clark	EOCF (Head Start/ECEAP)
Lynda David	SW Washington Regional Transportation Council
Fred Eckenberg	Cowlitz Indian Tribe, Transportation Manager
Debbie Elven-Snyder	C-TRAN
Karen Evans	Clark County Community Services
Katherine Garrett	Share Outreach
B. J. Jacobson	Human Services Council, Medical Transportation Brokerage
Carla Johl	EOFC (Head Start/ECEAP)
Miranda Lopez	Ride Connection
Patricia McConaughy	Clark Co. Community Services, Developmental Disabilities Program
Barbara Reed	Employment Services Division - Work Source
Amy Reynolds	Share
Cesaria Rodriguez	Goodwill Job Connection
Vicki Salsbury	Columbia River Mental Health Services
Beth Taylor	Partners in Careers (SWWPIC)
Julie Wehling	Ride Connection – Development

### Agenda:

- Introductions
- Review of Notes from September 6, 2006 Stakeholders Meeting
- Funding Sources for Human Services Transportation Needs
- Human Services Transportation Plan: share information gathered to date
- Identification and Ranking of Projects
- HSTP Plan Development: Next Steps

## **I. Introductions**

Lynda David (RTC) welcomed stakeholders to the meeting and introductions were made.

## **II. Review of Notes from September 6, 2006 Stakeholders Meeting**

A meeting report from the September 6, 2006 meeting had been distributed by e-mail and paper copies were made available. Lynda reported that the focus of the first meeting had been to introduce the need for the Human Services Transportation Plan (HSTP) and to discuss existing services and unmet needs. The purpose of this second meeting is to review the first draft of the HSTP, to fill gaps in information provided in the draft Plan, and to begin discussion of what projects will be submitted for funding consideration.

## **III. Funding Sources for Human Services Transportation Needs**

Lynda David reviewed the funding sources that will be a part of the WSDOT consolidated program. The Human Service Transportation Plan is the framework for prioritizing projects to receive Federal Transit Administration (FTA) Section 5310 Elderly Persons and Persons with Disabilities funding, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom funding as well as FTA Section 5311, General Public Transportation for Non-urbanized Areas and state transit funds for paratransit and special needs and state rural mobility competitive programs. Participants discussed successful JARC applications from 2002 and 2004. New Freedom funds are new under the existing federal transportation act, SAFETEA-LU (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (2005), and the funds are for transportation services over and beyond the requirements of the Americans with Disabilities Act (ADA). With SAFETEA-LU, in addition to competing for public transportation funds at the statewide level, large urban areas such as the Portland-Vancouver region receive a direct allocation for JARC and New Freedom funds based on a funding formula. Within the Portland-Vancouver region TriMet, C-TRAN and Smart (Wilsonville) are to be the designated recipients of these funds. For FY 2006, about \$76,876 in JARC funds and \$44,168 in New Freedom funds are available to the Washington portion (the urbanized area of Clark County) of the Portland-Vancouver urbanized area. The MPO must take action to concur with the designated recipients of these funds and they must be agreed by the governors of Washington and Oregon.

Gail Bauhs (Human Services Council) explained that the HSC is currently funded through non-formula funds. Its JARC program is funded through the competitive statewide consolidated program. Gail described the funds that had been won through the statewide program in past years including funds for the HSC and Ride Connection as well as funds for connecting services from Cowlitz County and from Skamania County. Lynda noted that she had been coordinating with the RTPO that serves Cowlitz County and Dale Robins of RTC is working on the HSTP for the Skamania County area. She



further explained the state's consolidated grant process. When projects are submitted they are not submitted for a specific funding program but are submitted based on the kinds of service we want to provide in Clark County. The state then determines how the project will best be funded.

Questions about the application process were answered. Fred Eckenberg described the statewide selection process. He said that projects are evaluated through a forced pairs evaluation. Progress reports must be submitted to the state to ensure appropriate use of funds. Fred Eckenberg explained that he has submitted a grant request for FTA tribal funding for operations and capital equipment.

Lynda David said that project applications will need to be submitted to the state by January 5, 2007. Project application forms and materials are available on the WSDOT website at:

[http://www.wsdot.wa.gov/transit/grants/library/2007-09\\_Applicants\\_Guide.pdf](http://www.wsdot.wa.gov/transit/grants/library/2007-09_Applicants_Guide.pdf). The HSTP must support the funding applications. Fred Eckenberg said that the state will be hosting some project application workshops and details of these were circulated.

#### **IV. Human Services Transportation Plan: share information gathered to date**

Stakeholders then reviewed the first draft of the HSTP for Clark County. Lynda David described the sections of the Plan including description of: Convening of Stakeholder Group, Data and Information, Identification of Unmet Transportation Needs and Development of Transportation Alternatives. Lynda asked that participants send her additional information to insert into the Plan.

Clark County's population is currently estimated at 403,500 (2006 OFM estimate). Year 2000 census data will be included for the three population groups: those aged over 65, people with disabilities and those living in poverty. Maps showing the C-TRAN service area will also show those areas of the county not served by fixed route transit. The need for maps showing employment centers, medical facilities and key destination centers was noted.

#### **V. Identification and Ranking of Projects**

Meeting participants then discussed projects. Everyone agreed that a major problem is the continuity of funding. People begin to rely on services that are available yet the Human Services Council and Ride Connection services are dependent on being successful in the statewide grant competitions. Fred Eckenberg said the Cowlitz tribal transit service that currently serves Lewis and Cowlitz counties is also dependent on continued grant funding and expansion into Clark and Skamania counties is grant dependent. He said that the intent of the service would be to serve the AIA (American

Indian and Alaska Native) populations with trips to medical appointments but the service would maintain accessibility to all populations.

Participants said that the Plan should describe which services are currently grant funded and dependent on grants for continuation of service.

Medicare patients and employees now have to rely on family members or friends for transportation. Stakeholders commented that the change in employment participation requirements for former welfare recipients puts a large demand on need for transportation services. The Commute Trip Reduction (CTR) program was discussed and the need for increased vanpool services for employment transportation.

Once again, stakeholders expressed their support for prioritizing projects that will maintain and sustain existing services to clients.

## **VI. HSTP Plan Development: Next Steps**

The HSTP Stakeholders Group will meet again on Tuesday, November 28, from 10 a.m. to noon. At the meeting, project sponsors should be prepare to discuss the project applications they wish to submit for statewide competitive funding.

# Coordinated Human Services Transportation Plan for the Clark County Region

## Stakeholders Meeting: Meeting Report 3

Tuesday, November 28, 2006  
10 a.m. to Noon  
at the Human Services Council  
201 NE 73<sup>rd</sup> Street, Suite 101  
Vancouver, WA

### Attendance:

Alina Aaron	Human Services Council Brokerage, Employment Transportation
Gail Bauhs	Human Services Council (HSC) Transportation Brokerage
Lynda David	SW Washington Regional Transportation Council
Debbie Elven-Snyder	C-TRAN
Karen Evans	Clark County Community Services
B. J. Jacobson	Human Services Council, Medical Transportation Brokerage
Patricia McConaughy	Clark Co. Community Services, Developmental Disabilities Program
Julie Wilcke	Ride Connection
Julie Wehling	Ride Connection – Development

### Agenda:

- Introductions
- Remaining Timeline for Human Services Transportation Plan Development
- C-TRAN Service Design Planning Update
- Identification of Projects supported by HSTP
- Submittal of Projects and Ranking
- HSTP Plan Development: Next Steps

### I. Introductions

Lynda David (RTC) welcomed stakeholders to the meeting and introductions were made. Lynda commented that the inclement weather may have resulted in reduced attendance at the meeting. The first Human Services Transportation Plan (HSTP) Stakeholders meeting had focused on need for the Plan, existing services and unmet needs. The second meeting focused on a review the first draft of the HSTP and discussion began of the projects that could help to meet the identified needs. This third meeting will focus on

projects to be submitted for consideration as part of the WSDOT consolidated grant program.

## **II. Remaining Timeline for Human Services Transportation Plan Development**

Lynda David distributed a handout listing key dates in development of the HSTP and for submitting grant applications to the state. On December 5, 2006 the RTC Board will be asked to take action to concur with C-TRAN being the designated recipient of formula Job Access and Reverse Commute (JARC) and New Freedom funds for the urbanized Clark County portion of the Portland-Vancouver region. On the Oregon side, TriMet and Smart (Wilsonville) will be designated recipients. On December 15, 2006 the Regional Transportation Advisory Committee will review the draft HSTP. On January 2, 2007, the RTC Board will be asked to adopt the HSTP to support project applications and on January 5, 2007, project applications are due to WSDOT. Gail Bauhs reported that the state had asked for nominations for people to review project applications. She had submitted the names of three potential evaluators from this region. Stakeholders were encouraged to consult WSDOT's website for full details on submitting projects.

## **III. C-TRAN Service Design Planning Update**

Debbie Elven-Snyder gave a brief overview of the C-TRAN service design update that is now in its final phases. Public outreach events were held in the fall. C-TRAN's website has more details. System re-design will not be implemented fully until September/October 2007 when the opening of the 99<sup>th</sup> Street Park and Ride is anticipated. Some service updates are expected in May 2007. Highlights of the proposed service re-design: the service will be more customer friendly, more destinations will be served, there will be service changes with 99<sup>th</sup> Street park and ride opening, Mall and 7<sup>th</sup> Street service will be changed, the #4 Fourth Plain route will run until after midnight and some of the #4 runs will extend across the Columbia river, the #79 and Highway 99 service will run for longer hours, 7 days per week. Poor performing routes such as the #76 and #39 will be eliminated because service is duplicated on many sections of these routes. Service will be added to the Firstenburg Center as well as service that will serve the commercial area of 192<sup>nd</sup> Avenue, Columbia Tech Center and the new CTC Vancouver Clinic. The Salmon Creek Shuttle will change so service will be more regularly scheduled to serve WSU, Kaiser Permanente Clinic and the Legacy Salmon Creek hospital. Headways will be at intervals such as 15, 30, 60 minutes. The Connector service to La Center and Ridgefield will be re-scheduled to include a midday trip. Service to Battle Ground will switch to a fixed route service so ADA transit service will be added though open door service will only be within the C-TRAN boundary area.

## **IV. Identification of Projects supported by HSTP**

Meeting participants discussed potential project applications supported by the needs identified in the draft HSTP. Debbie Elven-Snyder reported that C-TRAN will not apply

for statewide funding for human services transportation for the 2007-2009 biennium. C-TRAN will be working with regional stakeholders and C-TRAN's grant committee to identify the best use for the regional formula allocation of JARC and New Freedom funds. For FY 2006, about \$76,876 in JARC funds and \$44,168 in New Freedom funds are expected to be available to the Washington portion of the Portland-Vancouver urbanized area. C-TRAN will work with regional partners to assist in the grant application process and will be coordinating the use of these JARC and New Freedom funds with the region.

The Human Services Council wants to apply for funds to sustain the JARC employment transportation program and apply for funds for "U-Ride Clark County" which will, for example, help people who are not covered by Medicaid make medical trips. Brokering transportation can lead to efficiencies and can eliminate the complexities. The HSC covers five counties.

Ride Connection sees the need to apply for grant funds to implement a travel training program, a defensive driving program and passenger assistance training. These programs can help the community build a more dependable and robust volunteer base in Clark County. The RSVP volunteer program used to be housed at the City of Vancouver but HSC now runs it. More volunteer drivers could help human service transportation needs tremendously. Catholic Community Services has a limited volunteer program. All HSC drivers have to take driver training so the program can complement the HSC's program. Ride Connection was successful in competing for funds in the 2003-2005 biennium and has a passenger vehicle on order. HSC and Ride Connection will be coordinating to work out the most meaningful project applications and by which agency. HSC staff spoke of the Medicaid contract and some of its limiting clauses regarding neutrality of the brokerage program.

The Cowlitz Tribe wants to extend existing tribal transit service into rural Clark and Skamania counties. Transit service would be an on-demand service for elderly and disabled riders. Trips could be provided to the new tribal clinic at the Clark County Public Health building. Life-sustaining medical trips receive priority and medical clinic visits, nutritional services, pharmaceutical shopping, grocery shopping, and social and cultural programs could be served. CITDOT will also be applying for funds to purchase a vehicle to provide the expanded service.

## **V. Submittal of Projects and Ranking**

Lynda David reviewed the state's rules on project applications and ranking. Again, Lynda emphasized the importance of following the guidance provided by the state on its website. She said that projects should address the goals of the 2007-2009 consolidated program which include: address deficiencies, provide a community benefit, preservation and enhancement of existing services, community connections, financial partnership and support coordination. Lynda explained that each Regional Transportation Planning

Organization (RTPO) region is to prioritize projects with each region allowed 4 A's, 4 B's, 4 C's and the remainder of the projects would be D's. Southwest Washington Regional Transportation Council (RTC) is the RTPO for the three county region that includes Clark, Klickitat and Skamania counties. The state rules place this region at a disadvantage compared with RTPO regions such as Spokane, Thurston and Yakima that have only one county each. Lynda said RTC will be consulting the state regarding this guidance.

Alina Aaron said she will be soliciting letters of support from partner agencies and from people that benefit from the HSC's transportation brokerage program and who support the "U-Ride Clark County" program.

## **VI. HSTP Plan Development: Next Steps**

Lynda David once again referred to the distributed handout on the grant application timeline. Significant dates are January 2, 2007 when the RTC Board meetings to approve the HSTP and January 5, 2007 when grant applications are due. A meeting of project sponsors across all three counties may need to be held before Christmas in order to determine project priorities.

20061128\_Hstp\_Meeting Report

# *Human Services Transportation Plan*

*For Skamania County, Washington*

*December 19, 2006*

Prepared by Southwest Washington Regional Transportation Council in  
cooperation with the Human Services Transportation Planning Group

*Human Services Transportation Plan  
For Skamania County, Washington*

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## **Introduction**

Individuals or families with special transportation needs may have difficulty getting around their community. For many people receiving transportation services is not a choice but rather a necessity. Due to their disability, low-income status, or age, individuals may not have access to private automobiles. Without ready access to transportation, simple daily activities become all but impossible to accomplish. Solutions to the transportation needs of those with disabilities, low-income, or elderly will require a variety of innovative strategies. Strategies should maximize and augment existing resources, where possible. These strategies must take into consideration the special challenges of these targeted groups.

Skamania County is located in the southern portion of the state of Washington along the north banks of the Columbia River. Stevenson, the county seat, lies approximately 45 miles east of Portland, Oregon and Vancouver, Washington. Skamania County has approximately 1,600 square miles within its boundaries, and is home to about 10,000 residents, Gifford Pinchot National Forest, Mount St. Helens, and the Columbia River Gorge National Scenic Area. Most of the residents live in the southern-most part of the county near SR-14, a major east-west state highway that provides access between eastern and western Washington State. Several Columbia River bridges that provide access into the State of Oregon also serve the region.

Skamania County is rural and often lacks the employment, medical, higher education, and other services that residents may need. Finding these services may require significant travel. For those people who cannot or do not drive or have a car, getting where they need or want to go can be a problem. Approximately half of the Skamania County work force commutes outside of the county for work. Residents must travel out of the county to attend community college or state universities. Residents must travel outside the county for medical services that are not offered within the county. For those with disabilities, low income, or elderly many of these essential trips can only be met through public transportation services. For these people, public transit is more than merely a ride - it is a lifeline. Despite the importance of public transit, the region's existing public transportation services cannot meet all the transportation demands of these targeted groups.

In 2003, the Skamania County Transportation Policy Committee conducted a public transportation feasibility study to determine the need and feasibility of developing a public transit system in Skamania County, Washington. As part of the study, stakeholder interviews, public telephone survey, and an extensive public involvement program were utilized. Based on the study's survey, the dial-a-ride service provided by Senior Services is very important to the community. Most people in Skamania County know about the current service and about one quarter of the households have a member who has used the service. The community believes that Skamania County needs more public transportation services, especially for the transportation disadvantaged including the elderly and disabled. Seniors think intercity service to Hood River is the second most important need. Social service workers note that getting to jobs is a big problem for many of their

clients. The study noted that the lack of other transportation services is a quality of life issue for many people who cannot pursue activities that they want or need to. This study identified the following major unmet needs:

- Daily access into the Portland/Vancouver area for employment, school, and job training programs. (The SR-14 fixed route service began in 2004 in response to this identified need)
- Additional connections into Hood River.
- More demand responsive service.
- Access home for students participating in after school programs.

In 2003, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area was formed. The group effort is called Gorge TransLink. The long-term vision of the group is to develop a closely coordinated network of services offering a unified service and fare structure, while retaining the individual identity of each service provider. The system is intended to serve the general public and serve as a safety net for those who are unable to transport themselves, such as elderly, people with disabilities, children, and people without dependable vehicles. The 2003 Report for Gorge TransLink-Travel Needs and Coordination Strategies in the Mid-Columbia Region identified the following unmet service needs:

- Greater transit opportunities to the Portland/Vancouver area and to commercial hubs of The Dalles and Hood River.
- Public Transportation for employment.
- Transportation options for shopping in urban commercial sectors.
- Transportation options in the evenings and on weekends.
- Transportation for after-school activities or evening programs.

## **Human Services Transportation Plan**

The *Human Services Transportation Plan* summarizes the transportation needs for those people who because of disability, low income, or age have transportation challenges and identifies the transportation activities to respond to these challenges.

On August 10, 2005, President George W. Bush signed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU authorizes the Federal surface transportation programs for highways, highway safety, and transit for the 5-year period 2005-2009. In addition, this legislation requires the development of a locally derived, coordinated public-transit Human Services Transportation Plan.

The Human Services Transportation Plan is the framework for prioritizing projects to receive Federal Transit Administration (FTA) Job Access Reverse Commute (JARC), New Freedom, and Elderly Persons and Persons with Disabilities funding. The intent of the Human Services Transportation Plan is to map a course for improving coordination between transportation systems, and improving transportation services for people with disabilities, elderly, and individuals with lower income. A Human Services

Transportation Plan ensures that communities coordinate transportation resources provided through multiple federal programs. A Coordinated plan enhances transportation access, minimizes duplication of services, and encourages the most cost-effective transportation possible.

The Human Services Transportation Plan brings together service providers, transportation funders, riders, and the community at-large to improve special needs transportation throughout the region. It has three major components:

- Background information.
- Geographic distribution of those with a disability, low income, elderly, and existing public transportation services.
- An analysis of human services transportation needs and recommended solutions.

### **Coordinated Planning Process in Skamania County**

The lack of reliable transportation resources for people with disabilities, elderly, and individuals with lower income requires special planning strategies. Human and community service agencies, public transit providers, and others have been working together to achieve the objectives of the Human Services Transportation Plan for Skamania County. The primary vehicle for bringing the entire region's various issues and challenges together has been the formation of the Human Services Transportation Planning Group, working in coordination with the Skamania County Transportation Policy Committee. All of the participants of these groups have contributed important pieces to the planning effort. Figure 1 identifies the agencies that have participated on the Human Services Transportation Planning Group and the Skamania County Transportation Policy Committee.

Regional and local coordination also includes collaboration with public agencies and non-profit organizations serving the needs of those with disabilities, elderly, and low-income. Their participation in the planning committees has contributed important pieces to the planning effort.

Some of the activities of these planning groups include:

- Dispersion and concentration patterns of those with disabilities, elderly, and low-income within Skamania County.
- Identification of existing transportation resources.
- Identification of unmet transportation needs and public transportation gaps.

The Planning Groups also analyzed proposed projects designed to maximize transportation resources, as well as ways to foster new transportation planning partnerships. Figure 2 provides a summary of major transportation issues that the Human Services Transportation Planning Group identified.

## *Figure 1*

### **Human Services Transportation Planning Group Participants**

Department of Social and Health Services  
Workforce Development Council of Southcentral Washington - WorkSource Stevenson  
Washington Gorge Action Program (CAP Agencies)  
City of Stevenson  
City of North Bonneville  
Southwest Washington Regional Transportation Council  
Skamania County Senior Services  
Washington State Department of Social and Health Services

### **Skamania County Transportation Policy Committee**

Washington Department of Transportation  
Skamania County  
City of Stevenson  
City of North Bonneville  
Port of Skamania  
Southwest Washington Regional Transportation Council

### **Other Stakeholders that Provided Input**

Employment Security, Skamania County Counseling Center (Mental Health), Rock Cove Assisted Living, Community Events and Recreation, Senior and Disabled Case Management, Homecare Services Agency, Skamania County Health Department, Human Services Council, Mid Columbia Housing Authority, Domestic Violence and Sexual Assault, and Medicaid Transportation Brokerage.

## *Figure 2*

### **Human Services Transportation Planning Group Recommendations**

As part of the coordinated process, the Human Services Transportation Planning Group reached consensus on the following recommendations:

1. **Maintain and Preserve the existing transportation system in Skamania County.** The Dial-a-ride project serving the general public and those with special needs is essential to the community. The fixed Route service into Fisher's Landing has successfully become an important linkage for Skamania County residents to the Portland/Vancouver metropolitan area.

2. **Expand Public Transportation Services.** Expand Skamania Senior Services to better meet the needs of elderly, low-income, and those with disabilities. This may include extended service hours, weekend service, new fixed routes, construction of additional park and rides, and other innovative public transit services.
3. **Continue link-age with other transit providers in the region.** Continue and expand Gorge TransLink, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area and to more distant destinations, such as Portland and Vancouver.
4. **Expand Volunteer Driver Program.** Maintaining a well-trained and enthusiastic volunteer driving staff. The volunteer driving program can be a cost effective way to serve trips, which cannot be covered by traditional public transit service.

#### **A. Geographic Distribution of Those With Disabilities, Low-Income, or Elderly**

In 2000, an estimated 9,872 people lived in Skamania County, Washington. The region's population grew at an annual rate of 1.5 percent between 1983 and 2000. Along with this moderate rate of population growth, the number of those with disabilities, low-income, or elderly has increased proportionally. By the year 2025, the county population is expected to reach near 13,000 further expanding the number of those with disabilities, low-income, or elderly. The 2000 census identifies a population within Skamania County of 1,281 or 13% below the poverty level, 1,604 or 13% with a disability, and 1,086 or 11% over 65 years of age.

Figure 3 displays the geographic distribution of those with disability in Skamania County by block group. Figure 4 displays the geographic distribution of those below the poverty level in Skamania County by block group. Figure 5 displays the geographic distribution of those over 65 years of age in Skamania County by block group.

Figure 3 displays the number of individuals with disability age 5 and older by U.S. Census block groups. Many of those with disabilities are in the southern portion of the county near the population centers. The highest concentration appears to be in the block group that includes much of Carson vicinity.

Figure 4 displays the number of individuals with income in 1999 below the poverty level. Many of those with low-income are in the southeastern portion of the county near the population centers. The highest concentration appears to be in the block groups in the vicinity of Stevenson and Carson.

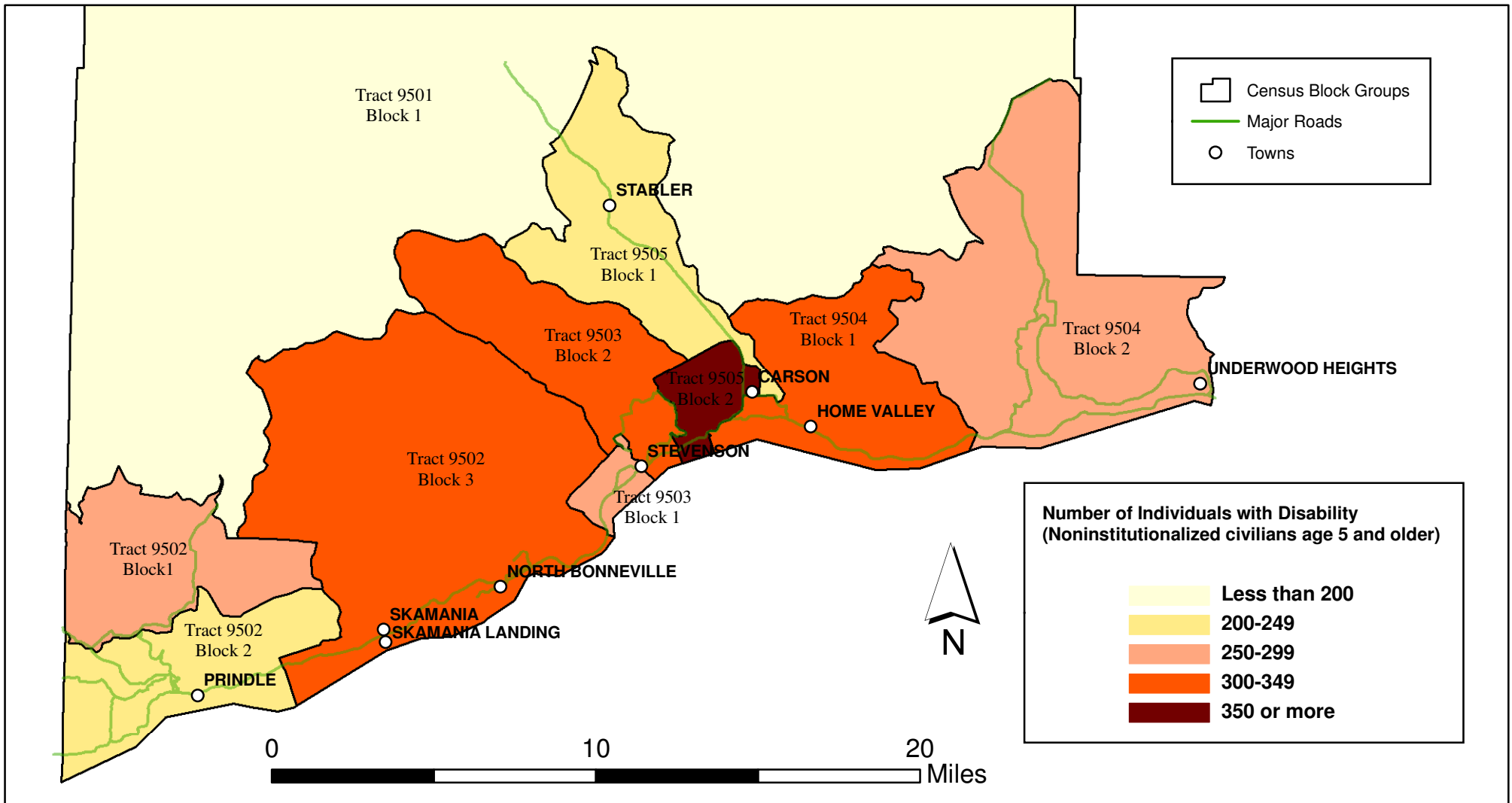
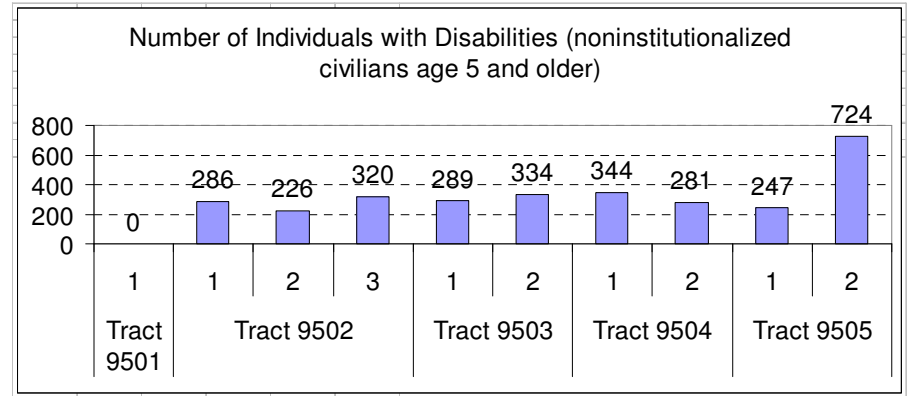
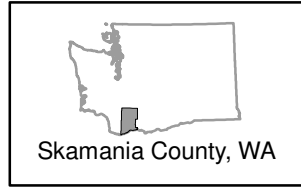
Figure 5 displays the number of individuals age 65 or older. Those over 65 years of age are distributed throughout the county with lower concentrations on the north, west, and east ends of the county. The highest concentration appears to be in the block group in the vicinity of Stevenson, North Bonneville, and Skamania.

## **B. Geographic Distribution of Existing Dial-A-Ride Users**

Figure 6 displays the geographic distribution of existing dial-a-ride service riders by individual rider pickup points, for the period January-March 2006. This figure demonstrates that the greatest densities of pickup locations are in the urban areas of Stevenson, Carson, and North Bonneville. However, significant destination points include Hood River, White Salmon, Portland, and Vancouver as well as other destinations within Skamania County. This distribution of both origins and destinations demonstrates significant advantages to providing dial-a-ride public transit service to a rural county.

**FIGURE 3:**  
**Number of Individuals with Disability**  
**(Noninstitutionalized civilians age 5 and older)**

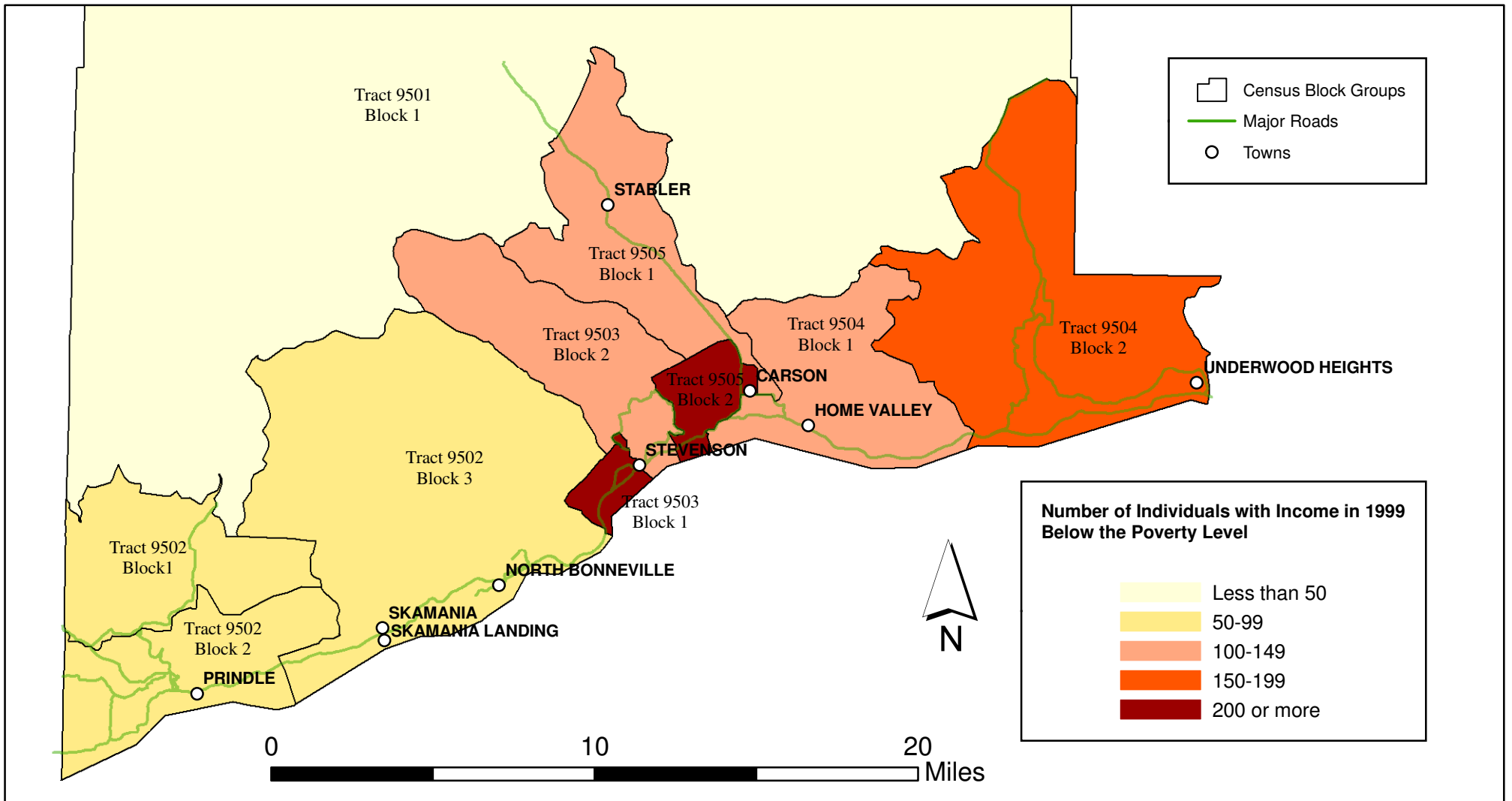
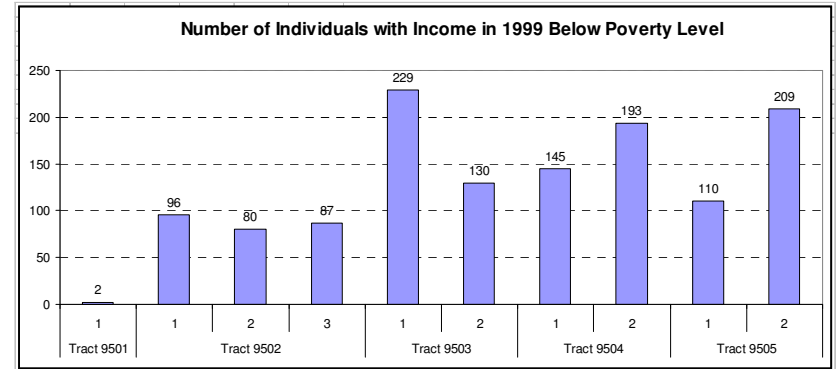
(SOUTHERN SKAMANIA COUNTY)



# FIGURE 4:

## Number of Individuals with Income in 1999 Below the Poverty Level

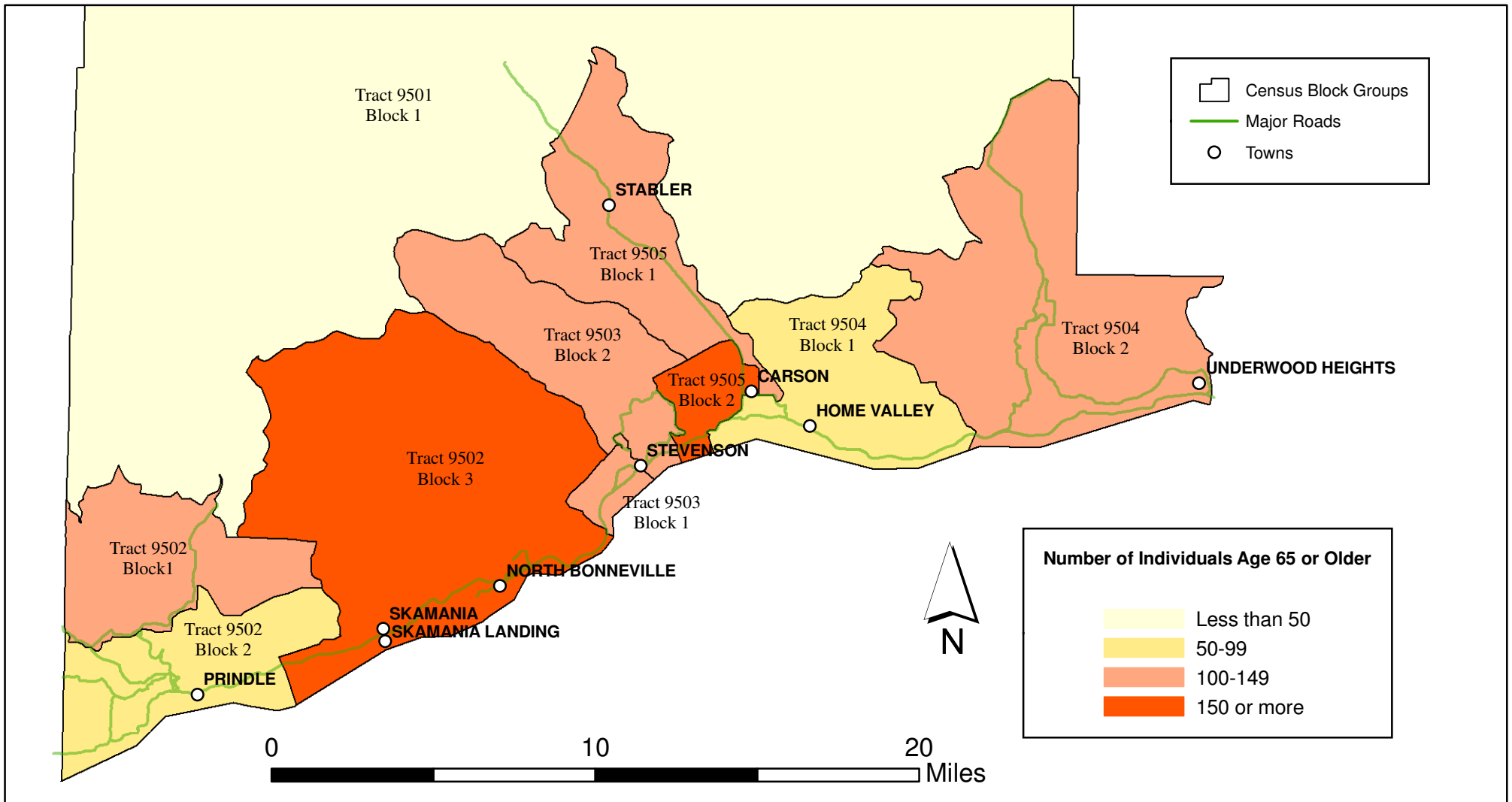
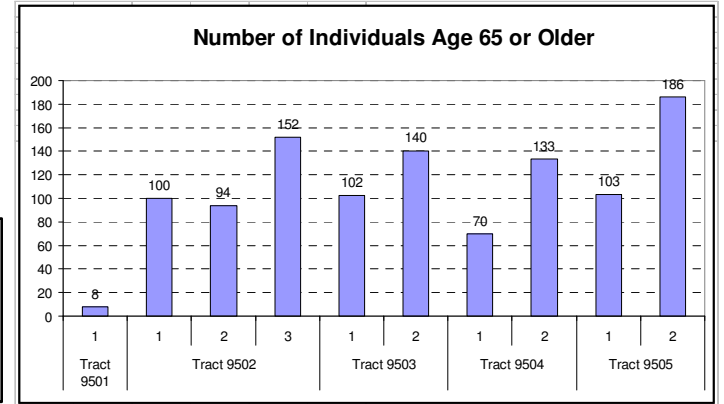
(SOUTHERN SKAMANIA COUNTY)



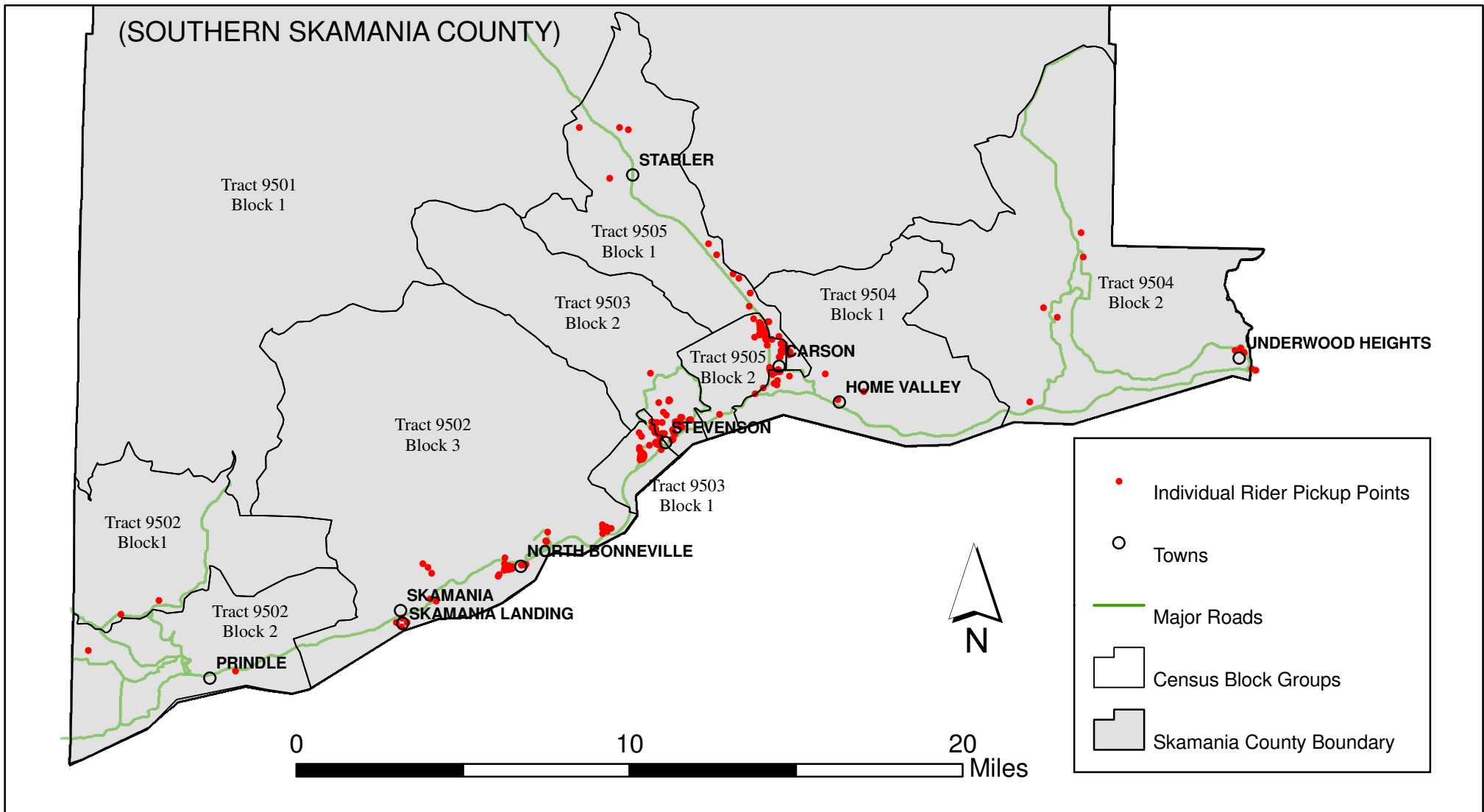
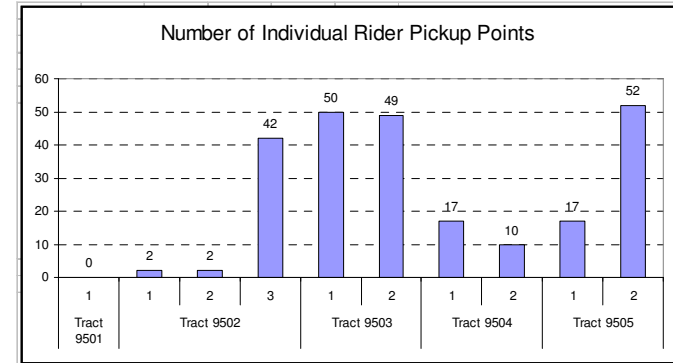


**FIGURE 5:**  
Number of Individuals Age 65 or older

(SOUTHERN SKAMANIA COUNTY)



**FIGURE 6:**  
**Distribution of Existing Dial-a-Ride Riders**  
**by Individual Pickup Points**



### C. Existing and Planned Transportation Services

Transit agencies, human and social service providers, and other agencies and groups that provide transportation services throughout the region work closely together. Figure 7 lists the many transportation providers in or near the Skamania County area. While there are a few other non-profit and social service-related transportation services that serve a small segment of the population, there are no other transit providers in Skamania County. Many of the services such as Amtrak, Greyhound, C-TRAN, and Gorge TransLink Partners must be accessed from a neighboring county, but serve a portion of Skamania’s population. These services provide an important link in the public transportation system network.

*Figure 7*

#### Transportation Service Providers in Skamania County

Skamania County Senior Services	Greyhound Bus Lines
Amtrak	Head Start
Human Service Council	Blue Star Services
Catholic Services	C-TRAN
Pupil Transportation	Gorge TransLink Partners

#### Existing Transportation Services in the Region

##### Transit

**Skamania County Senior Services.** Skamania County Senior Services is a county department established to meet a broad range of the needs of older residents of the county. It first began providing transportation to its clients in 1970. In 1990, transportation services were extended to Medicaid recipients. The dial-a-ride service was expanded to meet the needs of the general public in 1995 with receipt of funds from the Washington Department of Transportation. In 2004, the county was granted Rural Mobility funding to begin operation of a fixed route service between Skamania County and Clark County.

Clearly, Skamania County is the main provider of public transportation in Skamania County. Currently, the dial-a-ride service uses accessible minivans, two small buses, and a volunteer driver program to provide senior transportation, Medicaid Transportation and general public demand response transportation. The county’s dial-a-ride service is used by riders primarily for medical and social service appointments. However, other use is coordinated with the medical trips for the purpose of shopping, errands, recreation, and other uses. The fixed route service along SR-14 into Clark County uses two 20-passenger buses. With a combination of federal, state, and local funds, Skamania County provides over 15,300 dial-a-ride trips per year, and is currently averaging close to 1,200 fixed route trips per month.

### **Gorge TransLink**

Skamania County participates in Gorge TransLink, a group of transportation agencies in the Mid-Columbia River Gorge, whose purpose is to coordinate service and plan for linkage between the Columbia Gorge communities in Skamania, Klickitat, Hood River, Wasco and Sherman counties.

### **Other Transportation Services**

The following transportation providers serve a segment of the Skamania County population and visitors: AMTRAK (on the Washington side of the river), Greyhound (on the Oregon side of the river) private bus companies, school districts, and Gorge TransLink partners within their respective communities.

### **Planned Future Transportation Services in the Region**

The long-range transportation goals for the Skamania County region depend on providing more and better public transit services. Moving to a region where numerous travel options are available and attractive will take a dramatic shift in how we invest in public transportation. Numerous service changes and facility improvements are envisioned by Senior Services to provide better local service and to support future connections to neighboring counties.

The 2006 Regional Transportation Plan describes the regional transportation service and provides a strategy for future public transit improvements. These regional strategies include:

- Maintain and preserve the existing transportation system.
- Support transit system improvements.
- Support transportation demand management (TDM) and transportation system management (TSM) strategies to maximize the efficiency of the existing transportation system.

### **D. Transportation Needs and Gaps Between Target Populations and Services**

The Human Service Transportation Planning Group for Skamania County area identified a number of transportation-related local service needs and gaps that deserve immediate attention if the target populations are to receive public transportation services. Working with human services, social services agencies, transit agencies, and private providers, the Human Service Transportation Planning Group in Skamania County has determined where significant deficiencies exist in the local services and infrastructure to support those with disabilities, low-income, or elderly access to needed services. Conclusions reached through the region-wide coordinated planning process include:

- Disabled, low-income, and elderly populations are often “transit dependent.”
- Disabled, low-income, and elderly populations often have limited access to personal vehicles or their vehicles are often unreliable.
- Disabled, low-income, and elderly populations often do not have licenses or insurance, making personal vehicles, vanpools, or carpools impractical.
- Many of the needed services may require long distance travel, both within the county and to adjoining counties.
- Existing dial-a-ride service is efficiently meeting a majority of the needs of the transit dependent population in accessing medical and social services. Transportation for activities of daily living such as shopping, errands, senior meal programs, exercise and recreation is also available to most passengers making requests.
- Existing fixed route service to Fisher’s Landing Transit Center is meeting many general public needs for employment and education purposes as well as accessing services in the metropolitan area.
- Existing dial-a-ride service does not work well for employment trips.
- Dispersed residential and service locations make cost effective public transportation difficult.

### **Service Gaps and Needs**

The major unmet needs are:

- Extended evening public transit service.
- Weekend public transit service.
- Additional in-county demand-responsive service, a portion of which is dedicated to employment needs.
- Daily access to Hood River and neighboring counties for employment and services.
- Additional Park and Rides.
- Transit Amenities (shelters, benches, etc.)
- Additional education and outreach about public transportation opportunities to Skamania County residents.

### **Challenges of Public Transit**

Based on these findings, a number of challenges have been identified that stand in the way of providing necessary public transit connections between targeted populations and needed services.

**Request Hours and Service Hours Don't Match.** An impediment to public transportation's successful role in meeting the needs of the targeted groups is service hours. To maintain productivity, Skamania Senior Services has been forced to limit hours of operation and limit trips. Night and weekend service is unavailable. Medical

trips are the highest concern for the dial-a-ride service. A ride to work, school, and many other trip purposes can't be guaranteed on a daily basis. Rather, rides are scheduled on a first come basis.

**Rural Land Use Pattern.** Another impediment to public transportation is the dispersed residential and service locations, which make cost effective public transportation difficult. Many areas in the region are very difficult and will likely remain difficult to serve with public transit because of the rural land use development patterns. Many of the needed services are outside of the county and require significant time and resources.

**Numerous Unfunded Transit Needs.** Many identified transit needs remain unfunded in the region. Among the unfunded needs were fixed-route bus routes to neighboring counties, more frequent express service to Vancouver, Washington, and additional dial-a-ride service hours.

## **E. Projects Identified to Address Transportation Gaps**

### **A Coordinated Approach to a Regional Challenge**

The Human Service Transportation Plan for Skamania County outlines a range of projects that address the public transportation needs of those with disabilities, low-income, and elderly populations. The projects were structured and selected to implement the goals of the Human Service Transportation Planning Group, through proposals that depend on a significant amount of coordination between transportation providers, human and social services, and community agencies. The projects include specific actions that are intended to address the unique transportation requirements of the target population as they travel in the region.

The coordinated approach offers a key advantage over single-agency approaches. In that transit, human, and social service agencies will all benefit from cooperative strategies that assist disabled, low-income, and elderly to pursue activities and services. All stakeholders will benefit from more information sharing, including development of solutions to the transportation needs of the entire area, as well as the needs of target population. In addition, the program is more likely to succeed through multiple agencies working towards a common goal.

### **Projects Identified to Address Regional Objectives**

The Human Service Transportation Planning Group has identified and prioritized a number of services that address the area-wide objectives focused on helping disabled, low-income, and elderly travel to needed services and activities. These Identified projects have been prioritized as FY 2007-2009 Needs, No Cost or Low Cost Needs, and Long-Term Needs based on the need and potential for project implementation. FY 2007-2009 Needs are projects that are needed today and should be implemented to meet the

needs of the target population groups. No Cost or Low Cost Needs are services that can be implemented within existing budgets and resources. Long-Term Needs are projects that will be needed in the future as demand increases.

FY 2007-2009 Needs:

- *Maintain Existing Dial-a-ride Service for the general public and those with special needs in Skamania County:* Skamania County Senior Services provides essential transportation services for the disabled, elderly, and low-income. This service is essential to those that are transit dependent to access medical and social services, shopping and errand destinations and other activities of daily life. The annual operating budget for this service will be \$230,000 to \$250,000.
- *Maintain the existing deviated fixed route service between Skamania County and Fisher's Landing Transit Center in Clark County:* The SR-14 deviated fixed route service makes three round trips per day (morning, midday, evening). The service began in January 2004 and has been very successful and continues to grow in ridership. This service provides access to jobs, schooling, and other trip purposes within the greater Portland/Vancouver metropolitan area. No replacement vehicles are needed for this service. The annual operating budget for this service will be \$160,000 – \$200,000.
- *Capital funds to add two vehicles to Skamania County's fleet.* Purchase one new ADA mini-van to provide dial-a-ride services and purchase one new wheelchair accessible 20-passenger mini-bus to provide deviated fixed route service to Hood River Oregon. Cost of the vehicles will be approximately \$125,000.
- *Additional In-County Demand-Responsive Service.* Especially to meet low-income employment/training needs and to give the elderly and disabled more flexibility in traveling. Current service does not meet the entire request for service. This additional in-county demand-responsive service would include additional service during the day. The annual operating budget for this additional service could be up to \$95,000.
- *New deviated Fixed Route Service between Skamania County and Hood River, Oregon.* A transit survey conducted in 2003 identified Hood River as a major destination for additional service. Plan stakeholders recently confirmed that this service would meet many of the current unmet needs. A fixed route service interconnecting with the SR-14 service to Clark County would provide significant mobility to disabled, elderly, and low-income populations. This service would be developed with Gorge TransLink partners. The annual operating budget for this service will be \$160,000 - \$200,000.
- *Transit Facilities & Amenities:* Additional park and rides, transit shelters, and other amenities would attract additional riders to the existing system and provide more visibility to Skamania Senior Services. The immediate need is for a small park and ride, with transit shelters in Carson, Stevenson, and North Bonneville. The capital budget for the immediate need is approximately \$250,000.

#### No Cost or Low Cost Needs:

- *Expand Volunteer Driver Program:* Given the dispersed population, many trips could be more efficiently and cost-effectively served by volunteer drivers. There is a need to recruit and train additional drivers to support local and inter-county transportation services. Volunteer drivers are recruited and trained within the existing budget.
- *Expanded Outreach and Education:* Expanded outreach and education is needed to inform the public of the public transit services that are provided. This may include everything from a program to educate potential riders how to use public transit to improved advertising and Web page. Outreach and education is performed within the existing budget.
- *Expanded Gorge TransLink:* Skamania County need to continue to work with other Mid-Columbia transit providers to improve efficiencies and link systems. Skamania County will continue to meet and work with Gorge TransLink partner agencies to improve linkage. No additional budget is needed. However, this group may identify additional transportation needs that may need funding.

#### Long-Term Needs:

- *Additional Evening and Weekend Service.* To give the elderly and disabled more flexibility in traveling, later evening and weekend service will be need. This additional evening and weekend in-county demand-responsive service will provide additional alternatives to those that depend on transit.
- *Additional fixed route service to Clark County.* To provide additional flexibility and opportunity for jobs, schooling, and other trip purposes within the greater Portland/Vancouver metropolitan area the SR-14 service could be expanded from three trips per day to 5 or 6 trips per day.



# *Human Services Transportation Plan*

*For Klickitat County, Washington*

*December 19, 2006*

Prepared by Southwest Washington Regional Transportation Council in  
cooperation with the Human Services Transportation Planning Group

*Human Services Transportation Plan  
For Klickitat County, Washington*

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## Introduction

Individuals or families with special transportation needs may have difficulty getting around their community. For many people receiving transportation services is not a choice but rather a necessity. Due to their disability, low-income status, or age, individuals may not have access to private automobiles. Without ready access to transportation, simple daily activities become all but impossible to accomplish. Solutions to the transportation needs of those with disabilities, low-income, or elderly will require a variety of innovative strategies. Strategies should maximize and augment existing resources, where possible. These strategies must take into consideration the special challenges of these targeted groups.

Klickitat County, located in south central Washington, has a geographic area of 1,880 square miles and ranks 16th in size among Washington's 39 counties. Bordering Klickitat County are Skamania County to the west, Yakima County to the north, and Benton County to the east. The Columbia River forms the southern border. The southernmost portion of the Yakama Indian Reservation extends into northern Klickitat County. The Klickitat and White Salmon rivers, both tributaries of the Columbia, flow through Klickitat County. The county's economy has been based on sheep and cattle raising, wheat, orchards, timber, and aluminum (no longer in operation), and the county is home to the Maryhill Museum. Goldendale, population 3,760, is the largest city and county seat. Klickitat County's population is approximately 19,000, two-thirds of whom live in unincorporated portions of the county.

Klickitat County is rural and often lacks the employment, medical, higher education, and other services that residents may need. Finding these services may require significant travel. For those people who cannot or do not drive or have a car, getting where they need or want to go can be a problem. A growing low-income agriculture worker population, in east Klickitat County needs transportation services. Approximately one quarter of the Klickitat County work force commutes outside of the county for work. Residents must often travel out of the county to attend college. Residents must travel outside the county for medical services that are not offered within the county. For those with disabilities, low income, or elderly many of these essential trips can only be met through public transportation services. For these people, public transit is more than merely a ride - it is a lifeline. Despite the importance of public transit, the region's existing public transportation services cannot meet all the transportation demands of these targeted groups.

In 1998, the Klickitat County Public Transportation Benefit Area Board conducted a public transportation feasibility study to determine the need and feasibility of developing a public transit system in Klickitat County, Washington. As part of the study stakeholder interviews, public telephone survey, on-board ridership survey, and an extensive public involvement program were utilized. Based on the study's survey, the demand response service provided by Mount Adams Transportation Services is very important to the community. Most people in Klickitat County know about the current service, with highest knowledge in the three largest cities of Goldendale, White Salmon, and Bingen.

Of those that have ridden the bus all expressed a very positive attitude. The county residents believe that Klickitat County needs more public transportation services, especially for the transportation disadvantaged including the elderly, low-income, and disabled. When asked about the communities they would travel to most respondents indicated The Dalles, Goldendale, Portland/Vancouver, Yakima, Hood River, and White Salmon/Bingen.

In 2003, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area was formed. The group effort is called Gorge Translink. The long-term vision of the group is to develop a closely coordinated network of services offering a unified service and fare structure, while retaining the individual identity of each service provider. The system is intended to serve the general public and serve as a safety net for those who are unable to transport themselves, such as seniors, people with disabilities, children, and people without dependable vehicles. The 2003 Report for Gorge Translink-Travel Needs and Coordination Strategies in the Mid-Columbia Region identified the following unmet service needs:

- Greater transit opportunities to the Portland/Vancouver area and to commercial hubs of The Dalles and Hood River.
- Public Transportation for employment.
- Transportation options for shopping in urban commercial sectors.
- Transportation options in the evenings and on weekends.
- Transportation for after-school activities or evening programs.

### **Human Services Transportation Plan**

The *Human Services Transportation Plan* summarizes the transportation needs for those people who because of disability, low income, or age have transportation challenges and identifies the transportation activities to respond to these challenges.

On August 10, 2005, President George W. Bush signed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU authorizes the Federal surface transportation programs for highways, highway safety, and transit for the 5-year period 2005-2009. In addition, this legislation requires the development of a locally derived, coordinated public-transit Human Services Transportation Plan.

The Human Services Transportation Plan is the framework for prioritizing projects to receive Federal Transit Administration (FTA) Job Access Reverse Commute (JARC), New Freedom, and Elderly Persons and Persons with Disabilities funding. The intent of the Human Services Transportation Plan is to map a course for improving coordination between transportation systems, and improving transportation services for people with disabilities, elderly, and individuals with lower income. A Human Services Transportation Plan ensures that communities coordinate transportation resources provided through multiple federal programs. A Coordinated plan enhances transportation access, minimizes duplication of services, and encourages the most cost-effective transportation possible.

The Human Services Transportation Plan brings together service providers, transportation funders, riders, and the community at-large to improve special needs transportation throughout the region. It has three major components:

- Background information.
- Geographic distribution of those with a disability, low income, elderly, and existing public transportation services.
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### **Coordinated Planning Process in Klickitat County**

The lack of reliable transportation resources for people with disabilities, elderly, and individuals with lower income requires special planning strategies. Human and community service agencies, public transit providers, and others have been working together to achieve the objectives of the Human Services Transportation Plan for Klickitat County. The primary vehicle for bringing the entire region's various issues and challenges together has been the formation of the Human Services Transportation Planning Group, working in coordination with the Klickitat County Transportation Policy Committee. All of the participants of these groups have contributed important pieces to the planning effort. Figure 1 identifies the agencies that have participated on the Human Services Transportation Planning Group and the Klickitat County Transportation Policy Committee.

Regional and local coordination also includes collaboration with public agencies and non-profit organizations serving the needs of those with disabilities, elderly, and low-income. Their participation in the planning committees has contributed important pieces to the planning effort.

Some of the activities of these planning groups include:

- Dispersion and concentration patterns of those with disabilities, elderly, and low-income within Klickitat County.
- Identification of existing transportation resources.
- Identification of unmet transportation needs and public transportation gaps.

The Planning Groups also analyzed proposed projects designed to maximize transportation resources, as well as ways to foster new transportation planning partnerships. Figure 2 provides a summary of major transportation issues that the Human Services Transportation Planning Group identified.

## *Figure 1*

### **Human Services Transportation Planning Group Participants**

Klickitat County Senior Services/Mount Adams Transportation Service  
Human Services Council  
Southwest Washington Regional Transportation Council  
Washington Gorge Action Programs  
Klickitat County Adult Probation  
Comprehensive Mental Health/Dependency Health Services  
Klickitat County Health Department  
Washington State Division of Children and Family Services  
Citizens

### **Klickitat County Transportation Policy Committee**

Washington Department of Transportation  
Klickitat County  
City of Bingen  
City of Goldendale  
City of White Salmon  
Port of Klickitat  
Southwest Washington Regional Transportation Council

## *Figure 2*

### **Human Services Transportation Planning Group Recommendations**

As part of the coordinated process, the Human Services Transportation Planning Group reached consensus on the following recommendations:

1. **Maintain and Preserve the existing transportation system in Klickitat County.** The demand response system serving the general public and those with special needs is essential to the Klickitat County community.
2. **Expand Public Transportation Services.** Expand Klickitat Senior Services to better meet the needs of elderly, low-income, and those with disabilities. This may include extended service hours, weekend service, new fixed route service to neighboring counties, and other innovative public transit services.
3. **Continue linkage with other transit providers in the region.** Continue and expand Gorge Translink, an alliance of transportation providers offering public transportation services throughout the Mid-Columbia River Gorge area and to more distant destinations, such as Portland and Vancouver. In addition, the region needs to link with public transportation in Yakima County.

4. **Expand Volunteer Driver Program.** Maintaining a well-trained and enthusiastic volunteer driving staff. The volunteer driving program can be a cost effective way to serve trips, which cannot be covered by traditional public transit service.

### **A. Geographic Distribution of Those With Disabilities, Low-Income, or Elderly**

In 2000, an estimated 19,161 people lived in Klickitat County, Washington. The region's population grew at an annual rate of 1.5 percent between 1980 and 2000. Along with this moderate rate of population growth, the number of those with disabilities, low-income, or elderly has increased proportionally. By the year 2025, the county population is expected to reach near 26,000 further expanding the number of those with disabilities, low-income, or elderly. The 2000 census identifies a population within Klickitat County of 3,236 or 17.0% below the poverty level, 3,814 or 21.4% with a disability, and 2,644 or 13.8% over 65 years of age.

Figure 3 displays the geographic distribution of those with disability in Klickitat County by block group. Figure 4 displays the geographic distribution of those below the poverty level in Klickitat County by block group. Figure 5 displays the geographic distribution of those over 65 years of age in Klickitat County by block group.

Figure 3 demonstrates that those with disabilities are spread through out the county. Although, the block groups near Bingen, Dallesport, and Goldendale areas do have a higher concentration of those with disabilities. Figure 4 demonstrates that many of those with low-income are near the communities of Goldendale and Bingen. Figure 5 demonstrates that those over 65 years of age are concentrated around the Goldendale area.

### **B. Geographic Distribution of Existing Public Transit Riders**

Figure 6 displays the geographic distribution of existing public transit ridership. This figure demonstrates that the greatest densities of both origins and destinations are in the vicinity of incorporated areas of Klickitat County. These areas include Bingen, Goldendale, and White Salmon. Significant destinations for medical appointments are to The Dalles, Hood River, and Portland/Vancouver region. This distribution of both origins and destinations provides significant advantages to providing dial a ride public transit service to a rural county.

Figure 3

### Number of Disabled Persons in Klickitat County by Census Tract

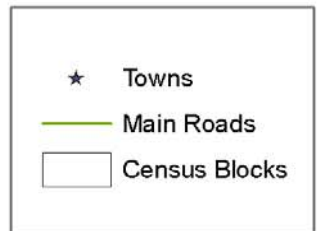
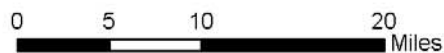
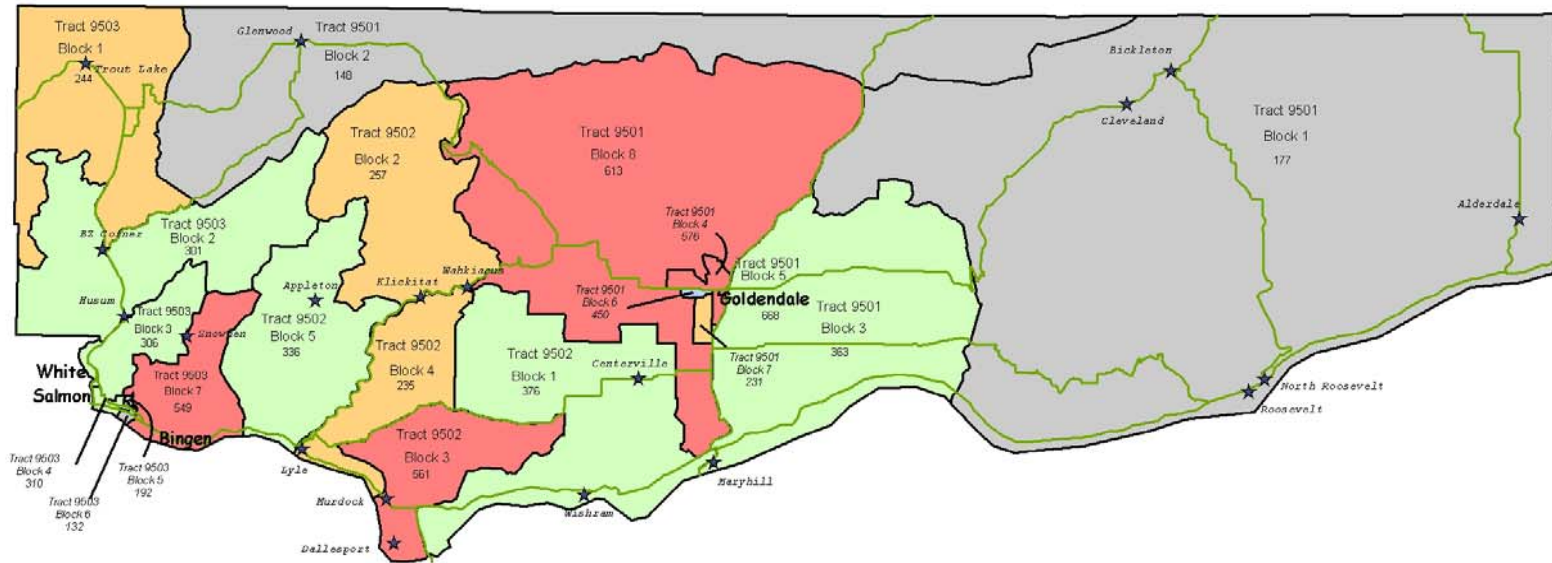
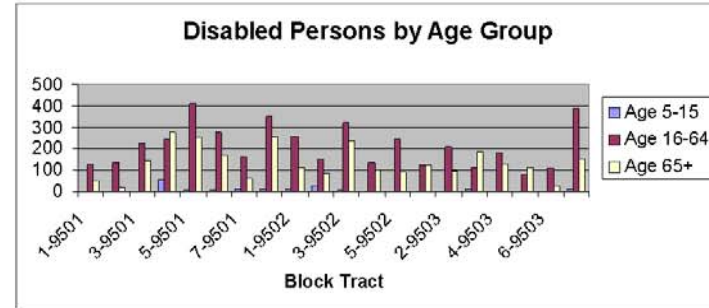
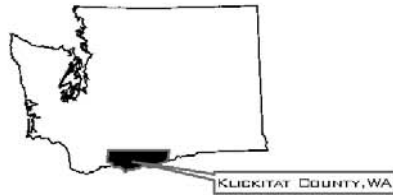




Figure 4

### Number and Percentage of Persons Below Poverty Level in Klickitat County by Census Tract

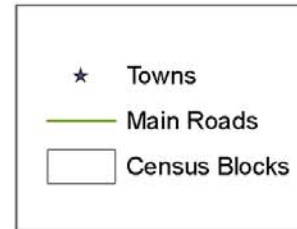
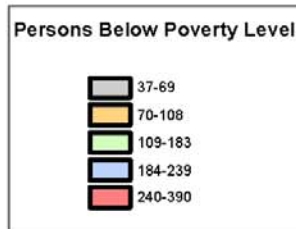
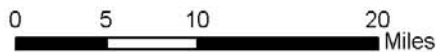
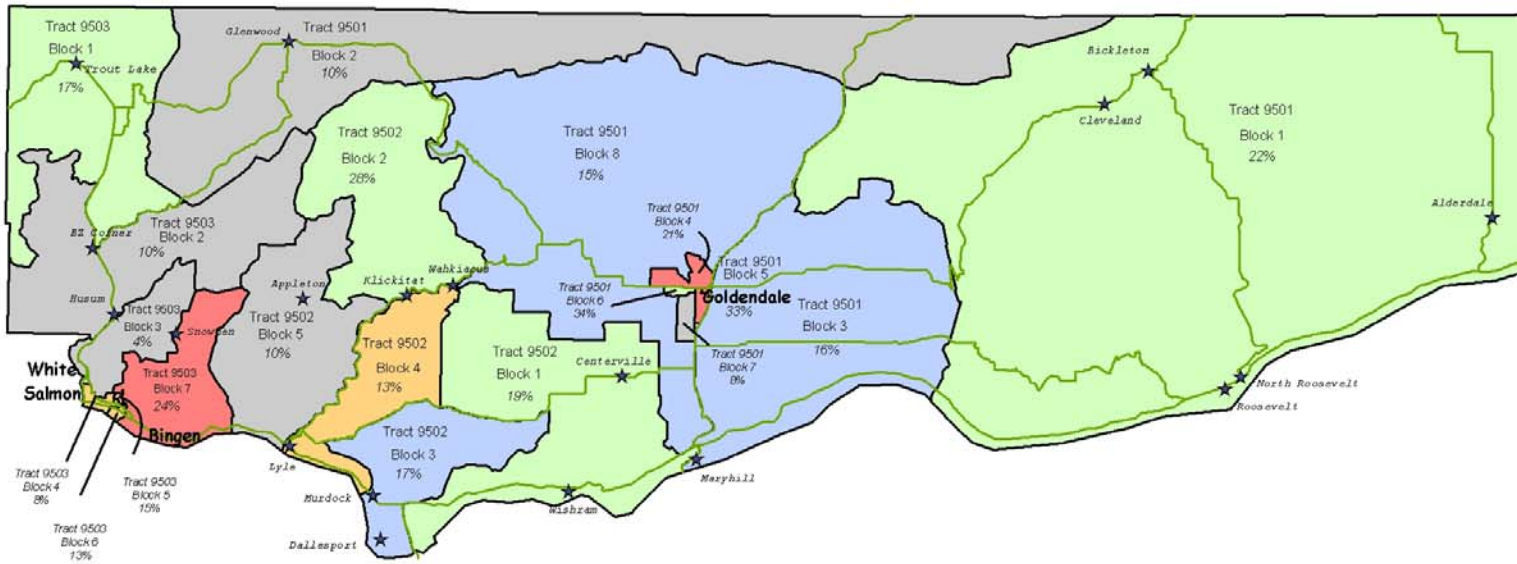
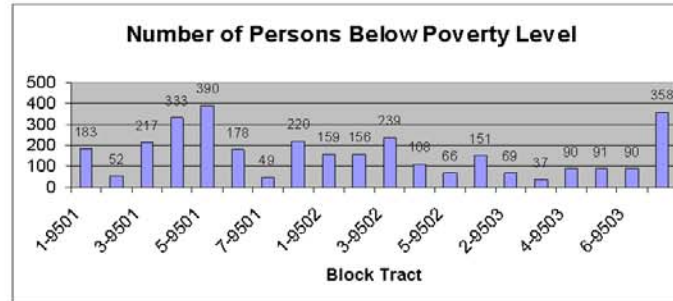
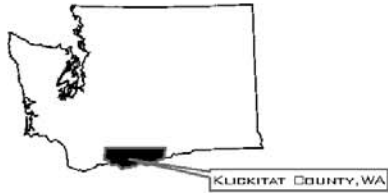
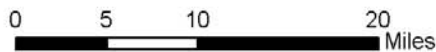
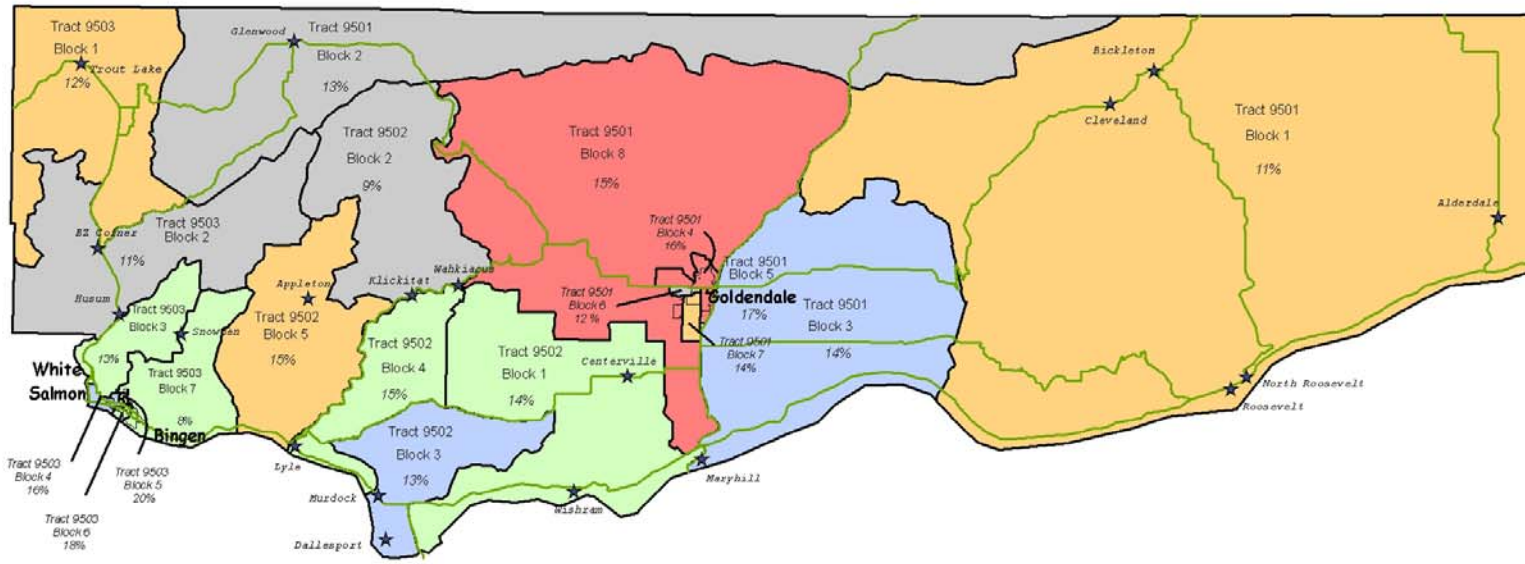
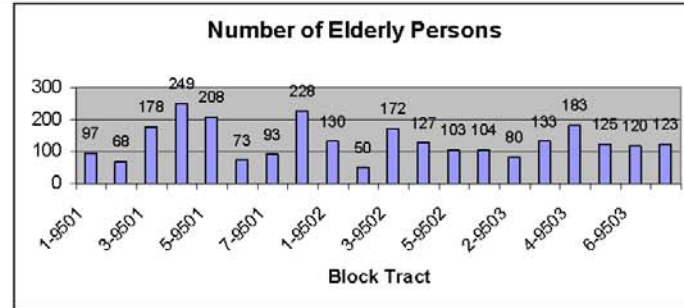


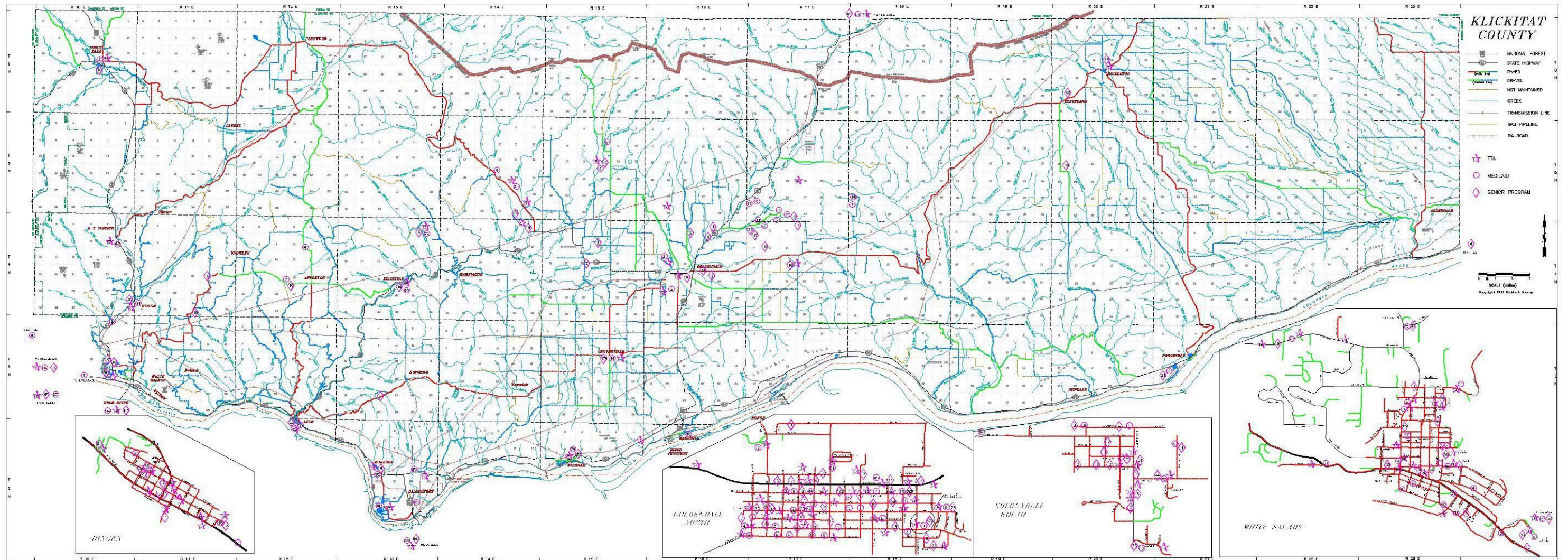
Figure 5

### Number and Percentage of Elderly Persons in Klickitat County by Census Tract





**Figure 6**  
**Existing Klickitat Senior Services Ridership**





### C. Existing and Planned Transportation Services

Transit agencies, human and social service providers, and other agencies and groups that provide transportation services throughout the region work closely together. Figure 7 lists the many transportation providers in or near the Klickitat County area. While there are a few other non-profit and social service-related transportation services that serve a small segment of the population, there are no other public transit providers in Klickitat County. Many of the services such as Greyhound and Gorge Translink Partners must be accessed from a neighboring county, but serve a portion of Klickitat’s population. Many of the private providers are cost prohibitive for many of those in the target populations. These services provide an important link in the public transportation system network.

**Figure 7**  
**Transportation Service Providers in Klickitat County**

Mount Adams Transportation Service	Greyhound Bus Lines
Amtrak	Head Start
Human Service Council	Columbia Gorge Express
Blue Star Airporter	MTR Charters
Pupil Transportation	Gorge Translink Partners
Private Taxi Companies (Oregon)	

#### Existing Transportation Services in the Region

##### Transit

**Mount Adams Transportation Service.** Mount Adams Transportation Services is operated by Klickitat County Senior Services, a county department. Klickitat County Senior Service first began providing transportation to its clients in 1978. In 1988, transportation services were extended to Medicaid recipients. The dial a ride service was expanded to meet the needs of the general public in 1995 and became known as Mount Adams Transportation Services with receipt of funds from the Washington Department of Transportation. In 2004, the county received a federal Job Access grant to begin operation of service between White Salmon/Bingen, Washington and Hood River, Oregon.

Clearly, Mount Adams Transportation Service is the main provider of public transportation in Klickitat County. Currently, the dial-a-ride service uses five minibuses and one minivan, and a volunteer driver program to provide senior transportation, Medicaid Transportation and general public demand response transportation. They also keep 2 minibuses as for backup. The county’s dial-a-ride service is used by riders primarily for medical and social service appointments. However, other use is coordinated with the medical trips for the purpose of shopping, errands and recreation. Mount Adams Transportation Services provides a morning, midday, and evening daily service from White Salmon/Bingen to Hood River for employment and other needs. Senior trips to

meal sites and shopping destinations are provided, and trips are scheduled to provide transportation home from after school activities. With a combination of federal, state, and local funds, Mount Adams Transportation Services provides over 25,000 demand response trips per year, and is currently averaging close to 70 employment trips between White Salmon and Hood River per month.

### **Gorge Translink**

Klickitat County participates in Gorge Translink, a group of transportation agencies in the Mid-Columbia River Gorge, whose purpose is to coordinate service and plan for linkage between the Columbia Gorge communities in Klickitat, Skamania, Hood River, Wasco and Sherman counties.

### **Other Transportation Services**

The following transportation providers serve a segment of the Klickitat County population and visitors: AMTRAK, Greyhound (on the Oregon side of the river) private bus companies, private taxi (Oregon taxi companies occasionally serve Klickitat County), school districts, and Gorge Translink partners within their respective communities.

## **Planned Future Transportation Services in the Region**

The long-range transportation goals for the Klickitat County region depend on providing more and better public transit services. Moving to a region where numerous travel options are available and attractive will take a dramatic shift in how we invest in public transportation. Numerous service changes are envisioned by Mount Adams Transportation Services to provide better local service and to support future connections to neighboring counties.

The 2006 Regional Transportation Plan describes the regional transportation service and provides a strategy for future public transit improvements. These regional strategies include:

- Maintain and preserve the existing transportation system.
- Support transit system improvements.
- Support transportation demand management (TDM) and transportation system management (TSM) strategies to maximize the efficiency of the existing transportation system.

## **D. Transportation Gaps Between Target Populations and Services**

The Human Service Transportation Planning Group for Klickitat County area identified a number of transportation-related local service needs and gaps that deserve immediate attention if the target populations are to receive public transportation services. Working

with human services, social services agencies, transit agencies, and private providers, the Human Service Transportation Planning Group in Klickitat County has determined where significant deficiencies exist in the local services and infrastructure to support those with disabilities, low-income, or elderly access to needed services. Conclusions reached through the region-wide coordinated planning process include:

- Disabled, low-income, and elderly populations are often “transit dependent.”
- Disabled, low-income, and elderly populations often have limited access to personal vehicles or their vehicles are often unreliable.
- Disabled, low-income, and elderly populations often do not have licenses or insurance, making personal vehicles, vanpools, or carpools impractical.
- Many of the needed services may require long distance travel, both within the county and to adjoining counties.
- Existing dial a ride service does not work well for employment trips.
- Dispersed residential and service locations make cost effective public transportation difficult.
- Existing dial-a-ride service is efficiently meeting a majority of the needs of target populations in accessing medical, social services, and other activities.

### **Service Gaps and Needs**

The major unmet needs are:

- Extended evening public transit service.
- Weekend public transit service.
- Additional in county demand-responsive service, a portion of which to serve employment needs.
- Daily access to neighboring counties for employment and services.
- Additional education and outreach about public transportation opportunities to Klickitat County residents and human service agencies.

### **Challenges of Public Transit**

Based on these findings, a number of challenges have been identified that stand in the way of providing necessary public transit connections between targeted populations and needed services.

**Request Hours and Service Hours Don't Match.** An impediment to public transportation's successful role in meeting the needs of the targeted groups is service hours. To maintain productivity, Klickitat Senior Services has been forced to limit hours of operation and limit trips. Night and weekend service is usually unavailable. Medical trips are the highest concern. A ride to work, school, and many other trip purposes can't be guaranteed on a daily basis. Rather rides are scheduled on a first come basis.

**Rural Land Use Pattern.** Another impediment to public transportation is the dispersed residential and service locations, which make cost effective public transportation difficult. Many areas in the region are very difficult and will likely remain difficult to serve with public transit because of the rural land use development patterns. Many of the needed service are outside of the county and require significant time and resources.

**Numerous Unfunded Transit Needs.** Many identified transit needs remain unfunded in the region. Among the unfunded needs were fixed-route bus routes to neighboring counties and additional demand response service hours.

## **E. Projects Identified to Address Transportation Gaps**

### **A Coordinated Approach to a Regional Challenge**

The Human Service Transportation Plan for Klickitat County outlines a range of projects that address the public transportation needs of those with disabilities, low-income, and elderly populations. The projects were structured and selected to implement the goals of the Human Service Transportation Planning Group, through proposals that depend on a significant amount of coordination between transportation providers, human and social services and community agencies. The projects include specific actions that are intended to address the unique transportation requirements of the target population as they travel in the region.

The coordinated approach offers a key advantage over single-agency approaches. In that transit, human, and social service agencies will all benefit from cooperative strategies that assist disabled, low-income, and elderly to pursue activities and services. All stakeholders will benefit from more information sharing, including development of solutions to the transportation needs of the entire area, as well as the needs of target population. In addition, the program is more likely to succeed through multiple agencies working towards a common goal.

### **Projects Identified to Address Regional Objectives**

The Human Service Transportation Planning Group has identified a number of services that address the area-wide objectives focused on helping disabled, low-income, and elderly travel to needed services and activities.

#### FY 2007-2009 Needs:

- *Continue to provide existing Dial-a-Ride and Route Deviated Services:* Mount Adams Transportation provides essential transportation services for the disabled, elderly, and low-income. This service is essential to those that are transit dependent. The annual operating budget for this service will be \$800,000 to 825,000 per year.
- *Replace existing MiniBus and purchase additional vehicles.* All public transit providers have a continual need to replace aging vehicles and add vehicles as services expand. In addition, the need to maintain a fleet of vehicles is essential to public transit service. Mt. Adams Transportation will need 3 new and 1 replacement vehicles. The capital cost of vehicles will be \$160,000 to \$170,000.
- *Biggs Bridge Closure Transit Alternative.* The SR-97 Biggs Bridge is scheduled for a 10 month closure starting in September 2007. This will add 100 miles to the daily commute for many low-wage residents of Goldendale, WA who are employed in Biggs, OR. The businesses in Biggs have agreed to coordinate their shifts to make transit service feasible. The proposed project will provide a morning and late afternoon transit service between Goldendale and Biggs, via The Dalles. With completion of the Biggs Bridge project service would continue. The annual operating budget for this service will be approximately \$90,000 per year.

#### No Cost/Low Cost Needs:

- *Expand Volunteer Driver Program:* Given the disperse population, many trips could be more efficiently and cost-effectively served by volunteer drivers. There is a need to recruit and train additional drivers to support local and inter-county transportation services. Volunteer drivers are recruited and trained within the existing budget.
- *Expanded Outreach and Education:* Expanded outreach and education is needed to inform the public and service agencies of the public transit services that are provided. This may include everything from a program to educate potential riders how to use public transit to improved advertising and Web page. Outreach and education is performed within the existing budget.
- *Expanded Gorge Translink:* Klickitat County need to continue to work with other Mid-Columbia transit providers to improve efficiencies and link systems. Klickitat County will continue to meet and work with Gorge Translink partner agencies to improve linkage. No additional budget is needed. However, this group may identify additional transportation needs that may need funding, including projects already identified in this plan.



Long-Term Needs:

- *Fixed Route Service to Hood River, OR.* A fixed route service to Hood River, OR would provide significant mobility to disabled, elderly, and low-income populations. This service will be coordinated with Skamania County and other Translink partners. No cost estimate has been prepared.
- *Fixed Route Service to The Dalles, OR.* A fixed route service to The Dalles, OR would provide significant mobility to disabled, elderly, and low-income populations. Often Klickitat County residents must travel out of the county for jobs and other services. This service would likely require additional vehicles. No cost estimate has been prepared.
- *Fixed Route Service to Skamania County.* A fixed route service to Skamania County would provide significant mobility to disabled, elderly, and low-income populations. This service should connect to Skamania's SR-14 service connecting to the Portland/Vancouver urban area. This service would likely require additional vehicles. No cost estimate has been prepared.
- *Fixed Route Service to Yakima County.* A fixed route service to Yakima County would provide significant mobility to disabled, elderly, and low-income populations. This service could connect to Yakima's transit system providing additional access to service and needs. This service would likely require additional vehicles. No cost estimate has been prepared.
- *Evening In-County Demand-Responsive Service.* This service would give the elderly, disabled, and low-income more flexibility in traveling. No cost estimate has been prepared.
- *Weekend In-County Demand-Responsive Service.* This service would give the elderly, disabled, and low-income more flexibility in traveling. No cost estimate has been prepared.