

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

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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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.

The policies, findings, and recommendations contained in this Plan do not necessarily represent the views of the state and federal agencies identified above and do not obligate those agencies to provide funding to implement the contents of the Plan as adopted.

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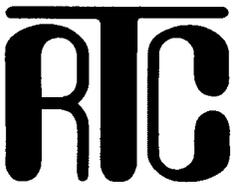
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**Human Services Transportation Plan for
Southwest Washington Regional Transportation Council**

TABLE OF CONTENTS

	Pages:
RTC Board Resolution 12-10-25 , adopting RTC's Human Services Transportation Plan for Clark, Skamania and Klickitat Counties and Project Priorities	
Human Services Transportation Plan for Clark County, Washington	C1 to C74
Human Services Transportation Plan for Skamania County, Washington	S1 to S18
Human Services Transportation Plan for Klickitat County, Washington	K1 to K16



STAFF REPORT/RESOLUTION

TO: Southwest Washington Regional Transportation Council Board of Directors
FROM:  Dean Lookingbill, Transportation Director
DATE: November 30, 2010
SUBJECT: **Human Services Transportation Plan for Clark, Skamania and Klickitat Counties and Project Priorities, Resolution 12-10-25**

BACKGROUND

The purpose of this Resolution is to provide information on the Human Services Transportation Plan update and to seek RTC Board action to approve the Plan update and the list of ranked special needs transportation projects from RTC's three-county Regional Transportation Planning Organization region. The Board's action will allow the ranked projects to be submitted to WSDOT for funding consideration through the 2011-2013 statewide competitive Consolidated Public Transportation Grant program. The draft Human Services Transportation Plan update is attached with this Resolution for review and a brief overview of the ranked projects is included within the Resolution.

The RTC Board adopted the region's first Human Services Transportation Plan (HSTP) for Clark, Skamania and Klickitat Counties in January 2007. Development of an HSTP was first required by the federal transportation act, SAFETEA-LU (2005), with the intent of identifying transportation needs and solutions and thereby improving transportation services for people with disabilities, seniors, and individuals with lower incomes as well as those in rural locations who cannot provide transportation for themselves. Development of a Human Services Transportation Plan can help to ensure 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.

At the August 2010 meeting, staff provided the Board with background information on the Human Services Transportation Plan including a summary of current services, unmet needs, challenges and potential strategies to address the needs. Since then, staff has continued to meet with stakeholders to complete the draft Plan and to evaluate and provide a draft ranking of the proposed transportation projects resulting from the Plan.

HUMAN SERVICES TRANSPORTATION PLAN AND FUNDING PROGRAMS

Development of an HSTP is a condition for receiving funding through WSDOT's statewide competitive Consolidated Public Transportation Grant program. WSDOT created a consolidated

grant application process in 2003 to combine the applications for 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). Through the consolidated program, WSDOT distributes a variety of state and federal grants to support public transportation programs. These programs are:

- Federal Transit Administration:
 - Section 5310 Special Needs of Elderly & Individuals with Disabilities,
 - Section 5311 Rural,
 - Section 5316 Job Access and Reverse Commute, and
 - Section 5317 New Freedom 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.
- State Rural Mobility Competitive
- State Paratransit/Special Needs Competitive for non-profit agencies.

HUMAN SERVICES TRANSPORTATION PLAN: OUTLINE

The elements of the Human Services Transportation Plan, as recommended by the state Agency Council on Coordinated Transportation (ACCT), to meet state and federal requirements are listed below:

- Convene Stakeholder Group,
- Gather Data and Information
- Identify Unmet Transportation Needs
- Develop Strategies to Meet Public Transportation Needs

THREE COUNTY DATA, CURRENT SERVICES, SPECIAL TRANSPORTATION NEEDS AND STRATEGIES

For each of the three counties in RTC'S region, relevant data, a description of current service providers, stakeholder meetings to identify needs, a listing of needs, and potential strategies to meet these needs were provided at the August 2010 RTC Board meeting. They are fully addressed in the attached Human Services Transportation Plan.

PROJECT EVALUATION AND RANKING

Local agencies in Clark, Klickitat and Skamania counties developed project grant proposals to meet identified transportation needs and on November 17 regional partners met with RTC staff to discuss and rank project proposals to be submitted for statewide funding consideration. November 17 meeting participants included staff of Southwest Washington Regional Transportation Council, The Human Services Council, Mt. Adams Transportation, Skamania

County Senior Services, Mid-Columbia Economic Development District, Catholic Community Services, WSDOT and C-TRAN.

The projects were evaluated using criteria that reflect the WSDOT Consolidated Grant Program goals. The evaluation criteria are listed below:

- ***Address Deficiencies*** – Encourage communities to identify and address deficiencies in paratransit/special needs or rural public transportation.
- ***Provide a Community Benefit*** – Assist local areas in determining community benefits and support for paratransit/special needs or rural public transportation.
- ***Preservation or Enhancement*** – Provide funding to preserve or enhance paratransit/special needs or rural public transportation where there is a demonstrated need and measureable benefit.
- ***Community Connections*** – Support a sustainable network of transportation services within and between communities.
- ***Financial Partnerships*** – Establish opportunities for local jurisdictions, regional organization, private sector agencies, state and federal governments, and tribal governments in Washington to work collaboratively. Ensure stakeholders have a voice in project development. Encourage appropriate cost sharing on projects.
- ***Support Coordination*** – Local organizations are required to coordinate services with other transportation providers in their area, as well as other organizations potentially able to use or purchase the services.

PROJECT RANKING

The state's grant process requires each RTPPO region to rank projects as A, B, C, or D priorities. The number of letter grades each region gets is determined by the population in each of the following categories: rural, people with disabilities, youth, elderly and people with low income. Based on these populations, the RTC region, which includes Clark, Klickitat and Skamania counties, is able to submit 5 As, 5 Bs, 4 Cs and unlimited Ds. The region's ranking counts for one third of the total possible points awarded as part of the state's competitive process. For example, the maximum points awarded to a project by the state will be 100 points and projects ranked by the region in the A, B, C, and D categories will receive additional percentile points as follows:

A = top 5 projects	(50 percentile points)
B = second 5 projects	(25 percentile points)
C = third 5 projects	(12 percentile points)
D = remaining projects	(0 percentile points)

In total, twelve projects were evaluated by RTC and stakeholders from the three-county region, including three projects from the Human Services Council based in Clark County, two from Mt Adams Transportation based in Klickitat County, six from Skamania County Senior Services and one from Mid-Columbia Economic Development District. At the November 17 meeting,

stakeholders determined that all projects support transportation needs identified in the draft Human Services Transportation Plan update and recommended ranking of the eleven projects. Please note that projects are not prioritized within each category of letter ranking.

Priority A (5 projects)

- A. **Human Services Council: Continue Employment Transportation project using brokered transportation model to help low-income individuals, residing in Clark County to access employment and employment related activities.**

The Human Services Council will continue to provide employment transportation services to assist low-income individuals who reside in Clark County. The program brokers transportation to eligible people to get to employment sites, job interviews, training services, education, childcare and other employment-related activities. *Grant request of \$500,000.*

- A. **Human Services Council: Continue Reserve-A-Ride/Clark, dial-a-ride services to get individuals residing in Clark County who do not qualify for other transportation programs to life-sustaining medical appointments and if possible to general medical appointments, nutrition sites, and shopping trips.**

The Human Services Council will continue to provide transportation under this program for elderly, disabled, and low-income residents of Clark County who need transportation to life-sustaining medical appointments such as dialysis, chemotherapy, and radiation treatments. While medical trips will remain the top priority of this program, this program would also like to offer group transportation options to destinations such as grocery stores, nutrition sites, and other locations that assist people in remaining independent in their homes. *Grant request of \$370,000.*

- A. **Mt. Adams Transportation: Continue to provide Klickitat County with existing dial-a-ride and route deviated service**

Mt. Adams Transportation will continue to operate existing dial-a-ride and route deviated services. Priority is given to seniors and persons with disabilities for life-sustaining service. The dial-a-ride service is provided Monday-Friday between 6 a.m. to 6 p.m., with extension made for some critical services. Route deviated service is provided 3 times daily between White Salmon and Hood River to support an employment center for the developmentally disabled in Odell, Oregon. Additionally, volunteer drivers play an important role in providing transportation services in this region. *Grant request of \$1,020,000.*

- A. **Skamania County Senior Services: Maintain the existing Skamania County dial-a-ride service for the general public and those with special needs**

Skamania County Senior Services will continue to operate existing dial-a-ride service Monday-Friday between 6 a.m. to 6 p.m. In addition, after hour service can be pre-arranged for necessary services. Demand response trips are provided on a first-come,

first-served basis. Senior Services attempts to serve as many people as possible with limited funds. In addition to the demand response services, trips to senior meal program, distant shopping trips, and recreational trips are provided. *Grant request of \$359,000.*

A. Skamania County Senior Services: Maintain the existing route deviated service between Skamania County and Fisher's Landing Transit Center in Clark County

Skamania County Senior Services began providing deviated service between Skamania and Clark counties in 2004. This project has been very successful and there is strong support for the continuation of this service. This service provides a morning, mid-day, and evening trip each weekday along SR-14, between Carson and Vancouver. The round-trip service stops in Carson, Stevenson, North Bonneville, Skamania, and Fisher's Landing Transit Center in Vancouver. Connections are available from Fisher's Landing Transit Center to all parts of the Portland/Vancouver metropolitan area. *Grant request of \$268,500.*

Priority B (5 projects)

B. The Human Services Council: Begin a new Community Mobility Solutions project by hiring a Mobility Manager to identify community transportation options and work with local transit, human service transportation providers, and community partners to coordinate transportation solutions for at-risk populations.

The Human Services Council is requesting funding to support a Mobility Management position. This position will focus on special needs transportation issues such as Emergency Preparedness, Veterans Transportation, Community Vanpools, and Local Coordinating Coalition activities. *Grant request of \$200,000.*

B. Mid-Columbia Economic Development District: Gorge TransLink Alliance Mobility Manager

The Mid-Columbia Economic Development District (MCEDD) Mobility Manager will seek ways to provide communities with better access to jobs, medical attention, and other aspects crucial to quality of life. The Gorge TransLink Alliance is a coalition of partners in the Mid-Columbia region including Klickitat and Skamania counties in Washington state and Hood River, Wasco, and Sherman counties in Oregon. The Mobility Manager will support further evaluation of collective scheduling software, planning assistance, regional marketing, development of a vanpool demand study, assistance for regional employers in developing commuter benefits and transportation programs, assessment of potential areas of collaboration and establish protocols related to fares, and evaluating shared training and other resource needs. *Grant request of \$88,000.*

B. Mt. Adams Transportation: Purchase of two (2) ADA Vans to replace two (2) aging ADA accessible minibuses

Mt. Adams Transportation is requesting funding to replace two aging ADA accessible mini buses with two ADA vans. This request will result in lower operating and maintenance costs. This will also add greater capacity to serve disabled clients in the more remote areas of Klickitat County and for distant medical trips. *Grant request of \$72,000.*

B. Skamania County Senior Services: Replace two Skamania County vehicles for dial-a-ride and route deviated services

Skamania County Senior Services is requesting funding replace two vehicles. This grant will replace an ageing mini-van and 20-passenger mini-bus. *Grant request of \$128,611.*

B. Skamania County Senior Services: New route deviated service between Skamania County and Hood River, OR

Skamania County Senior Services would add a new deviated route along SR-14 between Skamania and Hood River counties. This service would provide a morning, mid-day, and evening service each weekday. Stops would include North Bonneville, Stevenson, Home Valley, Cook, and Underwood, White Salmon, and Hood River. The round-trip route would be designed to serve as many residents as possible by matching the Hood River service with the Clark County service. This service will be coordinated with Mt. Adams Transportation in Klickitat County and Columbia Area Transit in Hood River. *Grant request of \$250,200.*

Priority C (2 projects)

C. Skamania County Senior Services: Add one vehicle to Skamania County dial-a-ride service

Skamania County Senior Services is requesting funding to add one ADA van. The new vehicle is necessary to provide efficient dial-a-ride service to the general public and persons with special needs in Skamania County. *Grant request of \$36,280.*

C. Skamania County Senior Services: Add one vehicle for new route deviated service between Skamania County and Hood River, OR

Skamania County Senior Services is requesting funding to add one 20-passenger mini-bus to provide new route-deviated service between Skamania County and Hood River County. *Grant request of \$70,561.*

Once projects are submitted to the state, they will be evaluated using a forced pairs process where every project is compared to every other project. The regional ranking will be an important determinant in this competitive evaluation process.

In addition to competing for public transportation funds at the statewide level, large urban areas such as the Portland-Vancouver region receive a direct formula allocation for Job Access and Reverse Commute (JARC) and New Freedom funds under SAFETEA-LU. The RTC Board, as MPO for the Clark County region, took action in December 2006 to concur with the Governors of Oregon and Washington in designating C-TRAN, TriMet and Smart (Wilsonville) as recipients of these funds within the Portland-Vancouver region. In FY 2009, \$159,731 JARC funding was received and \$97,477 New Freedom funds. C-TRAN uses these funds to help support the Connector transit service in Clark County and to fund the Travel Trainer program with the intent of training some users of C-VAN to ride fixed route service.

POLICY IMPLICATION

The Human Services Transportation Plan (RTC, January 2007) was a requirement of the federal transportation act, SAFETEA-LU. The HSTP provides a framework for identifying projects that can help meet the transportation needs of the aged, people with disabilities and low income workers. RTC Board action to adopt the HSTP update and project ranking will allow the projects to be forwarded to WSDOT for statewide competitive funding consideration.

BUDGET IMPLICATION

Adoption of the HSTP and ranking of projects to be submitted for WSDOT Consolidated Public Transportation funding has no impact on RTC's 2011 budget. However, the Plan does support the project grant application requests from local human service transportation providers.

ACTION REQUESTED

Adoption of Resolution 12-10-25, "Human Services Transportation Plan for Clark, Skamania and Klickitat Counties and Project Priorities".

ADOPTED this 7TH day of December 2010,
by the Southwest Washington Regional Transportation Council.

SOUTHWEST WASHINGTON
REGIONAL TRANSPORTATION COUNCIL


Molly Coston
Chair of the Board

ATTEST:


Dean Lookingbill
Transportation Director

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

Planning Area (MPO/RTPO):

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December 2010

Human Services Transportation Plan for Clark County, Washington

TABLE OF CONTENTS

Introduction.....	C-3
Human Services Transportation Plan: Background	C-4
Stakeholders	C-6
Data and Information	C-8
Identify Unmet Transportation Needs.....	C-39
Develop Strategies to Meet Public Transportation Needs	C-49
Appendix.....	C-55
Report from Stakeholder Meeting Held on June 2, 2010.	C-57
Additional Stakeholder Meetings:	C-68
Example Resources: Agencies and Plans.....	C-70

Human Services Transportation Plan: for Clark County, Washington

Planning Area (MPO/RTPO):

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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 2010 the population of the county increased by 127% from 192,227 to 435,600¹. The city of Vancouver is the County's major city with a population of 165,500 in 2010. Other cities in Clark County include Camas (2010 population 17,210) and Washougal (2010 population 14,050) in east county and Battle Ground (2010 population 17,400), Ridgefield (2010 population 4,370) and La Center (2010 population 2,575) in north county. These cities have all experienced rapid growth in recent years. 49% of Clark County's population live in unincorporated areas of the County.

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

¹ Source: Washington State Office of Financial Management, April 1 Official Population Estimates for County and Cities.

- 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). WSDOT's consolidated grant program awarded \$50 million in the 2005-2007 biennium and \$37 million in the 2007-2009 biennium in public transportation grants for projects statewide using 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 sources²:

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

² For a table showing the funding programs and agency/provider eligibility see Appendix.

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 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
- Catholic Community Services – Volunteer Chore Services
- Clark College
- Clark College - at Town Plaza
- Clark County Community Planning
- Clark County Community Services
- Clark County Community Services - Developmental Disabilities
- Clark County Corrections
- Clark County Health Department
- Columbia River Mental Health Services
- Council for the Homeless (Clark County)

- Cowlitz Indian Tribe
- C-TRAN
- CVAB: Consumer Voices are Born (mental health recovery)
- C-VAN
- DCS - division of child support
- DSHS - community services
- DSHS - Skamania County
- Educational Service District (ESD) 112 - Child Care Resource & Referral
- Educational Service District (ESD) 112 - Pupil Transportation
- Employers Overload
- Free Clinic of SW Washington
- Golden Chariot
- Human Services Council
- Innovative Services
- Innovative Services NW Adult Day Health Center
- Loaves and Fishes
- Mercy 1 Transportation
- Metropolitan Family Service
- Partners in Careers
- Ride Connection
- Share House (serving the hungry and homeless)
- Southwest Washington Agency on Aging and Disabilities
- Vancouver Housing Authority

Description of Convening of Stakeholders

Stakeholders were identified and were invited to participate in stakeholder 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). A stakeholder meeting was held on June 2, 2010. The meeting report is provided in this Plan's Appendix. At the 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. Clark County stakeholders reconvened on November 1 to discuss projects that could help to meet identified transportation needs. Stakeholders from all three Counties in the RTC region met on November 17 to evaluate projects and make prioritization recommendations.

The development of the HSTP was also discussed at meetings of the Regional Transportation Advisory Committee (RTAC). A general

discussion on the required HSTP update was held at the May 21, 2010 RTAC meeting and an overview of the updated needs was provided at the August 20, 2010 meeting. RTAC met on November 19 to recommend adoption of the updated Human Services Transportation Plan by the RTC Board of Directors. The February 2, 2010 RTC Board meeting included a status report on the Human Services Transportation Plan update requirements and the September 7, 2010 meeting included a presentation and discussion on identification of special service transportation needs in the region. Adoption of the HSTP is scheduled for the December 7, 2010 RTC Board of Directors meeting.

The draft Human Services Transportation Plan update was also presented to the C-TRAN Citizens Advisory Committee (CCAC) meeting held on September 30, 2010 with citizen members providing input.

Emergency Management

C-TRAN and the Human Services Council currently work with Clark Regional Emergency Services Agency (CRESA) to plan for disaster and emergency preparedness. There are agreements in place between C-TRAN and CRESA and Educational Service District 112 (ESD 112) and CRESA for use of equipment and staff in case of an emergency. However, there is need for constant plan refinement and practice to make sure of adequate preparation for various types of emergencies and evacuations. A staff member of the Human Services Council has attended FEMA training to consider the needs of the most vulnerable and special needs populations in the event of emergency.

Data and Information

This section 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 2000 census data for Clark County and cities. Clark County has grown rapidly over the past two decades. In census year 2000, Clark County's population was 345,238 with about 60,800 living in the "rural" areas of the County. In 2010, Clark County's population is now at 435,600. Census data 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**

Age	Total Population	Without Disability	With Disability	Percent With Disability
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%
Totals	315,370	259,769	55,601	17.6%
Age		With Disability, Income Above Poverty in 1999	With Disability, Income Below Poverty in 1999	Percent Below Poverty Level
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%
Totals		47,734	7,730	13.9%
Age		Without Disability, Income Above Poverty in 1999	Without Disability, Income Below Poverty in 1999	Percent Below Poverty Level
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%
Totals		239,208	19,547	7.6%

Source: U.S. Census Bureau

Figure 3 provides data that compares all three counties in the Southwest Washington Regional Transportation Council (RTC) region.

Figure 3:
Census Data for RTC's 3-County Region; Clark, Skamania and Klickitat Counties
Population, Aged Over 65, Families Below Poverty Level and Persons Below Poverty Level

RTC: Three County Demographics, 2000					
County	2000 Population	Population Over 65 % of Pop.	Population with Disability %	Families Below Poverty Level %	Persons Below Poverty Level %.
Clark	345,238	32,808 9.5%	55,601 17.6%	6,291 6.9%	31,027 9.1%
Skamania	9,872	1,086 11.0%	1,604 17.5%	278 10.0%	1,281 13.1%
Klickitat	19,161	2,644 13.8%	3,814 21.4%	676 12.6%	3,236 17.0%

Source: U.S. Census Bureau

Figure 4 provides both current data and forecast 2030 population data for RTC's 3-county region. While Clark County's population is forecast to grow by 33% over the next 20 years, the population aged over 65 is forecast to grow by 136% with the senior age group's share of population forecast to grow from 10.6% to 18.8%.

Figure 4:
Current and Forecast 2030 Data for RTC's 3-County Region

County	2010 Persons per Square Mile	2009 Median Household Income	2010 Population	2010 Population 65+> and %	2030 Population Forecast	2030 Population Forecast 65+> and %	Population 65+> % Inc. 2010 to 2030
Clark	693	\$50,199	435,600	46,217 10.61%	579,768	109,179 18.8%	136%
Skamania	7	\$44,593	10,900	1,701 15.61%	13,426	3,066 22.8%	80%
Klickitat	11	\$38,115	20,500	2,636 12.86%	27,049	6,273 23.2%	138%

Source: Washington Office of Financial Management (OFM), OFM forecast (Oct. 2007)

In fall 2009, RTC conducted a household travel survey in Clark County. Details of the survey can be found on RTC 's website at <http://www.rtc.wa.gov/survey>. In Figure 5 data from the survey is summarized and shows differences in trip making between the population group aged 18 to 64, those aged 65 plus and those aged 80 plus.

**Figure 5:
Clark County Household Travel Survey Data (fall 2009)
for General Population, Population 65+ and 80+**

Southwest Washington Regional Transportation Council (RTC) Clark County Household Travel Survey (fall 2009)			
	Age Groups (Years)		
	18-64	65+	80+
Persons Sampled in Survey	2,504	651	123
Average Daily Trips	3.9	3.4	2.7
No Travel: % with no trips on survey day	13%	21%	28%
% with no travel self-described as home-bound (elderly or with disabilities)	6%	32%	50%
% with Drivers License	96%	95%	86%
Medical Travel: % trips for medical purposes (excludes returning "home" trips)	3%	6%	10%
Medical Trip Purpose Rank vs. other trip purposes	11th	5th	3rd
Auto: % trips by auto	91%	95%	94%
Auto Driver: % trips as auto driver	82%	76%	71%
Auto Passenger: % trips as auto passenger	9%	19%	23%
Travel Disability: % with disability that impacts travel	6%	17%	33%
Travel disability with disabled license plate or hang-tag	52%	70%	65%
Travel disability registered for special transit services	17%	12%	2%

<http://www.rtc.wa.gov/survey/>

Common Trip 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 6)
The highest densities of population are in areas with multi-family housing concentrated on the Fourth Plan corridor in central Vancouver, adjacent to the Mill Plain corridor in east Vancouver and in the vicinity of 99th Street/Hazel Dell Avenue in unincorporated Clark County.

- Percent of Persons Aged 65 and Over in Clark County, Washington (Figure 7). 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 8). The largest concentration is in downtown Vancouver.
- Percent of Persons Below Poverty Level in Clark County, Washington (Figure 9). 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 6: Population Density of Clark County, Washington

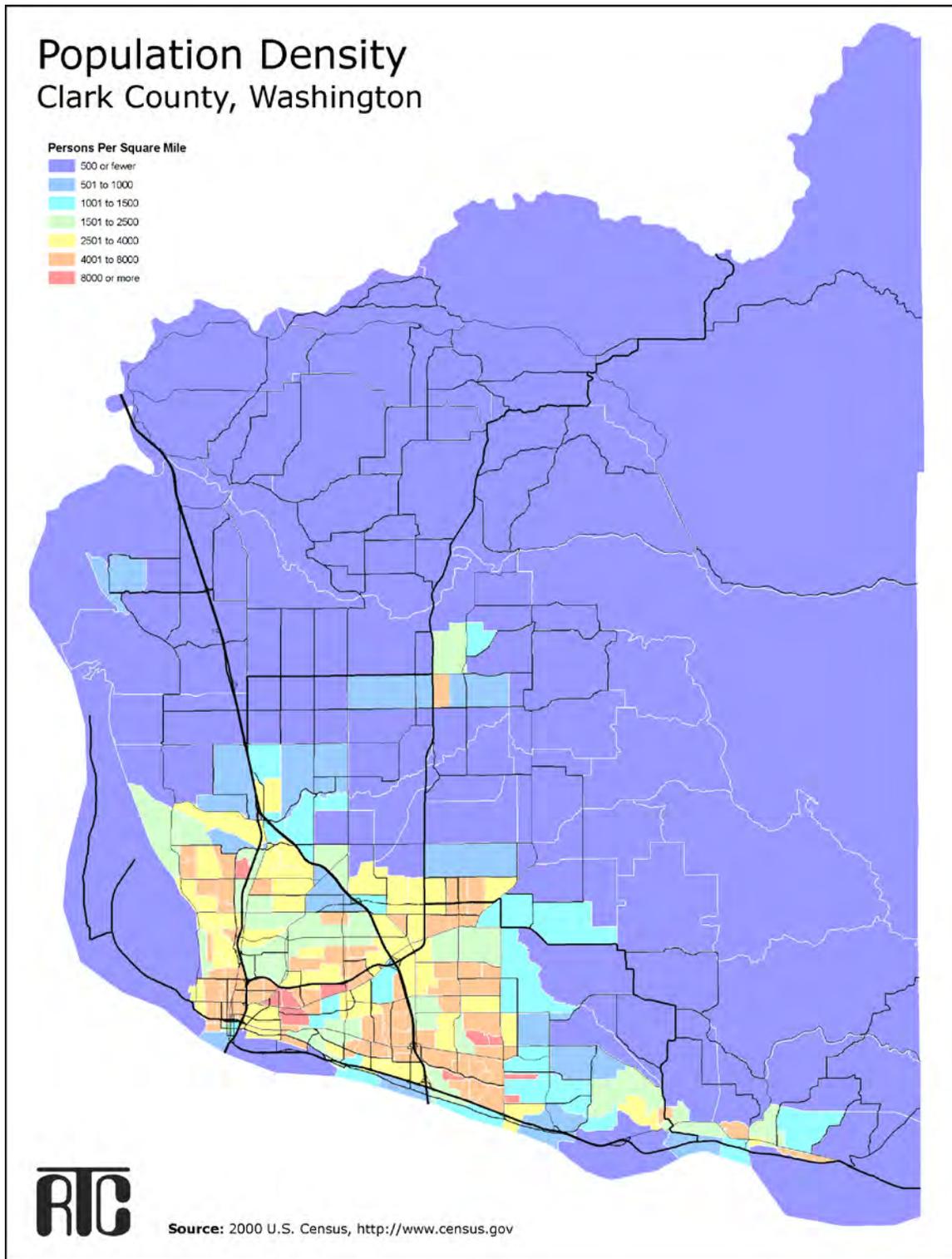


Figure 7: Percent Persons Aged 65 and Over, Clark County, Washington

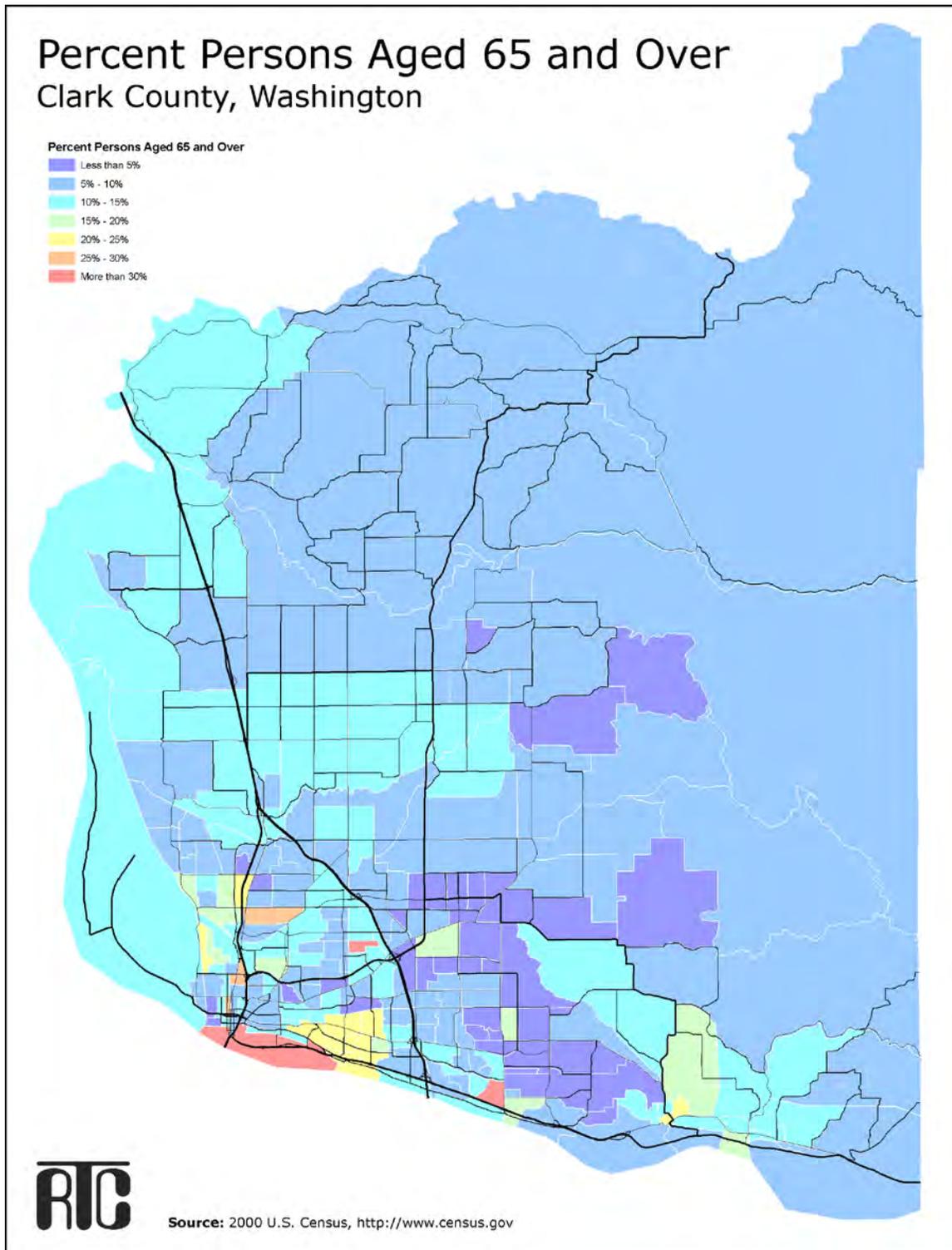


Figure 8: Percent Persons with a Disability, Clark County, Washington

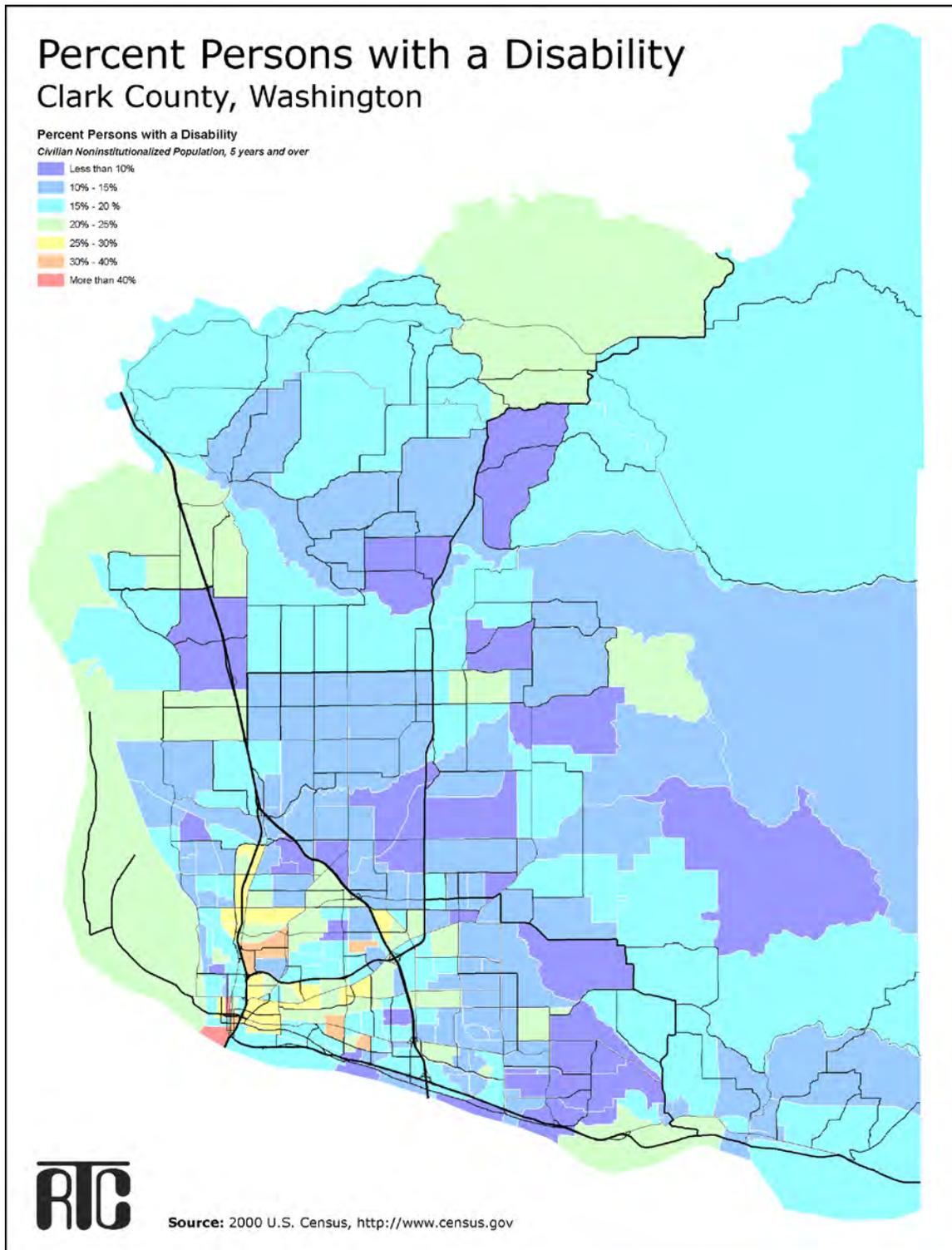
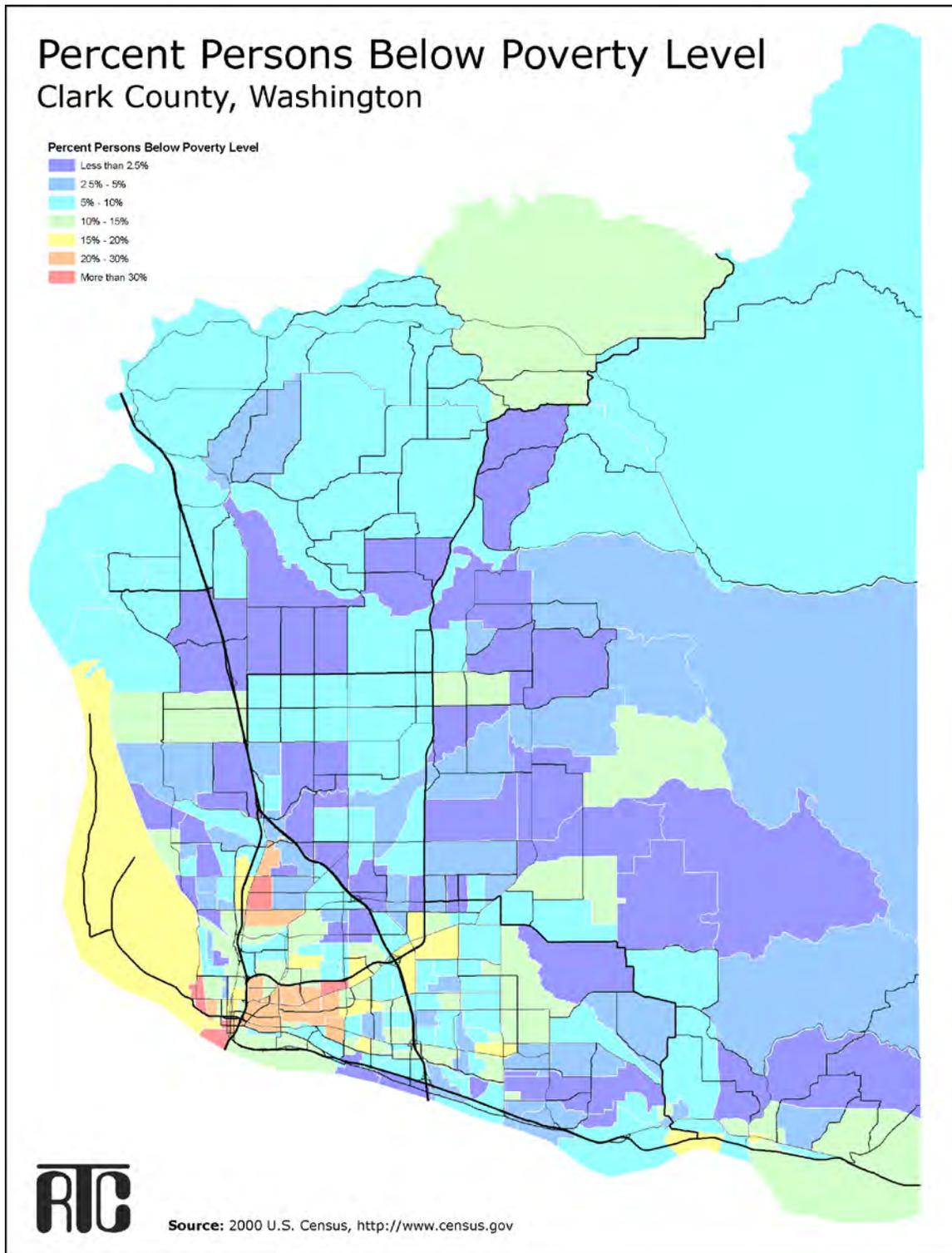


Figure 9: Percent Persons Below Poverty Level, Clark County, Washington



Common Trip 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 10). Destinations include schools, childcare facilities, medical centers, shopping districts, social service providers and recreational opportunities.

Figure 10: Common Trip Destinations, Clark County

Destination	Priority Interest of these Special Needs Transportation Groups	Examples of Clark County Destinations
Entry Level Employment Opportunities	Young People Low Income Individuals People with Disabilities	<ul style="list-style-type: none"> • Vancouver Mall • Manufacturing sites (Port, Columbia Business Park, Ridgefield Junction) • Innovative Services NW, Encore (94th & 4th Pl) • SEH America (112th Ave.) • Courthouse (Downtown Vancouver) • Worksource Towne Plaza (5411 E Mill Plain) • Partners in Careers (39th Street)
Schools	Young People Low Income Individuals People with Disabilities	<ul style="list-style-type: none"> • Clark College (Main Campus and CTC) • WSU-Vancouver • Schools located throughout the region with concentration in dense urban areas • GATE (local school districts), 3100 E. 18th St. • Washington State School for the Blind (2214 E 13th) • Washington State School for the Deaf (611 Grand) • Skills Center (12200 NE 28th St.)
Childcare Facilities	Young People Low Income Individuals	<ul style="list-style-type: none"> • Located throughout the region with concentrations in dense urban areas • Head Start (10621 NE Coxley Dr., Lieser Road) • EOCF (located at centers throughout region)
Medical Centers	Young And Seniors Low Income Individuals People With Disabilities	<ul style="list-style-type: none"> • SW Washington Medical Center (Mill Pl. & 92nd Av.) • SWMC Memorial Campus (33rd & Main) • Legacy Salmon Creek Hospital (139th St. & 20th Av.) • The Vancouver Clinic (87th Av. & Mill Plain and branches) • Kaiser Permanente Clinics (throughout region) • Clark County Center for Community Health (1601 E Fourth Pl.) houses the American Legion - Department of Washington Service Division, Clark County Department of Community Services, Clark County Public Health Department, Clark County Veteran's Assistance Program, Community Services Northwest, Consumer Voices Are Born (CVAB), Cowlitz Indian

Destination	Priority Interest of these Special Needs Transportation Groups	Examples of Clark County Destinations
		<p>Tribe Health & Human Services, Hotel Hope (a 16-bed unit for mental health and substance abuse evaluation and treatment center managed by Columbia River Mental Health Services), Lifeline Connections, the Mental Health Ombudsman, and the US Department of Veterans Affairs</p> <ul style="list-style-type: none"> • Veterans Affairs VA Campus (off Fourth Pl. nr. I-5) • Dialysis centers (e.g. at 9105 Highway 99 and 312 SE Stonemill Dr.) • Seamar (7410 Delaware Lane) • Free Clinic of SW Washington (4100 Plomondon St.) • Healthy Steps (6100 NE Fourth Pl. Blvd.)
Shopping Districts	Young And Seniors Low Income Individuals People With Disabilities	<ul style="list-style-type: none"> • Vancouver Mall • Vancouver Plaza • Hazel Dell Town Center • J&M Plaza • Wal-Mart locations • Mill Plain Corridor • 164th Avenue Corridor • 192nd Avenue Corridor • Goodwill stores • Value Village (4th Pl. & Andresen) • Banks (located throughout the region with concentrations in dense urban areas)
Social Services	Young and Seniors Low Income Individuals People with Disabilities	<ul style="list-style-type: none"> • Food banks (located throughout region) • Treasure House, 91 “C” Street Washougal • Vancouver Housing Authority, 2500 Main St. • ARC of Clark County, 9415 NE 4th Pl. • Columbia River Mental Health, 6926 NE 4th Pl. • Mental Health NW (Clark Co/VA campus) • Clark County Jail • Social Security Administration (Fourth Plain) • Towne Plaza, 5411 E Mill Plain Blvd • Share House (13th Street) • Open House Ministries, 900 West 12th St. • Churches (located throughout region)
Recreation	Young and Seniors Low Income Individuals People with Disabilities	<ul style="list-style-type: none"> • Firstenburg Center, 700 N.E. 136th Av. • Luepke Center/Marshall Center, 1009 E McLoughlin Blvd. • Fitness Centers (located throughout region) • Bowling alleys (located throughout region) • 40 et 8 Bingo, 7607 NE 26th Av. • Parsley Center, 2901 Falk Rd.

Destination	Priority Interest of these Special Needs Transportation Groups	Examples of Clark County Destinations
		<ul style="list-style-type: none"> • Propstra Aquatic Center, 605 North Devine Rd. • YMCA, 11324 NE 51st Circle • YWCA, 3609 Main St. • 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, licensed daycare providers and major medical facilities (figures 11 through 16). Low income families in this map series are defined as those receiving Temporary Assistance for Needy Families (TANF) aid with source data provided by Washington Department of Social and Health Services (DSHS).

Figure 11: Low Income Families by Zip Code in Clark County

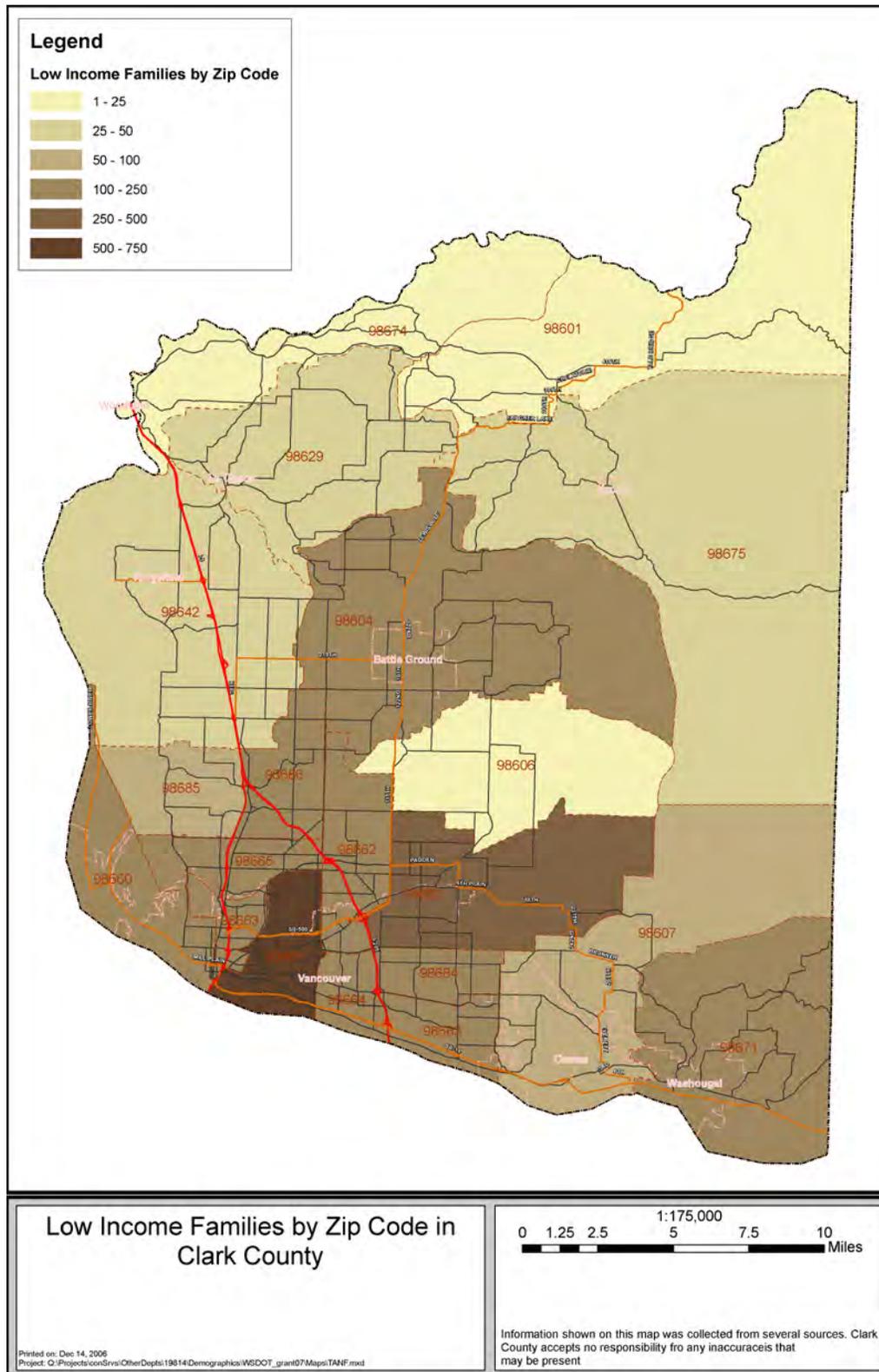


Figure 12: C-TRAN Service Area and Low Income Families by Zip Code

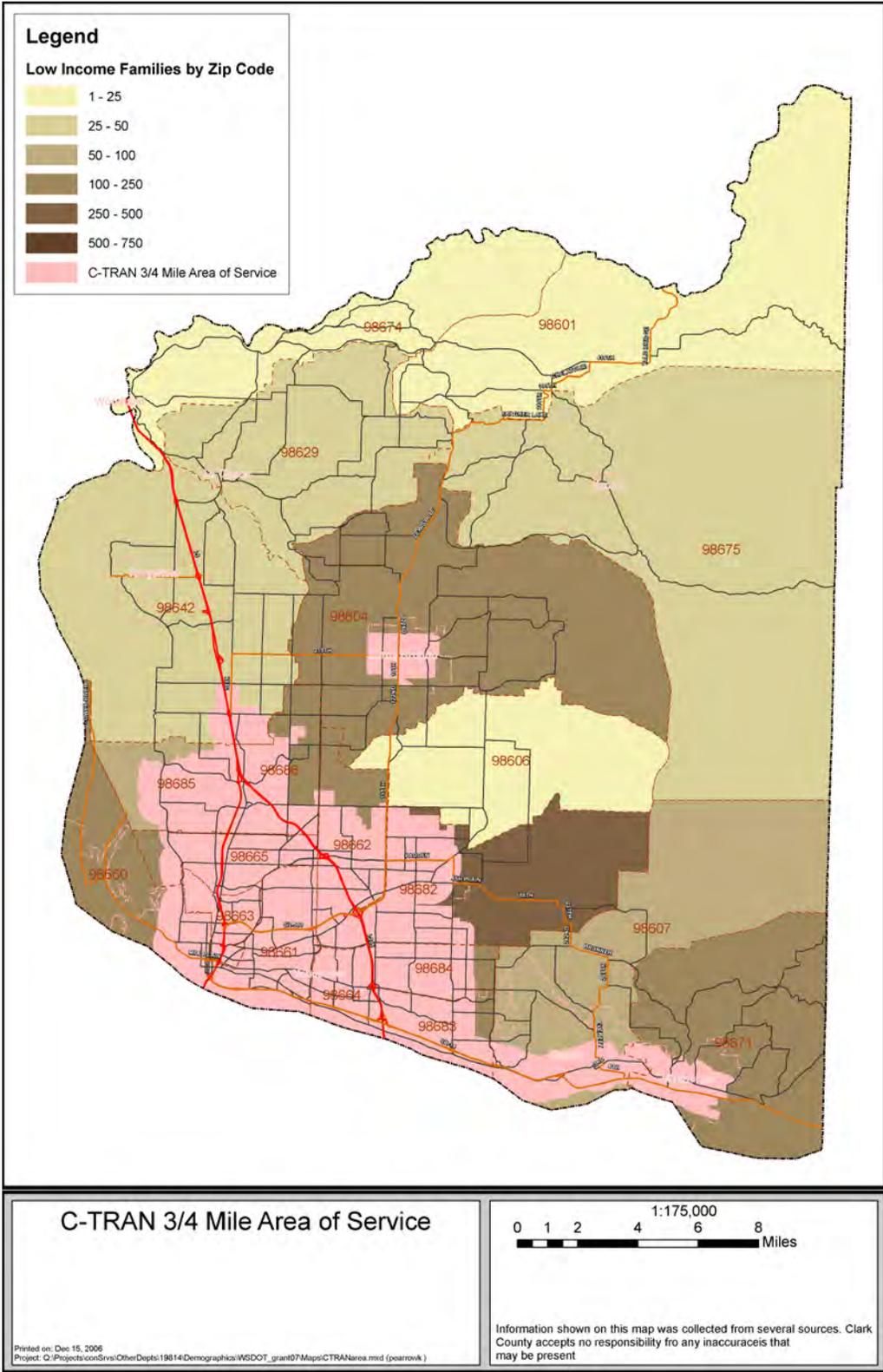


Figure 13: Major Employers in Clark County

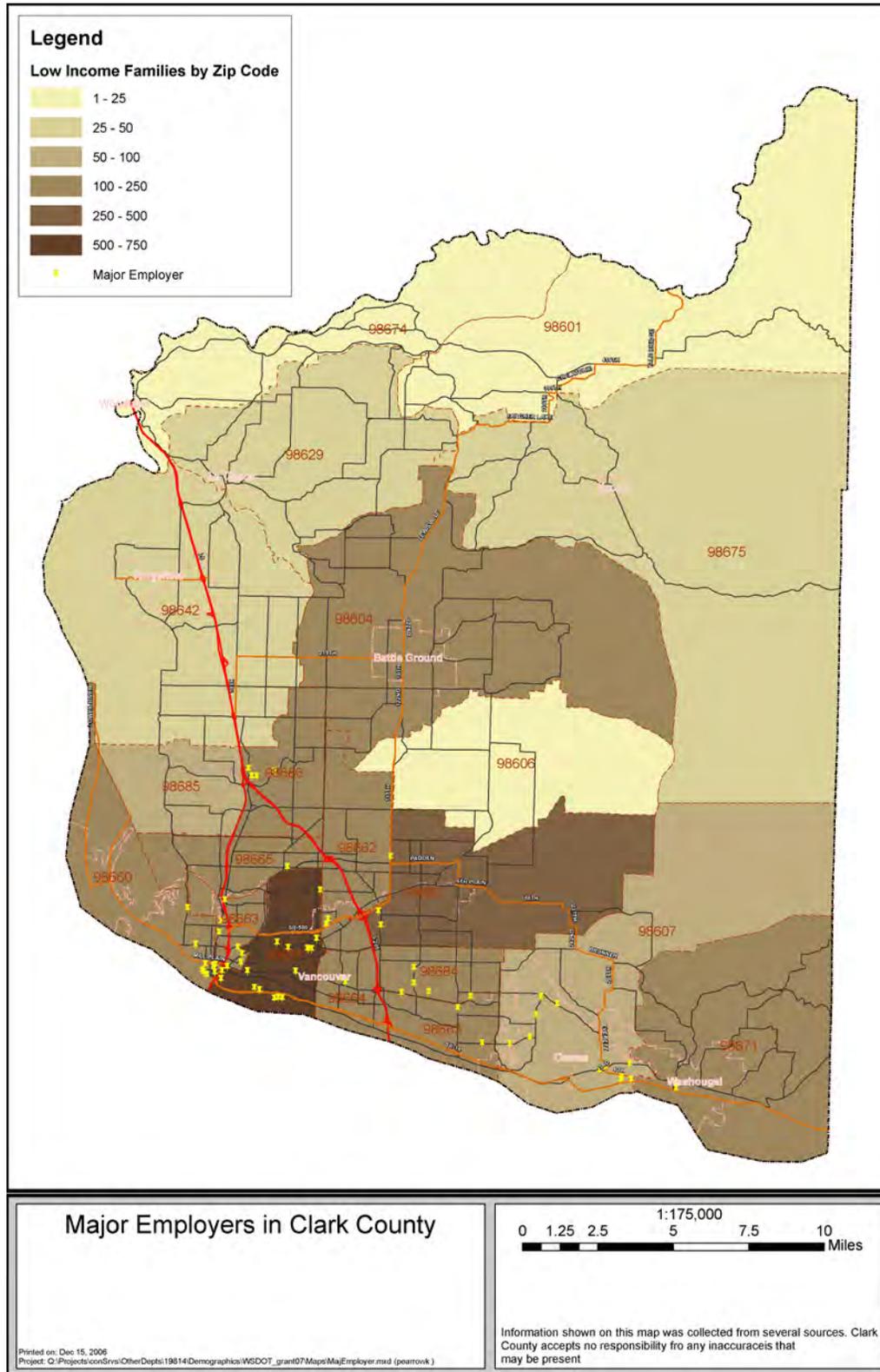


Figure 14: Public and Private Schools in Clark County

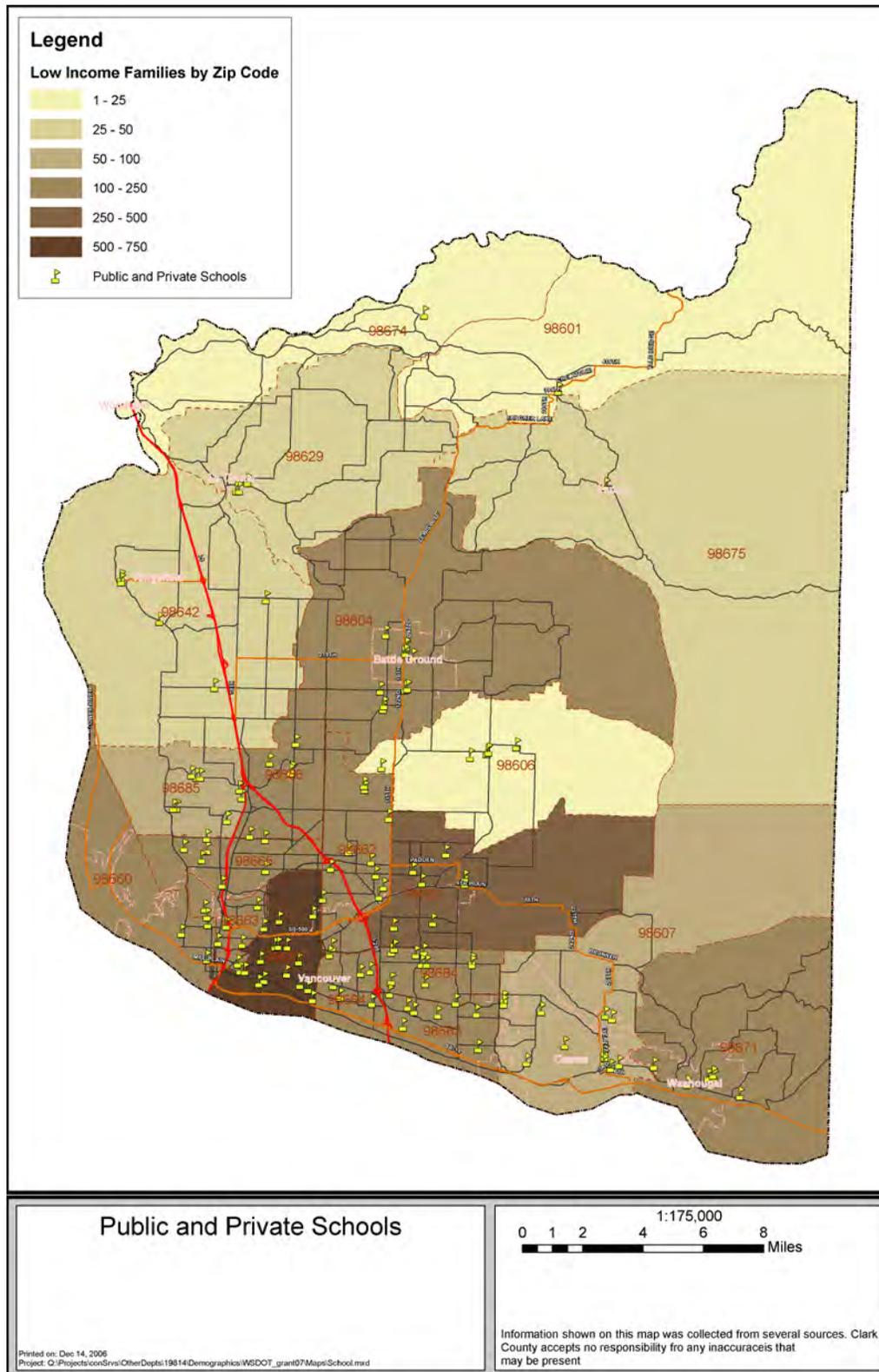


Figure 15: Licensed Daycare Providers in Clark County

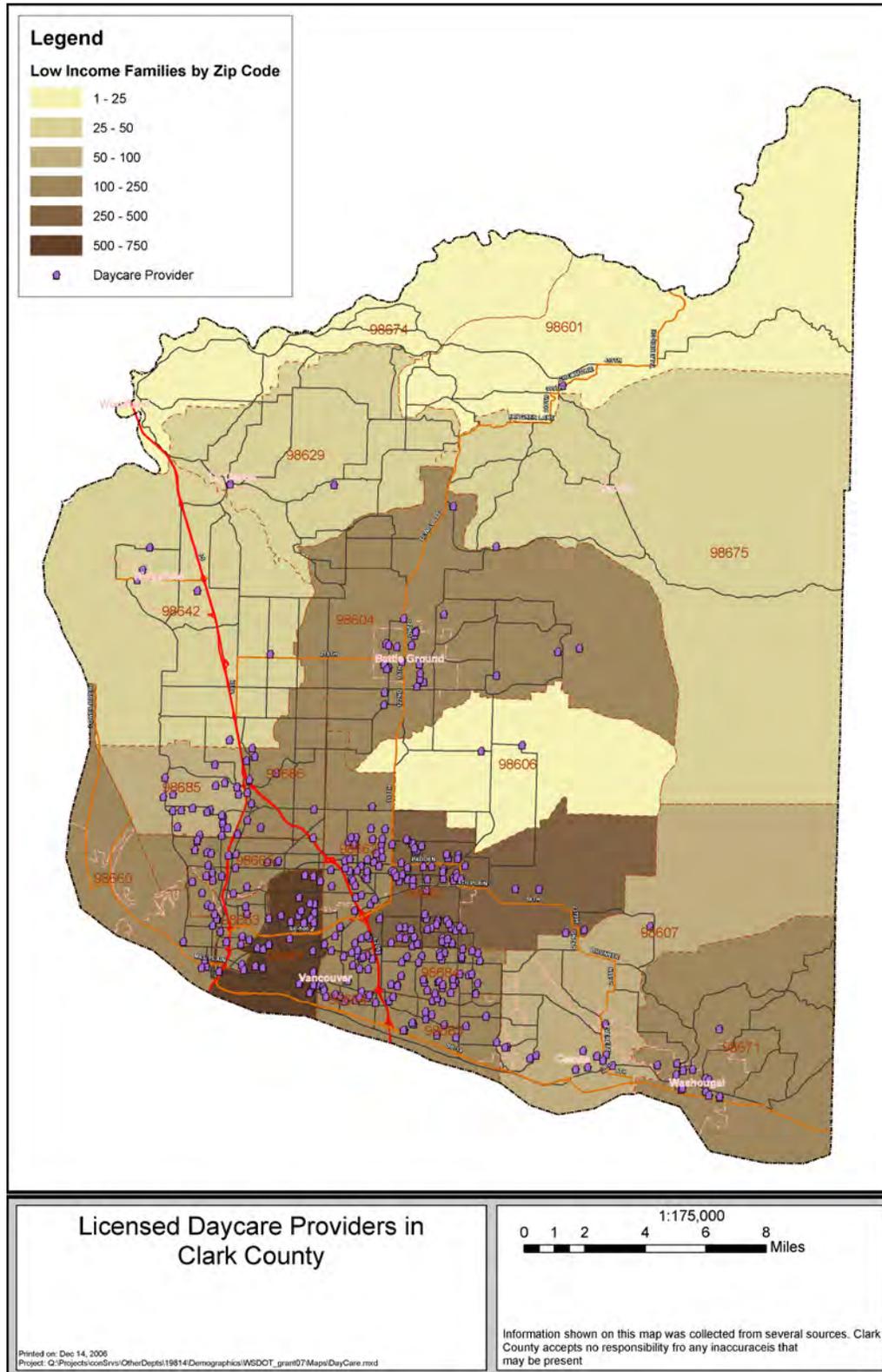
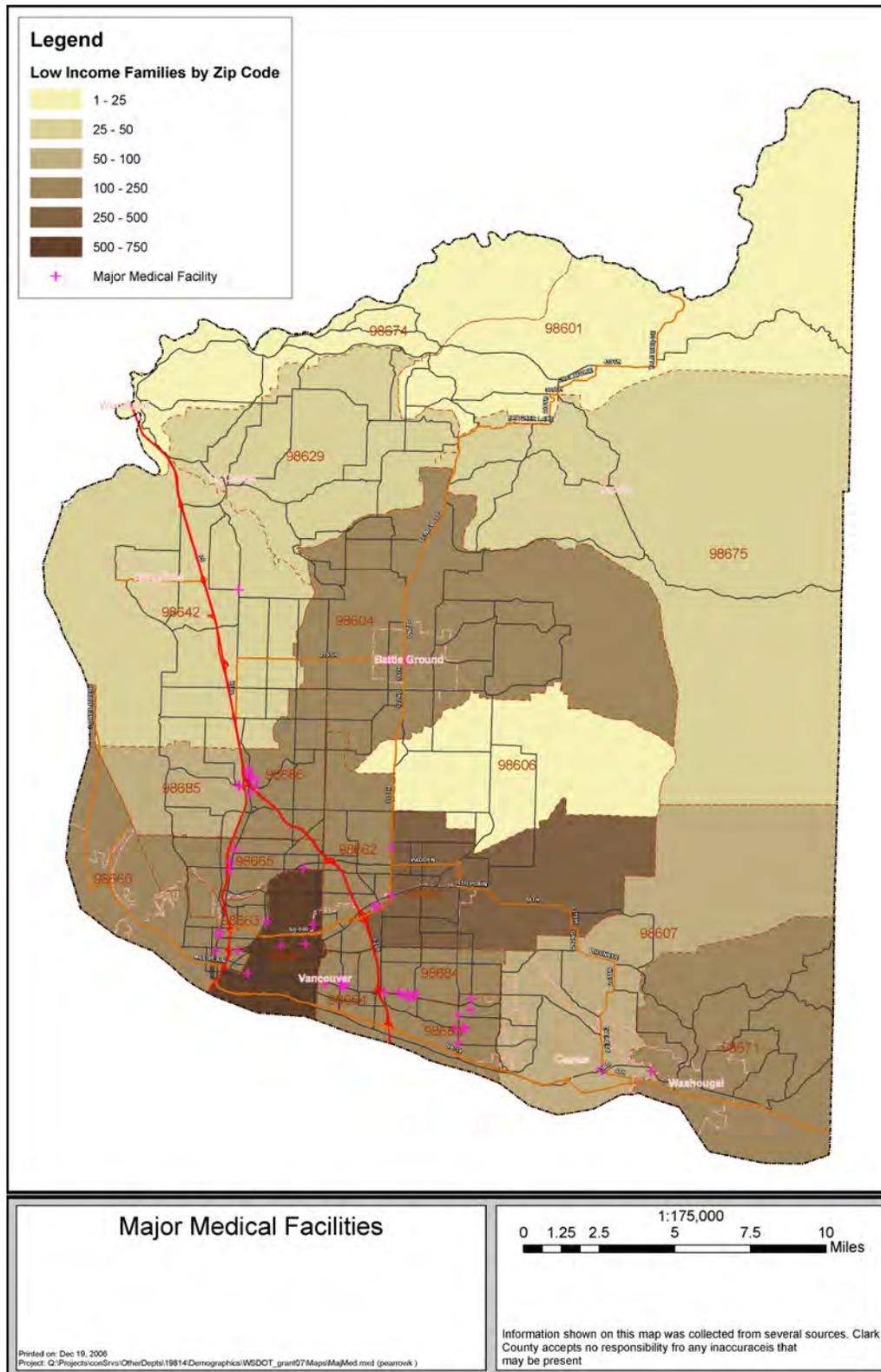


Figure 16: Major Medical Facilities in Clark County



Existing Transportation Services: Clark County

In summary, Clark County's existing transportation services include C-TRAN's fixed route service that provided 6.2 million rides in 2009 and C-VAN paratransit service that provided 215,000 rides in 2009, 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. C-TRAN's service area 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 (see Figure 17). C-TRAN operates a fixed route bus system with urban and suburban routes, express commuter service to destinations in Portland, limited routes that connect with light rail in Portland, and a vanpool program. C-TRAN also provides general purpose dial-a-ride/deviated fixed route, Connector service, and Americans with Disabilities Act (ADA)-compliant paratransit service. C-TRAN's bus 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 18 maps C-TRAN's fixed route bus system and Figure 19 provides a summary of C-TRAN's fixed bus routes. C-TRAN operates 18 local urban, 7 express commuter, 4 limited, and 3 Connector routes. Operating hours are generally 4:30 a.m. to 9:30 p.m. on weekdays (with key urban routes operating until midnight), 6:15 a.m. to 8:30 p.m. on Saturdays, and 7:00 a.m. to 7:00 p.m. on Sundays/holidays. C-TRAN provided 299,243 operating hours of fixed route service in 2009, with ridership totaling 6,201,190.

C-TRAN offers discounted fixed route fares for low income individuals, seniors, youth, and people with disabilities. These fares have eligibility

guidelines. The discounted Agency Pass is purchased by social service agencies that verify eligibility and provide transit passes to their clients.

C-TRAN's system includes three transit centers and eight park and ride lots. C-TRAN park and ride facilities provide more than 1,600 parking spaces at eight locations. C-TRAN maintains approximately 218 passenger shelters and benches throughout the fixed route system. C-TRAN installed 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. C-TRAN has also installed Simme seats, providing durable seating at bus stops that do not have enough ridership to merit a shelter. All C-TRAN buses are also equipped with a bicycle rack that holds two bicycles. C-TRAN provides instruction and assistance to bicyclists who plan to use transit for part of their trip. Bike lockers are provided at most of C-TRAN's transit centers and park and ride lots.

Figure 17: C-TRAN Service Area

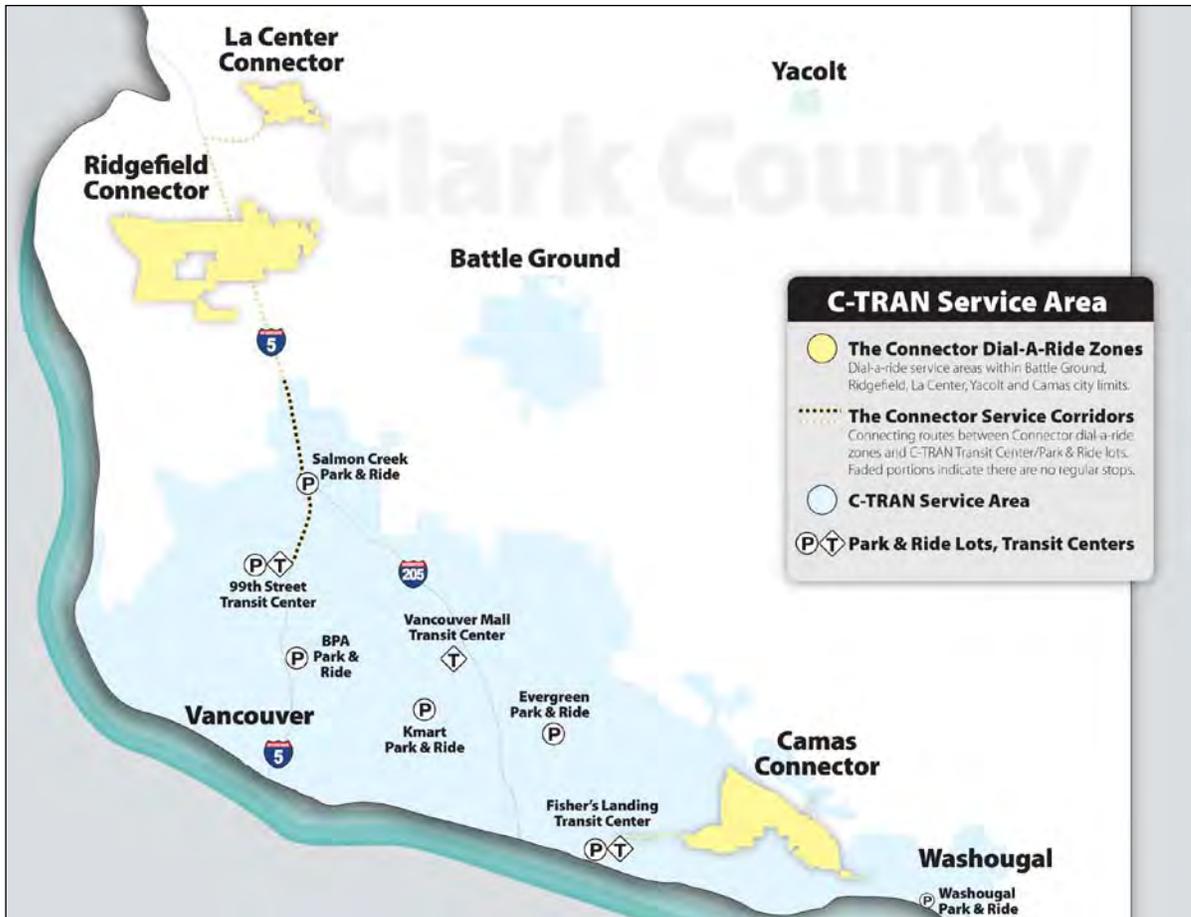


Figure 18: C-TRAN Routes

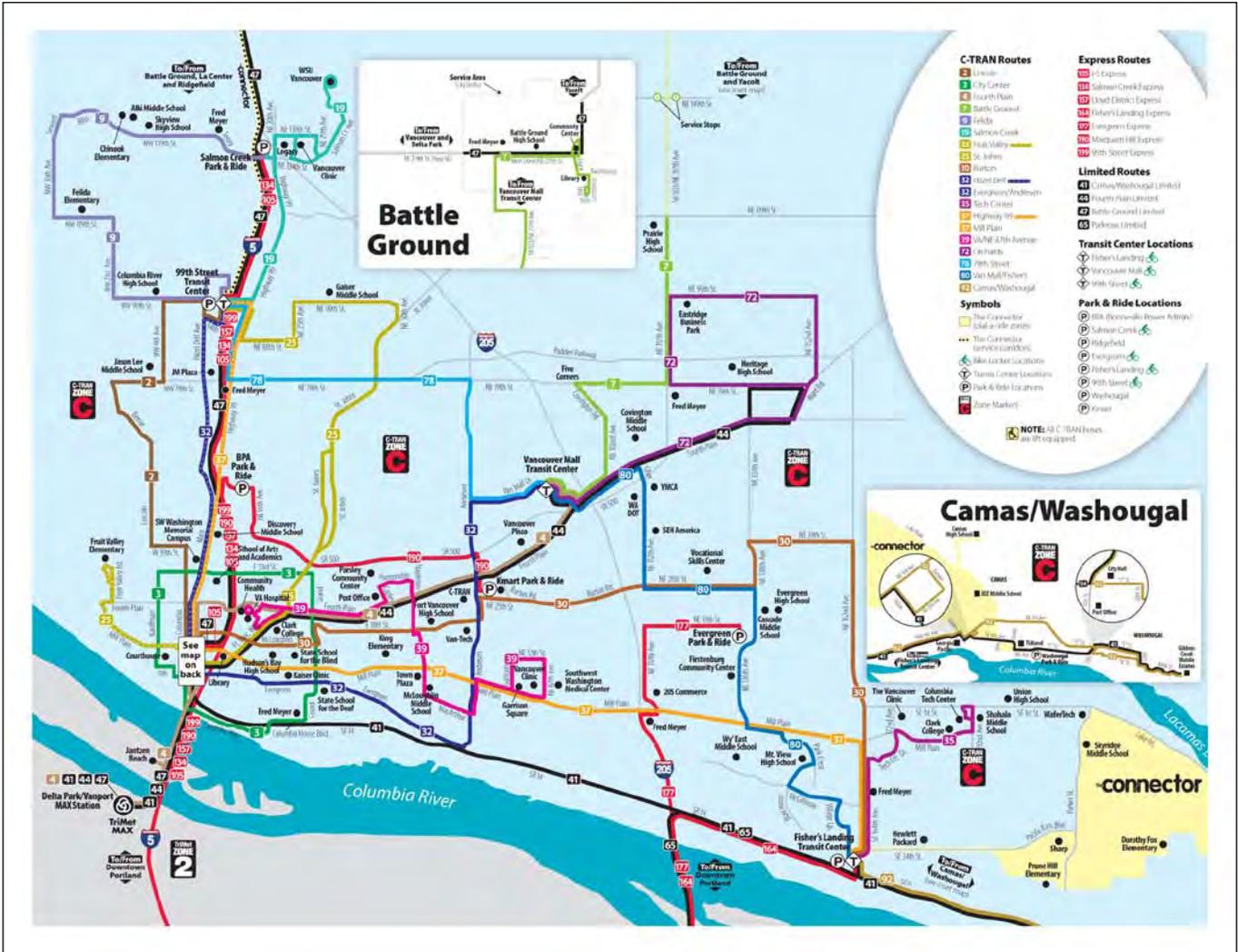


Figure 19: C-TRAN Fixed Route Operating Characteristics (June 2010)

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)
LOCAL URBAN ROUTES							
2	Lincoln	5:30 AM	8:50 PM	60 min.	Yes	Yes	Downtown Vancouver to Salmon Creek P&R via northwest neighborhoods
3	City Center	5:21 AM	9:11 PM	40 min.	Yes	Yes	Downtown Vancouver loop around city center area: courthouse, clinics, schools, and waterfront
4	Fourth Plain	4:47 AM	12:11 PM	15 min.	Yes	Yes	Vancouver Mall TC to downtown Vancouver via Fourth Plain, continuing to Delta Park/Vanport MAX station
7	Battle Ground	6:00 AM	8:49 PM	45 min.	Yes	Yes	Vancouver Mall TC to Battle Ground
9	Felida	5:24 AM	9:24 PM	60 min.	Yes	Yes	99th Street TC through Felida to Salmon Creek P&R
19	Salmon Creek Shuttle	5:37 AM	11:49 PM	30 min.	No	No	99th Street TC to Salmon Creek P&R via Highway 99, Salmon Creek Avenue and WSU Vancouver
25	Fruit Valley	5:25 AM	9:18 PM	35 min.	Yes	Yes	Downtown Vancouver to west Vancouver
25	St. Johns	5:25 AM	9:18 PM	35 min.	Yes	Yes	Downtown Vancouver to VA complex, Clark College, Minnehaha, and 99th Street TC via St. Johns
30	Burton	4:58 AM	10:03 PM	30 min.	Yes	Yes	Downtown Vancouver to Fisher's Landing TC via Burton Road .

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)
32	Evergreen/Andresen	5:30 AM	9:00 PM	30 min.	Yes	Yes	Downtown Vancouver to Vancouver Mall TC via Evergreen and Andresen
32	Hazel Dell	5:30 AM	9:00 PM	30 min.	Yes	Yes	Downtown Vancouver to 99th Street TC on west side of I-5 via Hazel Dell Avenue
37	Highway 99	4:45 AM	11:50 PM	20 min.	Yes	Yes	Downtown Vancouver to 99th Street TC and Salmon Creek P&R via Highway 99 .
37	Mill Plain	4:45 AM	11:50 PM	20 min.	Yes	Yes	Downtown Vancouver to Fisher's Landing TC via Mill Plain Boulevard..
39	Clark College/ Medical Ctr.	7:45 AM	6:02 PM	60 min.	Yes	Yes	Downtown Vancouver to Clark College, VA complex, and Southwest Washington Medical Center.
72	Orchards	5:00 AM	9:19 PM	60 min.	Yes	Yes	Vancouver Mall TC to Orchards area.
78	78 th Street	5:00 AM	9:00 PM	60 min.	Yes	Yes	Vancouver Mall TC to 99th Street TC via 78th Street/Andresen
92	Camas/ Washougal	5:10 AM	8:22 PM	30 min.	Yes	Yes	Fisher's Landing TC to Camas & Washougal
LIMITED ROUTES							
41	Camas/ Washougal Limited	6:25 AM	5:42 PM	1 AM trip/ 1 PM trip	No	No	Limited from Camas/ Washougal via SR 14 & downtown Vancouver to Delta Park/ Vanport MAX Station

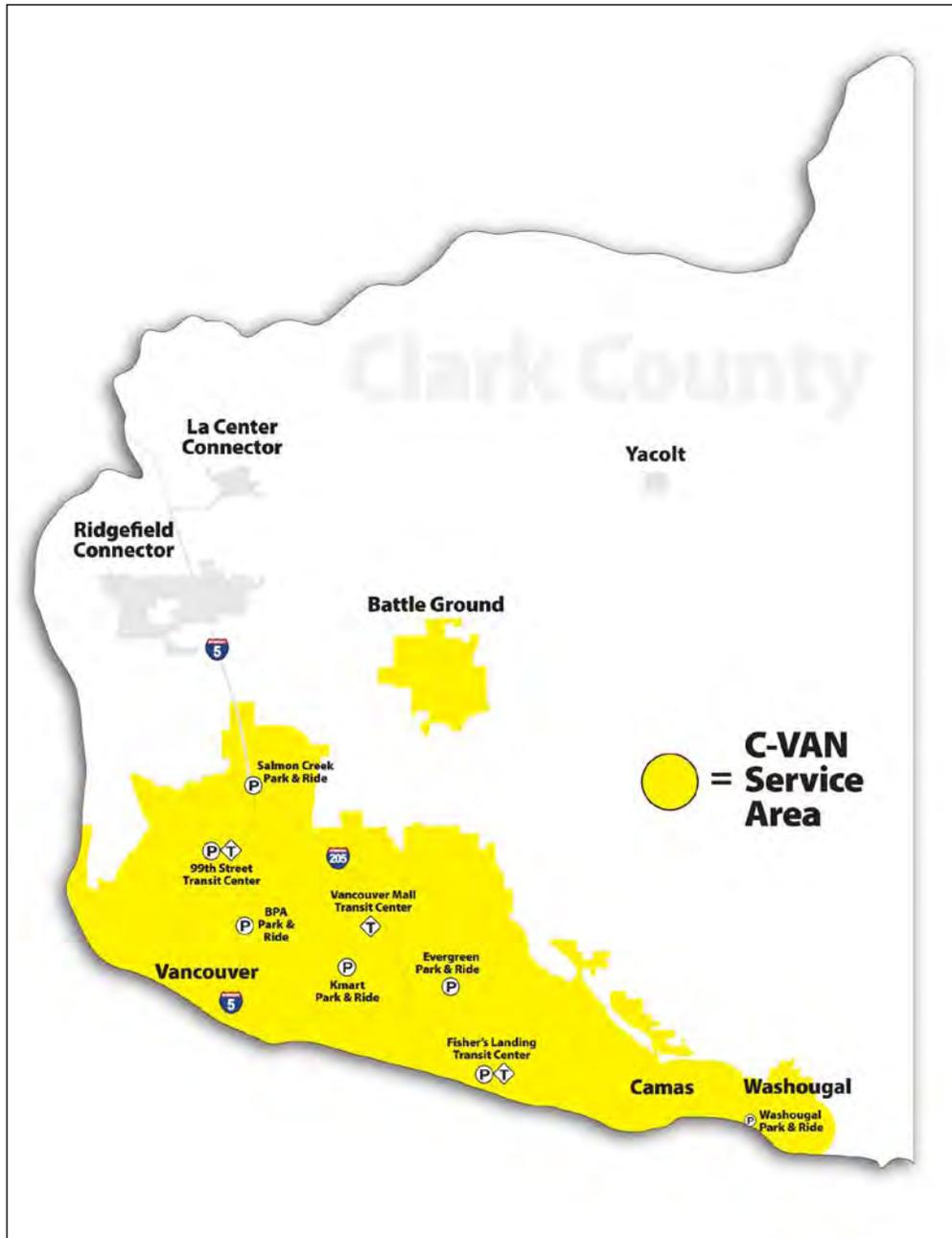
Bus Route	Route Name	Weekday Service First Run Begins	Weekday Service Last Run Begins	Weekday Service Frequency (Peak)	Saturday Service	Sunday/Holiday Service	Area Served (TC=Transit Center, P&R=Park & Ride)
44	Fourth Plain Limited	5:07 AM	6:52 PM	25 min.	No	No	Limited from Orchards to downtown Vancouver continuing to Delta Park/Vanport MAX station
47	Battle Ground Limited	6:05 AM	5:27 PM	1 AM trip/ 1 PM trip.	No	No	Limited from Yacolt and Battle Ground P&R to downtown Vancouver and Delta Park/Vanport MAX Station
165	Parkrose Express	5:50 AM	7:00 PM	20 min.	Yes	No	Limited from Fisher's Landing TC to Parkrose TC
165	Parkrose Express	5:50 AM	7:00 PM	20 min.	Yes	No	Limited from Fisher's Landing TC to Parkrose TC
PREMIUM EXPRESS ROUTES							
105	I-5 Express	5:45 AM	7:18 PM	15 min	No	No	Express connecting Salmon Creek P&R, 99th Street TC, downtown Vancouver, and downtown Portland
134	Salmon Creek Express	5:20 AM	7:15 PM	10 min	No	No	Express from Salmon Creek P&R to downtown Portland
157	Lloyd District Express	6:00 AM	5:15 PM	3 AM trips/ 3 PM trips	No	No	Express from BPA P&R to Lloyd Center (Portland)
164	Fisher's Landing Express	5:20 AM	7:15 PM	12 min	No	No	Express service from Fisher's Landing TC to downtown Portland
177	Evergreen Express	6:00 AM	5:20 PM	3 AM trips/ 3 PM trips	No	No	Express from Evergreen P&R via Rose Quarter to downtown Portland
190	Marquam Hill Express	6:00 AM	4:40 PM	4 AM trips/ 4 PM trips	No	No	Express from Kmart P&R and BPA P&R to Marquam Hill (Portland)
199	99 th Street Express	5:30 AM	6:30 PM	10 min.	No	No	Express from 99th Street TC to downtown Portland

C-VAN Paratransit Service

C-TRAN also provides an 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 20 provides a map of the C-VAN service area. Operating hours are generally 5:30 a.m. to 9:00 p.m. on weekdays, 6:45 a.m. to 8:00 p.m. on Saturdays, and 7:45 a.m. to 6:45 p.m. on Sundays/holidays. In corridors where fixed route service operates later than 9:30 p.m., C-VAN provides service within three-quarters of a mile of those routes during the late night hours. 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. .

While C-VAN carries 3% of C-TRAN system ridership, it accounts for approximately 24% of C-TRAN's operating budget. With forecasts of significant growth in paratransit service in the coming years, managing the costs of this service is a challenge for C-TRAN. In 2009, C-TRAN convened a group of paratransit community stakeholders to discuss the service and identify a range of strategies to help C-TRAN manage it. The ADA Taskforce developed a series of recommendations that were adopted by C-TRAN's Board of Directors and are being implemented by staff.

Figure 20: C-VAN Service Area



C-TRAN continues to utilize a functional assessment process to determine eligibility for paratransit services. Additionally, C-TRAN offers a Travel Training program that provides customized training to seniors and individuals with disabilities so they become comfortable riding the bus.

Participants learn the skills necessary to plan trips and travel across the C-TRAN system. Additionally, travel trainers offer the Blue Strap program, providing a blue securement strap to individuals using mobility devices who ride fixed route buses. The blue strap helps ensure mobility devices can be quickly and safely secured. The Travel Training program is provided using New Freedom formula funding.

Figure 21 provides a summary of C-VAN paratransit service hours and ridership between 1998 and 2009.

Figure 21: C-VAN Service Hours

C-VAN Service Hours and Ridership		
Year	Paratransit Trips	Revenue Hours Per Year
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
2006	211,818	77,010
2007	230,409	81,773
2008	245,684	88,258
2009	215,357	81,064

C-TRAN Innovative Transit Service

C-TRAN operates other innovative transit services including Connectors and the shopping shuttle.

Connectors

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 (see Figure 22). Customers are encouraged to call ahead for advance ride reservations, although same-day requests are honored when possible.

Figure 22: Camas Connector Service Hours

Camas Connector Service Hours		
Year	Connector Trips	Revenue Hours Per Year
2003	10,381	2,592
2004	21,436	4,845
2005	16,214	4,343
2006	19,766	4,599
2007	21,678	4,627
2008	20,316	4,853
2009	14,853	4,583

Connector service also operates in the cities of Ridgefield and La Center (see Figure 23). These Connectors 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 at the 99th Street Transit Center. 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. JARC formula funds are used to support this lifeline transit connection for low income individuals seeking employment and training.

Figure 23: North County Connector Services Summary

New Connectors	Weekday Deviated Fixed Route Hours	Weekday Feeder Trips	2009 Ridership
La Center	5:30 a.m. – 7:40 a.m. 4:40 p.m. – 6:40 p.m.	2 a.m. trips; 2 p.m. trips	4,342
Midday La Center/Ridgefield	12:00 p.m. – 2:10 p.m.	2 midday trip	2,371
Ridgefield	5:45 a.m. – 7:50 a.m. 4:47 p.m. – 6:20 p.m.	2 a.m. trips; 2 p.m. trips	3,635

Shopping Shuttle

The shopping shuttle was one of the ADA Taskforce recommendations. It provides direct transit service between select areas and shopping destinations on a fixed schedule. This new service carried 312 passenger trips during the six month demonstration project. The redesigned shopping shuttle service began in May 2010 with schedule shown in Figure 24.

Figure 24: Shopping Shuttle

New Connectors	Weekday Deviated Fixed Route Hours
Smith Tower/Lewis & Clark Apartments	9:00 a.m. – 11:30 a.m. First and Third Tuesdays
Columbia House	9:00 a.m. – 11:30 a.m. First and Third Tuesdays

Inter-City Bus

Inter-city bus service to cities throughout the northwest and nation-wide, provided by Greyhound Bus Lines, is no longer available from Vancouver. The Greyhound bus service stop in Vancouver, WA closed on January 1, 2009. Vancouver residents now have to travel to Portland, Oregon to access this service. Connection with Skamania County is provided through Skamania Senior Services and connection with Cowlitz County provided by CAP managed by 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. Between January 1, 2010 and June 30, 2010 HSC brokered over 35,500 employment transportation trips and served 960 unique individuals. Continuation of the Brokerage services is dependent on grant funding.

Funding for Special Needs Transportation Services:

2009-2011 biennium grants to the Clark County region included \$247,500 to the Human Services Council (HSC) to provide brokered transportation services to elderly persons and persons with disabilities who do not qualify for Medicaid or for complementary Americans with Disabilities Act (ADA) services. The Reserve a Ride program has operated in Clark County for several years and addresses transportation needs of individuals getting to and from life-sustaining medical appointments. The program was developed to meet much broader needs; including trips to other medical appointments, shopping, to senior center activities and other social activities that are important for individuals to be a part of the community. However,

in the current funding cycle HSC received less than half of what was requested. HSC has therefore focused on meeting the most critical needs; getting patients to life-sustaining medical appointments. HSC has had to manage the limited service dollars because there are huge needs in the community for people to get to dialysis and cancer treatments. HSC maintains a list of people who are waiting for service to open up so their needs can be supported. HSC was fortunate to be funded to expand the Reserve-a-Ride program into Cowlitz and Wahkiakum counties so is currently developing the program in those communities.

The Human Services Council also received \$474,375 in the 2009 - 2011 biennium to provide brokered transportation services to low-income individuals for employment-related purposes. The program has been in existence since 2006. However, this past year HSC received just a percentage of what had been received in the past. HSC works with a group of community partners to identify the transportation needs. The partners help HSC to identify clients who are best suited for this program and do some eligibility screening.

In addition to the WSDOT funded services, HSC also operates the Medicaid transportation brokerage contracting with the state of Washington DSHS to provide transportation for Medicaid clients to Medicaid-covered appointments. HSC works closely with C-TRAN and has sixteen contracts with private transportation providers, both ambulatory and non-ambulatory. HSC also uses a voucher system and other systems for purchasing Amtrak tickets, Greyhound tickets and sometimes lodging for the Medicaid population. If there is a need, then HSC tries to procure the service if the funding is available to meet that need.

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) are designated recipients of these funds. Funds are allocated to these three service providers in proportion to the population. In FY 2009, C-TRAN received a direct allocation of \$159,731 in Jobs Access and Reverse Commute (JARC) funding helping to fund the Connector transit service and \$97,477 in New Freedom funding to help fund C-TRAN's Travel Trainer program. C-TRAN's Grant Committee has recommended the allocated funds continue to be used for these purposes.

It is hoped all the services described above can be maintained through funding in the 2011-2013 biennium and grant cycle.

Plans for Future Transportation Services

C-TRAN's 20-Year Transit Development Plan, C-TRAN 2030

C-TRAN adopted a 20-Year Transit Development Plan, C-TRAN 2030, in June 2010. The Plan is made available on C-TRAN's website at http://www.c-tran.com/20_Year_Plan_Update2.html. C-TRAN 2030 provides the framework on which to build public transportation to support the future transportation needs of Clark County. It sets in place a plan to preserve existing service levels with improvements that include two new bus routes in east Vancouver, increased frequencies on many existing bus routes, meeting the growing demand for paratransit service for people with disabilities (C-VAN), two new park and rides with increased commuter service to downtown Vancouver and Portland, C-TRAN's first bus rapid transit line with service along Fourth Plain Boulevard, and operations and maintenance costs of light rail in downtown Vancouver as part of the Columbia River Crossing Project. The C-TRAN Plan includes a funding strategy that outlines potential revenues and assumptions to fund the transit system into the future.

Identify Unmet Transportation Needs

The main public transportation service provider in Clark County is C-TRAN fixed-route and C-VAN paratransit service. However, transit service is not county wide. Other services include pupil transportation, public/private providers, Amtrak service at the Vancouver station, Greyhound bus service available at stops in Portland and brokered special needs transportation trips through the Human Services Council. Transportation needs were discussed at a stakeholder meeting held in Vancouver on June 2 and in outreach meetings held with interested stakeholders throughout 2010.

A detailed description of issues and unmet needs identified through discussion with stakeholders in Clark County in 2010 is provided in the Appendix to this Plan in the meeting notes from the June 2, 2010 Stakeholders' Group meeting.

Transportation Needs, Priorities and Strategies: Summary

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.

The needs identified include:

- Acknowledging fixed route transit cannot accommodate all individual needs.
- Rural area transportation where public transportation, C-TRAN and C-VAN, is not available.
- Maintain curb to curb transportation for those not able to use fixed route service.
- Ensure transportation to medical appointments. Life-sustaining medical treatments are a priority but there is growing demand for medical trips of all types including preventative appointments.
- Expand Human Services Council's Reserve-a-Ride program.
- Transportation of seniors to nutrition programs.
- Transport to adult day care.
- Cowlitz Tribe Transit Service to medical appointments in Clark County.
- Employment transportation. Some employees need longer fixed route transit service hours to accommodate their work schedule.
- Meeting the challenges of getting children to/from childcare on the way to/from work if the employed use public transportation.
- Youth transportation – large demand, little service.
- Transportation eligibility e.g. those ineligible for Medicaid, mental health appointments, preventative medical appointments.
- Veterans' transportation coordination.
- Homeless student transportation.
- Increase volunteer drivers.
- Emergency management.
- Meeting the growing demand for special transportation services.
- Meeting the challenges of funding for special needs transportation and the costs to clients, especially those with low incomes, seniors and those with disabilities.

Strategies to meet the transportation needs include:

Priority Strategies:

- Maintain existing services:
 - (Human Services Council transportation brokerage program providing efficient transportation services to meet the needs of seniors, people with disabilities and people requiring transportation access to jobs.
 - C-TRAN Connector
 - C-TRAN Travel Trainer
- Continually monitor emergency preparedness measures as they relate to special needs transportation.

Other Strategies:

- Continue coordination with neighbors: Tri-Met (Portland), CAP (Cowlitz), Skamania Senior Services.
- Change building codes.
- Further explore shared use of vehicles.
- Technology-based solutions to increase efficiencies.
- Sustain and expand volunteer driver program to help meet curb to curb transportation needs.
- Community vanpool program.
- Carpooling program – community based rather than employer based.
- Neighborhood-based solutions. Neighbors helping neighbors. Potential for neighborhood mapping to ensure those with special needs are located.
- Flex vehicle programs.

Obstacles to Implementing Strategies:

- Liability and risk management.
- Costs and lack of revenue sources.

Transportation Needs: Detail

A more detailed description of unmet human services transportation need in Clark County is provided below.

- **Rural Areas.** The rural areas of Clark County are not part of C-TRAN's service area for fixed route or C-VAN paratransit service.

About 69,000 people in Clark County live outside the urbanized area in 2009.

- **HSC's Reserve a Ride.** This program can only meet the most urgent needs for life-sustaining medical appointments. The program has had to be designed to fit the limited funding. This Program is focused on people who cannot use the fixed route transit or C-VAN system and have no other means for getting to appointments. Many live in the rural areas of the county not served by transit. When requests come in to HSC it takes a lot of creative cooperation between transportation entities to find a workable solution. Ideally, this program needs further funding support.
- **Adult Day Care Transport.** Innovative Services runs an adult day health care center. Many clients are in wheelchairs and use C-VAN. However, many reside in rural areas (e.g. Amboy, Hockinson) are not covered by C-VAN. C-VAN will meet clients at the edge of the service area but it is often difficult for the caregiver to get clients to these locations. Many of the adult day care users used to receive transportation funding through the Medicaid broker program but with shrinking funding this service was cut.
- **Cowlitz Tribe Transit Service.** This is a public transit agency covering rural areas of Lewis and Cowlitz counties. The biggest challenge is getting people into the Portland- Vancouver area to medical appointments not available in Cowlitz and Lewis counties. Current funding allows transportation to Woodland to connect with CAP and then C-TRAN service. However, for people who are unwell it is exhausting for them to have to make so many connecting transfers. C-TRAN's service area reduction has impacted the Tribe's transportation. The Cowlitz Tribe would like to have capability of getting people all the way to the door of their medical appointments in Vancouver. A WSDOT/FTA waiver to transport a group of 10 veterans together to Clark County dental and medical appointments was not allowed. The Tribe is working with CUBS (Kelso-Longview's transit system) to provide a feeder service to the CUBS system. Cowlitz Tribe Transit service also faces funding challenges with FTA funding capped at \$180,000 this year. WSDOT has projected no increase in funding in the next cycle and is encouraging the Cowlitz Tribe to try to maintain existing services. A new Cowlitz clinic facility in Longview should be open within the next 2 months but there will still be need to get to more specialized medical services in Clark County.

- **Transportation to Employment Opportunities.** Getting people from the rural area to employment opportunities is challenging. Some people are able to take advantage of the current HSC's Job Access and Reverse Commute (JARC) program. However, it takes time for people with developmental disabilities to develop skills and routines to enable them to use transit to allow them to maintain a job. The HSC's JARC program currently limits eligibility for assistance to 5 months. Homeless clients do not want to take housing out in the rural area because they have no way of getting into the urban areas to access jobs and services in a reasonable amount of time.
- **Transportation Costs.** The increasing cost of transportation is also a challenge for people requiring special needs transportation. Fares are increasing but social security is not. There have been decreases in C-TRAN and C-VAN ridership in 2009 and early 2010 due to increased fares as well as the down economy. C-TRAN is facing budget shortfalls because of reduced sales tax revenue and is faced with the possibility of further reducing service for lack of revenue. So, while we are talking about significant needs for the projected growing numbers who will be requiring special needs transportation in the future, the funding situation does not look optimistic to serve growing needs.
- **Catholic Community Services.** CCS has identified the following challenges: 1) Transportation for Veterans who cannot drive to the Vancouver VA facility to get to appointments or enable them to take the shuttle service to the Portland VA Hospital, 2) transporting people to preventative medicine appointments (e.g. colonoscopies) where patients need a driver, 3) the down economy is causing impacts because people are hesitant to ask for help from relatives and friends (they fear they will lose their jobs if they take time out to help), 4) some medical transportation is not covered by Medicaid, e.g. mental health appointments³, though Catholic Community Services will take clients if they qualify for a program, 5) trying to increase the number of volunteer drivers to meet increasing demand.
- **Volunteer drivers.** Volunteer drivers usually volunteer their time and use their own vehicle and insurance. There may be compensation for gas used. The state has guidelines and a rate of compensation

³ With a CNP coupon, patients are eligible for transportation to mental health services. However, GAU coupons do not come with a transportation benefit. For the most part, state-funded Medicaid, with a few exceptions, does not cover mental health, dental and a few other types of medical services under their transportation program. They do cover for regular medical appointments under the state program for GAU coupons but not for specialized care.

recommended for volunteer drivers. Catholic Community Services recently received a grant for its volunteer driver program but there is additional need beyond what the current program can serve.

- **Veterans Transportation.** In response to HB 2072, passed by the legislature in 2009, the HSC organized a Southwest Washington Local Coordinating Coalition (LCC) to work on a pilot project focused on transportation for Veterans in the region. The project is without funding but the Coalition group has met several times and has gathered information and resources to ultimately help Veterans access the VA Campuses in Vancouver and Portland.
- **Transportation Eligibility.** There is concern that people who are just above the eligibility level for Medicaid are without transportation and cannot afford transportation. The poverty level is increasing and people who typically would not have been in the situation of being without their own transportation are now finding themselves in a difficult situation.
- **Youth transportation.** There is a large transportation demand for youth in the community, especially low-income youth. Youth need transportation to their employment search activities, to jobs and to volunteer activities. The HSC would like to be able to provide service to youth to address transportation needs for social connectivity, involvement in the community and children with disabilities getting to where they need to go. However, the HSC can currently only meet the highest priority transportation needs, i.e. life sustaining medical trips.
- **Homeless Student Transportation.** There is a requirement that school transportation be provided for homeless students. This is an unfunded mandate required by the McKinney-Vento Homeless Assistance Act; the primary piece of federal legislation dealing with the education of children and youth experiencing homelessness in U.S. public schools. It was reauthorized as Title X, Part C, of the No Child Left Behind Act in January 2002. ESD 112 and school districts struggle to meet these homeless student transportation needs. ESD 112 has a fleet of 50 buses and serves 23 school districts in the Southwest Washington region. ESD 112 provides the high cost, low incidence transportation needs of the school districts and typically serves about 200 homeless students per year. In any given month, ESD is typically meeting the transportation needs of about 100 homeless students many of them living in shelters. The challenge of providing transportation for the homeless students is that they are highly transitional and often move before a ride is established. With the current economic downturn, there is increasing evidence in our community of students living in cars with their parents

who have no gas money to move the car. The families have been evicted, have no place to go and will not leave their car for fear it will be towed away and they will lose everything they have. These students are not making it to school.

- **Emergency Management.** This is a new area required to be addressed in the HSTP update. If there is a disaster in the community, we need to consider how prepared we are to reach the most vulnerable and special needs populations. An HSC staff member has attended FEMA training on special needs transportation in emergencies. It is a very complex issue. It is imperative that Memoranda of Understanding (MOUs) are in place and funding is available so there can be an immediate response if something were to happen. Everyone should know the expectations, should be practiced with the emergency plan, and should know how to respond to implement that Plan. An example was provided of the past year's California fires where many different vehicles were dispatched to evacuate people in wheelchairs but the vehicles were stopped from going into the fire zone because emergency service personnel had evacuation orders not to let people in. The Fire Department did not recognize any of these vehicles and there had not been sufficient communication. Thinking through these issues and having them in the Plan is essential.

C-TRAN and the Human Services Council currently support disaster and emergency preparedness by working with Clark Regional Emergency Services Agency (CRESA) on emergency planning. C-TRAN has agreements in place and there are agreements in place, for example, with ESD 112 to use their equipment and staff in case of an emergency. However, there is need for constant plan refinement and practice to make sure we are adequately prepared.

- **Limited Funding.** There are shorter-term funding challenges as well as long term challenges of a growing, aging population with the baby boom generation and with age often comes the challenges of disabilities. In 2011, Share's outreach program will no longer be providing day passes to the homeless and low income because the City of Vancouver has cut the program's \$20,000 per year funding. These types of cuts are being made state-wide with most jurisdictions and agencies now on their second and third rounds of program cuts. Grant requests are often not fully funded. Until the federal transportation act (currently SAFETEA-LU) is reauthorized, funding is going to remain stagnant or be further reduced. Public transportation in Washington State funds transit from sales tax revenues which has become volatile given the down economy. In comparison, Oregon funds transit from business and occupation

taxes. Washington state may need to address diversifying revenue sources for transit to meet growing service demand.

Technology

Technology can aid the planning and coordination of transportation services. Intelligent Transportation Systems (ITS) represent a broad group of technology based solutions to transportation issues, including: Automatic Vehicle Location (AVL), Computer Aided Dispatch (CAD), Traveler Information Systems (TIS), and electronic payment and collection systems. C-TRAN uses AVL, CAD and TIS systems. Stakeholders discussed the need for ride-scheduling software to more efficiently schedule trips and volunteer drivers. However, client confidentiality requirements require additional research and investigation of the possibilities prior to any grant request being made. Stakeholders discussed the possibility of an HSC Mobility Manager, if funded, tackling technology issues prior to the next grant cycle.

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 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 "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. C-TRAN's 20-Year Plan, C-TRAN 2030 (June 2010) addresses the growing demand for paratransit service for people with disabilities. A more detailed listing of resource documents together with website links is provided in the Appendix to this document.

Transportation Solutions

Transportation solutions to meet the identified needs were discussed at a Human Service Transportation Stakeholders' meeting held in June 2010. Other community events and outreach efforts were also informative in identifying potential solutions, projects and strategies.

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.

Innovation, Promising Practices, Creative Solutions

Opportunities for innovative solutions to leverage the limited revenues:

- **Building Codes.** Building codes should be reviewed and changed to make it easier for bus service to the door of the facility. It makes more sense to build up to the street line because it makes the building more accessible and makes for more transit options in the long term. Southwest Washington Medical Center is built so far back off Mill Plain that its entrance is some distance (the equivalent of 2 to 3 blocks) from C-TRAN's fixed route bus stop. If the entrance was closer to Mill Plain, with parking at the back of the site, it would be easier to serve by transit. Often, C-VAN is used to get people to the hospital door which is a much more expensive option; C-VAN costs, on average, \$35 per passenger boarding compared with \$4.50 for fixed route buses. Supermarkets are similarly set back so far off the main street that is served by transit. These huge trip generators are never built on the road. For people with vision problems traversing a parking lot is a problem, similarly for those with a mobility disability.
- **Technology-Based Solutions.** This is another area that must be addressed in the HSTP update. Catholic Community Services mentions need for investment in an on-line billing system to save paperwork and time. Technology also includes the most efficient dispatching of vehicles for special needs transportation. There are some challenges in trying to increase efficiencies because you are dealing with DSHS client information so have to gain DSHS approval at every step and ensure client confidentiality.
- **Shared Use of Vehicles.** Sharing vehicles with private residential senior assisted living facilities could be a potential solution for meeting needs. Volunteer drivers would be needed to drive the vehicles. Early 2009 program cuts led to loss of transportation funding for people living in family homes but using adult day health care centers. This led to disenrollment and was traumatizing for clients. Shared vehicle usage was suggested. HSC has one contract with an assisted living facility and has met with limited success. However, vehicles used as part of a program funded by public monies have to go through an inspection program and training has to be carried out to comply with FTA, DOT or

brokerage regulations. Volunteer drivers who use their own private cars are not subject to the same training and vehicle inspection requirements. C-TRAN has a training program in place and may be able to help set up these types of programs. .

- **School Transportation Vehicles.** There are many laws and rules that govern school bus use so it is not a simple solution to tap into these resources to use school buses for other purposes during hours they are not in use.
- **Community Vanpool Program.** C-TRAN may be able to provide training and vehicle maintenance. Ben Franklin Transit in the Tri-Cities runs a community vanpool program. Kitsap County is also starting up a community vanpool program. In the Ben Franklin region, the transit agency works with the local community and has a lend-lease arrangement with the Arc. The transit company leases the vehicle to the Arc which provides the driver and Ben Franklin ADA program clients. Ben Franklin Transit pays the Arc for every ride provided by the Arc. C-TRAN's ADA Task Force has looked into a program using a similar concept. Nine new C-VANs are currently being introduced and there are nine old C-VANs that could be used in a lend-lease style program. With such a program C-TRAN could provide access to reduced cost fuel and possibly maintenance and training if another private, non-profit or public agency can provide the driver to transport clients that would otherwise be transported by C-VAN. There was discussion about whether such a program could meet some of the transportation need for rural residents with special needs. However, this would not help C-TRAN's budget situation because it would not be providing transportation to people within the C-TRAN area. Another model to be looked at is Metro King County's community vanpool program⁴, Community Access Transportation, and Community Transit's VanGO program⁵ in Snohomish County, Washington.
- **Carpooling** – look at carpooling not as employer-based but community or neighborhood based.
- **Obstacles** – Liability and risk management issues.

⁴ <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#advantage>

⁵ <http://www.commtrans.org/Vanpool/VanGo.cfm>

- **Flex Vehicle Programs.** Currently, Vancouver has two ZipCars located in downtown Vancouver. ZipCar⁶ is a private, for-profit company.
- **Neighborhood-Based Solutions.** Members of the C-TRAN Citizens Advisory Committee and attendees of the Southwest Washington Agency on Aging and Disabilities September 16, 2010 forum on Planning for the Aging Boom in SW Washington suggested working through the neighborhood associations to emphasize the power of neighbors helping neighbors. The possibility of creating maps to ensure those with special needs are located was discussed.
- **Growth in Need** – C-TRAN’s major concern is growth in need. Nationwide, the demand for C-VAN type service is on a steep growth curve partially due to the aging baby boom generation where age and disability are factors. Modern day medicine also extends the life of people who need special transportation services. In turn, the regular fixed route transit service is threatened because an increasing amount of funds are used for paratransit.

Develop Strategies to Meet Public Transportation Needs

Human Service Transportation Plan: Projects Defined

Responding to the human services transportation needs identified during the HSTP planning process, the following projects were identified in Clark County to proceed to project application for the 2011-2013 biennium. Additional projects, such as the extension of Cowlitz Tribal Transit services into Clark County and purchase of software to improve Catholic Community Services’ scheduling of volunteers and trips, were discussed.

HUMAN SERVICES COUNCIL

Continue Employment Transportation to help low-income individuals, residing in Clark County to access employment and employment related activities. The Human Services Council provides employment transportation services to assist low-income individuals, families, and WorkFirst recipients who reside in Clark County, Washington. The program brokers transportation to eligible people to get to employment sites, job interviews, training services, education, childcare and other employment related activities.

⁶ <http://www.zipcar.com/>

Clark County continues to have one of the highest unemployment rates in the State and the demand for transportation services for the low-income population is significant. The goal of the program is to support individuals in gaining and/or sustaining employment to become financial independent enough to secure their own means of transportation or transit utilization. Additionally, the Human Services Council is launching a bike program that will offer bicycles to qualifying individuals to support them in getting to work and/or work related activities. Often bikes are utilized in conjunction with transit to get to employment in more rural areas of the county.

This grant would sustain existing services.

Continue priority dial-a-ride transportation service under the Reserve-A-Ride model to life-sustaining medical appointments and for essential medical and nutritional services to help the elderly, disabled and low-income residents of Clark County who cannot access local transit or Medicaid Transportation services.

The Human Services Council currently provides transportation under this program for elderly, disabled and low-income residents of Clark County, Washington who need transportation to life-sustaining medical appointments such as dialysis, chemotherapy, and radiation treatments. While medical trips will remain the top priority of this program, we would also like to offer group transportation options to destinations such as grocery stores, nutrition sites and other locations that assist people in remaining independent in their homes.

This dial-a-ride transportation service is intended to serve individuals who are not eligible for transportation under the Medicaid Medical Transportation Program 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 transportation providers.

The number of Clark County residents who need this service, in particular to get to life-sustaining medical appointments, continues to grow. The Human Services Council has a waiting list of individuals who have requested this transportation service as soon as there are openings or when more funding becomes available.

This grant would sustain existing services.

Begin a new Community Mobility Solutions project by hiring a Mobility Manager to identify community transportation options and work with local transit, human service transportation providers, and community partners to coordinate transportation solutions for veterans, seniors, low-income, people with disabilities, and other at-risk populations.

The Human Services Council is requesting funding to support a Mobility Management position. There would be several areas of focus for this position including:

Emergency Preparedness

Coordinate with CTRAN, Community Organizations Active in Disaster (COAD), and Clark Regional Emergency Services Agency (CRESA) to develop plans, resources, and strategies to address transportation needs for seniors, people with disabilities and other vulnerable populations in the event an emergency or disaster.

Veterans Transportation

Continue the development and coordination of transportation resources and support for veterans in getting to Veterans Administration facilities and other points of destination that will allow them to gain access to medical care, employment, social and community engagement, and other activities or events such as the Clark County Stand Down

Community Vanpools

Work with CTRAN, local businesses, non-profits, social service agencies, senior residential areas and neighborhood groups to develop community van or car pools that support coordinated transportation for seniors, people with disabilities, other vulnerable populations as well as private employers.

Local Coordinating Coalition

Continue to develop and work with the Local Coordinating Coalition to 1) identify transportation needs in Clark County 2) develop strategies to address community transportation needs 3) develop an inventory of available transportation resources 4) develop customer information in cooperation with local transit and 5) identify, develop and support local partnerships that work together to coordinate transportation and expand services for special needs populations.

C-TRAN: Connector Service (JARC) and Travel Trainer Program (New Freedom)

In addition to competing for public transportation funds at the statewide level, large urban areas such as the Portland-Vancouver region receive a direct formula allocation for Job Access and Reverse Commute (JARC) and New Freedom funds under SAFETEA-LU. The RTC Board, as MPO for the Clark County region, took action in December 2006 to concur with the Governors of Oregon and Washington in designating C-TRAN, TriMet and Smart (Wilsonville) as recipients of these funds within the Portland-Vancouver region. In FY 2009, \$159,731 JARC funding was received and \$97,477 New Freedom funds. C-TRAN uses these funds to help support the Connector transit service in Clark County and to fund the Travel Trainer program with the intent of training some users of C-VAN to ride fixed route service.

PROJECT PRIORITIES

Following identification of transportation needs in the draft Human Services Transportation Plan, service providers defined projects to meet these transportation needs. Transportation stakeholders and project sponsors in the three-county region convened in November, 2010 to consider project priorities to submit for funding consideration through the state's consolidated grant program.

The state's grant process requires each RTPPO region to rank projects as A, B, C, or D. The number of letter grades each region gets is determined by the population in each of the following categories: rural, people with disabilities, youth, elderly and people with low income. Based on these populations, the RTC region, which includes Clark, Klickitat and Skamania counties, is able to submit 5 A's, 5 B's, 4 C's and unlimited D's. The region's ranking counts for one third of the total possible points awarded as part of the state's competitive process. For example, the maximum points awarded to a project by the state will be 100 points and projects ranked by the region in the A, B, C, and D categories will receive additional percentile points as follows:

A = top 5 projects	(50 percentile points)
B = second 5 projects	(25 percentile points)
C = third 4 projects	(12 percentile points)
D = remaining projects	(0 percentile points)

Project reviewers evaluate projects based on the goals of the WSDOT 2011-2013 grant program encouraging of projects that:

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

Projects are evaluated based on prioritization criteria that include:

- 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?

Community Priorities

RTC's prioritization process and resulting project priorities across all three counties (Clark, Klickitat and Skamania) are addressed in the RTC Board Resolution (see beginning of Human Services Transportation Plan).

Appendix

The appendix includes a report from the Stakeholders meetings held to support identification of needs, Plan update and project development.

**Figure A-1
Types of Organizations Eligible to Submit an Application for
Human Service Transportation Funding
from Washington State's Consolidated Grant Program**

	FTA 5310	FTA 5311	FTA 5316	FTA 5317	Paratransit/ Special Needs – Competitive	Rural Mobility Competitive
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 ¹	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

Report from Stakeholder Meeting Held on June 2, 2010.

Human Services Transportation Plan for the Clark County Region

Stakeholders Meeting: Meeting Notes

Wednesday, June 2, 2010, 10 a.m. to Noon
at the Elections Conference Room, Clark County Elections Building
1408 Franklin Street, Vancouver, WA

Attendance:

Kate Budd	Clark County Community Services Department (transportation is identified as one of our greatest needs to help serve the community)
Dianalynn Canfield	Innovative Services (NW Adult Day Healthcare. Getting people to and from is challenging)
Lynda David	SW Washington Regional Transportation Council (long-range transportation planning, Human Services Transportation Plan Coordinator)
Debbie Elven-Snyder	C-TRAN (long-range planning; 6 to 20 years, grant writing)
Katherine Garrett	Share (Program Director, Share House/Share Outreach, working with those needing shelter, living on the streets, trying to address their barriers; transportation is a very large barrier)
Walt Gordon	C-TRAN (C-VAN Manager)
B. J. Jacobson	Human Services Council (Transportation Manager; HSC serves a 5-county region. HSC operates the employment transportation program and reserve a ride program for individuals with special needs going to life sustaining medical appointments and the Medicaid transportation brokerage for Clark County. Other transportation programs are area specific.)
Jacqui Kamp	Clark County Community Planning (staffing new project; the Aging Readiness Plan, including transportation and mobility)
David Kelly	Southwest Washington Agency on Aging and Disabilities
Kris Krohn	Arc of Clark County (non-profit serving people with developmental disabilities)
Colleen Kuhn	Human Services Council (Executive Director)
Patricia McConaughy	Clark County Community Services (Developmental Disabilities, work services)
David Moore	Council for the Homeless (Community Housing Coordinator)
Becky Morton	Cowlitz Tribe (Transportation Coordinator)
Mike Reardon	Southwest Washington Agency on Aging and Disabilities
Kim Stube	Cowlitz Indian Tribe DOT (Director of Transportation, interest in extending transportation services to Clark County)
Diane Workman	Southwest Washington Regional Transportation Council

Agenda:

- I. Introductions
- II. Human Services Transportation Plan: the existing Plan and update requirements
- III. Existing Human Services Transportation in Clark County, *Discussion*
- IV. Unmet Human Services Transportation in Clark County, *Discussion*
- V. HSTP Plan Development: Next Steps, *Discussion*

I. Introductions

Lynda David (RTC) welcomed stakeholders to the meeting and reviewed the meeting agenda. The main goals of the meeting are to discuss existing transportation services and discuss unmet needs. Introductions were made. Lynda also provided a brief overview of the work of Southwest Washington Regional Transportation Council (RTC) – see www.rtc.wa.gov

II. Human Services Transportation Plan: background and update requirements

Lynda David explained that the Human Services Transportation Plan (HSTP) was a requirement of the federal transportation act, SAFETEA-LU. The first Plan was adopted by the RTC Board in early 2007 and updates are required every four years. In the meeting packet, a Memo to the Regional Transportation Advisory Committee (RTAC) summarized the need for the Plan. 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 as well as those in rural locations who cannot provide transportation for themselves. In turn, the Plan supports funding requests to help meet those transportation needs. Guidance in putting together this HSTP update is provided by the Agency Council on Coordinated Transportation (ACCT)⁷. This meeting is part of the required stakeholder outreach. Invitations were sent out by RTC to about 75 people and the Human Services Council forwarded the invite to additional stakeholders and clients. Some not able to attend the meeting submitted comments and needs. 2010 census information will not be available in time for the update but American Community Survey data can be used though it is only available for the Clark County and City of Vancouver areas and not for smaller geographic areas.

III. Existing Human Services Transportation in Clark County

Page 2 of the RTAC Memo provides a brief description of current and past funding received by agencies in this region to provide special service transportation. The Human Services Council

⁷ http://www.wsdot.wa.gov/acct/acct_local%20plans.htm

received some funding as well as agencies in adjacent counties to provide connecting service into Clark County. An amount is allocated directly to this County and is used by C-TRAN for its Connector service and travel training program. Walt Gordon explained travel training where C-TRAN works with primarily seniors and people with disabilities. They are clients who may have been referred to C-VAN service but have conditional eligibility or may be living in group home facilities. Travel training is trying to provide people with skills and confidence building. C-TRAN also offers travel training through fixed route operators with the “Blue Strap Program”. The Program is available to anyone using a mobility device who uses fixed route bus service. It includes finding the best place to secure the mobility device. C-TRAN also provides travel training outreach e.g. to group facilities. To date, outreach has focused on Vancouver’s downtown core area e.g. Van Vista, Columbia House, Lewis and Clark apartments, Smith Towers, but C-TRAN will be looking to expand the outreach to other areas and to anyone that needs it.

Before the last HSTP was adopted, C-TRAN’s service area was reduced to less than county-wide so there are now areas of rural Clark County not served by transit.

Colleen Kuhn explained that in the last grant funding cycle, the Human Services Council (HSC) applied for funding for its employment transportation funding program. The program has been in existence since 2006 and it is all about meeting the needs of people who are conducting job-related activities e.g. people conducting job searches or low income needing transportation to work until they can get established and can sustain themselves. This past year HSC received just a percentage of what we have received in the past. HSC works with a group of community partners to identify the transportation needs. The partners help HSC to identify clients who are best suited for this program and do some eligibility screening.

HSC also has a Reserve a Ride program funded through Washington State Department of Transportation (WSDOT). The program has been ongoing in Clark County for the past few years and addresses transportation needs of individuals getting to and from life-sustaining medical appointments. The program was developed to meet much broader needs; including trips to other medical appointments, shopping, to senior center activities and other social activities that are important for individuals to be a part of the community. However, in this funding cycle HSC received less than half of what was requested. HSC has therefore focused on meeting the most critical needs; getting patients to life-sustaining medical appointments. HSC has had to manage the limited service dollars because there are huge needs in the community for people to get to dialysis and cancer treatments. HSC maintains a list of people who are waiting for service to open up so their needs can be supported. HSC was fortunate to be funded to expand the Reserve-a-Ride program into Cowlitz and Wahkiakum counties so is currently developing the program in those communities for medical-related transportation as well as life-sustaining medical treatments.

HSC also operates the Medicaid transportation brokerage contracting with the state of Washington DSHS to provide transportation for Medicaid clients to Medicaid-covered appointments.

HSC works closely with C-TRAN and has sixteen contracts with private transportation providers, both ambulatory and non-ambulatory. HSC also uses a voucher system and other systems for purchasing Amtrak tickets, Greyhound tickets and sometimes lodging for the Medicaid population. If there is a need, then HSC tries to procure the service if the funding is available to meet that need.

IV. Unmet Human Services Transportation in Clark County

The meeting packet included an extract from the existing HSTP which describes the unmet needs in the Clark County region. Lynda David explained she needs help in updating the unmet needs section.

There was discussion of plans and events over the past 4 years that can be used to provide background information for the HSTP update. These include:

- Community Choices Report Card⁸ section on transportation.
- Forum on Aging, led by the Southwest Washington Agency on Aging and Disabilities (SWAAD), held at WSU-Vancouver on May 14, 2009⁹.
- America's Civic Health Index¹⁰, based on National Conference on Citizenship (NCoC) survey data to look at the state of civic engagement in America. People are spending more time taking care of those within their own support circle, their families, friends, and grandkids, so they do not have time to volunteer. One of the groups now most involved in volunteering is the millennial generation. As we consider how we are going to incorporate volunteerism into our programs, we need to engage the younger generations.
- Clark County's Aging Readiness Plan and Aging Readiness Task Force¹¹
- The Clark County 10-Year Homeless Plan¹² (August 2007) is in the process of being updated.
- Clark County Needs Assessment¹³ plan, Clark County Community Services. 211 calls have been tracked since 2008. Transportation is #9 of the requests they receive.
- The Developmental Disabilities Plan for Clark County¹⁴ update

⁸ http://www.clarkcommunitychoices.org/docs/report_card/CC_2009_Report_Card.pdf

⁹ <http://www.helpingelders.org/forum.shtm>

¹⁰ <http://www.ncoc.net/>

¹¹ <http://www.co.clark.wa.us/aging/index.html>

¹² <http://www.clark.wa.gov/community-action/documents/Clark%20County%2010-Year%20Plan%207-06%20FINAL.pdf>

¹³ <http://www.co.clark.wa.us/community-action/documents/ClarkCountyNeedsAssessment.pdf>

¹⁴ <http://www.co.clark.wa.us/dev-disabilities/>

- Planning work conducted by Clark County Health Services
- Human Services Council, Veterans Pilot Project
- Free Clinic of SW Washington, survey of transportation access to the clinic.

There was further discussion of transportation challenges, needs and unmet needs. Many issues related to providing transportation for special needs populations living in the rural areas of Clark County.

- **C-TRAN** operates fixed route transit service and its C-VAN paratransit service in Clark County. However, service does not extend to the rural areas.
- The **HSC's Reserve a Ride** can only meet the most urgent needs for life-sustaining medical appointments. The program has had to be designed to fit the limited funding. This Program is focused on people who cannot use the fixed route transit or C-VAN system and have no other means for getting to appointments. Many live in the rural areas of the county not served by transit. When requests come in to HSC it takes a lot of creative cooperation between transportation entities to find a workable solution.
- **Innovative Services** runs an adult day health care center. Many clients are in wheelchairs and use C-VAN as it is the most economic solution for clients. However, many are in rural areas (e.g. Amboy, Hockinson) not covered by C-VAN. C-VAN will meet them at the edge of the service area but it is often difficult for the caregiver to get them to these points. Many of these people used to receive transportation funding through the Medicaid broker program but with shrinking funding that went away.
- The **Cowlitz Tribe Transit Service** is a public transit agency covering rural areas of Lewis and Cowlitz counties. Our biggest challenge is getting people into the Vancouver area to medical appointments because Cowlitz and Lewis counties do not have the medical facilities that Vancouver has. We can get to Woodland and then meet with CAP and C-TRAN service but for people who are unwell it is exhausting for them to have to make so many connecting transfers. C-TRAN's service area reduction has impacted us. We really need the capability of getting people all the way to the door of their medical appointments in Vancouver. We were not allowed a waiver by WSDOT or FTA to transport a group of 10 veterans together to Clark County dental and medical appointments. We are working with CUBS (Kelso-Longview's transit system) to try to use the Cowlitz tribal transportation service as a feeder service to the CUBS system. Cowlitz transportation also faces funding challenges. This year, FTA funding was capped at \$180,000. WSDOT has recommended there be no expansion in the next funding cycle and that we should just try to maintain existing services. A new Cowlitz clinic facility in Longview will hopefully be open within the next 2 months but there will still be need to get to Clark County medical facilities.

- **Transportation to Employment Opportunities.** Getting people from the rural area to employment opportunities is also challenging. Some people are able to take advantage of the current HSC's Job Access and Reverse Commute (JARC) program. However, it takes time for people with developmental disabilities to develop skills and routines to enable them to maintain any job. The HSC's JARC program currently limits eligibility for assistance to 5 months. Homeless clients do not want to take housing out in the rural area because they have no way of getting into the urban areas to access jobs and services in a reasonable amount of time.
- **Transportation Costs.** The increasing cost of transportation is also a challenge to these populations. Fares are increasing but social security is not. There have been decreases in C-TRAN and C-VAN ridership in 2009 and early 2010 due to increased fares as well as our down economy. C-TRAN is facing budget shortfalls because of reduced sales tax revenue and we are faced with the possibility of further reducing service for lack of revenue. So, while we are talking about significant needs right now, the funding situation does not look optimistic to serve growing needs.
- **Catholic Community Services** has identified the following challenges: 1) Transportation for Veterans who cannot drive to the Vancouver VA facility to get to appointments or enable them to take the shuttle service to the Portland VA Hospital, 2) transporting people to preventative medicine appointments (e.g. colonoscopies) where patients need a driver, 3) the down economy is causing impacts because people are hesitant to ask for help from relatives and friends (they fear they will lose their jobs if they take time out to help), 4) some medical transportation is not covered by Medicaid, e.g. mental health appointments¹⁵, though Catholic Community Services will take clients if they qualify for a program, 5) trying to increase the number of volunteer drivers to meet increasing demand.
- **Volunteer drivers** – usually volunteer their time and use their own vehicle and insurance. There may be compensation for gas used. The state has guidelines and a rate of compensation recommended for volunteer drivers. Colleen Kuhn reported that Catholic Community Services recently received a grant for the volunteer driver program.
- **Veterans Transportation.** In response to HB 2072, passed by the legislature in 2009, the HSC organized a Southwest Washington Local Coordinating Coalition (LCC) to work on a pilot project focused on transportation for Veterans in the region. The project is without funding but the Coalition group has met several times and has gathered information and resources to ultimately help Veterans access the VA Campuses in Vancouver and Portland.
- **Transportation Eligibility.** Participants were concerned that people who are just above the eligibility level for Medicaid are without transportation. They cannot afford transportation. The poverty level is increasing and people who typically would not have been in the situation of being without their own transportation are now finding themselves in a difficult situation.

¹⁵ With a CNP coupon, patients are eligible for transportation to mental health services. However, GAU coupons does not come with a transportation benefit. For the most part, state-funded Medicaid, with a few exceptions, does not cover mental health, dental and a few other types of medical services under their transportation program. They do cover for regular medical appointments under the state program for GAU coupons but not for specialized care.

- **Youth transportation** is an issue. There is a large transportation demand for youth in the community, especially low-income youth. Youth need transportation to their employment search activities, to employment and to volunteer activities. It would be nice if we could extend beyond meeting our highest priority transportation needs, i.e. the life sustaining medical trips, to address transportation needs for social connectivity, involvement in the community and children with disabilities getting to where they need to go.
- **Homeless Student Transportation.** There is a requirement that transportation be provided for homeless students to be transported to school. BJ Jacobson commented that this is an unfunded mandate and ESD 112 and school districts struggle to meet these needs. Also, within the community we are seeing more students living in cars with their parents who have no gas money to move the car. The families have been evicted, they have no place to go and they will not leave their car for fear it will be towed away and they will lose everything they have. Therefore, the students are not making it to school. We had not seen this type of problem in this community until this particular economic downturn. Kate Budd said every school district has a liaison that coordinates student transportation to their home school and Pat Bonin (ESD 112) may have a comprehensive picture.
- **Efficiencies.** Could school transportation vehicles be used for other purposes during other hours of the day to create efficiencies? There are a lot of laws and rules that govern school bus use so it is not a simple solution to tap into these resources.
- **Emergency Management** is one of the new areas required to be addressed in the HSTP update. If there is a disaster in the community how are we going to reach the most vulnerable; the special needs populations? BJ Jacobson (HSC) reported she had recently attended FEMA training on special needs transportation in emergencies and it is a very complex issue. It is imperative that Memoranda of Understanding (MOUs) are in place and funding is available so that you don't miss a beat if something were to happen. Everyone should know the expectations, should be practiced with the emergency plan, and should know how to respond to implement that Plan. There are things that you would never think of. BJ provided the example of the recent California fires where many different vehicles were dispatched to evacuate people in wheelchairs but the vehicles were stopped from going into the fire zone because emergency service personnel had evacuation orders not to let people in. The Fire Department did not recognize any of these vehicles and there had not been sufficient communication. Thinking through these issues and having them in the Plan is essential. Walt Gordon (C-TRAN/C-VAN) said C-TRAN and the Human Services Council supports disaster and emergency preparedness by working with Clark Regional Emergency Services Agency (CRESA) on emergency planning. C-TRAN has agreements in place. There are agreements in place, for example, with ESD 112 to use their equipment and staff in case of an emergency. However, there is need for constant plan refinement and practice to make sure we are adequately prepared. Bob Medcraft is head of C-TRAN's field operations, including security. He works with CRESA and a variety of other partners.
- **Technology-Based Solutions** is another area that must be addressed in the HSTP update. Catholic Community Services mentions need for investment in an on-line billing system to save paperwork and time. However, technology includes the most efficient dispatching of vehicles for special needs transportation. There are some challenges in trying to increase

efficiencies here because you are dealing with DSHS client information so you have to gain DSHS approval at every step and ensure client confidentiality.

- **Limited Funding** - Katherine Garrett (Share) said that in 2011, Share's outreach program will no longer be providing day passes to the homeless and low income because the City of Vancouver has cut the program's \$20,000 per year funding. Participants recognized that these types of cuts are being made state-wide with most jurisdictions and agencies now on their second and third rounds of program cuts. Grant requests are often not fully funded. Kim Stube commented that until the federal transportation act (currently SAFETEA-LU) is reauthorized, funding is going to remain stagnant or be further reduced. Walt Gordon shared the funding challenges that transit agencies are facing. Pierce Transit, second largest transit agency in Washington, is looking at close to 60% reductions unless they can raise funding. Public transportation in Washington State funds transit from sales tax revenues which has become volatile given the down economy. In comparison, Oregon funds transit from business and occupation taxes. Some transit agencies in Washington (e.g. King County Metro and Community Transit) are already at the top limit for sales tax revenue collection (at 9/10th of a percent sales tax); this is maximum allowed by Washington State law. However, these transit agencies cannot meet existing transportation demands and are now faced with making cutbacks. We need to think about diversifying revenue sources. Here in Clark County we could be faced with making up to 50% transit services cuts because of dwindling revenues. It is the same story nation-wide. There are shorter-term funding challenges as well as long term challenges of a growing, aging population with the baby boom generation and with age often comes the challenges of disabilities.
- **Innovation, Promising Practices, Creative Solutions.** Participants discussed opportunities for innovative solutions to leverage the limited revenues.
 - Building codes - Walt Gordon said building codes should be reviewed and changed to make it easier for bus service to the door of the facility. It makes more sense to build up to the street line because it makes the building more accessible and makes for more transit options in the long term. He gave the example of Southwest Washington Medical Center which is built so far back off Mill Plain that its entrance is some distance (the equivalent of 2 to 3 blocks) from C-TRAN's fixed route bus stop. If the entrance was closer to Mill Plain, with parking at the back of the site, it would be easier to serve by transit. Often, C-VAN has to be used to get people to the hospital door which is a much more expensive option; C-VAN costs, on average, \$35 per passenger boarding compared with \$4.50 for fixed route buses. Supermarkets are similarly set back so far off the main street that is served by transit. These huge trip generators are never built on the road. For people with vision problems traversing a parking lot is a problem, similarly for those with a mobility disability. Lynda David commented that Clark County's Aging Readiness Task Force may address zoning and building code issues.
 - Share use of vehicles belonging to residential senior assisted living facilities. This may be an untapped transportation resource. Volunteer drivers would be needed to drive the vehicles. Dianalynn Canfield said early 2009 program cuts led to loss of transportation funding for people living in family homes but using adult day health care centers. This led to disenrollment and was traumatizing for clients. Shared vehicle usage was suggested. HSC has one contract with an assisted living facility and has met with limited

success. However, vehicles used as part of a program funded by public monies have to go through an inspections program and trainings have to be carried out to comply with FTA, DOT or brokerage regulations. Volunteer drivers who use their own private cars are not subject to the same trainings and vehicle inspection requirements. Participants commented easy, common sense solutions may not be as easy as they at first seem. C-TRAN already has trainings in place and may be able to help these types of programs. It would be good to work together on this.

- Community Vanpool Program. C-TRAN may be able to provide training and vehicle maintenance. Ben Franklin Transit in the Tri-Cities runs a community vanpool program. Kitsap County is also starting up a community vanpool program. With Ben Franklin the transit agency works with the local community (through the Arc of using a lend-lease arrangement. The transit company leases the vehicle to the Arc which provides the driver and clients (Ben Franklin ADA program clients). Ben Franklin Transit pays the Arc for every ride provided by the Arc. C-TRAN's ADA Task Force has looked into a program using a similar concept. Nine new C-VANs are currently being introduced and there are nine old C-VANs that could be used in a lend-lease style program. With such a program C-TRAN could provide the driver, access to reduced cost fuel and possibly maintenance and training if another private, non-profit or public agency can provide the driver and transport clients that would otherwise be transported by C-VAN. There was discussion about could such a program meet some of the transportation need for rural residents with special needs. However, this would not help C-TRAN's budget situation because it would not be providing transportation to people within the C-TRAN area. If used as a feeder to C-TRAN service, Walt Gordon reminded that transit service is subsidized by sales tax dollars. David Kelly suggested it might work best if a customized approach was used to fill a program need e.g. meeting the needs for transportation to adult day health care centers.
- Carpooling – look at carpooling not as employer based but community or neighborhood based.
- Obstacles – Liability and risk management would have to be worked out.
- Flex Vehicle Programs. Could flex vehicle programs help? Currently, Vancouver has two ZipCars located in downtown Vancouver. ZipCar¹⁶ is a private, for-profit company. Is there any place in the USA that uses a flex vehicle program on a public/private not-for-profit approach?
- **Growth in Need** – C-TRAN's major concern is growth in need. Nationwide, the demand for C-VAN type service is on a steep growth curve partially due to the aging baby boom generation where age and disability comes into play. Modern day medicine also extends the life of people who need special transportation services. In turn, the regular fixed route transit service is threatened because an increasing amount of funds are used for paratransit.

¹⁶ <http://www.zipcar.com/>

V. HSTP Plan Development: Next Steps

Lynda David outlined next steps. A summary of this meeting will be circulated and people are encouraged to submit comments and information to support the Plan update to Lynda.David@rtc.wa.gov. Lynda will work on a draft Plan update that will be circulated for comment in late July/early August. Lynda asked meeting participants to look through the meeting packet information and submit any updates to the excerpts from the 2007 Plan e.g. a table showing common destinations in Clark County. Are there additional destinations that should be added? A second meeting is anticipated with a draft update required in the fall. A WSDOT call for project applications is anticipated for September/October. Updated HSTP sections from all three counties in the RTC region (Clark, Skamania and Klickitat) will be combined and an additional meeting is likely to discuss project priorities. Stakeholders are encouraged to share the information and direct those interested to RTC's website www.rtc.wa.gov where the existing Plan can be reviewed and draft Plan update will be posted. RTC staff will also be working closely with Clark County staff on the Aging Readiness project.

Additional Stakeholder Meetings:

November 1, 2010

The Human Services Transportation Plan for the Clark County Region

Meeting held on Monday, November 1, 2010, 10 a.m. to Noon, in Room 678, 6th Floor of Clark Public Service Center, 1300 Franklin Street, Vancouver, WA.

Meeting Objectives:

- *Review draft Human Services Transportation Plan update*
- *Are needs adequately documented in the Draft HSTP Update?*
- *Discuss and prioritize proposed funding applications from the Clark County region*
- *Timeline for project applications*

ATTENDANCE:

Name	Representing
Colete Anderson	Clark County Community Development
Carolyn Brown	Catholic Community Services – Volunteer Chore Services
Kate Budd	Clark County Community Services
Cheryl Collins	Golden Chariot
Lynda David	RTC
Jesse Dunn	Arc of Clark County
Karen Evans	Clark County Health Department
Bridgette Fahnbulleh	Vancouver Housing Authority
Neil Fykerud	Clark College
Catherine Glenn	Vancouver Housing Authority
Elizabeth Harris	Mercy 1 Transportation Inc.
B. J. Jacobson	Human Services Council
Colleen Kuhn	Human Services Council
Mike Reardon	SWAAD
Vicki Salsbury	Columbia River Mental Health Services
Kim Stube	Cowlitz Indian Tribe

November 17, 2010

The Human Services Transportation Plan for the RTC Region

Wednesday, November 17, 2010, 10:30 a.m. to Noon, in Room 433, 4th Floor of Clark Public Service Center, 1300 Franklin Street, Vancouver, WA.

Meeting Objective:

- *Prioritize proposed funding applications from the RTC Region for WSDOT Consolidated Public Transportation Grant Program*

ATTENDANCE:

Name	Representing
Carolyn Brown	Catholic Community Services – Volunteer Chore Services
Norma Buck	Mt. Adams Transportation
Marilyn Butler	Skamania County Senior Services
Lynda David	RTC
Debbie Elven-Snyder	C-TRAN
BreAnna Porter	Skamania County Senior Services
Walt Gordon	C-TRAN
Amanda Hoey	Mid-Columbia Economic Development District
B. J. Jacobson	Human Services Council
Colleen Kuhn	Human Services Council
Dale Robins	RTC
Ryan Warner	WSDOT

Example Resources: Agencies and Plans

AGENCIES

- **Agency Council on Coordinated Transportation (ACCT)**
<http://www.wsdot.wa.gov/acct/>
The Agency Council on Coordinated Transportation (ACCT) was established by the Washington State Legislature in 1998 to coordinate affordable and accessible transportation choices for people with special needs in collaboration with state and local agencies and organizations.
- **Clark County Aging Task Force**
<http://www.clark.wa.gov/planning/aging/index.html>
Clark County's population of residents 60 years of age and older is expected to rapidly increase in the next 15 years. To prepare, the county is developing an Aging Readiness Plan. The plan will assess the county's readiness to serve as a home for an aging population and identify necessary resources and services not in place at this time. A draft plan is tentatively scheduled to be available for public review in early summer 2011.
- **C-TRAN**
<http://www.c-tran.com/>
The public transportation provider for the Clark County region.
- **Gorge Translink**
<http://www.gorgetranslink.com/>
Gorge Translink is an alliance of rural providers offering public transportation services throughout the Mid-Columbia River Gorge area and to more distant destinations, such as the metropolitan cities of Portland, Oregon and Vancouver, Washington.
- **Human Services Council**
<http://www.hsc-wa.org/>

HSC's Transportation Services connects people to transportation through:

- **Medical Transportation** for people receiving Medicaid to get to from medical appointments. Arrangements can also be made for lodging if an appointment is out of town
- **Employment Transportation** for low-income people and those with disabilities who need assistance in finding transportation to and from work

- **Reserve-A-Ride** for individuals to life-sustaining medical appointments for older adult, disabled, or low-income resident of Clark County, and are unable to use transit services
- **Sponsor-A-Ride Senior Transportation** for seniors 60 years of age and older, those who are not eligible for publicly funded programs yet because of frequency of need or a fixed income cannot afford private pay options
- **Southwest Washington Agency on Aging and Disabilities**
 SWAAD's primary purpose is to serve older person and person with disabilities. Its mission is to promote independence, choice, well-being and dignity for persons aged 60 and over, adults with disabilities and their families through a comprehensive, coordinated system of home and community-based services.
<http://www.helpingelders.org/>
 - *Southwest Washington Agency on Aging and Disabilities, 2008-2011 Area Plan* (SWAAD, October 2008)
<http://www.helpingelders.org/documents/2008-2011AreaPlanOct12008web.pdf>
 - *Southwest Washington Agency on Aging and Disabilities, 2010-2011 Area Plan Update* (SWAAD, October 2009)
<http://www.helpingelders.org/documents/2010-2011%20Area%20Plan%20Update.pdf>
 - *Get Ready for the Aging Boom!*, First Annual Forum 2009.
<http://www.helpingelders.org/2009Forum.shtm>
 - *Planning for the Aging Boom in Southwest Washington*, Second Annual Forum 2010.
<http://www.helpingelders.org/2010Forum.shtm>
- **Southwest Washington Regional Transportation Council (RTC)**
<http://www.rtc.wa.gov/>
 Southwest Washington Regional Transportation Council (RTC) is the Metropolitan Planning Organization (MPO) for the Clark County, Washington, portion of the larger Portland (Oregon)/Vancouver urbanized area. RTC is also the state-designated Regional Transportation Planning Organization (RTPO) for the three-county area of Clark, Skamania and Klickitat. RTC assumed responsibility for these functions on July 1, 1992.

PLANS

- **2008-2009 Community Fund Programs**, Clark County
<http://www.co.clark.wa.us/community-action/documents/CF%20and%20CSBG%20Allocation%20Summary.pdf>
Summary of funding programs provided for Clark County community assistance.
- **2009 Clark County Community Action Program, Report to the Community**, Clark County, Community Action Partnership, 2009
<http://www.co.clark.wa.us/community-action/documents/2009ReporttotheCommunity.pdf>
The Report provides an overview of funding and assistance programs for emergency needs, and basic and essential services.
- **2009 Community Report Card**, Community Choices, 2009,
http://www.clarkcommunitychoices.org/report_card.htm
Community Choices, a non-profit organization in Clark County, takes the view that health, as defined by the World Health Organization, “is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”. What determines our health reaches far beyond medical care and relates to social and economic policies. Access to transportation is one of the many determinants affecting our ability to be healthy along with access to healthy food, access to education, a non-toxic and safe environment, an ability to be socially involved, the ability to be employed, etc.
- **Clark County 10-Year Homeless Plan Strategies**, Clark County, 2006
<http://www.co.clark.wa.us/community-action/documents/clarkcounty10-yearplanstrategiesrevised4-5-06.pdf>
Includes a short-term activity to increase the availability of specific assistance funds to prevent families from becoming homeless, including but not limited to transportation, childcare, education, utilities, medical and dental emergencies.
- **Clark County 10-Year Homeless Plan**, Clark County, August 2007
<http://www.clark.wa.gov/community-action/documents/Clark%20County%2010-Year%20Plan%207-06%20FINAL.pdf>
Clark County, in collaboration with the Council for the Homeless and City of Vancouver, published the 10-Year Homeless Plan to prevent homelessness and to report on annual counting of homeless in the community carried out through the Clark County Continuum of Care group. In 2007, there were 1,392 persons homeless in Clark County, 835 of these being part of a homeless family.

- ***Clark County Needs Assessment Report***, Clark County Community Action Program, May 2009.
<http://www.clark.wa.gov/community-action/documents/ClarkCountyNeedsAssessment.pdf>
 The Needs Assessment is carried out to assist Clark County's Community Action Advisory Board and stakeholders in assessing and quantifying the needs and priorities for basic services in the community. This latest report includes monitoring of 211 calls to Clark County. In 2008, 176 calls related to transportation needs were received and transportation was ranked 6th on the list of priority issues.
- ***C-TRAN Transportation Development Plan, C-TRAN 2030*** (C-TRAN, June 2010)
http://www.c-tran.com/20_Year_Plan_Update2.html
 Includes strategies to meet the growing demand of C-TRAN's paratransit service (C-VAN) for people unable to use fixed route service (see pages 87-89 of C-TRAN 2030).
- ***Developmental Disabilities Comprehensive Plan 2010-2014***, Clark County, 2010
http://www.co.clark.wa.us/dev-disabilities/documents/Developmental_Disabilities_Comprehensive_Plan_2010-2014.pdf
 A Plan to assist people with developmental disabilities achieve full, active, integrated and productive lives. A goal of the Plan is to increase access to quality public transportation in all areas of Clark County and to participate in transit planning to advocate for progressive and comprehensive transit and partner with senior groups, rural groups, disability organizations, and residential contractors to maintain and enhance service.
- ***Metropolitan Transportation Plan for Clark County***, Southwest Washington Regional Transportation Council (RTC), December 2007, amended July 2008.
<http://www.rtc.wa.gov/programs/mtp/outline.htm>
 The Metropolitan Transportation Plan is the 20-year regional transportation plan for the Clark County region covering all transportation modes.
- ***Poverty in Clark County Report***, Clark County Department of Community Services, January 2005, updated December 2006
<http://www.co.clark.wa.us/community-action/documents/2005%20Complete%20Report%20Poverty%20in%20Clark%20County.pdf>
 The report profiles the Clark County population living below the economic poverty level as established by the U.S. Census. Although the percentage living below the poverty level decreased between 1990 and 2000, from 9.3% to 9.0% of the Clark County population, the economic recession of the 2000s has resulted in a worsening situation with the 2008 rate at 9.9% in Clark County.
- ***Survey of Community Needs***, Clark County Department of Community Services, September 2010

Clark County Department of Community Services Community Action Program conducts a biennial Survey of Needs to help better understand and adapt to changing client needs, community conditions, financial support and public expectations while maintaining a steady focus on eliminating poverty through programs funded as a result of the County's planning process. The current survey was distributed in September, 2010 to a number of area non-profit organizations and at various community events. The County received 595 responses through early October, 2010. Survey results are combined with poverty data and other community data to prioritize needs. Transportation needs ranked at #10 with an average score of 5.0. The top 10 needs and average scores are: 1) food assistance (7.6), 2) dental care (6.7), 3) health care (6.2), 4) employment services (5.8), 5) clothing (5.8), 6) utility/fuel/heating assistance (5.6), 7) rental assistance (5.5), 8) prescription medication (5.4), 9) referrals to other resources (5.0), and 10) transportation (5.5).

Comments pertaining to transportation included,

From a client of Columbia River Mental Health Services, "CRMHS got me a bus pass, job leads and a job."

From an ER Shelter client, "Need more gas vouchers and bus passes daily and monthly."

Share House client, "I need help with housing and don't get enough income, bus pass, I don't seem receive enough for motel a month. Food and personal needs if you could, please help."

"Once you are homeless it is hard to get access to these services with no car or bus pass."

- ***Survey of Community Needs***, Clark County, December 2008
<http://www.clark.wa.gov/community-action/documents/2008%20Clark%20County%20Community%20Needs%20Survey.pdf>
Responses and comments on surveys distributed at area food banks, area shelters and by nonprofit homeless service providers.

Human Services Transportation Plan
For the Skamania County Area of the Southwest Washington
Regional Transportation Council (RTC) Region

December 7, 2010

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

Table of Contents

Introduction.....	S-2
Skamania County	S-2
Public Transportation Feasibility Study.....	S-2
Gorge TransLink.....	S-3
Columbia Gorge Transportation Summit.....	S-3
Human Services Transportation Plan.....	S-3
WSDOT’s Consolidated Public Transportation Grant Program.....	S-4
Stakeholders	S-4
Stakeholders Process.....	S-4
Emergency Management.....	S-6
Data and Information.....	S-6
County-Wide Population of Those with Disabilities, Low-Income, or Elderly	S-6
Geographic Distribution of Those with Disabilities, Low-Income, or Elderly	S-7
Geographic Distribution of Existing Dial-A-Ride Users.....	S-7
Existing Transportation Services	S-12
Description of Providers	S-12
Planned Future Transportation Services in the Region.....	S-13
Unmet Transportation Needs.....	S-13
Service Gaps and Needs.....	S-14
Challenges of Public Transit.....	S-14
Technology.....	S-15
Projects Identified to Address Transportation Gaps	S-16
Coordinated Approach to a Regional Challenge	S-16
Projects Identified to Address Regional Objectives	S-16
Short-Term Needs.....	S-16
Low Cost Needs.....	S-17
Long-Term Needs	S-18

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

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.

Public Transportation Feasibility Study

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, Oregon 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, Oregon.
- More demand responsive service.
- Access home for students participating in after school programs.

Gorge TransLink

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.

Columbia Gorge Transportation Summit

In April 2010, a Columbia Gorge Transportation Summit was held in White Salmon, Washington. One of the tracks at this summit focused on public transit. The forum identified the follow needs:

- Improved regional coordination of current public transit services. This would include exploring options such as centralized drop-off and pick-up points, fixed-route networks, ride coordination through software solutions, central dispatch, long-term consolidation into a single network for the region.
- Improved visibility and regional marketing efforts to increase ridership.
- Improved Amtrak service.
- Investigate opportunities for alternative fueled public transit vehicles.

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.

WSDOT's Consolidated Public Transportation Grant Program

Within Washington State, WSDOT created a consolidated grant application process 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 human services transportation planning process with their Regional Transportation Planning Organization (RTPO). Within Washington State, the Human Services Transportation Plan provides the framework for prioritizing projects to receive funding from state and federal public transit grant sources.

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.

Stakeholders Process

At the start of the Human Services Transportation Plan development, over 30 agencies and institutions were contacted and invited to participate in a stakeholder meeting or by survey. In

addition, other stakeholders and individuals were invited to participate through the local newspaper, The Skamania County Pioneer.

A Stakeholder meeting was held on May 25, 2010, and approximately 35 participants attended. At the meeting, there was opportunity for participants to discuss current services, additional needs, and ideas for improving current services. Figure 1 includes a list of those that participated in the Stakeholder Group. Figure 2 includes a summary of the needs and improvements identified at the Stakeholder Group meeting.

The development of the HSTP was also discussed at meetings of the Skamania County Transportation Policy Committee. Participants on the Skamania County Transportation Policy Committee include WSDOT, Skamania County, City of Stevenson, City of North Bonneville, and Port of Skamania. The Skamania County Transportation Policy Committee is scheduled to recommend adoption of the draft HSTP at their August 2010 meeting, with the RTC Board scheduled to take action at their September 2010 meeting.

Figure 1

Human Services Transportation Stakeholder Group Participants

City of Stevenson
Department of Social and Health Services
Human Services Council
Juvenile Department
Mid-Columbia Economic Development District
Private Citizens
Rock Cove Assisted Living
Skamania County
Skamania County Chamber
Skamania County Public Outreach Program – Youth Representatives
Skamania County Senior Services
Skamania Klickitat Community Network
Southwest Washington Agency on Aging and Disabilities
Southwest Washington Regional Transportation Council
Southwest Washington Regional Transportation Council
Washington Gorge Action Program
Washington State Department of Transportation
WorkSource Columbia Gorge

Figure 2

Human Services Transportation Planning Group Recommendations

As part of the coordinated process, the Human Services Transportation Stakeholder Group identified the following needs:

1. Maintain and preserve the existing transportation system.

2. Expand service eastward to connect to Hood River, White Salmon, and other Gorge transit systems.
3. Improved coordination with other Gorge transportation systems.
4. Provide transit service to community classes (i.e. parenting).
5. Expand hours of operation.
6. Expand transportation for youth.
7. Provide orientation training for new transit riders.
8. Increase Amtrak service in Gorge, including adding a Stevenson stop.
9. Coordination of veteran transportation.

As part of the coordinated process, the Human Services Transportation Stakeholder Group identified the following ideas for enhancing service:

1. Use of school buses in public transit system.
2. Free fare periods to entice riders.
3. Increase public relations and outreach efforts.
4. Increase transit fares to generate more funds to support system operations.

Emergency Management

Public transportation plays a key role in disaster preparedness, response, and recovery. In response, Skamania County has adopted a Skamania County Emergency Management Plan. As part of this plan, Skamania County Senior Services is responsible for providing personnel and equipment in support of disaster mitigation, preparedness, response, and recovery upon the request of Skamania County Department of Emergency Management. This would include providing emergency transportation, if needed.

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 these populations.

County-Wide Population 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.

Geographic Distribution of Those with Disabilities, Low-Income, or Elderly

The US Census provides the most comprehensive information source for locating the target populations within Skamania County.

Figure 3 displays the geographic distribution of those with disability in Skamania County by block group (2000). This includes the number of individuals with disability age 5 and older. 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 the area in the vicinity of Carson.

Figure 4 displays the geographic distribution of those below the poverty level in Skamania County by block group (1999). 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 geographic distribution of those over 65 years of age in Skamania County by block group (2000). 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.

Geographic Distribution of Existing Dial-A-Ride Users

Figure 6 displays the geographic distribution of dial-a-ride service riders by individual rider pickup points. 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)

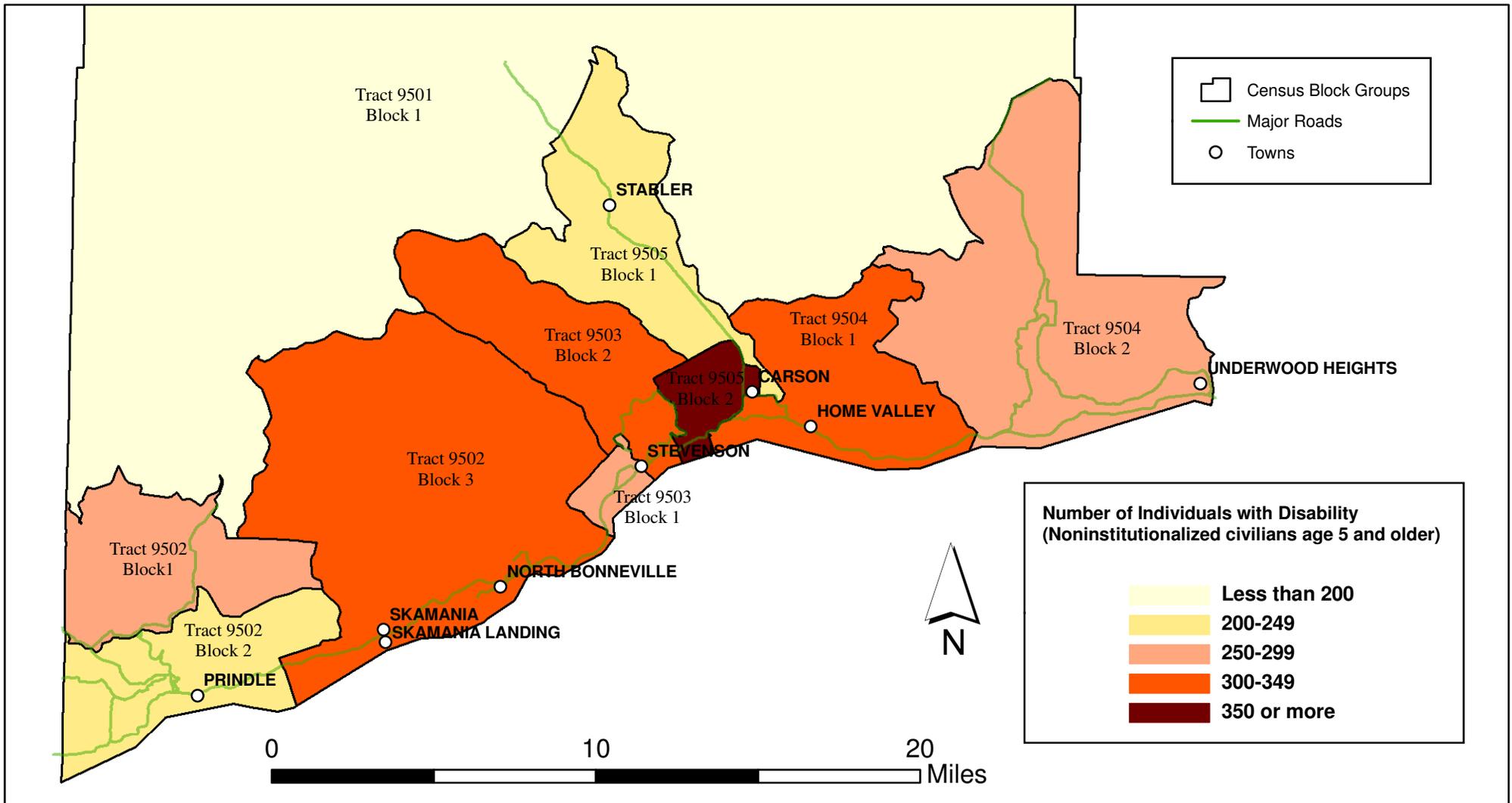
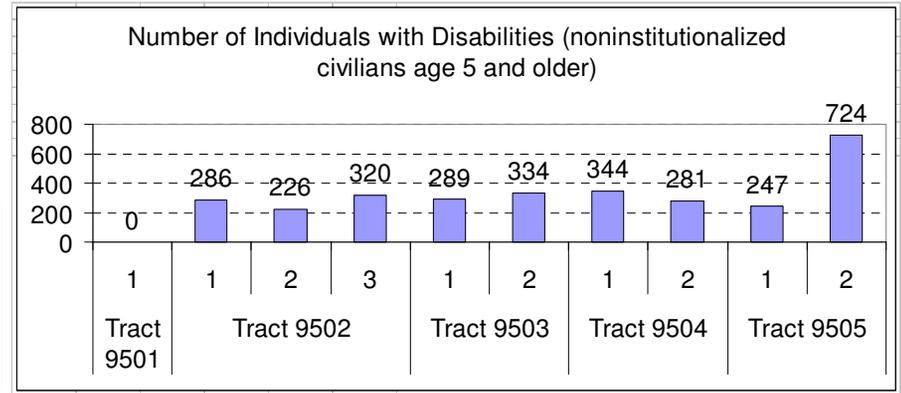


FIGURE 4:

Number of Individuals with Income in 1999 Below the Poverty Level

(SOUTHERN SKAMANIA COUNTY)

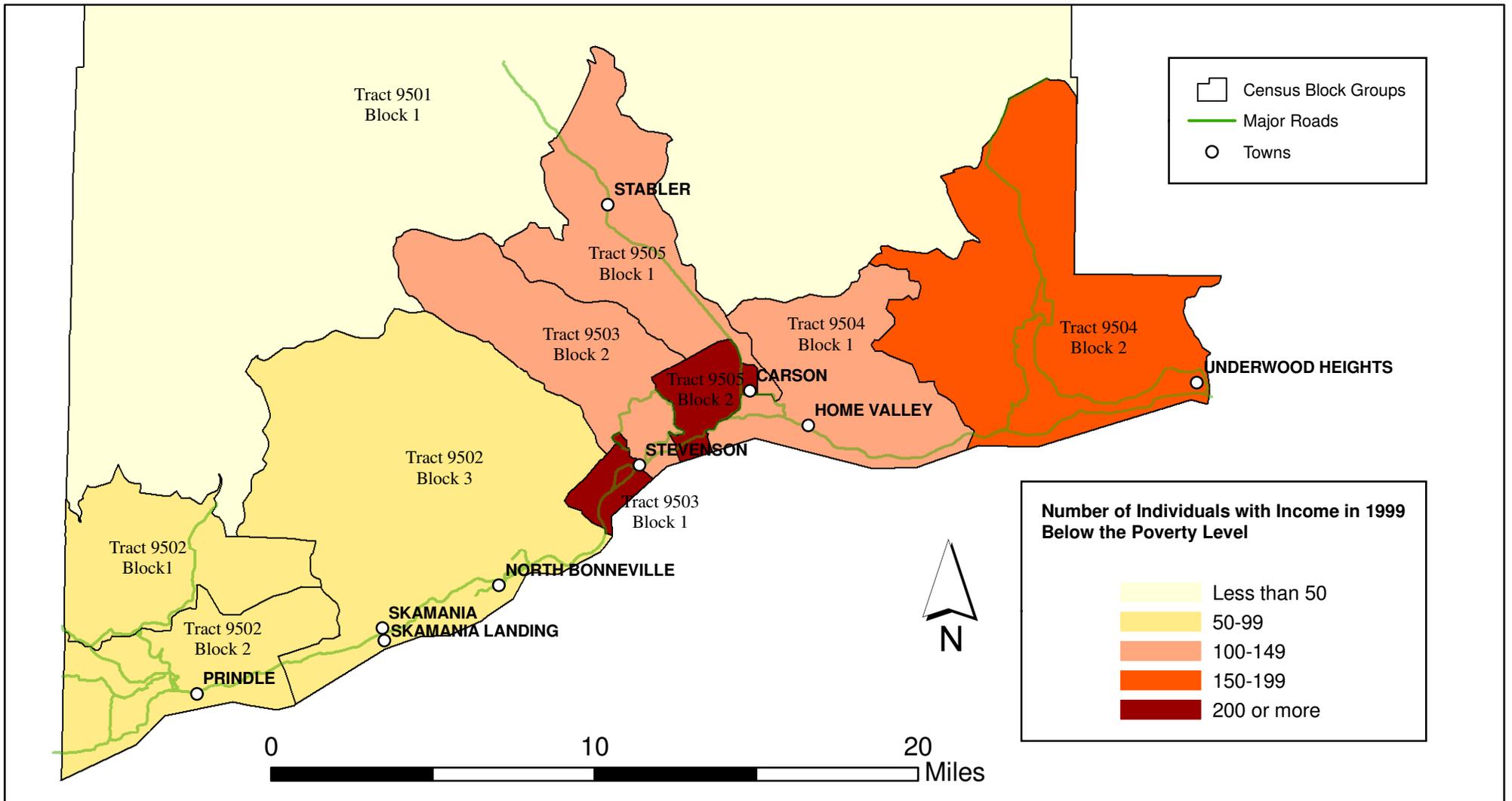
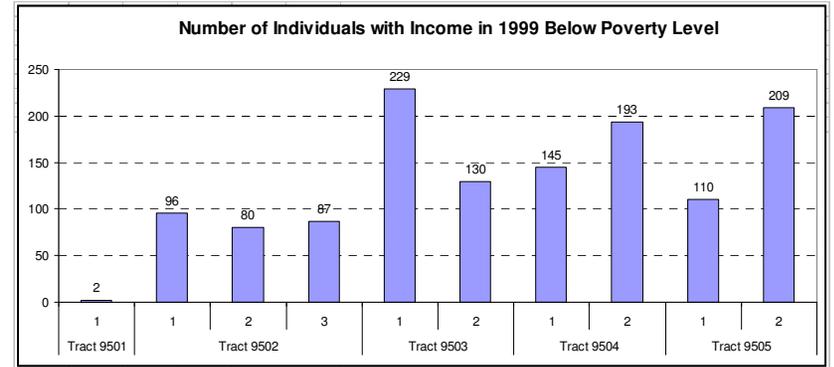


FIGURE 5:

Number of Individuals Age 65 or older

(SOUTHERN SKAMANIA COUNTY)

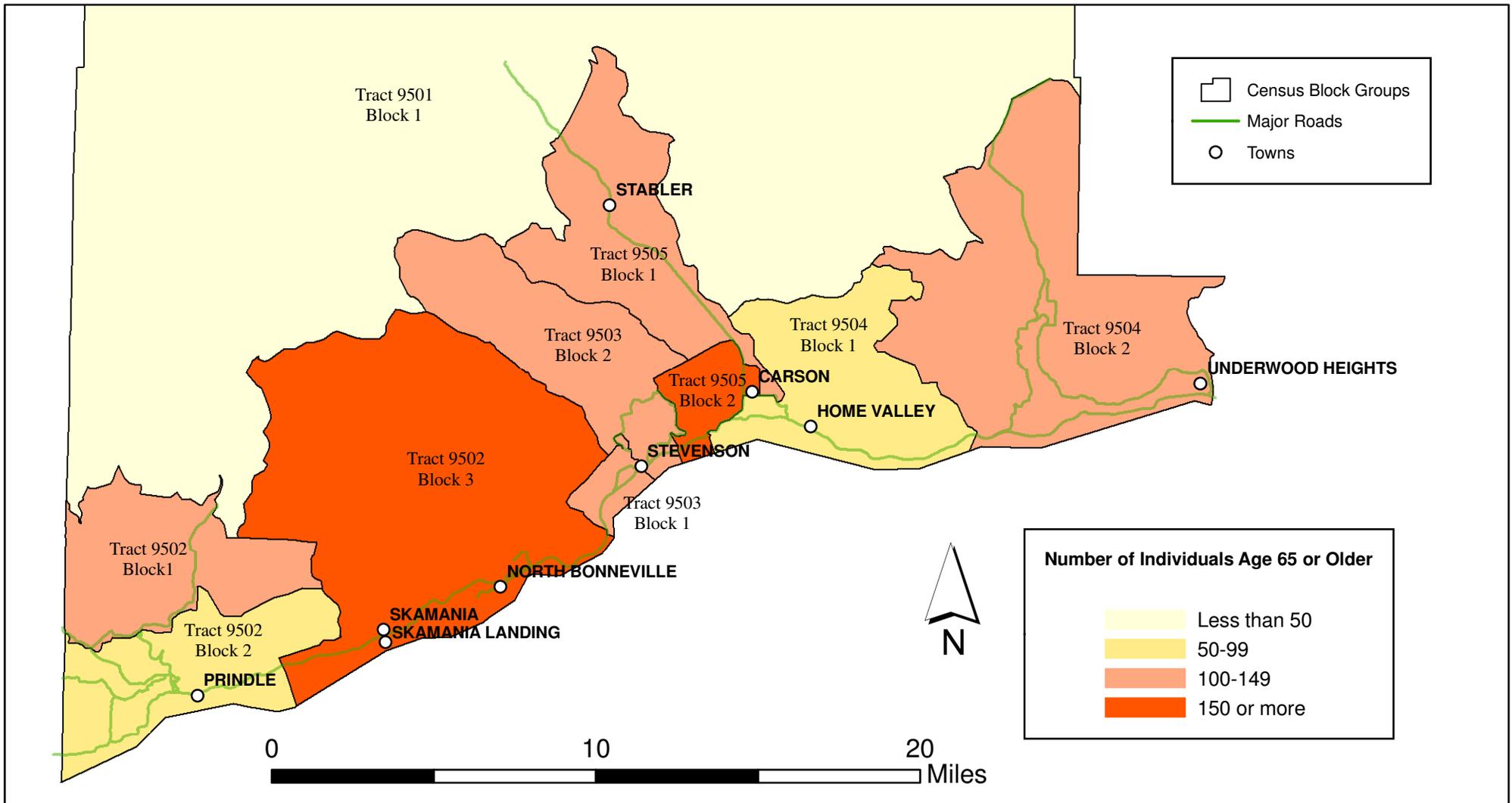
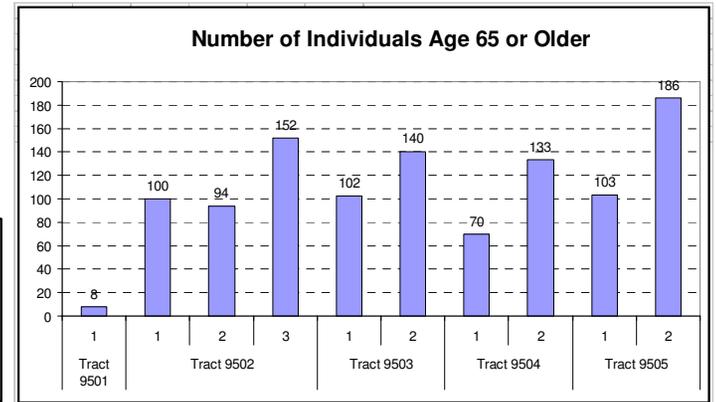
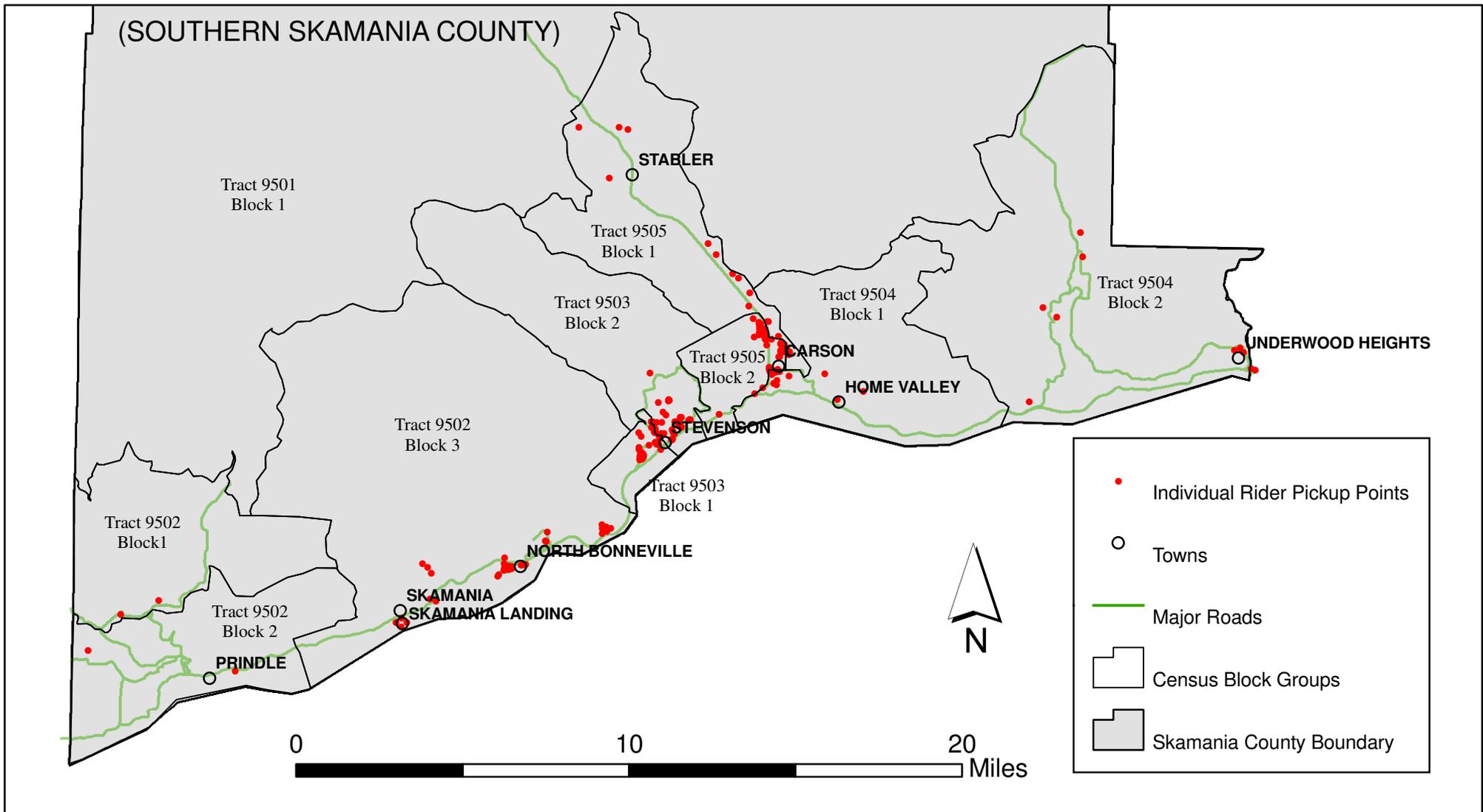
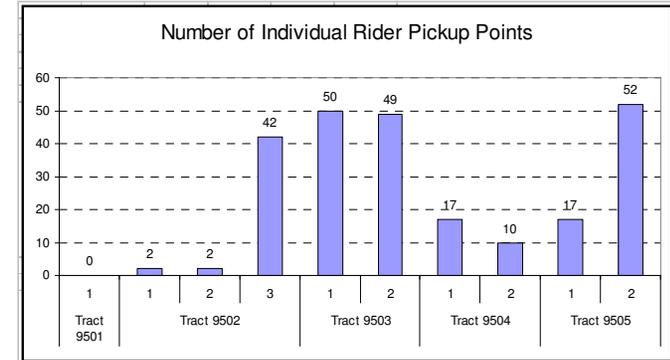


FIGURE 6:
Distribution of Existing Dial-a-Ride Riders
by Individual Pickup Points



Existing Transportation Services

Transit agencies, human and social service providers, and other agencies and groups that provide transportation services throughout the region often work closely together. This section 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 major 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.

Description of Providers

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 began 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 uses are 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 15,000 dial-a-ride trips per year and over 14,000 fixed route trips per year.

Pupil Transportation. Pupil Transportations refers to the transportation system that is utilized to transport students to and from school and school related activities. Generally each school district has buses and vans used to transport students. There are five school districts operating in Skamania County, plus ESD #112 which provides Head Start services.

Human Services Council. The Human Services Council is a non-profit corporation established in 1957. The agency doesn't actually provide transportation rides, but coordinates the delivery of transportation services including medical trips. Trips are then scheduled through local providers such as Skamania Senior Services.

Public/Private Providers. There are also a number of small public or private providers that provide limited transportation services in Skamania County. This would include agencies such as Catholic Community Services, tribal transportation, Disabled American Veterans Transportation Network, private taxi companies, Blue Star Services, private facility vans, and others.

National Transportation Providers. There are a number of national transportation providers that serve a segment of the Skamania County population and visitors. This would include providers bus (Greyhound), train (Amtrak), and airplane (many carriers). Skamania County patrons must travel out of the County to access these services. Greyhound travels along I-84 in Oregon and can be accessed in either Hood River or Portland. Amtrak travels along the Washington side of the Columbia River and can be accessed in either Bingen or Vancouver. For air travel the Portland International Airport is located approximately 45 miles west of Stevenson.

Gorge TransLink Providers. 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. In addition to those services listed above, there are a number of other transportation services that are available to county residents or employers, such as Vanpool rentals and Carpool Match NW. In addition, there are a number of park-n-ride facilities located in and near Skamania County where people can meet to carpool.

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 2009 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.

Unmet Transportation Needs

The Human Services Transportation Stakeholder Group for the 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 Services Transportation Stakeholder 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 Portland/Vancouver 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:

- Expansion of service hours: Additional morning, evening, and weekend service.
- Additional in-county demand-responsive service for employment needs.
- Fixed route transit service to Hood River and White Salmon.
- Expanded transit service for youth.
- Increased Amtrak service, including a stop in Stevenson.
- Additional transit facilities: Park-n-Rides, shelters, benches, etc.
- Additional education and outreach about public transportation opportunities.
- Implementation of ITS Solutions.
- Existing veteran transportation services do not meet the needs of veterans.

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.

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 Hood River, more frequent express service to Vancouver, Washington, and additional dial-a-ride service hours.

Technology

The application of advanced technologies can assist transit providers by making their operations more efficient, safe, and attractive. The barriers to implementing ITS solutions in rural areas are cost and staff availability to implement solutions. Currently, there is limited use of advanced technologies among the transit providers in the Skamania Region. The following ITS solutions could be considered for implementation by providers in the Skamania County region:

Computer Aided Dispatch (CAD). Automated or computer-assisted reservations, scheduling, dispatching, and billing systems can streamline the trip reservations process, improve the efficiency of vehicle schedules, enhance the capability of dispatchers, and upgrade the tracking and reporting of customer and trip data.

Automatic Vehicle Location (AVL). AVL technology uses Global Positioning System (GPS) capabilities to identify the location of vehicles in real time.

Mobile Data Terminals (MDT). MDT provides a means for dispatchers and drivers to exchange information about schedules, trips, passengers, or vehicles electronically, which can improve the accuracy of information, as well as reduce the need for voice communications.

Call Center. A region-wide telephone call center would have access to databases that include information about transportation options in the region. A customer can call and receive assistance from a live customer service representative.

Internet based Scheduling. Internet based scheduling capability where a customer can schedule, confirm, and cancel their own trips without ever talking to the transportation provider.

Smart Cards. Smart cards can be programmed to collect, store, and provide information about an individual customer. Smart Cards can be used to cover a variety of programs.

Projects Identified to Address Transportation Gaps

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 Services 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 Short-Term Project Needs, Low Cost Project Needs, and Long-Term Project Needs based on the need and potential for project implementation. Short-Term Needs are projects that are needed today and should be implemented to meet the needs of the target population groups. 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.

RTC's prioritization process and resulting project priorities are addressed in RTC Board Resolution (see beginning of Human Services Transportation Plan).

Short-Term Project Needs:

Maintain the 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 \$300,000 to \$350,000.

Maintain the existing deviated fixed route service between Skamania County and Fisher's Landing Transit Center in Clark County: The SR-14 deviated route service makes three round trips per day (morning, midday, evening). The service began in January 2004 and has been very successful. 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 \$175,000 – \$220,000.

Capital funds to replace and expand Skamania County’s fleet. Purchase up to three transit vehicles per year to provide dial-a-ride and deviated fixed route services. Cost of the vehicles will be approximately \$125,000 to \$175,000 per year.

Gorge TransLink Mobility Manager: County needs to continue to work with other Mid-Columbia transit providers to improve efficiencies and link systems. This will require the continuation of a Gorge TransLink Mobility Manager to lead the Gorge TransLink effort. The annual budget for this service is approximately \$67,500 to \$135,000.

New deviated route service between Skamania County and Hood River, Oregon. The Stakeholders and a transit survey have identified Hood River as a major destination for additional service. A deviated route service connecting with White Salmon and Hood River would provide significant mobility to disabled, elderly, and low-income populations. This service would be developed with Gorge TransLink partners who identified the Hood River Bridge Crossing Transportation Service. The annual operating budget for this service will be \$175,000 - \$225,000.

Intelligent Transportation Systems: Implementation of computer aided dispatch, automatic vehicle location, and/or traveler information system. The total capital cost for this project could total up to \$250,000.

Additional in-County demand-responsive service. To meet low-income employment/training needs and provide more flexibility in travel for target groups. 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 \$100,000 per year.

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 transportation services. The immediate need is for a small park and ride with transit shelters in Carson, Stevenson, North Bonneville, and Underwood. The capital budget for the immediate need is up to \$250,000.

Low Cost Project 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.

Long-Term Project 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 five or six trips per day.

Human Services Transportation Plan
For the Klickitat County Area of the Southwest Washington
Regional Transportation Council (RTC) Region

December 7, 2010

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

Table of Contents

Introduction.....	K-2
Klickitat County.....	K-2
Public Transportation Feasibility Study.....	K-2
Gorge TransLink.....	K-3
Columbia Gorge Transportation Summit.....	K-3
Human Services Transportation Plan.....	K-3
WSDOT’s Consolidated Public Transportation Grant Program.....	K-4
Stakeholders	K-4
Stakeholders Process.....	K-4
Emergency Management.....	K-6
Data and Information	K-6
County-Wide Population of Those with Disabilities, Low-Income, or Elderly	K-6
Geographic Distribution of Those with Disabilities, Low-Income, or Elderly	K-6
Geographic Distribution of Existing Dial-A-Ride Users.....	K-6
Existing Transportation Services	K-11
Description of Providers	K-11
Planned Future Transportation Services in the Region.....	K-12
Unmet Transportation Needs.....	K-12
Service Gaps and Needs.....	K-13
Challenges of Public Transit.....	K-13
Technology	K-14
Projects Identified to Address Transportation Gaps	K-15
Coordinated Approach to a Regional Challenge	K-15
Projects Identified to Address Regional Objectives	K-15
Short-Term Needs.....	K-15
Low Cost Needs.....	K-16
Long-Term Needs	K-16

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

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 is based on farming, timber, tourism, landfill, and wind power. Goldendale, population 3,730, is the largest city and county seat. Klickitat County's population is approximately 20,500, 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.

Public Transportation Feasibility Study

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.

Gorge TransLink

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, Oregon.
- 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.

Columbia Gorge Transportation Summit

In April 2010, a Columbia Gorge Transportation Summit was held in White Salmon, Washington. One of the tracks at this summit focused on public transit. The forum identified the follow needs:

- Improved regional coordination of current public transit services. This would include exploring options such as centralized drop-off and pick-up points, fixed-route networks, ride coordination through software solutions, central dispatch, long-term consolidation into a single network for the region.
- Improved visibility and regional marketing efforts to increase ridership.
- Improved Amtrak service.
- Investigate opportunities for alternative fueled public transit vehicles.

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.

WSDOT's Consolidated Public Transportation Grant Program

Within Washington State, WSDOT created a consolidated grant application process 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 human services transportation planning process with their Regional Transportation Planning Organization (RTPO). Within Washington State, the Human Services Transportation Plan provides the framework for prioritizing projects to receive funding from state and federal public transit grant sources.

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.

Stakeholders Process

At the start of the Human Services Transportation Plan development, over 30 agencies and institutions were contacted and invited to participate in a stakeholder meeting or by survey. In addition, other stakeholders and individuals were invited to participate through local newspapers, The White Salmon Enterprise and Goldendale Sentinel.

Stakeholder meetings were held on May 6, 2010 in Goldendale and May 12, 2010 in White Salmon. Approximately 28 participants attended the two meetings and 17 people responded to the survey. At the meetings and through the surveys, there was opportunity for participants to discuss current services, additional needs, and ideas for improving current services. Figure 1 includes a list of those that participated in the Stakeholder Group. Figure 2 includes a summary of the needs and improvements identified at the Stakeholder Group meeting.

The development of the HSTP was also discussed at meetings of the Klickitat County Transportation Policy Committee. Participants on the Klickitat County Transportation Policy Committee include WSDOT, Klickitat County, City of Bingen, City of Goldendale, City of White Salmon, and Port of Klickitat. The Klickitat County Transportation Policy Committee is scheduled to recommend adoption of the draft HSTP at their August 2010 meeting, with the RTC Board scheduled to take action at their September 2010 meeting.

Figure 1

Human Services Transportation Stakeholder Group Participants

Adult Probation
Department of Social and Health Services
Horizons
Human Services Council
Klickitat County Senior Services
Mid-Columbia Economic Development District
Mt. Adams Transportation
Private Citizens
Programs For Peaceful Living Domestic Violence & Sexual Assault
Washington State Department of Transportation

Figure 2

Human Services Transportation Planning Group Recommendations

As part of the coordinated process, the Human Services Transportation Stakeholder Group identified the following needs:

1. Maintain and preserve the existing transportation system.
2. Improve school and work transportation.
3. Expand transportation for youth.
4. Expand hours of operation, including weekends.
5. Improved connections with other Gorge transportation systems.
6. Regular service between Washington and Oregon: Bingen/White Salmon to Hood River and Goldendale to The Dalles.
7. Provide transit to social services (classes and training).
8. Expand education and information about public transportation.
9. More volunteer drivers.
10. More trips for shopping and entertainment.

Emergency Management

Public transportation plays a key role in disaster preparedness, response, and recovery. In response, Klickitat County has adopted a Klickitat County Emergency Management Plan. As part of this plan, Klickitat County Senior Services/Mt. Adams Transportation is responsible for providing personnel and equipment in support of disaster mitigation, preparedness, response, and recovery upon the request of Klickitat County Department of Emergency Management. This would include providing emergency transportation, if needed.

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 these populations.

County-Wide Population 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.

Geographic Distribution of Those with Disabilities, Low-Income, or Elderly

The US Census provides the most comprehensive information source for locating the target populations within Klickitat County.

Figure 3 displays the geographic distribution of those with disability in Klickitat County by block group (2000). This includes the number of individuals with disability age 5 and older. The block groups near Bingen, Dallesport, and Goldendale areas have a higher concentration of those with disabilities.

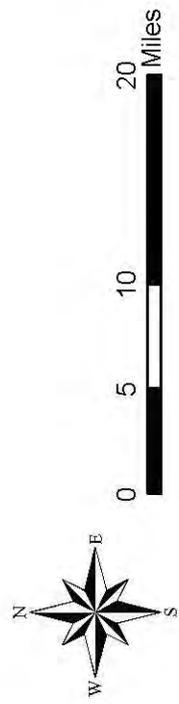
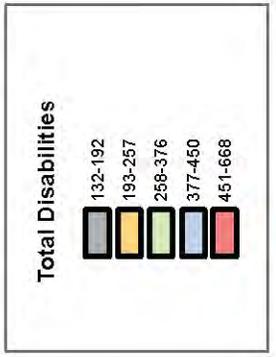
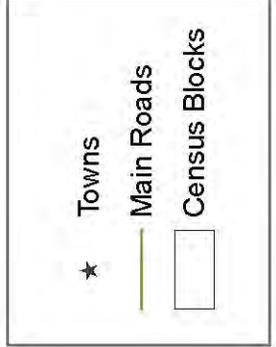
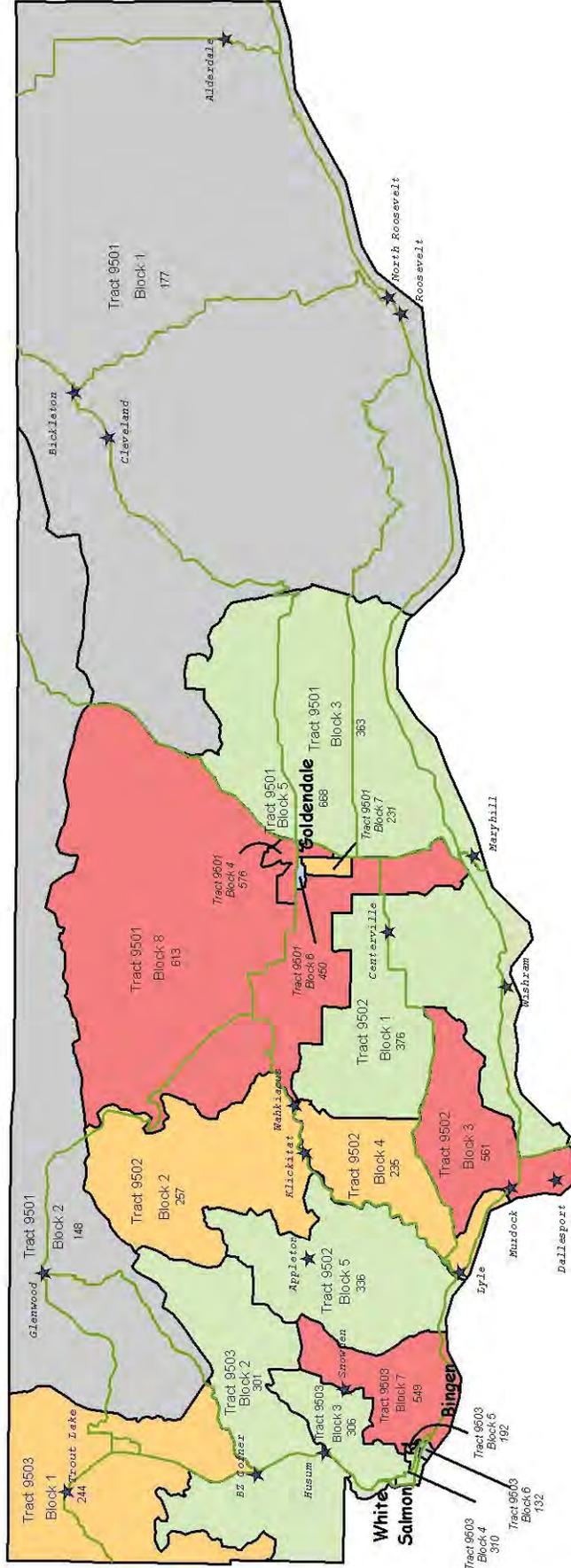
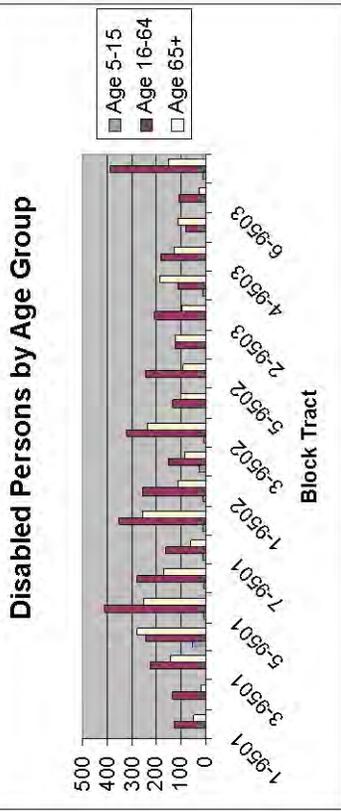
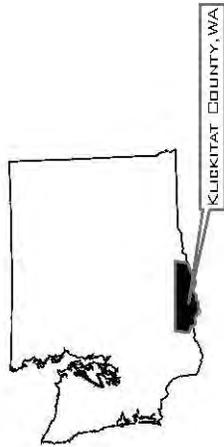
Figure 4 displays the geographic distribution of those below the poverty level in Klickitat County by block group (1999). Many of those with low-income are concentrated near the communities of Goldendale and Bingen.

Figure 5 displays the geographic distribution of those over 65 years of age in Klickitat County by block group (2000). Those over 65 years of age are concentrated around the Goldendale area.

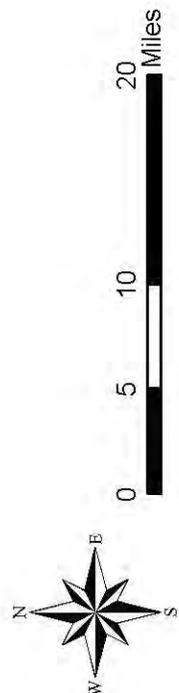
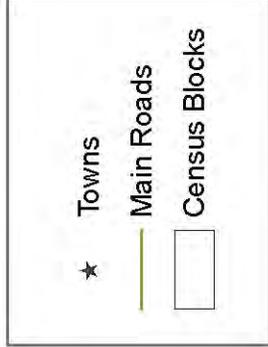
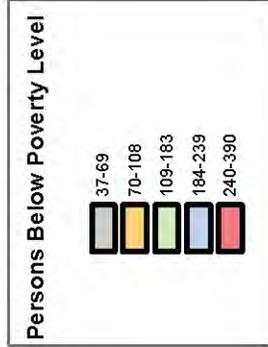
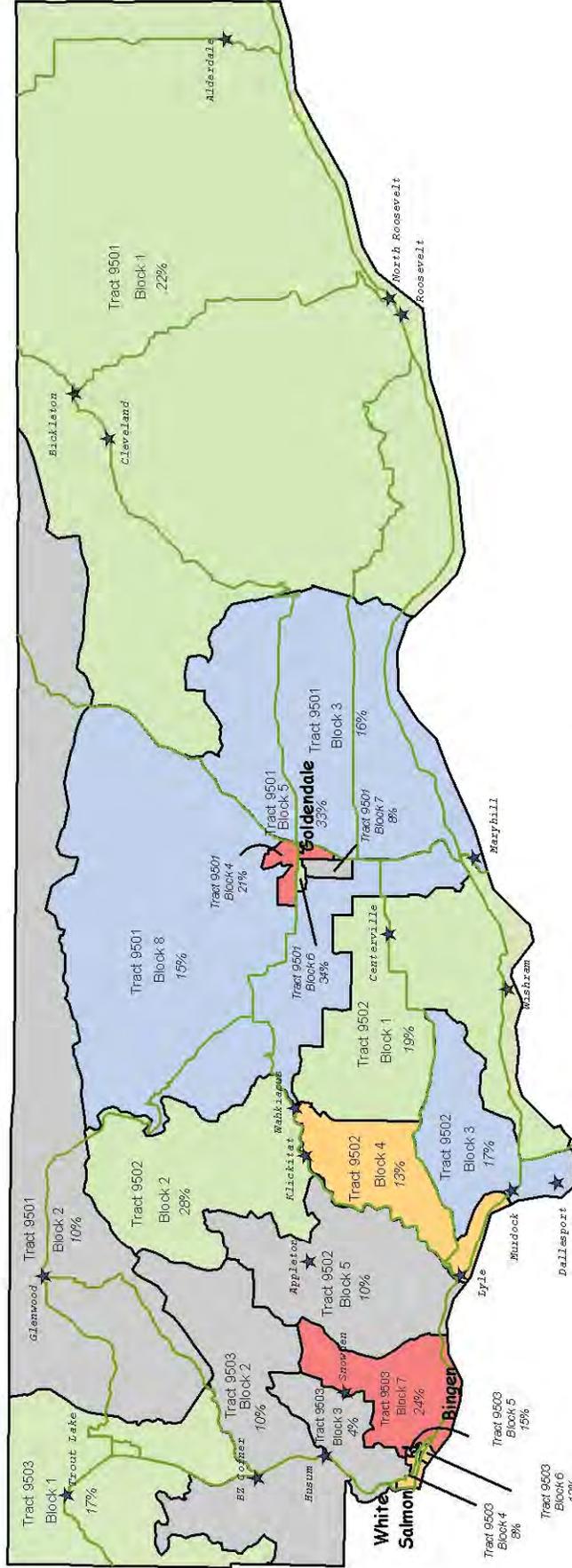
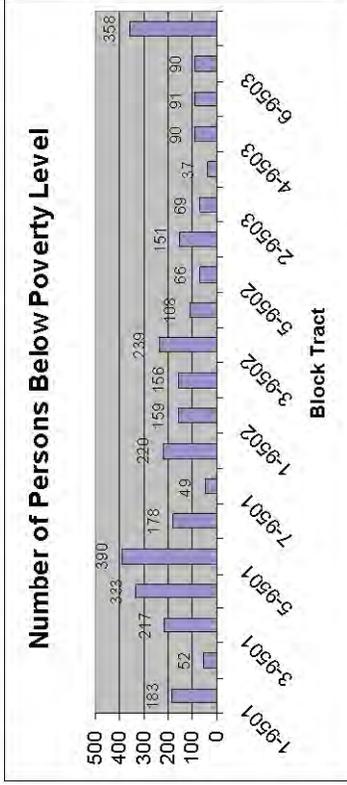
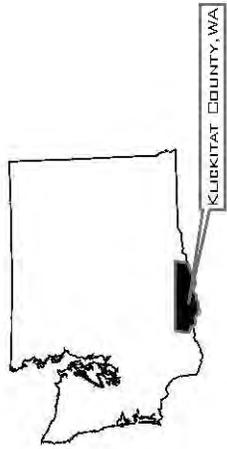
Geographic Distribution of Existing Dial-A-Ride Users

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.

Number of Disabled Persons in Klickitat County by Census Tract



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



Existing Transportation Services

Transit agencies, human and social service providers, and other agencies and groups that provide transportation services throughout the region often work closely together. This section 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 major 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. These services provide an important link in the public transportation system network.

Description of Providers

Mount Adams Transportation Service. Mount Adams Transportation Service is operated by Klickitat County Senior Services, a county department. Klickitat County Senior Services 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.

Clearly, Mount Adams Transportation Service is the main provider of public transportation in Klickitat County. Currently, the dial-a-ride service uses minibuses, minivans, 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 uses are coordinated with the medical trips for the purpose of shopping, errands, and recreation. With a combination of federal, state, and local funds, Mount Adams Transportation Services provides approximately 25,000 demand response trips per year, with approximately 25% of those trips provided by volunteer drivers.

Pupil Transportation. Pupil Transportations refers to the transportation system that is utilized to transport students to and from school and school related activities. Generally each school district has buses and vans used to transport students.

Human Services Council. The Human Services Council is a non-profit corporation established in 1957. The agency doesn't actually provide transportation rides, but coordinates the delivery of transportation services including medical trips. Trips are then scheduled through local providers such as Mt. Adams Transportation.

Public/Private Providers. There are also a number of small public or private providers that provide limited transportation services in Klickitat County. This would include agencies such as Catholic Community Services, tribal transportation, Disabled American Veterans Transportation Network, private taxi companies, Blue Star Services, private facility vans, and others.

National Transportation Providers. There are a number of national transportation providers that serve a segment of the Klickitat County population and visitors. This would

include providers bus (Greyhound), train (Amtrak), and airplane (many carriers). Greyhound travels along I-84 in Oregon and can be accessed in Hood River or The Dalles, Oregon (Gorge service may end soon). Amtrak travels along the Washington side of the Columbia River and can be accessed in Bingen or Wishram. For air travel the Portland International Airport is located approximately 70 miles west of Bingen/White Salmon.

Gorge TransLink Providers. Mt. Adams Transportation 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. In addition to those services listed above, there are a number of other transportation services that are available to county residents or employers, such as Vanpool rentals and Carpool Match NW. In addition, there are a number of park-n-ride facilities located in and near Klickitat County where people can meet to carpool.

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 and facility improvements are envisioned by Mt. Adams Transportation to provide better local service and to support future connections to neighboring counties.

The 2009 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.

Unmet Transportation Needs

The Human Services Transportation Stakeholder Group for the 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 Services Transportation Stakeholder 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 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 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:

- Expansion of service hours: Additional morning, evening, and weekend service.
- Additional in-county demand-responsive service for educational and employment needs.
- Regular transit service to Hood River, The Dalles, Stevenson, and Yakima.
- Expanded transit service for youth.
- Additional transit facilities: Park-n-Rides, shelters, benches, etc.
- Additional education and outreach about public transportation opportunities.
- Implementation of ITS Solutions.
- Existing veteran transportation services do not meet the needs of veterans.

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, Mt. Adams Transportation has been forced to limit hours of operation and limit trips. Night and weekend service is generally unavailable. Medical trips are the highest concern for service. A ride to work, school, and many other trip purposes can't be guaranteed on a daily 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 Hood River, The Dalles, Stevenson, and Yakima, and additional dial-a-ride service hours.

Technology

The application of advanced technologies can assist transit providers by making their operations more efficient, safe, and attractive. The barriers to implementing ITS solutions in rural areas are cost and staff availability to implement solutions. Currently, there is limited use of advanced technologies among the transit providers in the Klickitat Region. The following ITS solutions could be considered for implementation by providers in the Klickitat County region:

Computer Aided Dispatch (CAD). Automated or computer-assisted reservations, scheduling, dispatching, and billing systems can streamline the trip reservations process, improve the efficiency of vehicle schedules, enhance the capability of dispatchers, and upgrade the tracking and reporting of customer and trip data.

Automatic Vehicle Location (AVL). AVL technology uses Global Positioning System (GPS) capabilities to identify the location of vehicles in real time.

Mobile Data Terminals (MDT). MDT provides a means for dispatchers and drivers to exchange information about schedules, trips, passengers, or vehicles electronically, which can improve the accuracy of information, as well as reduce the need for voice communications.

Call Center. A region-wide telephone call center would have access to databases that include information about transportation options in the region. A customer can call and receive assistance from a live customer service representative.

Internet based Scheduling. Internet based scheduling capability where a customer can schedule, confirm, and cancel their own trips without ever talking to the transportation provider.

Smart Cards. Smart cards can be programmed to collect, store, and provide information about an individual customer. Smart Cards can be used to cover a variety of programs.

Projects Identified to Address Transportation Gaps

Coordinated Approach to a Regional Challenge

The Human Services 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 Services 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 Services 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 Short-Term Project Needs, Low Cost Project Needs, and Long-Term Project Needs based on the need and potential for project implementation. Short-Term Needs are projects that are needed today and should be implemented to meet the needs of the target population groups. 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.

RTC's prioritization process and resulting project priorities are addressed in RTC Board Resolution (see beginning of Human Services Transportation Plan).

Short-Term Project Needs:

Maintain the existing dial-a-ride and deviated route service for the general public and those with special needs in Klickitat County: Mt. Adams Transportation 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 \$800,000 to \$825,000.

Capital funds to maintain and expand Klickitat County's fleet. Purchase up two transit vehicles (mini-vans, vans, and buses) per year to provide transit services. Cost of the vehicles will be approximately \$50,000 to \$120,000 per year.

Gorge TransLink Mobility Manager: County needs to continue to work with other Mid-Columbia transit providers to improve efficiencies and link systems. This will require the continuation of a Gorge TransLink Mobility Manager to lead the Gorge TransLink effort. The annual budget for this service is approximately \$67,500 to \$135,000.

Intelligent Transportation Systems: Implementation of computer aided dispatch, automatic vehicle location, and/or traveler information system. The total capital cost for this project could total up to \$250,000.

New Hood River Bridge Crossing Transportation Service. The Stakeholders and a transit survey have identified Hood River as a major destination for additional service. A deviated route service connecting Bingen/White Salmon to Hood River would provide significant mobility to disabled, elderly, and low-income populations. This service would also serve employment transportation. This service would be developed with Gorge TransLink partners and help serve an unmet need. The annual operating budget for this service will be \$256,000.

Additional In-County Demand-Responsive Service. To meet low-income employment/training needs and provide more flexibility in travel for target groups. 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 \$150,000 per year.

Low Cost Project 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 public surveys. Outreach and education is performed within the existing budget.

Long-Term Project Needs:

Additional Evening and Weekend Service. To give the elderly and disabled more flexibility in traveling, later evening and weekend service will be needed. This additional evening and weekend in-county demand-responsive service will provide additional alternatives to those that depend on transit.

Additional Regular Service to Neighboring Communities (The Dalles, Stevenson, and Yakima). To provide additional flexibility and opportunity for jobs, schooling, and other trip purposes within the region, deviated fixed route service could be provided to neighboring communities of The Dalles, Stevenson, and Yakima. This would be in addition to Hood River service.