



Walla Walla Valley  
Metropolitan and Sub-Regional  
Transportation Planning Organization

Coordinated Public Transit -  
Human Services Transportation Plan  
(2019 through 2022)

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**Final – January 2, 2019**  
**Adopted by the Policy Board**

## Acknowledgements

This report is the product of a study financed in part by the U.S. Department of Transportation (Federal Highway Administration and Federal Transit Administration), the Oregon and Washington State Departments of Transportation, and local government contributions.

The contents of this report reflect the views of the Walla Walla Valley Metropolitan Planning Organization/ Sub-Regional Transportation Planning Organization (WWVMPO/SRTPO), which is responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect official views or policy of the U.S. Department of Transportation. Approval of the report by federal or state agencies constitutes acceptance of the report as evidence of work performed, but does not imply endorsement of the report's findings or recommendations. This report does not constitute a standard, specification, or regulation.

Please Contact the Walla Walla Valley MPO/SRTPO for  
Questions, Concerns, or Comments

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- Section 504 and 508 of the Rehabilitation Act of 1973, as amended

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La Organización Metropolitana de Planificación del Valle de Walla Walla y La Organización Sub-Regional de Planificación de Transporte (WWVMPO/SRTPO) está comprometida de proveer acceso equitativo en sus programas, servicios, y actividades para personas con discapacidades. La legislación de derechos civiles requiere que individuos calificados con discapacidades no sean, basados exclusivamente en sus discapacidades, excluidos de participar en, negados de los beneficios de, o sujetos a discriminación bajo cualquier programa, servicio, o actividad de la WWVMPO/SRTPO, de acuerdo con:

- La Ley sobre Estadounidenses con Discapacidades (ADA) de 1990, según enmendada
- Las Secciones 504 y 508 de la Ley de Rehabilitación de 1973, según enmendada

Es la política de la WWVMPO/SRTPO que, cuando vista en su totalidad, servicios, programas, instalaciones, y comunicaciones proveídas directamente por la agencia, o por un proveedor de servicio contratado por la agencia, sean fácilmente accesibles y usables por individuos con discapacidades. Esto se logra por medio de mantener una página Web que cumple con la ADA; tener eventos en lugares accesibles; y proveer los materiales del programa en formatos alternativos bajo solicitud.

Walla Walla Valley Metropolitan Planning Organization  
and Sub-Regional Transportation Planning Organization (WWVMPO/SRTPO)  
A Resolution Adopting the  
2019-2022 Coordinated Public Transportation - Human Services Transportation Plan

RESOLUTION NO. 01-2019

WHEREAS, the Walla Walla Valley Metropolitan Planning Organization and Sub-Regional Transportation Planning Organization (WWVMPO/SRTPO) is the federal-designated Metropolitan Planning Organization and state-designated Regional Transportation Planning Organization for the Walla Walla Valley region, and has the responsibility for coordinated transportation planning and programming for each organization; and

WHEREAS, the WWVMPO/SRTPO is responsible for developing the Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) for the region; and

WHEREAS, the goal of the CPT-HSTP is to improve transportation services for seniors, young people, individuals with lower incomes, people with disabilities, and others who depend on public transportation services; and

WHEREAS, the region's CPT-HSTP was prepared in compliance with Title 49, United States Code, Section 5310 and the regulations of the Federal Transit Administration (FTA); and

WHEREAS, select FTA programs require projects to be derived from a locally developed CPT-HSTP; and

WHEREAS, the WWVMPO/SRTPO completed the development of the CPT-HSTP in close collaboration with its Human Services Transportation Coalition (HSTC), which includes representation from citizens, as well as public transportation providers, human service agencies, and other agencies or non-profit entities who provide or coordinate transportation on behalf of their clients or the community at large; and

WHEREAS, the HSTC and the WWVMPO/SRTPO Policy Board reviewed and ranked Washington State Department of Transportation - Consolidated Grant projects for the region, based on the needs, strategies, and criteria identified within the CPT-HSTP.

NOW, THEREFORE, BE IT RESOLVED that the WWVMPO/SRTPO Policy Board adopts the 2019-2022 Coordinated Public Transit - Human Services Transportation Plan; and


BE IT FURTHER RESOLVED that the 2019-2022 Coordinated Public Transit - Human Services Transportation Plan be submitted to the Oregon and Washington State Departments of Transportation.

PASSED AND APPROVED this 2<sup>nd</sup> of January, 2019.

Signed:

  
\_\_\_\_\_  
Ronald Dunning, Chair  
WWVMPO/SRTPO Policy Board

Attested:

  
\_\_\_\_\_  
Andrea Weckmueller-Behringer, Executive Director  
WWVMPO/SRTPO

Approved as to Form:

  
\_\_\_\_\_  
Jared Hawkins  
WWVMPO/SRTPO Legal Counsel

# Walla Walla Valley Metropolitan Planning Organization/Sub-Regional Transportation Planning Organization Membership and Committee Roster

## Walla Walla Valley Metropolitan Planning Organization (WWVMPO) Member Agencies

City of College Place (WA) • City of Milton-Freewater (OR) • City of Prescott (WA) • City of Waitsburg (WA) • City of Walla Walla (WA) • Umatilla County (OR) • Walla Walla County (WA) • Port of Walla Walla (WA) • Valley Transit (WA) • Oregon Department of Transportation • Washington State Department of Transportation

## Walla Walla Sub-Regional Transportation Planning Organization (SRTPO) Member Agencies

City of College Place (WA) • City of Prescott (WA) • City of Waitsburg (WA) • City of Walla Walla (WA) • Port of Walla Walla (WA) • Valley Transit (WA) • Walla Walla County (WA) • Washington State Department of Transportation

## WWVMPO/SRTPO Policy Board (PB)

Harvey Crowder, Mayor, City of College Place  
Linda Hall, City Manager, City of Milton-Freewater  
Steve Heimbigner, Mayor, City of Prescott  
Randy Hinchliffe, City Administrator, City of Waitsburg  
Riley Clubb, Council Member, City of Walla Walla  
(Vacant), County Commissioner, Umatilla County  
James (Jim) Johnson, County Commissioner, Walla Walla County  
Ron Dunning, Commissioner, Port of Walla Walla  
Dick Fondahn, General Manager, Valley Transit  
Craig Sipp, Region Manager, ODOT Region 5  
Todd Trepanier, Regional Administrator, WSDOT South Central Region

## WWVMPO/SRTPO Technical Advisory Committee (TAC)

Robert Gordon, City Engineer, City of College Place  
Laurel Sweeney, City Planner, City of Milton-Freewater  
Steve Heimbigner, Mayor, City of Prescott  
Randy Hinchliffe, City Administrator, City of Waitsburg  
Neal Chavre, City Engineer, City of Walla Walla  
Robert (Bob) Waldher, Senior Planner, Umatilla County  
Tony Garcia, Assistant Chief of Engineering & Construction, Walla Walla County  
J.D. Tovey, Planning Director, Confederated Tribes of the Umatilla Indian Reservation  
Paul Gerola, Economic Development Director, Port of Walla Walla  
Jesse Kinney, Head Accountant, Valley Transit  
Teresa Penninger, Planning and Program Manager, ODOT  
Paul Gonseth, Planning Engineer, WSDOT

## Bi-State Coordination Workgroup

Sharleen Bakeman, Federal Highway Administration  
(Vacant), Federal Transit Administration  
Teresa Penninger, Planning and Program Manager, ODOT  
Linda Howell, Public Transportation Community Liaison, WSDOT  
Paul Gonseth, Planning Engineer, WSDOT  
Doug Cox, Tribal and Regional Coordination Liaison, WSDOT

## WWVMPO/SRTPO Staff

Andrea Weckmueller-Behringer, Executive Director  
Elaine Dawson, Planning Assistant

# Table of Contents

- Agency Introduction..... 1
  - Walla Walla Valley Metropolitan Planning Organization .....1
  - Walla Walla Sub-Regional Transportation Planning Organization .....1
- Purpose and Scope of the Coordinated Public Transit - Human Services Transportation Plan ..... 3
  - Federal Requirements .....3
  - State Requirements .....3
  - Non-Discrimination Requirements .....3
- Stakeholder, Provider, and Public Outreach ..... 4
  - Stakeholder and Provider Outreach .....4
  - Public Outreach .....8
- Regional Mobility and Demographic Profile ..... 11
  - Planning Area..... 11
  - Population Characteristics..... 11
  - Common Origins ..... 20
  - Common Destinations ..... 20
  - Existing Transit and Transportation Services..... 20
- Coordination of Transportation Services During Emergencies ..... 24
  - Walla Walla County – Comprehensive Emergency Management Plan ..... 24
  - Umatilla County – Emergency Operations Plan ..... 24
- Technology Support ..... 25
  - iTransitNW ..... 25
- Needs and Gaps, Duplication, and Efficiencies..... 27
  - Needs and Gaps ..... 27
  - Duplication..... 27
  - Efficiency Considerations..... 27
  - Potential Implementation Challenges ..... 27
- Recommended Mobility Strategies ..... 28
- Regional Projects ..... 29
  - Ranking Criteria and Methodology..... 29
  - Recommended List of Transit and Transportation Projects..... 30
- Additional Community Project Ideas ..... 31
  
- Appendix A – Provider Survey and Stakeholder Interview Questions ..... A-1
- Appendix B – HSTC Meeting Agendas and Summaries ..... A-4
- Appendix C – Public Transportation Needs Survey ..... A-12
- Appendix D – Prioritization of Draft Strategies for Coordinated Transit & Transportation Services...A-16
- Appendix E – Public Comments on the Draft Coordinated Public Transit - Human Services Transportation Plan ..... A-19
- Appendix F – Overview of Transportation Providers and Services ..... A-20

## Acronyms

ACS – American Community Survey

ADA – Americans with Disabilities [Act]

CFR – Code of Federal Regulations

CPT-HSTP – Coordinated Public Transit - Human Services Transportation Plan

CTUIR – Confederated Tribes of the Umatilla Indian Reservation

EO – Executive Order

EOP – Emergency Operations Plan

FAST – Fixing America’s Surface Transportation [Act]

FHWA – Federal Highway Administration

FTA – Federal Transit Administration

GTFS – General Transit Feed Specification

HSTC – Human Services Transportation Coalition

LEP – Limited English Proficiency

MPO – Metropolitan Planning Organization

M/RTIP – Metropolitan and Regional Transportation Improvement Program

M/RTP – Metropolitan and Regional Transportation Plan

MTP – Metropolitan Transportation Plan

ODOT – Oregon Department of Transportation

OTP – Oregon Transportation Plan

PB – Policy Board

PTBA – Public Transportation Benefit Area

RCW – Revised Code of Washington

Rural Mobility Competitive – WSDOT Consolidated Grant Funding Category

Section 5310 – Enhanced Mobility of Seniors & Individuals with Disabilities FTA Funding Program

Section 5311 – Formula Grants for Rural Area FTA Funding Program

Section 5339 – Bus & Bus Facilities Infrastructure Investment FTA Funding Program

Special Needs Competitive – WSDOT Consolidated Grant Funding Category

SRTPO – Sub-Regional Transportation Planning Organization

TAC – Technical Advisory Committee

WSDOT – Washington State Department of Transportation

WTP – Washington State Transportation Plan

WWVMPO/SRTPO - Walla Walla Valley Metropolitan Planning Organization/Sub-Regional Transportation Planning Organization

USC – United States Code



## Agency Introduction

Metropolitan and regional transportation planning organizations facilitate the coordinated planning and implementation of a seamless transportation system for all users. This effort requires cooperation and close collaboration among all entities and stakeholders involved in implementing, maintaining, and improving individual network segments and transit or transportation services.

In the Walla Walla Valley, this responsibility is assigned to the Walla Walla Valley Metropolitan Planning Organization and Sub-Regional Transportation Planning Organization (WWVMPO/SRTPO), which includes representation from Oregon and Washington State, Valley Transit, the Port of Walla Walla, as well as the cities and counties within the region.

### Walla Walla Valley Metropolitan Planning Organization

Established on March 27, 2013, the Walla Walla Valley Metropolitan Planning Organization (WWVMPO) is a bi-state transportation planning agency located in the Walla Walla Valley region. As the federally designated MPO for an urbanized area with a population greater than 50,000, the WWVMPO carries out the **continuing, cooperative, and comprehensive (3C) multimodal transportation planning process** that encourages and promotes the safe and efficient development, management, and operation of a surface transportation system to serve the mobility needs of people and freight, and fosters economic growth and development, while minimizing transportation-related fuel consumption and air pollution. [United States Code (USC), [Title 23, Chapter 1, Section 134](#)]

Federal regulations require the WWVMPO to develop a regionally coordinated long-range transportation plan and short-range improvement program to ensure consistency and efficient use of federal transportation funds. The MPO's bi-state planning area, shown in the figure on Page 2, was expanded in early 2017 and includes the cities of College Place, Milton-Freewater, Prescott, Waitsburg, and Walla Walla, and most of Walla Walla County and northeastern Umatilla County.

The majority of funding for the WWVMPO is provided through transportation planning grants from the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), administered and supported by the Oregon and Washington State Departments of Transportation (ODOT and WSDOT).

### Walla Walla Sub-Regional Transportation Planning Organization

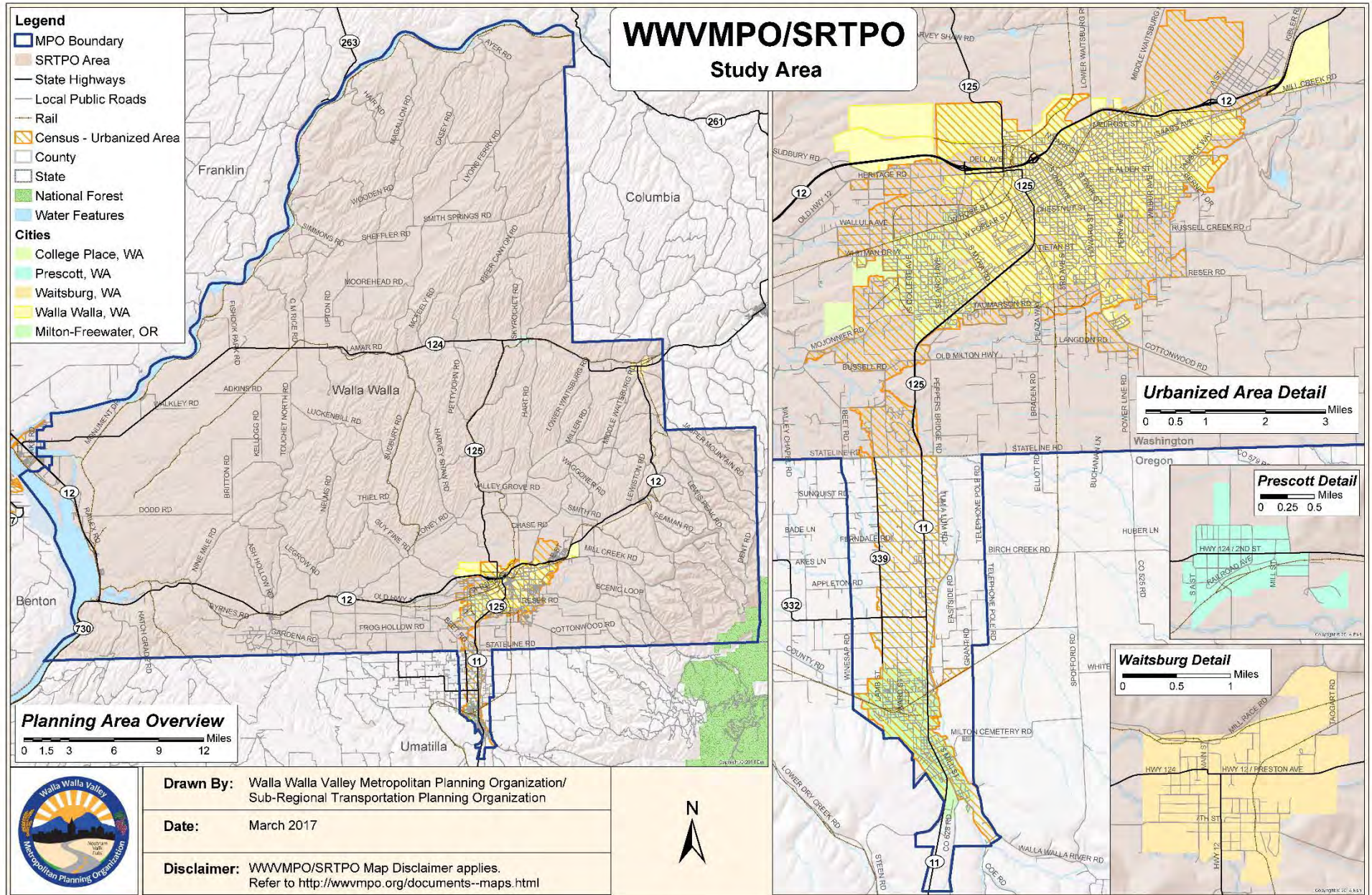
The Walla Walla Sub-Regional Transportation Planning Organization (SRTPO) was created by an agreement, effective July 1, 2013, between the Benton-Franklin-Walla Walla Regional Transportation Planning Organization (RTPO) and the WWVMPO as a means to make regional planning efforts with the new MPO more efficient. The SRTPO boundary, also shown in the figure on Page 2, assigns almost all of Walla Walla County to the WWVMPO, as the area covered under the newly developed SRTPO. The Burbank area, a small portion of western Walla Walla County, is by U.S. Census determination within the Kennewick-Pasco-Richland urbanized area. Therefore, this portion of Walla Walla County is part of the Benton-Franklin RTPO and MPO planning area.

The Walla Walla SRTPO activities comply with Washington State's RTPO requirements [Revised Code of Washington (RCW) [47.80](#)], which call for **transportation planning, at all jurisdictional levels, to be coordinated with local comprehensive plans** in order to achieve both statewide and local transportation goals.

Instead of creating a separate Policy Board and Technical Advisory Committee (TAC) for the SRTPO, the WWVMPO chose to expand the current MPO Policy Board and TAC to include all participating members.

Funding for the SRTPO is appropriated directly from WSDOT, and is used to carry out the regional transportation planning activities.

Figure: Walla Walla Valley MPO and SRTPO Study Area



## Purpose and Scope of the Coordinated Public Transit - Human Services Transportation Plan

The Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) identifies public transportation needs for people with disabilities, seniors, young people, individuals with lower incomes, and others who depend on public transportation services. The plan's goal is to improve transportation services by enhancing access, minimizing duplication of services, encouraging cost-effective coordination, and highlighting priority needs that require additional attention.

The CPT-HSTP is developed in close coordination with users, human services agencies, and providers of transit and transportation services, and it establishes the regional agencies' eligibility for Consolidated Grant opportunities, which are administered by the WSDOT.

### Special Needs Transportation

People with special transportation needs are defined in RCW 81.66.010 as "persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase appropriate transportation."

### Federal Requirements

The Fixing America's Surface Transportation (FAST) Act of 2015 requires that projects selected for funding under the Federal Transit Administration's (FTA) Section 5310 program must be "included in a locally developed, coordinated public transit-human services transportation plan" and that the plan is "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." [49 USC 5310 (e)(2)]

Furthermore, the preparation of the CPT-HSTP "should be coordinated and consistent with the metropolitan transportation planning process." [Code of Federal Regulations (CFR), Title 23, Part 450, Section 450.306 (h)]

FTA further stipulates that, at a minimum, the CPT-HSTP includes an assessment of available resources; an assessment of transportation needs for individuals with disabilities and seniors; strategies, activities, and/or projects to address gaps and efficiency; as well as priorities for their implementation. [FTA Circular 9070.1G]

### State Requirements

The Revised Code of Washington 47.80.023 (6) requires inclusion of "specific opportunities and projects to advance special needs coordinated transportation" in the CPT-HSTP.

### Non-Discrimination Requirements

Title VI of the 1964 Civil Rights Act, provides that "no person in the United States shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Executive Order (EO) 12250 charges the Attorney General to "coordinate the implementation and enforcement by Executive agencies" of Title VI, Title IX, and Section 504. EO 12250 further stipulates that the Attorney General coordinate any other provision of Federal statutory law which provides, in whole or in part, that "no person in the United States shall, on the ground of race, color, national origin, handicap, religion, or sex, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance."

The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are Federally assisted or not. [Public Law 100-259 (S. 557)] These nondiscrimination requirements extend to all programs of an agency that receives federal funding, regardless of whether the project or particular program itself was accomplished with federal funds.

## Stakeholder, Provider, and Public Outreach

Public involvement is more than fulfilling federal and state requirements or statutory obligations. It is integral to good planning. Without meaningful stakeholder and public participation, there is a risk of making far-reaching decisions that do not match the needs of the citizens, communities, and the region this plan is set to serve.

Therefore, the Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) stakeholder and public outreach activities coincided with major decision points and were designed to gather the information needed to make a lasting contribution to the quality of life in the Walla Walla Valley. The outreach described in the following sections informed the strategies, project, and ideas laid out in the last three chapters of the plan.

It is also important to note that the WWVMPO/SRTPO conducted the 2018 CPT-HSTP public involvement in compliance with its Public Participation Plan objectives, its Title VI Policy, and with consideration of individuals with Limited English Proficiency.

### Stakeholder and Provider Outreach

Primary stakeholder involvement and provider outreach for the development of the 2018 CPT-HSTP was accomplished through regular meetings of the Human Services Transportation Coalition (HSTC). The HSTC is an open planning group, which includes representation from citizens, as well as public transportation providers, human service agencies, and other agencies or non-profit entities who provide or coordinate transportation on behalf of their clients or the community at large. The mission of the HSTC is to identify mobility concerns and potential solutions for special needs populations in order to develop and strengthen equitable access to essential services as well as optimize use of associated resources.

Originally formed to assist with the development of the 2014 Human Services Transportation Plan for the Walla Walla Valley area, participation was solicited through email and phone calls. The HSTC stakeholders were convened for regular meetings and assisted with the identification of gaps in current transportation services, the documentation of unmet transportation needs, the prioritization of strategies to meet those needs, and the review of proposed projects to enhance special needs mobility. The HSTC also supported WWVMPO/SRTPO staff efforts related to the distribution of user surveys and the compilation of public feedback on proposed strategies.

In order to ensure widespread representation of special needs populations throughout the region, the HSTC participation was specifically solicited from the following agencies and entities:

Stakeholder Group and Category	Entity / Agency *
<b>Employment Providers</b>	
Major Employers or Employer Organizations	Broetje - First Fruits *
<b>Education/Youth</b>	
Community Colleges	Walla Walla Community College *
Local School Districts	College Place
	Dixie
	Milton-Freewater
	Prescott
	Touchet
	Waitsburg
	Walla Walla *
Private Schools	Whitman College
<b>Medical Providers</b>	
Medical Clinics	Family Medical Center
	SOS Health Services
Veterans Medical	Jonathan M. Wainright Memorial VA Medical Center

Stakeholder Group and Category	Entity / Agency *
<b>Transportation Providers</b>	
Local Medicaid Brokers and/or Providers	People for People *
	Liberty Medical Transport
	Transportation Solutions *
Private Bus Operators	Dream Ride Charters & Tours
Public Transit	Valley Transit *
	Milton-Freewater Public Transportation *
	Kayak Public Transit (CTUIR) *
	Columbia County Public Transportation *
	Ben Franklin Transit *
	Grape Line *
Taxi Cab Operators	A Plus Taxi
Other Transportation Agencies	ODOT
	WSDOT *
	FTA
<b>Government Entities</b>	
City Councils	<i>(WWVMPO/SRTPO Member Entities) *</i>
County Commissioners or Council	<i>(WWVMPO/SRTPO Member Entities) *</i>
Community Services Office	Walla Walla County Dept. of Community Health *
	DSHS
Tribal Governments	<i>(see Transportation Providers - CTUIR)</i>
Regional Transportation Planning Organization	WWVMPO/SRTPO *
	BFCOG
	PRTPO
Emergency Services	Walla Walla County Emergency Services
	Umatilla County Emergency Services
<b>Organizations by and for People with Disabilities</b>	
	Walla Walla Valley Disability Network *
	United Blind of Walla Walla *
	Walla Walla Blind*
	Valley Residential Services *
	NAMI Walla Walla
<b>Organizations by and for People with Low Income</b>	
Community Action Programs (CAP)	Blue Mountain Action Council
	CAPECO
Foodbanks	Blue Mountain Action Council Food Bank
	Helpline Walla Walla *
<b>Organizations by and for Youth and Teens</b>	
	Friends of Children
	YMCA
	YWCA
<b>Organizations by and for Seniors</b>	
Area Agency on Aging	Aging & Long-term Care *
	SE WA Aging and Long-Term Care Council of Governments

Stakeholder Group and Category	Entity / Agency *
Other Organizations serving (potential) special needs population	
Other Organizations	Catholic Charities
	Latino American Forum (WWCC)
	Umatilla County Veterans' Services
	United Way
	Walla Walla Housing Authority
	Walla Walla 2020 *
	Walla Walla Alliance for the Homeless
	Walla Walla Latino Alliance *
	Walla Walla Valley Chamber of Commerce
	Washington Bikes
Citizens with Disabilities	(Various) *

\*Marked stakeholders responded to the invitation and actively engaged in the CPT-HSTP planning process

The HSTC was involved in multiple activities, which are described in the following subsections.

**Provider Survey and Stakeholder Interviews**

In order to obtain a comprehensive overview of current needs, issues, and gaps, WWVMPO/SRTPO staff and the agency’s Rural Mobility consultant, Nelson\Nygaard, interviewed community members and representatives of HSTC member agencies, including key stakeholders from public transportation providers, major employers, as well as human services agencies and non-profit organizations. These interviews were scheduled at the respective stakeholder’s convenience and occurred between July and October, 2018.

Local transit agencies – Valley Transit, Milton-Freewater Public Transportation, and the Grape Line – and public transportation agencies located in neighboring counties – including Columbia County Public Transportation, Ben Franklin Transit, and People for People – were among the providers interviewed for the CPT-HSTP. The following key topics were discussed:

- The provision of services is limited to each agency’s public transportation benefit area (PTBA)
- Informal information and resource sharing is taking place; however, for transit users, it is difficult to plan across multiple service areas due to their unfamiliarity with schedule, cost, and use
- The current Dial-a-Ride is beneficial and important -- Private options (ADA-equipped taxi service) are expensive and accessible Non-Emergency Medical Transport is available only to Medicaid recipients
- Grape Line service is too infrequent and too expensive for human services agency clients
- Transportation is needed to attend church services on the weekend

Transportation is also a significant need for non-profit or human services agency clientele; however, direct provision of transportation is beyond most agencies’ scope and resources. Among the non-profit entities and human service agencies interviewed, which included Aging and Long-term Care, Helpline, People for People, and the Walla Walla County Department of Community Health, the following issues were discussed:

- Reimbursement and vouchers are expensive and resources are limited
- Mileage allowances do not go far in rural areas
- Reimbursement programs are generally not as helpful as upfront financial support, as cash flow may be limited and time frames for reimbursement may take too long
- Services are concentrated in the City of Walla Walla, which may force seniors from the county into senior living communities centrally located in Walla Walla
- Out-of-area transport for specialty medical appointments is difficult to arrange, particularly for rural clients
- Grant opportunities exist to provide services, but vouchers or mileage reimbursements are not eligible

Among other entities interviewed, which included the Prescott Lions Club, Vista Hermosa Foundation, the Partnership for a Greater Burbank, and Walla Walla Community College, the following issues were discussed:

- Medical care, human services, and public transit options are limited or non-existent in rural areas
- There is a knowledge gap related to rural mobility services currently available
- Seasonal and agricultural employment is not well served by current public transit services
- Rural transportation options are needed to support access to employment
- Higher education students come from multiple counties around the region

A copy of the provider survey and stakeholder interview questions is contained in Appendix A.

### HSTC Kick-off

Held on July 18, 2018, the kick-off meeting engaged participants to share high priority concerns and transportation related needs of transportation providers, human services agency clients, and the community at large. The meeting agenda and summary are included in Appendix B.

### HSTC Discussion of Existing Services and Needs

At the second meeting held on August 29, 2018, HSTC members reviewed the array of existing public transportation services within the region and shared their insight on needs and current mobility gaps affecting the community and clients they serve. The meeting agenda and summary are also included in Appendix B.

### HSTC Formulation and Prioritization of Strategies

At the October 24, 2018, meeting of the HSTC, participants discussed and prioritized potential strategies to address previously identified needs and gaps in the following areas:

- Establish multi-agency coordination workgroup
- Implement regional marketing, trip planning, and mobility management
- Expand existing transit services
- Review existing routes and coordinate potential updates across systems
- Improve intercity connections



The meeting agenda and summary are again included in Appendix B.

### HSTC Ranking of Potential Project Ideas

At its December 12, 2018, meeting, HSTC members reviewed how well current Consolidated Grant projects fit within the needs and identified gaps. The group also discussed and evaluated the priorities of additional project ideas for potential future implementation. The meeting agenda and summary are included in Appendix B.

### Continuous Engagement

At this time, there is no platform for transportation, human services agencies, non-profit entities, and public health agencies and stakeholders to coordinate and collaborate directly on transportation issues and solutions in the Walla Walla Valley region. However, as human services agencies already coordinate regarding their clients'

needs for utility and housing assistance, it was recognized that close coordination on transportation needs would be very beneficial.

Based on HSTC discussions, a potential, collaborative effort among transportation providers, human services agencies, and non-profit entities is being considered, which could be jointly led by the Walla Walla County Department of Community Health, the WWVMPO/SRTPO, and other interested champions for special needs transportation within the region.

### Public Outreach

Community outreach strategies included distribution of surveys, general education about the CPT-HSTP purpose and goals, and the review of the draft plan. Each round of outreach was designed to inform and gather the public’s feedback on mobility concerns, transportation resources, and potential mobility solutions within the Walla Walla Valley area.

### Survey of Existing and Potential Users of Transportation Services

The initial survey was specifically designed to gather feedback from individuals who currently use and/or are in need of public transportation. Surveys were advertised online and on transit vehicles, as well as distributed through individual service providers, online, and at community stakeholder meetings. 105 surveys were returned and compiled to identify: transportation needs, points of origin and destination, transportation resources used, and identification of unmet transportation needs. These surveys provided insight into the individual’s transportation needs, as well as assisted service providers in determining how best to meet these needs through current, improved, or potentially new services. The following table provides a brief overview of the major findings:

Highlights of the Public Survey on Transportation Needs	
<b>Why doesn’t transit work for you?</b> <ul style="list-style-type: none"> <li>44% not near my home</li> <li>42% takes too long</li> <li>36% does not run when needed</li> <li>28% prefer to drive</li> </ul>	<b>What would increase transit use?</b> <ul style="list-style-type: none"> <li>55% later service</li> <li>50% more frequent service</li> <li>48% weekend service</li> <li>39% earlier service</li> <li>27% more convenient regional connections</li> </ul>
<b>Top improvement choices</b> <ul style="list-style-type: none"> <li>39% Improved connections in WW</li> <li>34% Intercity connections</li> <li>31% Improved biking &amp; walking access to stops</li> <li>26% Shared, rural flexible-schedule shuttle</li> </ul>	<b>Common destinations</b> <ul style="list-style-type: none"> <li>Shopping, work/school, and healthcare make up two-thirds of all Walla Walla trip destinations: Safeway, Super 1, Walmart, Walla Walla Community College, and health care locations</li> </ul>

A copy of the user survey instrument is contained in Appendix C.

### Survey on Prioritization of Proposed Strategies

Following the October meeting of the HSTC, the refined strategies were disseminated to the public for review, comment, and prioritization. HSTC members assisted with the distribution of promotional materials and the web link of the online survey, which was posted between November 7 and November 28, 2018. The following summary provides an overview of the public’s recommendation:

- 83% of respondents marked the creation of a centralized “One-Stop Shop” for public transportation info as a high or very high priority. Components to include are shown in order of priority –
  - Trip planning across multiple agencies (85%)
  - Real-time bus location information (80%)
  - Portal to assist medical and human services providers in finding transportation for clients (73%)
  - Spanish (and other) language information (68%)
  - Coordinated advertising and marketing, including social media (40%)



- 72.5% of respondents placed a high or very high priority on creating a formalized Multi-Agency “Coordination Group” to collaborate on special needs transportation. The following functions, shown in order of priority, are seen as important for such a group –
  - Coordinate regional transit schedules and services (85%)
  - Review transit routes/systems and coordinate service changes (75%)
  - Make transfers seamless (75%)
  - Create one-stop contact point for the public - a Regional Mobility Manager (70%)
  - Integrate fares (53%)
  - Identify ongoing transit funding (50%)
- 73% saw more weekend service as a high or very high priority
- 68% placed a high or very high priority on later evening service
- 40% categorized early morning service as a high or very high priority
- Of the improved or additional connections mentioned, respondents rated them as high or very high priority in the following order –
  - More intercity connections from Walla Walla to Pasco (80%)
  - Improved connection from Dayton/Waitsburg to Walla Walla (40%)
  - New connection from Burbank/Vista Hermosa to Pasco (38%)
  - New connection from Prescott to Walla Walla (35%)
- Respondents also rated additional strategies that should be evaluated for potential implementation –
  - Expansion of existing transit service areas (76%)
  - Regional vanpool marketing (54%)
  - Employer-based programs (i.e. "guaranteed-ride-home" for transit users, on-site transit pass sale) (54%)
  - Bike-share program (41%)
  - Park-and-ride lots (41%)
  - Carpool program (32%)
- Additional comments included –
  - Need Sunday bus service, especially to and from penitentiary
  - There is a doubling up of services from Milton-Freewater to Walla Walla, need to exclude one
  - Professional planning of long-term transit services
  - There is a significant need to include Walla Walla Valley Transit system services to the Valle Lindo Community south of College Place. The community is isolated and unless you have a car and can drive you cannot access services or educational (school) opportunities in the community. [...]
  - Would definitely love more options to Tri Cities that are affordable
  - Run till 8/9pm, WW airport shuttle, hotels/downtown loop
  - More/faster Dial-a-ride services

A copy of the survey questions for the prioritization of draft strategies is contained in Appendix D.

### Public Review of Draft Plan

The draft Coordinated Public Transit - Human Services Transportation Plan was available for public review – from December 3 through December 17, 2018 – at multiple locations throughout the region. Special needs population maps were reviewed in order to select the following locations that provide easy access to the public as part of the commitment to Title VI compliance.

- College Place City Hall
- Milton-Freewater Public Library
- Prescott City Hall
- Waitsburg City Hall
- Walla Walla Public Library
- WWVMPO/SRTPO Office

In addition, an Open House meeting for the public was held on Monday, December 17, 2018, as a way for the public to review the draft CPT-HSTP and share their feedback on potential strategies and project ideas.

No specific comments were received on the Draft CPT-HSTP as Appendix E shows.

## Regional Mobility and Demographic Profile

As previously stated, the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) for the Walla Walla Valley region identifies regional mobility concerns for special needs populations, which are defined as youth under the age of 18, seniors over the age of 65, persons with disabilities, individuals or families with lower incomes, and individuals with limited English proficiency (LEP).

The following subchapters provide an overview of the planning area; a snap-shot in time of special needs populations throughout the region and their geographic distribution among the various jurisdictions, whenever such data is available; as well as common locations of origins and destinations for special needs transportation.

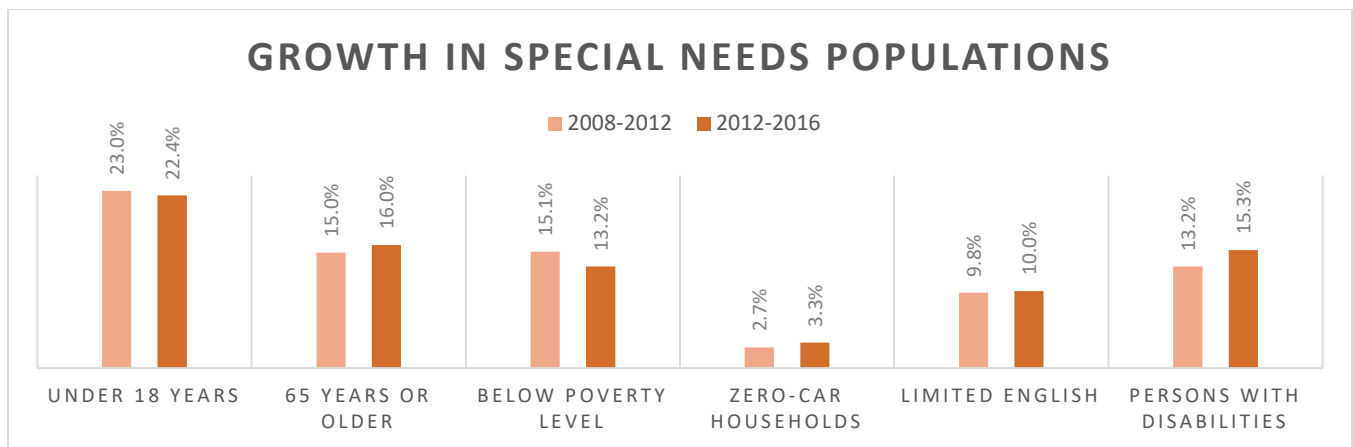
### Planning Area

The Walla Walla Valley is nestled north and west of the Blue Mountains in southeast Washington State and northeast Oregon. The region is bordered by the Snake River to the north and the Columbia River to the west. Its planning area is made up of most Walla Walla County (WA) and portions of Umatilla County (OR), which covers almost 1,300 square miles and is home to more than 65,000 people. The region’s economic center is the urbanized area, which includes the cities of College Place (WA), Milton-Freewater (OR), and Walla Walla (WA), encompassing approximately 36 square miles.

Rural activity centers are located within the cities of Prescott and Waitsburg, and a small number of unincorporated settlements, such as Dixie, Lowden, Touchet, and Wallula provide further concentrations of residential and commercial activity. Close economic ties connect the Walla Walla Valley to the Tri-Cities area of Kennewick, Pasco, and Richland, as well as the community of Burbank, where transportation planning activities are undertaken by the Benton-Franklin Council of Governments (BFCG). The eastern portion of the Walla Walla Valley also has economic ties to Dayton, located in neighboring Columbia County, where transportation planning activities are carried out by the Palouse Regional Transportation Planning Organization (PRTPO).

### Population Characteristics

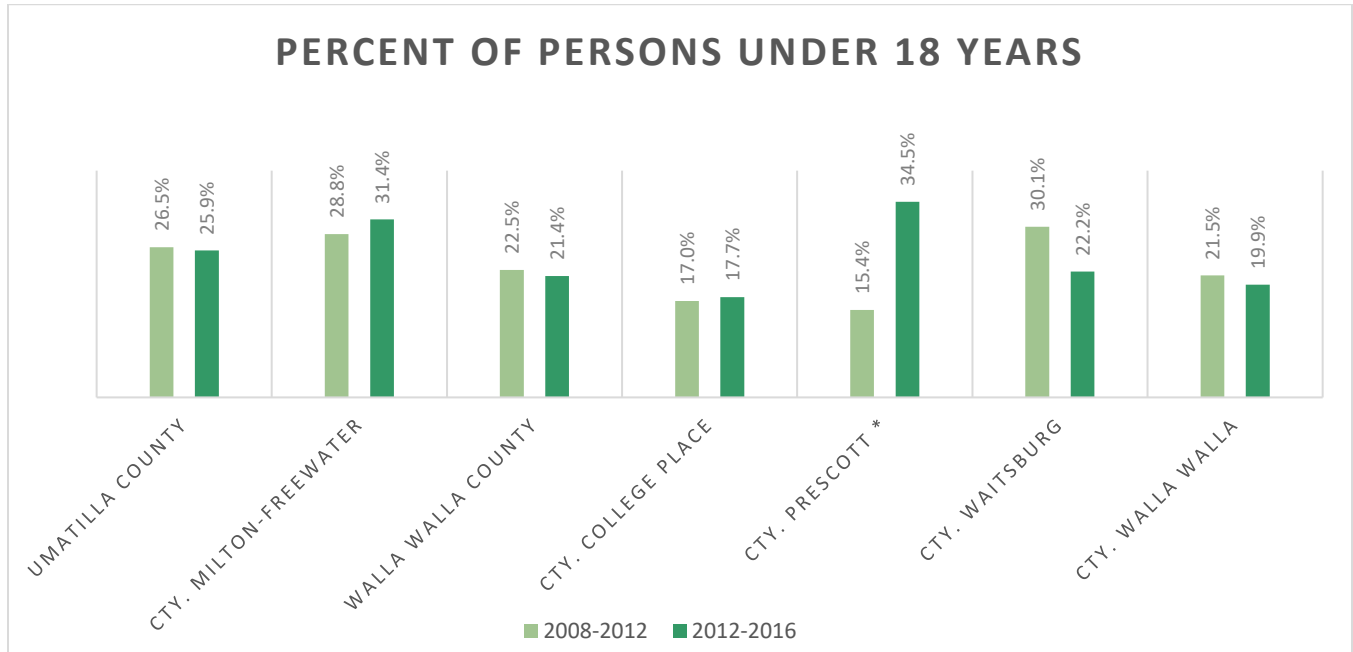
Between 2008-2012 and 2012-2016, the special needs population in the Walla Walla Valley region grew primarily through relative increases in zero-car households (24.4%), persons with disabilities (20.9% in Walla Walla County and 11.1% in Umatilla County), persons 65 years and older (+ 9.3%), and individuals with limited English Proficiency (4.4%). In comparison, during the same time period, total population grew by approximately 2.3%.



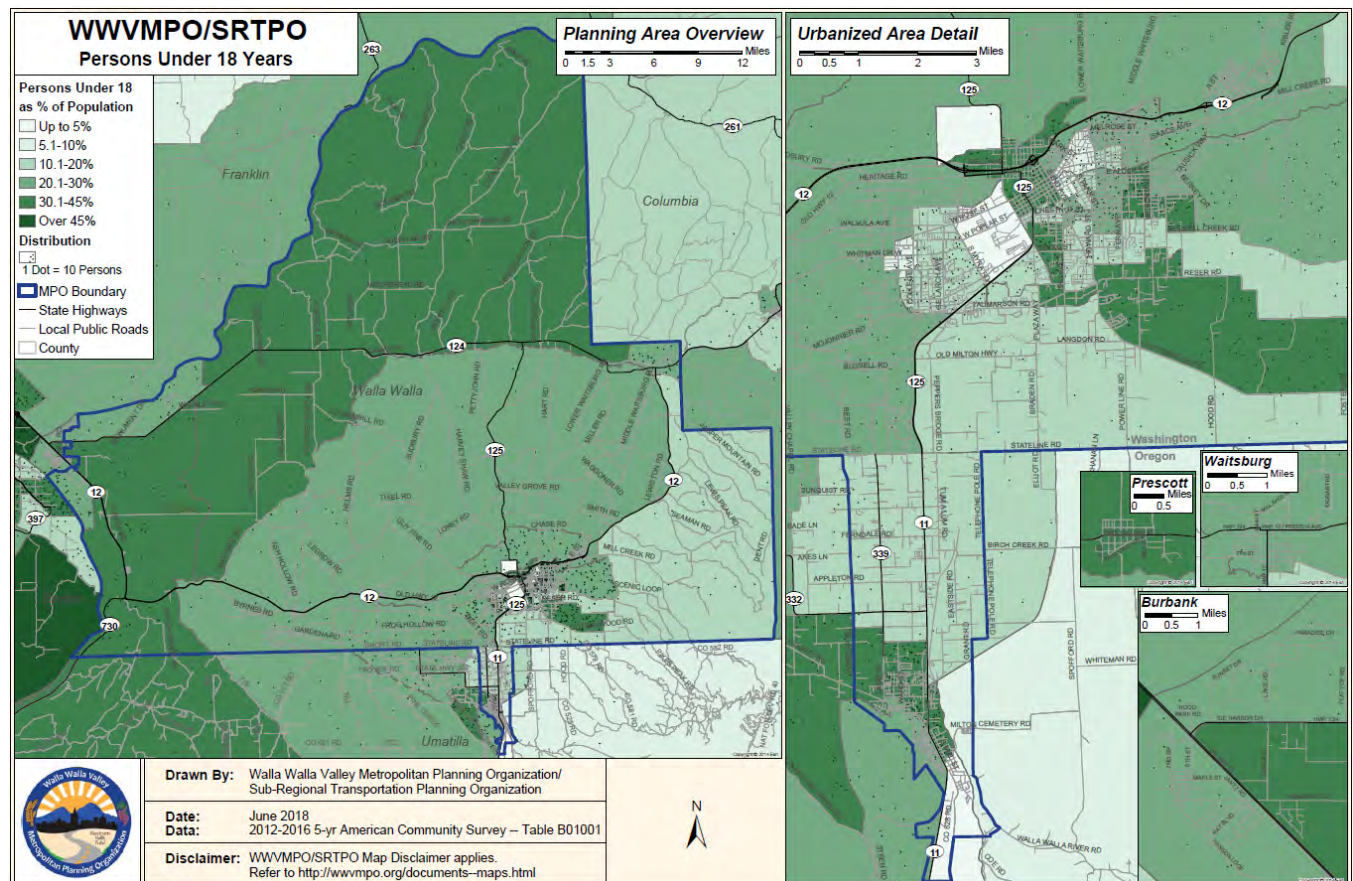
In order to understand where the special needs populations live within the region, the following sections provide breakouts by jurisdiction to highlight areas of concentration (whenever this data is available). The information will guide decision-making and help direct additional resources to high need areas. Unless noted otherwise, the population data used in tables for each demographic profile are from the U.S. Census Bureau’s American Community Survey (ACS) 5-year estimates, as they are the only ACS data set which reports at a unit of geography small enough to be meaningful for this analysis. In order to provide not only a snap-shot in time, but also visualize recent trends, both 2008-2012 and 2012-2016 5-year estimates are shown. The map graphics contain only the later data sets.

### Persons under 18 Years

Although the percentage of children under the age of 18 did not increase over the last four year, this group nonetheless comprises a significant portion of the overall population. Their distribution among the various jurisdictions in the region varies widely as can be seen in the following table and associated graphic.



\* Denotes data with a high margin of error

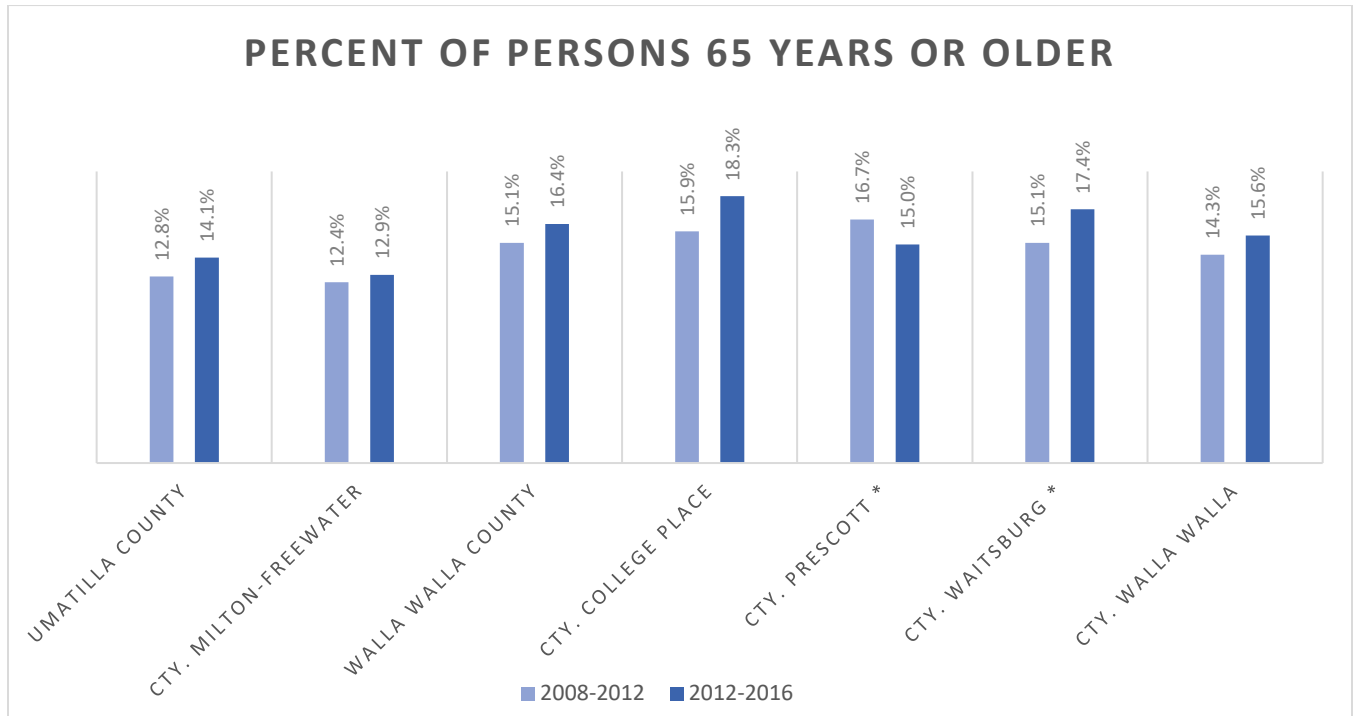


It is important to recognize that mobility options for children are in most cases limited to rides from parents, public transit, school bus, walking, or biking. Some of these options may be unavailable, unreliable, or deemed unsafe.

As school districts do not provide school bus service to households within one mile of a school, there is an increased need for investments into active transportation improvements, including walking and biking, and supporting programs, such as Safe Routes to School, to ensure children are able to safely travel to and from school.

**Persons 65 Years or Older**

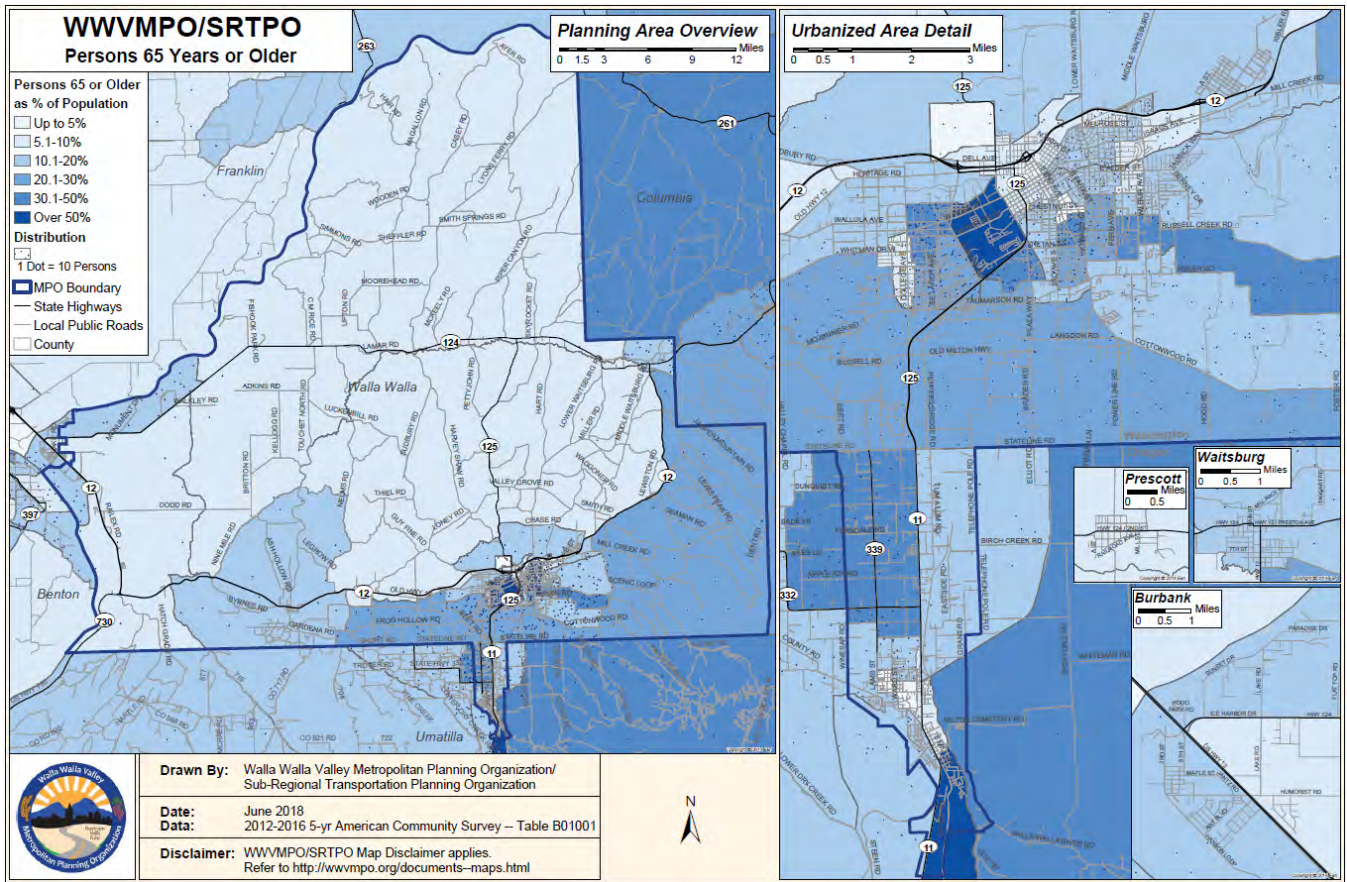
The first “baby boomers” reached age 65 in 2011. Due to the size of that particular generation, older adults will, for some time, comprise an increasing portion of the population. Between 2008-2012 and 2012-2016, this population group has grown in all of the Walla Valley jurisdictions.



\* Denotes data with a high margin of error

Although it might be assumed that baby boomers may remain more active and have a higher degree of mobility than previous generations of older adults, their ability to drive will nonetheless decrease over time. In general, older adults may use public transportation more frequently than the general population, as they become less capable or willing to drive themselves, or can no longer afford to own a car on a fixed income.

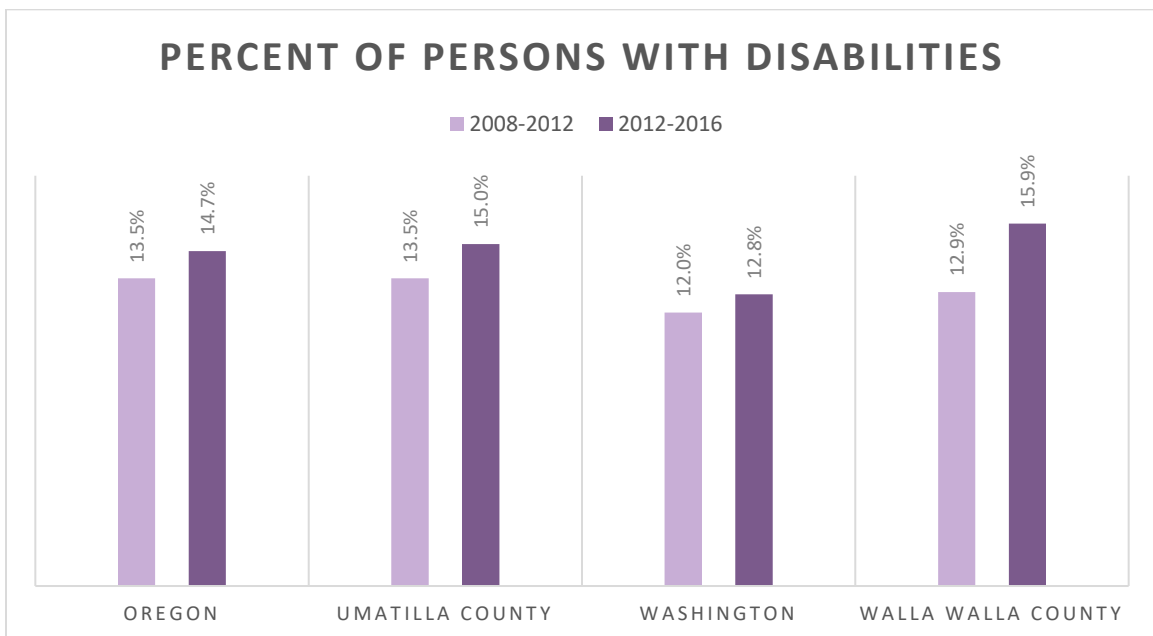
In an effort to bolster the mobility of older adults and their access to essential services, there is an increased need for investments in transportation alternatives that do not require private vehicles. At this time, such options are predominantly found within the urbanized area. Without further investments, older adults wishing to “age in place” in the more rural parts of the region will face significant mobility challenges.



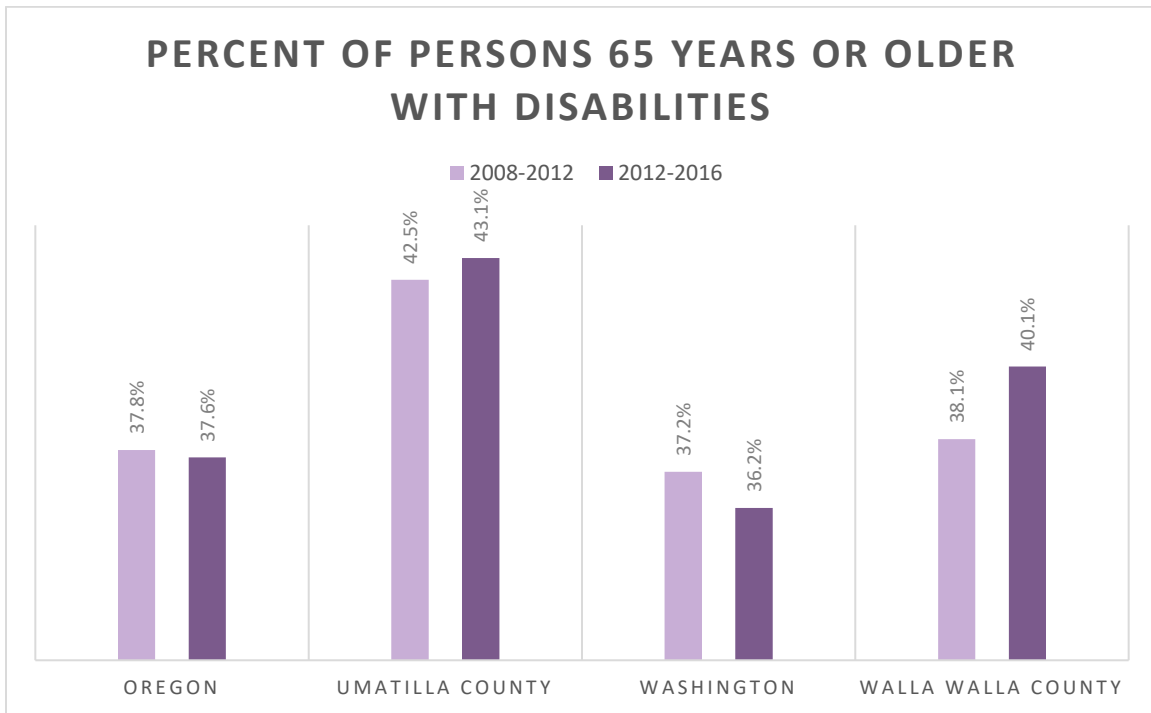
**Persons with Disabilities**

Individuals with a disability may experience mobility challenges that affect, or even impede, their access to education, employment opportunities, and essential services, thus hindering their ability to achieve and maintain a high quality of life. In addition, limited mobility may lead to social isolation.

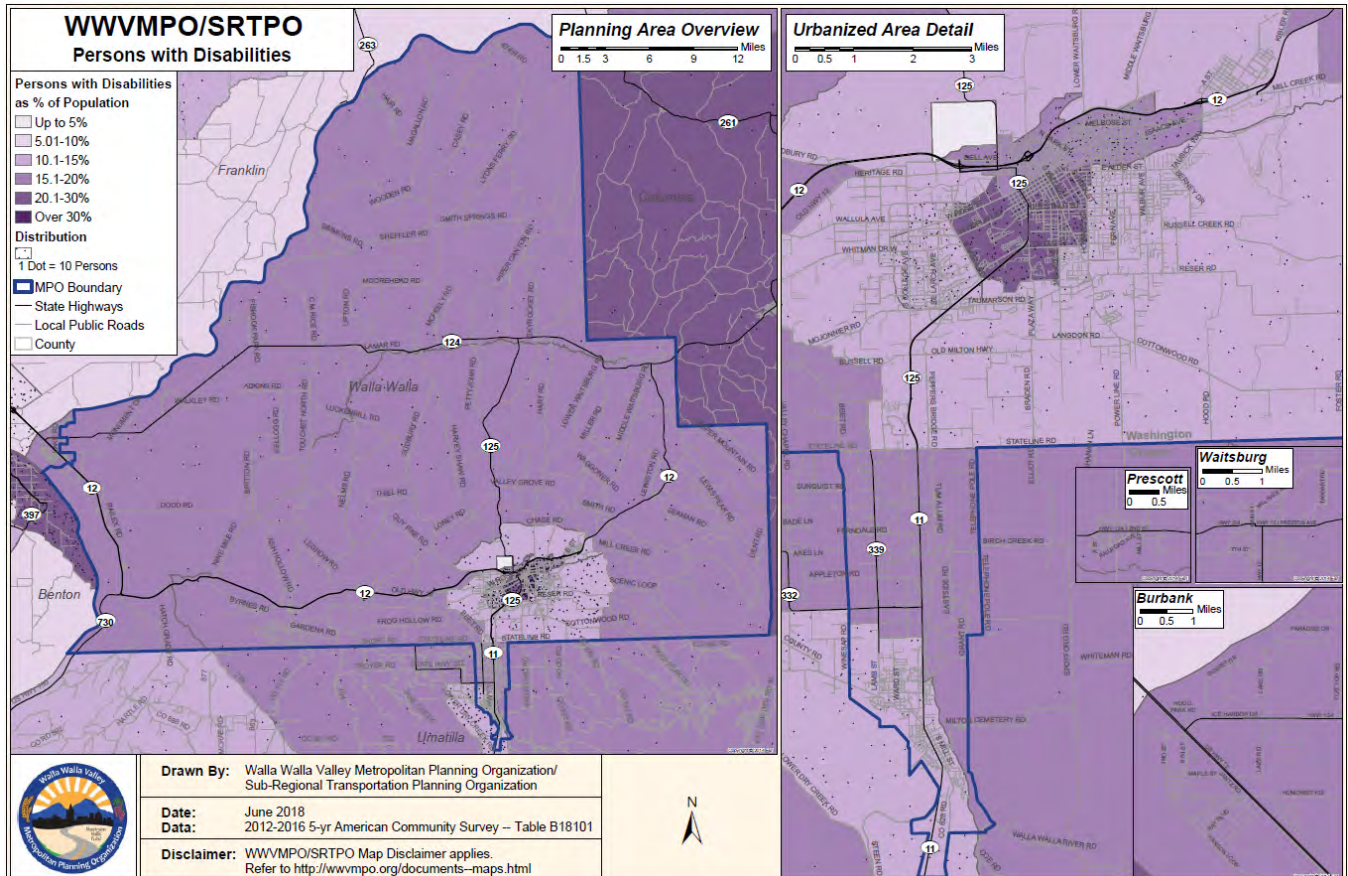
Within the Walla Walla Valley, the countywide ratios of persons with disabilities is, in most cases, only slightly higher than the respective state averages.



However, drilling down to the percentage of older adults with disabilities, the region exhibits significantly higher proportions.

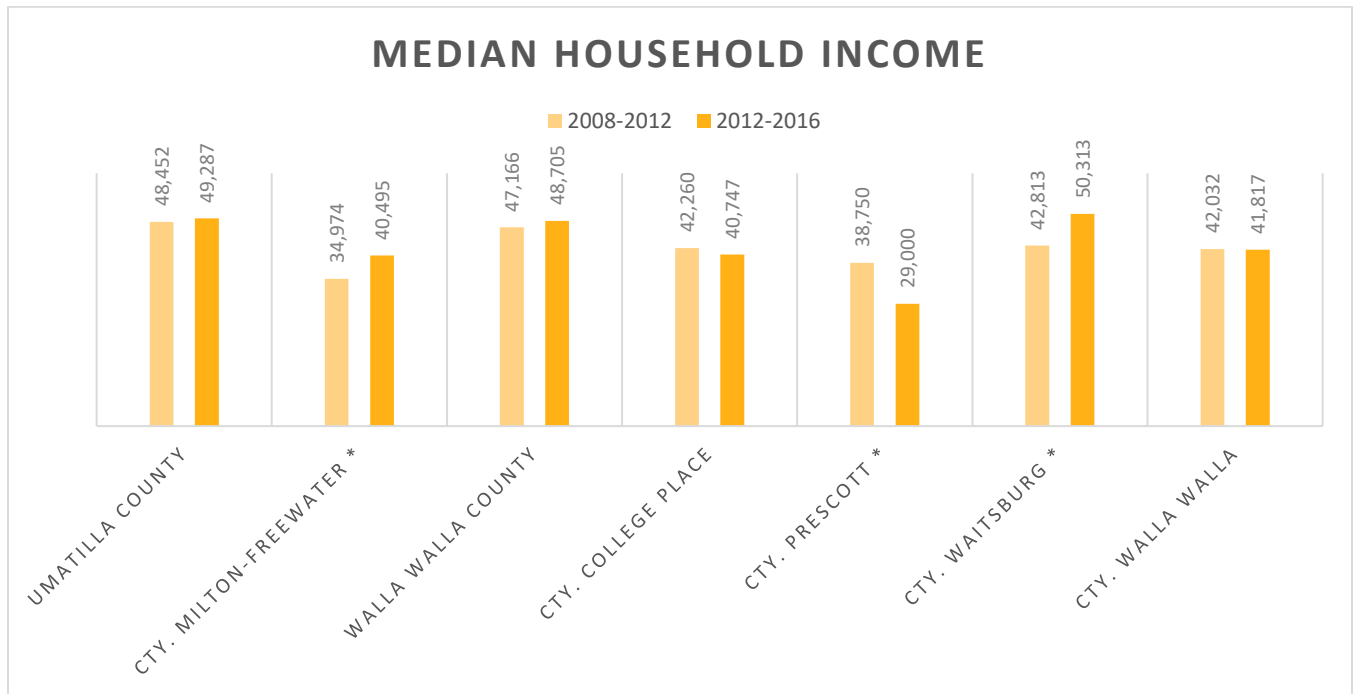


Although a breakdown by jurisdiction was unavailable, the following graphic shows a concentration of persons with disabilities in the more densely population core of the urbanized area as well as in rural areas.

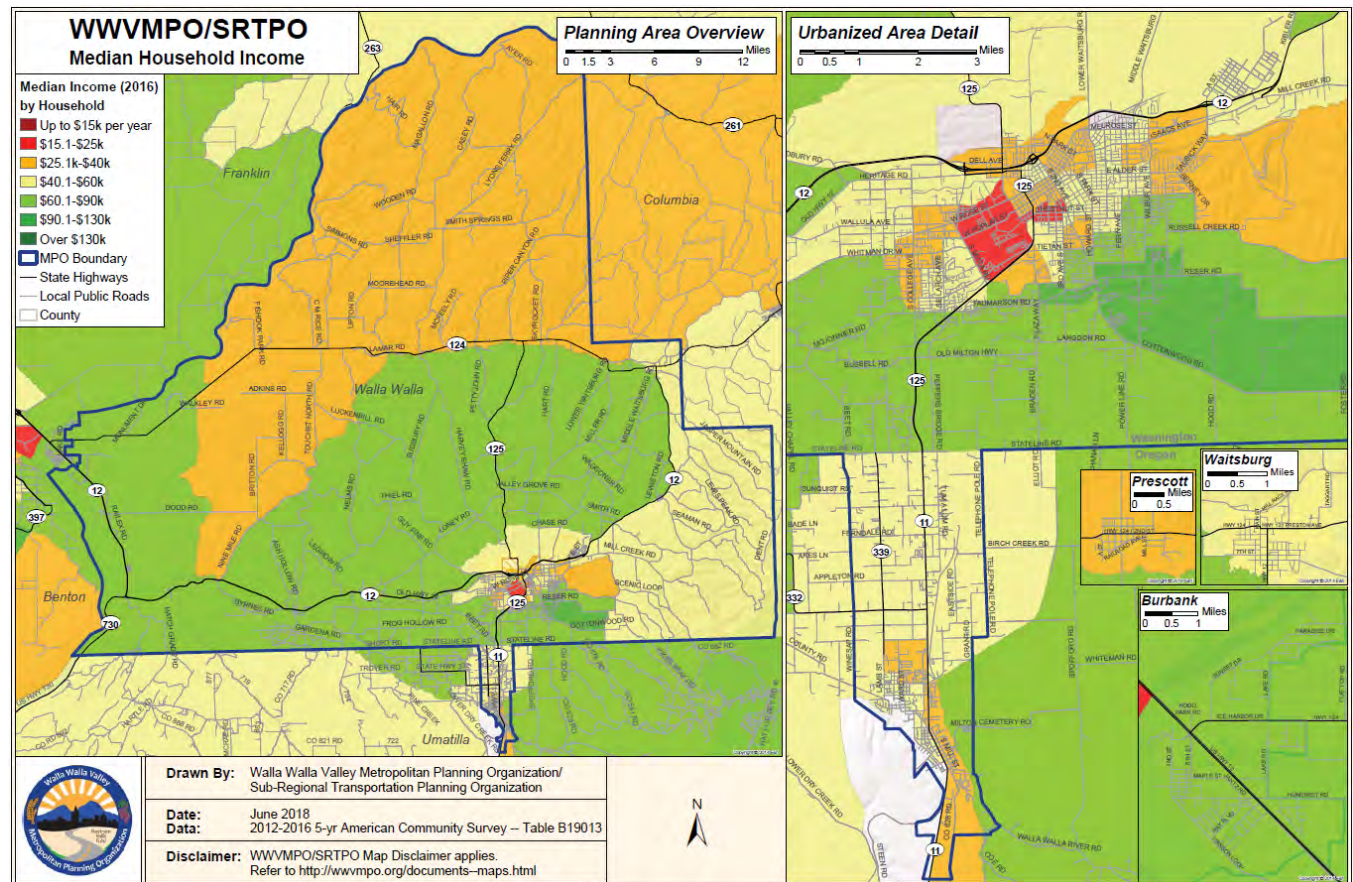


### Households with Incomes below Poverty Level

Wealth and poverty are not equally distributed through the Walla Walla Valley region.



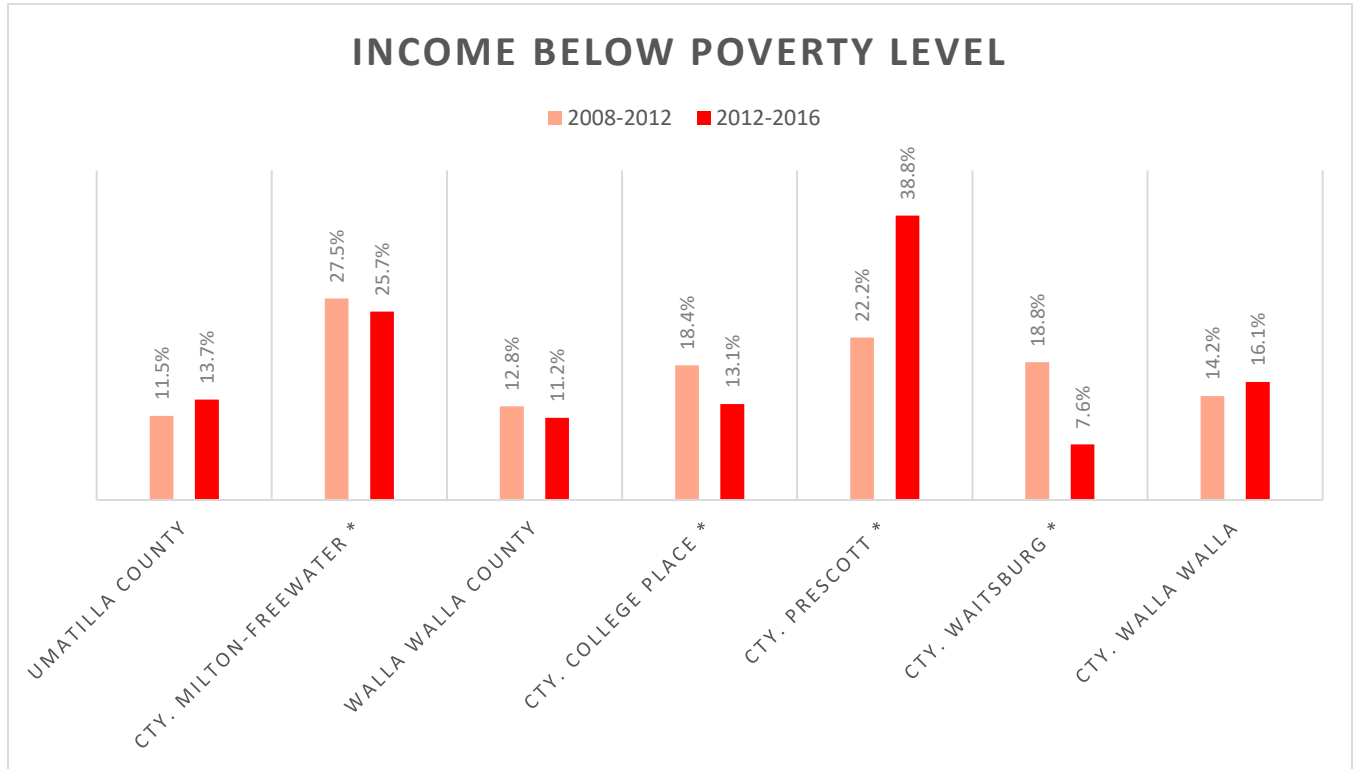
\* Denotes data with a high margin of error



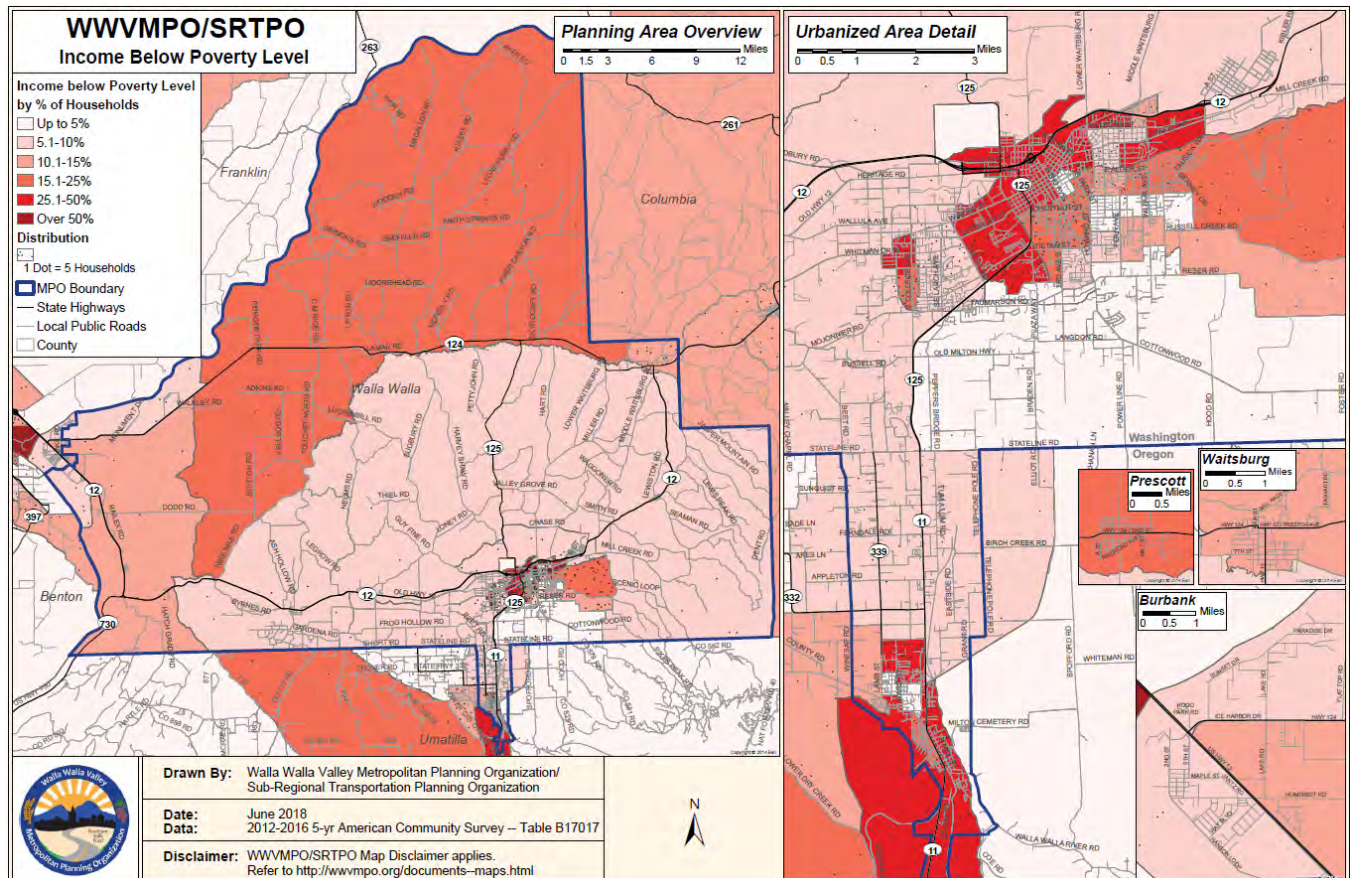
The [Center for Neighborhood Technology](#) identifies transportation and housing as key components of affordability.



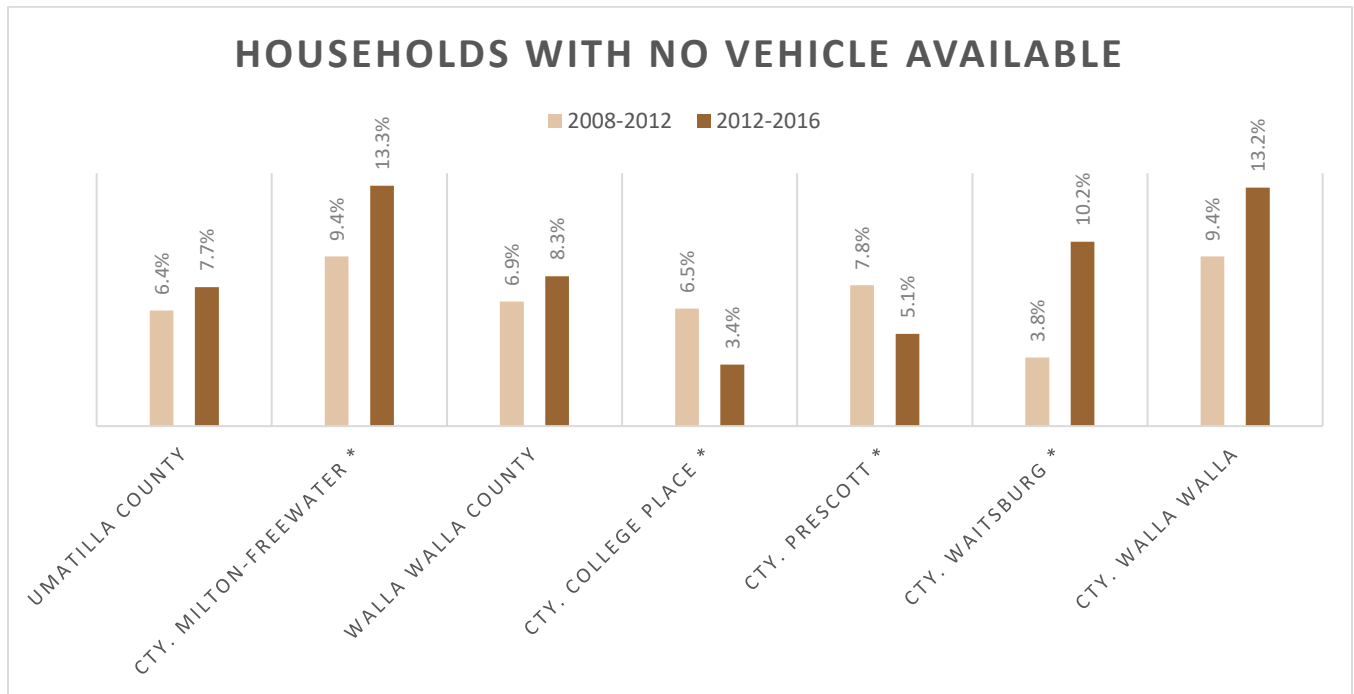
Particularly the cost for transportation puts a tremendous strain on the budgets of low-income households.



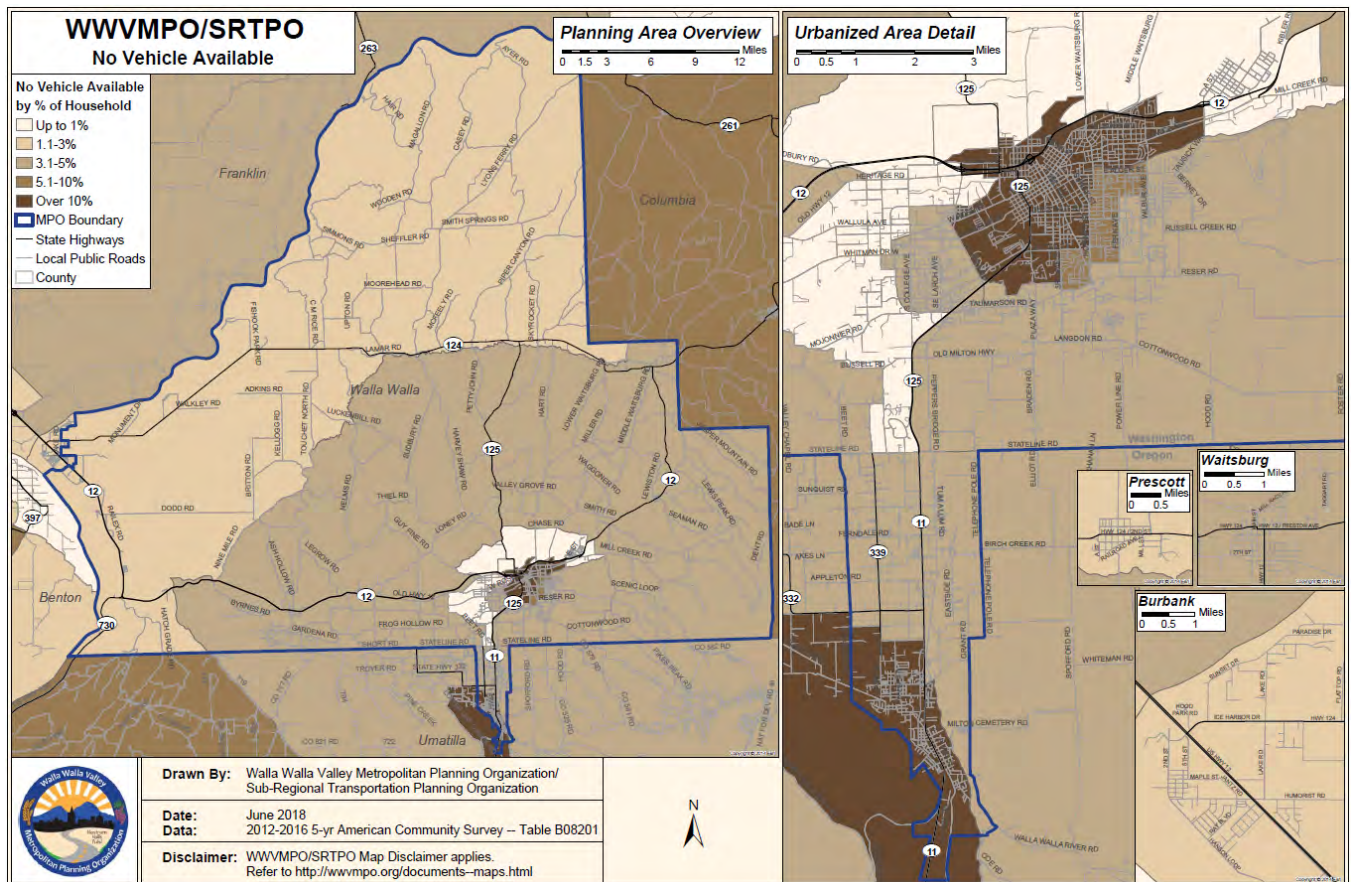
\* Denotes data with a high margin of error



Owning and maintaining a private vehicle may therefore not be a reasonable option for all, and the spatial distribution of car ownership should also be taken into account when making investment decisions.



\* Denotes data with a high margin of error

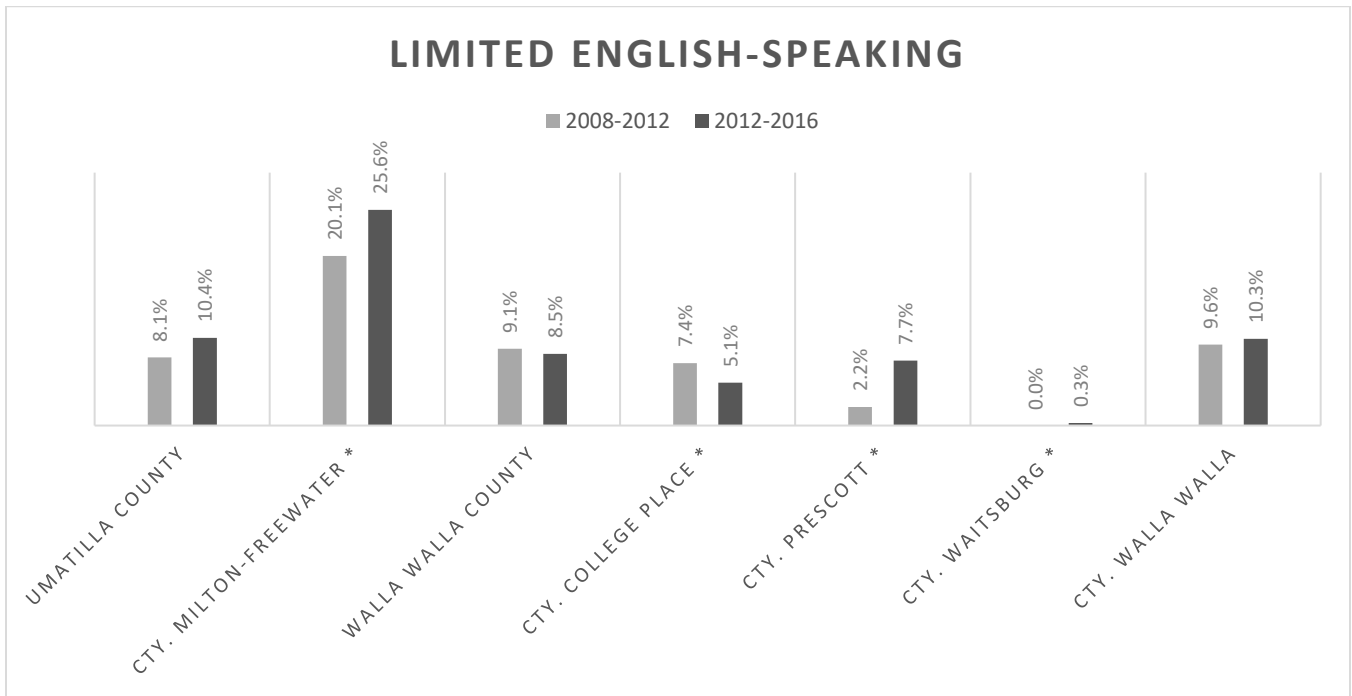


Retaining employment can be difficult for low-income individuals if they do not have reliable transportation options.

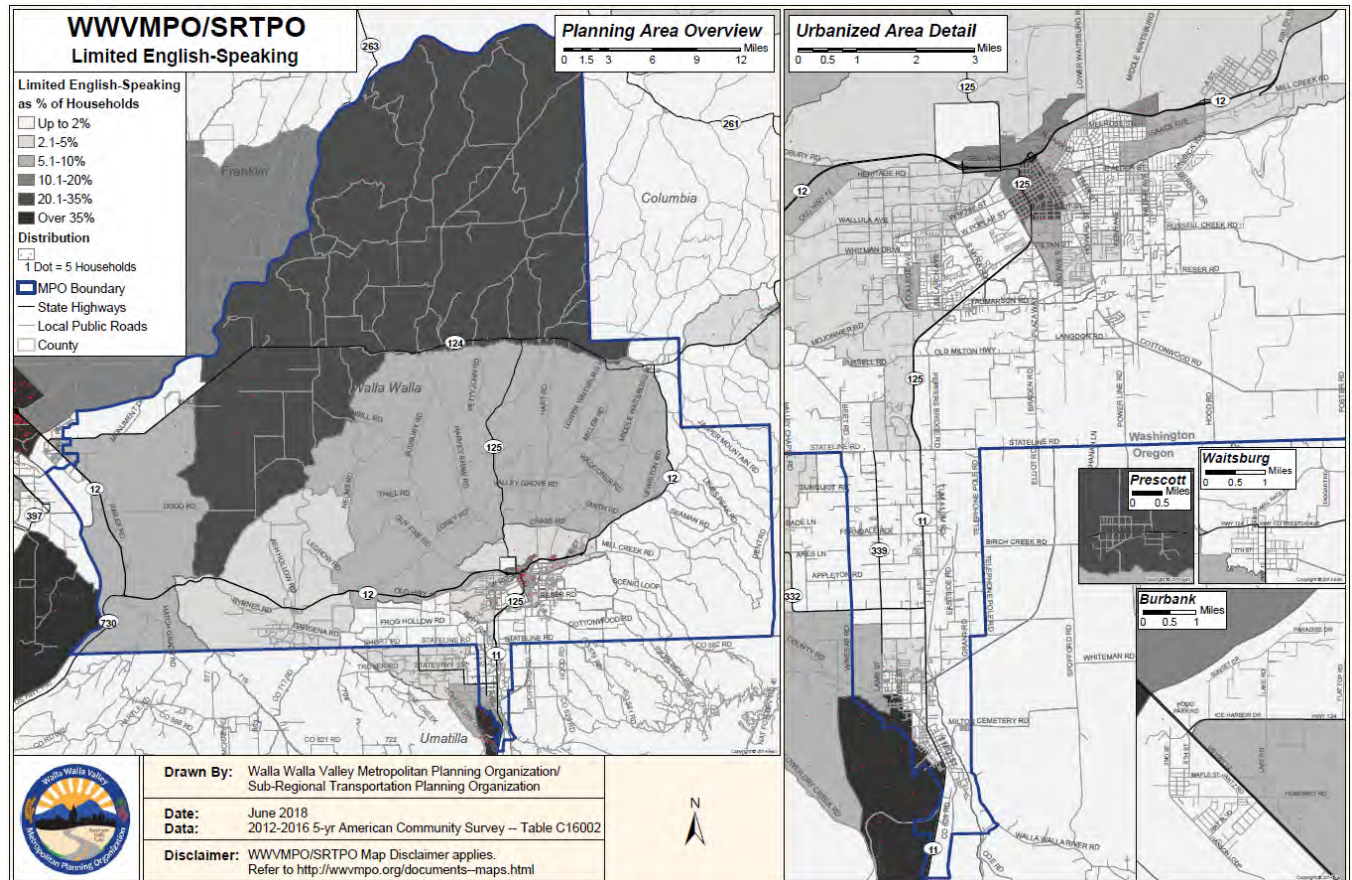
Transit-dependent employees who work in the early morning, late at night, or on the weekend, and particularly those who live outside of the urbanized area, are at a disadvantage due to limited or unavailable transit service.

**Households with Limited English Proficiency**

Individuals with limited English proficiency (LEP) either do not speak English well or do not speak English at all.



\* Denotes data with a high margin of error



Although not directly related to age, disability, or income effects on mobility, individuals with limited English proficient (LEP) may nonetheless experience substantial challenges in gaining access to education, employment, and essential services. Because of the language barrier, LEP individuals tend to work lower-wage jobs and are more likely than the general population to have limited incomes. In addition, many LEP individuals also face difficulties in accessing information and resources, which can prevent them from utilizing existing transportation options.

### Common Origins

Based on available data and as shown in the preceding maps, individuals and households with special transportation needs are present throughout the entire region. However, due to the higher residential densities within the cities of Walla Walla, Milton-Freewater, and College Place, there is a significant concentration of people with special transportation needs in the urbanized area. A large majority of them (80% of the residents) already live within the service areas of the existing public transportation providers.

The same cannot be said for rural areas and, particularly, outlying communities; individuals and households with special transportation needs, located in areas such as Burbank/Vista Hermosa, Prescott, Touchet, Lowden, and Valle Lindo, currently do not have access to regular fixed-route bus or demand-response service.

### Common Destinations

Shopping and work trips were cited as the most common trips likely to use public transportation. Shared common destinations, identified through survey responses, include the following:

- Safeway and Super 1 in Walla Walla
- Walmart in College Place
- Walla Walla Community College
- Medical facilities, including the Walla Walla Clinic and the VA Clinic

### Existing Transit and Transportation Services

Walla Walla County is served by several public transportation services, but, at this time, there is no single comprehensive and countywide public transportation agency. Existing services include regular fixed route, demand response, vanpool, and intercity services. In general, services are concentrated in the southeastern and eastern areas of the county. Intercity services link the Tri-Cities to Walla Walla and Walla Walla to Pendleton. The special needs populations utilize these existing services, but also rely on family, friends, and other options due to the lack of comprehensive coverage of the current services.

The following sections provide descriptions of the various options and services offered by each provider. A summary table is provided in Appendix F.

#### Valley Transit

Providing service to City of Walla Walla and City of College Place residents, Valley Transit offers multiple transportation options. Some services, such as Job Access, have specific requirements and must be activated with a simple form, while others, such as the West and East Loop Routes on weekday evenings and Saturday, are simply an addition to the fixed routes.

#### *Fixed-Route*

Traditional fixed-route transit service is provided throughout the Walla Walla and College Place urban area. Eight routes meet at a centrally located transfer center in downtown Walla Walla at Main Street and 4<sup>th</sup> Avenue. Geographic coverage within the service area is significant and more than 80% of the homes within the Walla Walla and College Place city limits are within one-quarter mile of a Valley Transit bus route.

All fixed-route buses have low-floors with ramps at the front door to make boarding easy for people who use mobility aids. The majority of routes has bus service every thirty minutes, whereas two neighborhood routes run

only once every hour. Weekday service begins at 6:15 am and ends at 5:45 pm. The regular fare is 50 cents - with a reduced fare of 25 cents for seniors and disabled riders holding a reduced fare permit.

#### *Dial-A-Ride*

Dial-A-Ride is a special service which uses lift-equipped vans to transport people with mobility limitations that prevent them from using Valley Transit's regular fixed-route bus service. Dial-A-Ride is available during the same hours as the fixed route bus service: Monday through Friday, from 6:15 am to 5:45 pm. Special Transportation Needs (STN) passes are available for \$10 per month. Washington State defines special transportation needs as a person who does not drive because of age, ability, or income. It is necessary to fill out an application and register for Dial-A-Ride before making a trip reservation.

#### *Evenings and Saturday Flex-Routes*

Valley Transit provides flex-route transportation for the general public in Walla Walla and College Place on weekday evenings and Saturday. From 5:45 to 8:40 pm on weekday evenings and 10:45 am to 6:10 pm on Saturdays, the East and West Loops, depart every 45 minutes and provide convenient service to most of the cities' popular destinations. Through a route-deviation type service, the schedule for the flex route provides enough time for the trolley bus to vary from the regular route to pick up people who live within one-quarter mile of the loop routes. A reservation is recommended if the trolley bus is to deviate from its route, as reservations will be accommodated ahead of requests from walk-on passengers.

#### *Connector*

For those areas outside of the one-quarter mile flex zone of the East and West Loops, the Connector provides transit service during the same evening hours and Saturday service hours as the flex-route service. Trips are provided from stops in the Connector zones to the West Loop or East Loop, which will be used to complete the trip, or the entire trip may be provided by the Connector van. This provides a service area similar to the eight fixed routes during weekday service hours, but with a reduced number of vehicles that is more appropriate for times with less demand. Reservations are recommended, as they will be accommodated ahead of walk-on requests.

#### *Job Access*

Job Access is a reservation-based transportation service that provides rides to and from work. Job Access is based on a federal grant program, which requires that participants not exceed certain income guidelines. Job Access trips to work or training, including a stop at a childcare provider, are available daily from 5:00 am to 11:30 pm. Job Access customers need to complete an application to register for the service. Monthly job access fare passes are available for \$12.

#### *Vanpool and Carpool*

Accommodating longer-distance commuters, Valley Transit leases twelve-passenger vans to groups of people to share a ride to or from work. The commute must either begin or end in Valley Transit's service area.

Valley Transit is also a member of RideShareOnline.com, which offers free online carpool matching services to Washington residents.

#### *Accommodation for Intercity Bus Services*

Valley Transit provides space for intercity buses from other transportation service providers and their passengers to facilitate transfers between buses at the Market Station Transfer Center in downtown Walla Walla. Buses from Milton-Freewater Public Transportation, Columbia County Public Transportation, Kayak Public Transit (Confederated Tribes of the Umatilla Indian Reservation), and the Grape Line provide options to travel to Milton-Freewater, Waitsburg, Dayton, Mission, Pendleton, La Grande, and the Tri-Cities. Stops for the Grape Line in the Tri-Cities include the Tri-City Airport, Greyhound, Amtrak, and Ben Franklin Transit. A customer service office is open Monday through Saturday, from 11:30 am to 5:00 pm, and can sell tickets for Grape Line, Greyhound, and Valley Transit.

### **Milton-Freewater Public Transportation**

The City of Milton-Freewater provides one fixed route between Milton-Freewater and Walla Walla as well as local demand-response service.

#### *Fixed Route*

Mondays through Fridays, the City of Milton-Freewater operates three round trips between Milton-Freewater, College Place, and Walla Walla. The bus makes local stops throughout Milton-Freewater before traveling via Highway 11 to College Place and Walla Walla. Bus trips are fare-free for all riders.

#### *Demand Response*

The Taxi Ticket dial-a-ride program operates Mondays through Fridays and provides door-to-door, demand-response service for older adults (60+) or people with disabilities, who live within a five-mile radius of Milton-Freewater City Hall. Customers purchase tickets in advance and then use the vouchers with certified taxi companies. The fare is \$1 for trips within Milton-Freewater, and \$2 for trips outside the city limits. Taxi drivers have access to the City's lift-equipped van.

### **Columbia County Public Transportation**

Columbia County Public Transportation is based in Dayton and offers demand-response and vanpool services to all residents within Columbia County.

#### *Demand Response*

Available Monday through Friday from 7:00 am to 7:00 pm, Columbia County Public Transportation provides demand-response service to all county residents, as well as patrons located in Waitsburg, Dixie, and Walla Walla. Regional trips to Pomeroy, Clarkston, or Lewiston (Idaho) can be made via transfer to Garfield County Transportation Service at Dodge Junction. At this time, transit services have to be reserved in advance.

#### *Vanpool*

Columbia County Public Transportation also offers vanpool services. Currently, five vanpools are active, connecting to Dayton, Pomeroy, Walla Walla, Little Goose Dam, and Lower Granite Dam.

### **Kayak Public Transit**

The Confederated Tribes of the Umatilla Indian Reservation (CTUIR) offers fixed-route bus service six days per week. With a total of seven routes, Kayak provides regional connectivity within northeast Oregon and into southeast Washington.

#### *Walla Walla Whistler*

The Walla Walla Whistler route connects the area between Pendleton and Walla Walla. This route includes stops in Mission, Athena, Weston, Milton-Freewater, and College Place, and utilizes the Valley Transit transfer station in downtown Walla Walla. Kayak Public Transit operates Mondays through Fridays from 5:00 am to 7:30 pm. Saturday service covers all of the same destinations as the weekday route and runs from 9:00 am to 6:45 pm. Kayak Public Transit is free for all riders.

### **Grape Line**

The Grape Line runs a reservation-optional service seven days a week with one route between the Walla Walla Regional and Pasco airports. There are three fixed-route round trips each day, starting at the Walla Walla Regional Airport at 6:15 am and ending there at 10:30 pm. Stops are located in four communities along the route: College Place, Touchet, Wallula, and Burbank. Grape Line buses also stop at the transfer and transit centers in both Walla Walla and Pasco, respectively. Riders can make reservations online, by phone, or in person at two ticket offices.

### **People For People**

People for People offers demand-response and intercity fixed-route services, and non-emergency medical transportation (NEMT) brokering, to communities across 12 counties in central Washington. In Walla Walla County, People for People services are limited to NEMT brokering, in which the agency arranges transportation

service for qualified passengers. Individuals of all ages are qualified if they are covered under Washington State Apple Health (Medicaid and CHIP) and have a current ProviderOne services card. Brokering is available to Walla Walla County residents 8:00 am to 4:30 pm on weekdays.

### **Grant County People Mover**

Based in John Day, Oregon, the Grant County People Mover provides curb-to-curb transportation service and intercity connections, which are open to the public and fare-free for military veterans. Among other intercity routes, the service offers a once weekly round-trip between Prairie City or Monument and Walla Walla, via stops in Dale, Ukiah, Pilot Rock, Pendleton, and Milton-Freewater in Oregon. Advance reservation is required.

### **Ben Franklin Transit**

At this time, Ben Franklin Transit does not serve any communities in Walla Walla County; however, its proximity to communities in the western areas of the county open up opportunities for service coordination or connections. Currently, Ben Franklin Transit offers local fixed-route, demand response, feeder taxi, and vanpool services throughout the Tri-Cities region.

#### *Fixed Route*

Fixed-route and demand-response services are available weekdays 6:00 am to 8:00 pm, and Saturdays 7:00 am to 7:00 pm.

#### *Feeder Taxi*

Ben Franklin Transit supplements its fixed-route service with feeder taxi service, which connects riders more than 0.75 miles from a fixed-route bus stop to the nearest bus stop. Feeder taxi rides are served by Tri-City Taxi.<sup>1</sup>

#### *Demand Response*

Same-day demand-response service is available 8:30 pm to 12:00 am Monday through Saturday, and 7:30 am to 6:00 pm on Sundays. This service is offered at lower-demand times, when fixed-route service is unavailable.

#### *Vanpool*

Vanpools operate between 7:00 am and 5:00 pm. In addition, Ben Franklin Transit is a member of RideShareOnline.com, which offers free online carpool matching services to Washington residents.

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<sup>1</sup> As Tri-City Taxi recently closed its business, Ben Franklin Transit is currently looking for alternatives to provide the feeder service.

## Coordination of Transportation Services During Emergencies

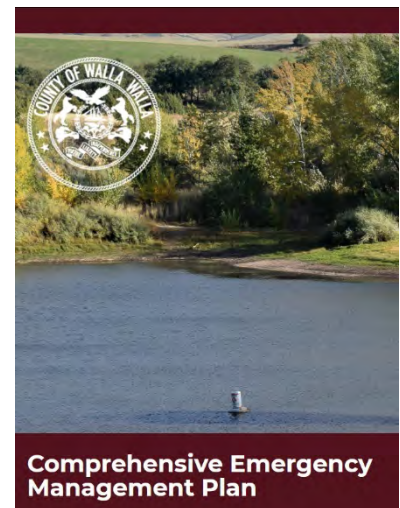
Natural or man-made incidents and emergencies, cutting off power and limiting transportation routes, can vary in severity, geographic scope, and the time it takes to restore normal operations. During such events, individuals who do not have access to a private vehicle are reliant on public or human services transportation. As a result, special needs populations often require evacuation assistance or help to obtain vital resources, including food, water, shelter, or medical care.

During emergencies, transportation is coordinated through local, county-level emergency management agencies. Their ability to effectively respond to the needs of the vulnerable populations is dependent on the level of coordination among the region’s transportation and service providers and local emergency managers, as well as other stakeholders identified in the emergency management planning process.

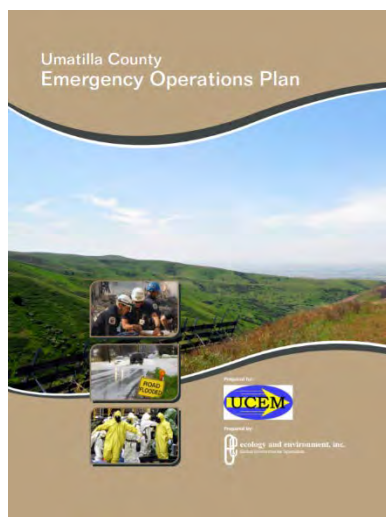
### Walla Walla County – Comprehensive Emergency Management Plan

The [Comprehensive Emergency Management Plan](#) (CEMP) for Walla Walla County was most recently updated in August 2017. The Walla Walla County Emergency Management (WWCEM) team provides mitigation, preparedness, response, and recovery planning for major disaster events and facilitates forums with emergency responders to exchange information and improve plans. The CEMP is separated into Emergency Support Functions (ESF) according to the implementation aspect of the plan. [ESF #1](#) addresses the role of transportation in an emergency. Support agencies include:

- Blue Mountain Humane Society
- Emergency Medical Services
- Fire Services
- Law Enforcement
- Public Works Departments
- Transportation Providers



The ability to evacuate the general population and people with special needs is critical when addressing an emergency. Valley Transit has been designated as the Transportation Coordinator (TC) to be the contact for the WWCEM Team to assist with the coordination of evacuation services. Valley Transit has a fleet of vehicles that are available to assist with emergency evacuation services. Other potential passenger transportation providers include public school buses and taxis.



### Umatilla County – Emergency Operations Plan

The [Emergency Operations Plan](#) (EOP) for Umatilla County was updated in January 2012. The plan ensures a coordinated, integrated response with maximum use of all resources, to mitigate the effects of any natural or man-made disaster. Similar to the Walla Walla County CEMP, Umatilla County EOP’s ESF #1 addresses the role of transportation resources during an emergency. The County Public Works Department has been selected as a primary agency, along with the County Emergency Management Department, to coordinate transportation resources and identify emergency routes. The Oregon Department of Transportation has been identified as the single supporting agency.



## Technology Support

In general, technology assists in improving safety, increasing efficiency, enhancing coordination, and analyzing transportation services. It is also used for the scheduling of demand-response trips, communicating with drivers, and ensuring safe transport of the special needs population. In addition, technology is employed when coordinating transportation operations, designing routes, cataloging vehicle maintenance, and logging service delivery. A variety of systems are currently in use, including, but not limited to, dispatching software, automated vehicle location services, cameras on buses, radio systems, eligibility software, and cost allocation programs, all of which play a role in providing safe, efficient, cost-effective transportation services to the public.

### iTransitNW

Valley Transit's iTransitNW project is currently in its final stages of implementation. The main driver for this project is the fact that many transit customers use multiple service providers to make their daily, weekly, or occasional trips. Right now, customers have to toggle between multiple websites and interfaces to view information for each provider; and, as very few transit providers in this region offer real-time vehicle location and predication services, customers also have no way to view arrival predictions for the various service providers at shared bus stops.

The intent of the iTransitNW project is to pull real-time vehicle location and arrival prediction from Valley Transit and participating, neighboring transit systems, and present this cross-jurisdictional information to the public in a single, easy-to-use interface, which can be accessed from multiple technologies, including the internet and SMS text messaging. The specific transit systems included in the initial implementation are: Valley Transit, Milton-Freewater Public Transportation, Grape Line (part of WSDOT's Travel Washington Program), Columbia County Public Transportation, Kayak Public Transit (Confederated Tribes of the Umatilla Indian Reservation), Grant County People Mover, and Ben Franklin Transit.<sup>2</sup>

#### *Website and Web Map -*

The first of three primary goals is to create a website and map, offering a regional, multi-state overview, which will show transit agencies who provide static route and schedule information in General Transit Feed Specification (GTFS) format and those who provide real-time (RT) location and schedule data. Also included will be a trip-planning tool. The resulting single interface will allow transit customers to:

- View transfer options and fares of regional service providers
- Obtain real-time location and arrival & departure predictions for transit vehicles
- Gain a better understanding of the regional public transportation network
- Improve passenger perception of reliability, on-time service, and quality of transit service

#### *Expandability -*

The second goal is to establish a platform that is highly scalable, so transit systems in the three-state Pacific Northwest area can join the Project in a cost-effective manner. The initial implementation of iTransitNW will create a demonstration project that, once in place, offers multi-agency purchasing opportunities to join the project - with the stipulation of being geographically connected to one of the regional partners and their bus routes. Thus, the integration of additional transit providers will be built into the system, and may be extended to include the following systems at their respective agency's request: Pullman Transit, Asotin County Public Transportation Benefit Area (PTBA), Lewiston (Idaho) Transit System, SMART Transit (Moscow, ID), Garfield County Transportation, Yakima Transit, Central Transit (Ellensburg, WA), Grant Transit Authority (Moses Lake, WA), LINK Transit (Wenatchee, WA), and Cascades East Transit (Bend, OR).

<sup>2</sup> At this time, Kayak Public Transit and Ben Franklin Transit cannot export their vehicle location information and, in the absence of real-time data, general route and schedule information will be used.

### *Precise Vehicle Locations for Increased Safety and Security -*

The third primary goal is to increase the safety and security of transit vehicle operators and passengers. The iTransitNW project will provide precise vehicle locations to transit dispatch centers for coordination with first responders in the event of incidents and emergencies. Passengers will perceive increased security with knowledge of real-time bus locations and accurate arrival time predictions, which will also minimize waiting times at bus stops and easier and faster wayfinding to the closest bus stop.

### **Implementation**

iTransitNW is expected to accomplish these goals through the implementation of the following action steps:

- Install a single information portal on a new Regional Partner website ([www.iTransitNW.com](http://www.iTransitNW.com)), which allows riders to view real-time location and arrival/departure predictions for participating agencies with Automatic Vehicle Location (AVL)/Global Positioning System (GPS) capabilities and predictions based on published schedules for transit agencies without AVL/GPS.
- Offer real-time location and prediction information via text-based tools, which allows customers to select their agency, route, and stop from drop-down lists without requiring map-reading.
- Make real-time location and prediction information available thru desktop and mobile devices, as well as SMS text messaging technologies, compatible with non-smart phone devices. This will provide users of earlier generation mobile devices with the ability to, at a minimum, obtain bus route and schedule information.
- Provide project partners with a tool to change routes immediately as information comes in to dispatch related to emergency and unplanned route deviations as well as temporary detours for construction, test routes, summer and/or holiday routes, and special event routes.
- Provide project partners with the ability to send simple text messages for a Rider/Service Alert to customers who have signed-up for the SMS alert service.
- Integrate the real-time vehicle location data into Google Transit (GTFS-RT).
- Provide a close connection with Google Transit Trip Planner, so transit customers can obtain route planning and fare information from multiple transportation providers (public, non-profit, and for-profit).
- Make real-time data feeds available to local programmers through a data repository that also houses GTFS, GTFS-RT, and shape file data for all area routes. The repository is intended to encourage programmers in our region to create new mobile applications for the dissemination of schedule, route, and real-time information.
- Provide project partners with improved and new management information system reports based on a GPS location-aware fleet. Hardware and software will be configured in such a way to allow for the ability to add new optional hardware such as Automatic Passenger Counters (APC) and electronic fareboxes, and provision of specialized transit system monitoring software for dispatchers and supervisors to make it easier and more intuitive to spot bus route and vehicle problems that need corrective measures.

## Needs and Gaps, Duplication, and Efficiencies

Based on the various outreach activities listed in the *Stakeholder, Provider, and Public Outreach* Chapter, several concerns were highlighted as high priority and are summarized in the following subsections.

### Needs and Gaps

There is a general lack of knowledge of available public transportation services, particularly affecting individuals and families with limited English language proficiency.

80% of the urbanized area, including the cities of Walla Walla, Milton-Freewater, and College Place, are currently served by existing public transportation providers; however, service coverage during evening hours and on weekends is very limited.

Rural areas and outlying communities, including Burbank/Vista Hermosa, Prescott, Touchet, Lowden, and Valle Lindo, currently do not have access to regular fixed-route bus or demand-response service. In addition, the provision of medical care and human services is limited or non-existent in those areas.

Intercity services are present; however, fare prices and limited connection options present barriers to increased use. This is particularly important for visits to medical specialists, as destinations are often located outside of the region (i.e. Spokane, Tri-Cities, or Seattle).

The current dial-a-ride and demand-response service for elderly and disabled patrons is beneficial and important; however, outside of current service hours, private options, such as ADA-equipped taxi service, are expensive; and accessible Non-Emergency Medical Transport is available only to Medicaid recipients.

The ability of human services agencies and non-profits to provide transportation assistance to their clients, in the form of vouchers or mileage reimbursements, is significantly limited by scarce resources, as well as ineligible for current state and federal public transportation grant funding. Furthermore, mileage allowances do not go far in rural areas and reimbursement programs are generally not as helpful as upfront financial support, as clients' cash flow may be limited.

### Duplication

There is a significant need for increased schedule coordination among current public transportation providers in order to reduce duplication of services on shared routes.

### Efficiency Considerations

Seamless transfers, fare integration, coordinated service planning, and collective marketing have the potential to provide resource efficiencies for all providers.

### Potential Implementation Challenges

Limited funding, siloed budgets, and the absence of a shared, regional vision may impede the implementation of an interconnected and easy-to-use regional public transportation network.

## Recommended Mobility Strategies

The Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) identifies transportation needs and recommended improvements for seniors, young people, individuals with lower incomes, people with disabilities, and others who depend on public transportation services. The goal is to enhance mobility and improve access for users of the system; minimize duplication and encourage cost-effective coordination among providers; and highlight gaps and priority needs that require additional attention.

Through review of existing conditions, stakeholder interviews, shared stories and materials, public surveys, and previous planning efforts, an image of the most-pressing needs emerged. In response to these needs, the following strategies were developed to facilitate regional prioritization of associated action steps and projects:

- Establish a special transportation needs-specific multi-agency coordination workgroup
  - Consider the formation of a collaborative workgroup consisting of public and private transportation providers, human services agencies, and non-profit entities, which could be jointly led by the Walla Walla County Department of Community Health, the WWVMPO/SRTPO, and other interested champions for special needs transportation within the region
- Implement regional marketing, trip planning, and mobility management
  - Create a centralized resource directory to assemble and disseminate information on available public, non-profit, and private sector transportation – print and online media in English & Spanish
  - Provide multi-agency trip planning along with online ticketing and mobile apps
  - Create a provider portal to assist medical and human services providers in finding transportation for their clients
  - Consider designating a regional mobility manager to deliver coordinated transportation services and travel training, particularly to new and special needs customers
- Expand existing transit services
  - Retain all current public transportation services
  - Assess and improve sidewalk and bike route connectivity to bus stops
  - Where feasible, implement higher frequency, earlier and later service, and service on weekends
  - Consider implementation of shared, flexible-schedule rural feeder shuttles
- Review existing routes and coordinate across systems
  - Review Valley Transit and Milton-Freewater Public Transportation Routes to identify gaps based on recent growth and changes in transit generators
  - Align schedules to create continuity for riders and efficiencies for providers
  - Investigate options and consider creation of a process for fare integration and seamless transfers
- Improve intercity connections
  - Align arrivals and departures at either trip end to connect with other public transportation services
  - Consider increasing the frequency to more than three daily round trips to the Tri-Cities
  - Consider additional service on weekends for entertainment-related trips
  - Investigate offering lower fares

## Regional Projects

Since 2005, public transportation grant-funded projects for rural and special needs populations have been derived from a locally developed coordinated public transit - human services transportation plan, in accordance with first state, then federal regulations.

As part of the project selection process, as administered by the Washington State Department of Transportation, Regional Transportation Planning Organizations (RTPOs) identify projects of local significance, influencing the selection of project funding awards. For that purpose, each RTPO has been given a number of ranking spots, depending on grant-targeted demographics (as a combined consideration of raw numbers and per capita percentage) for each of the categories listed below:

- Rural area population (adjusted to match FTA definition)
- People living in poverty
- People with disabilities
- Seniors, including persons aged 85 and older
- Veterans
- Youth

Each RTPO (or county) within Washington State has been ranked in each category, and received a corresponding number of A, B, or C grading spots for their region. In turn, each RTPO was asked to assign a letter grade for projects under consideration within their region. This regional grade translates into additional evaluation points for project applications, and will be taken into consideration as WSDOT develops the final list of ranked projects.

### Ranking Criteria and Methodology

Based on the previous discussion of existing services, needs, gaps, and resulting recommended strategies, the following ranking criteria were established to prioritize proposed regional projects:

- **Multi-agency coordination** – including the formation of a multi-agency workgroup; the coordination of schedules and services; the review of transit routes and system-wide planning; the coordination of service changes, transfers, and fare integration; and the provision of regional mobility management - one-stop contact point for the public
- **Information, outreach, and marketing** – including multi-agency trip planning; real-time bus location data; coordinated advertising and marketing in English and Spanish (possibly other languages); and a portal to assist medical and human services providers in finding transportation for clients
- **Increased service levels** – focused primarily on the urbanized area
- **Improved intercity and additional rural connections**

Please note: For the 2019-2021 Consolidated Grant funding cycle, the Walla Walla Valley MPO/SRTPO area was assigned nine ranking spots, including three A, three B, and three C rankings. One project was received for consideration during the current Consolidated Grant cycle.

The project received was evaluated on how well it fit within these given criteria. The final project ranking recommendation as given by the Human Services Transportation Coalition, the WWVMPO/SRTPO Technical Advisory Committee, and the WWVMPO/SRTPO Policy Board is included in the table shown on the next page.

**Recommended List of Transit and Transportation Projects**

Regional Rank	Legal Name of Organization	Proposed Scope of Work	Requested 2019-2021	Requested 2021-2023	Capital Request	Total Cost
<b>Develop a Transit Network Plan (a.k.a Comprehensive Operational Analysis)</b>						
A	Valley Transit	Valley Transit is requesting federal and or state financial assistance to fund a Comprehensive Operational Analysis. If funded, this project will facilitate a comprehensive study of all Valley Transit services and intermodal linkages and provide technical assistance for transportation providers to improve performance and coordination throughout the region. The recent changes to the PTBA service area through community growth, new major ride-generators, and existing ride-generators which have moved their services has placed a greater emphasis on improving Valley Transit’s operational efficiency and effectiveness through system design and intermodal linkages. Valley Transit is requesting a planning grant to hire specialists to assist the transportation providers in addressing these needs.	\$50,000	\$ -	\$ -	\$100,000

## Additional Community Project Ideas

The following project ideas may be considered for future implementation:

Project Title	Project Description	HSTC Priority	Estimated Annual Cost	Phase (Timing)	Potential Sponsor Agency
<b>Coordinated transit marketing</b>	Establish a centralized regional transit marketing role to: <ul style="list-style-type: none"> <li>- Operate social media for transit services in the region, enabling riders to engage in open and ongoing dialogue with service providers in a common space with little/no barrier to entry.</li> <li>- Conduct targeted outreach with Hispanic community.</li> <li>- Produce bilingual marketing materials.</li> </ul>	High	\$\$	Near	WWVMPO/SRTPO; local and regional transportation providers
<b>Support Transit Technology</b>	Support transportation service providers in updating scheduling information on Google Transit (GTFS), adopting real-time vehicle location technology, and participating in technology applications that publicly share the most up-to-date public transportation information, including information on services available, schedules, and real-time vehicle location information.	High	\$\$	Near	Transit providers; vendors such as Connectionz, ETA, TransitApp, Trillium/Swiftly, etc.
<b>Regional mobility management &amp; coordination</b>	Establish a regional mobility manager role to lead development and coordinate public transportation for rural communities. Mobility managers identify resources, organize and manage programs, provide outreach to riders and partners, and expand connections between transportation and other issues like housing, public health, and social services.	High	\$\$	Near	Valley Transit, Walla Walla County, WWVMPO/SRTPO
<b>Centralized transportation information portal</b>	Create an easy-to-access transportation resource center, possibly online, to share information about service providers, eligibility, service areas, and other resources.	High	\$\$\$\$\$	Medium	WWVMPO/SRTPO, Valley Transit, BFT, CCPT, CTUIR, Grape Line, City of Milton-Freewater

Project Title	Project Description	HSTC Priority	Estimated Annual Cost	Phase (Timing)	Potential Sponsor Agency
<b>Fare coordination</b>	Integrate and coordinate fare polices across service providers operating in the region to improve consistent information access, and simplify connections and transfers for riders. Phase 2 could include online and mobile or card-based fares (e.g. Touchpass)	Medium	\$\$	Medium	Local and regional transit providers
<b>Dayton-Walla Walla Deviated Fixed Route</b>	Encourage designation of Columbia County's Dayton-Walla Walla route as a standard intercity or deviated fixed route service, with a published route, schedule, and deviation zone. Produce and post updated marketing content, including service maps online and at stops in Dayton and Walla Walla, to inform riders of the new changes. Manage bus stop design and construction process (1 year).	High	\$	Near	Columbia County Public Transportation; WSDOT
<b>Prescott-Walla Walla demand response or limited shuttle</b>	Provide limited shared ride service between Prescott and Walla Walla. Pilot service two days per week (Thursday, Saturday), four runs day. Connect with local service at the Walla Walla transit center, with on-route stops as efficient and effective. Start with 14-psgr van (w/ WC lift). Operated by private company or Valley Transit	Medium	\$\$\$\$\$	Medium	City of Prescott, Valley Transit
<b>Tri Cities-Burbank*-Vista Hermosa demand response or limited shuttle</b>	Provide limited shared ride service between the Tri-Cities and Burbank, with potential expansion to Vista Hermosa. Focus service on people seeking services, shopping, and social trips during the day. Consider two phases to the project, starting with Tri-Cities to Burbank, three days per week, four runs per day (2 morning, 2 afternoon). Potentially link to Vista Hermosa given expressed resident demand; consider three days per week, two runs per day. Consider service through BFT labor and vehicle resources. Vista Hermosa work trips should be explored separately as part of a vanpool or employer-led commuter shuttle (with local partner support). Start with 14-psgr van (w/ WC lift).	Medium	\$\$\$\$\$	Medium	BFT, Partnership for a Greater Burbank, Vista Hermosa Foundation, WWVMPO/ SRTPO



Project Title	Project Description	HSTC Priority	Estimated Annual Cost	Phase (Timing)	Potential Sponsor Agency
<b>Expanded Span of Service for Local Transit</b>	Increase service hours offered by existing local public transit services, on a seasonal basis.	High	\$ to \$\$\$\$	Medium	Local transit providers
<b>Vanpool marketing and outreach</b>	Expand and enhance vanpool marketing to grow participation at large employers located in rural areas of Walla Walla County.	Low	\$\$	Long	WWVMPO/SRTPO; local transit providers
<b>Grape Line marketing and bus stop improvements</b>	Increase public awareness of Grape Line service through targeted marketing and improved internet presence. Add bus stop amenities to existing rural Grape Line stops such as benches, shelters, and waste receptacles.	Low	\$\$	Long	Grape Line; WSDOT

Source: Rural Mobility Strategic Plan, prepared by Nelson\Nygaard for the WWVMPO/SRTPO

\* In general, the unincorporated community of Burbank falls within the Benton-Franklin Council of Governments (BFCG) study area. For the purpose of the Rural Mobility Strategic Plan, BFCG has partnered with the WWVMPO/SRTPO and, therefore, the area is included here.

## Appendix A – Provider Survey and Stakeholder Interview Questions

### Human Services, Non-Profit, and Transportation Agencies Survey of Transportation Needs and Services

Please tell us about yourself:

Contact Name: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Name of Organization: \_\_\_\_\_  
Name of Program: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State & Zip: \_\_\_\_\_  
Description of services: \_\_\_\_\_  
Days & Hours of Operation: \_\_\_\_\_

Approximate number of clients that need transportation services per month: \_\_\_\_\_

1. Characteristics of clients that need transportation services: (Check all that apply)

- Cannot drive due to illness/injury (short term)
- Elder or Senior
- Disabled
- Homeless
- No car
- No car insurance
- No driver's license (adult)
- Youth (too young to drive)
- Unable to drive

2. Where do your clients have the greatest need for transportation? (Check the top 4 choices)

- Banking
- Childcare
- Community events
- Court appointments
- Drug/Alcohol Treatment
- Education
- Elder/Senior services
- Employment
- Food bank
- Grocery shopping

- Job training
- Medical/dental appointments
- Recreation
- Social service appointments
- Vocational rehabilitation
- WorkSource appointments

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

- Bus pass
- Friend/Relative
- Gas voucher
- Medicaid
- Private/Agency bus or van shuttle
- Public Transit
- School bus
- Taxi service
- Veteran's Affairs / Disabled American Veterans
- Volunteer driver
- Other: \_\_\_\_\_

4. Does your agency/program directly provide transportation services?

- Yes
- No

**If your agency or program provides transportation or support for transportation (bus pass, gas voucher, etc.) please complete the following questions. If your agency or program does NOT provide transportation or support for transportation, you have completed this survey. Thank you so much for your time!**

5. What type of services do you provide? (Check all that apply)

- Dial-a-Ride/Door-to-Door
- Public transit
- Ride hail service (Uber, Lyft, etc.)
- Shuttle
- Van Pool
- Volunteer driver
- Bus pass
- Guaranteed ride home for clients
- Mileage reimbursement

- Taxi reimbursement
- Information about public transit travel options
- Other: \_\_\_\_\_

6. What are your service eligibility criteria? \_\_\_\_\_

---

7. Who do you provide transportation services to and at what percentage?

- Adults \_\_\_\_\_
- Children/Students \_\_\_\_\_
- Limited/Low-income \_\_\_\_\_
- People with disabilities \_\_\_\_\_
- Seniors \_\_\_\_\_

8. What kind of service fee do you assess? (Check all that apply)

- Discounts available
- Flat rate
- Mileage Rate
- No fee to client
- Sliding scale
- Other: \_\_\_\_\_

9. What is the main purpose of the transportation service you provide? (Check the top 3 choices)

- Childcare
- Education (school/training)
- Employment
- Medical/health care/dental
- Religious activities
- Shopping
- Social/recreational
- Volunteer activities
- Other: \_\_\_\_\_

**Thank you for your time and involvement!**

**If you would like to schedule a follow-up interview, please feel free to contact us.**

## Appendix B – HSTC Meeting Agendas and Summaries



107 South Third Avenue | Walla Walla, WA 99362  
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### Walla Walla Valley Metropolitan Planning Organization/ Sub-Regional Transportation Planning Organization

#### AGENDA

**Kickoff Meeting for the Coordinated Public Transit-Human Services Transportation Plan  
 and the Rural Mobility Strategic Plan**

**July 18, 2018 -- 3:30-4:30 PM**

Valley Transit Headquarters  
 1401 W Rose St, Walla Walla, WA 99362

1. Welcome and Introductions	Everyone
a. Which agency/organization/group do you represent	
2. Staff and Consultant Team	WWVMPO/SRTPO and Nelson\Nygaard
a. Who we are and what we do	
3. Objectives of the Meeting	WWVMPO/SRTPO and Nelson\Nygaard
a. Purpose and goals of the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP)	
b. Purpose and goals of the Rural Mobility Strategic Plan (RMSP)	
4. Socio-Economic Overview (based on Census data)	WWVMPO/SRTPO
5. Existing Transit and Transportation Services	Everyone
a. Public Transit Providers	
b. Human Services Providers Who Offer Transport	
c. Private Transportation Providers	
6. Insights to the Most Pressing Community and Client Needs	Everyone
7. Initial Outreach	WWVMPO/SRTPO and Nelson\Nygaard
a. Provider Survey	
b. Community Survey	
c. Stakeholder Interviews	
8. Next Steps	
a. August 29, 2018 – Discussion of Survey Results and Service Inventory	
b. Agencies interested in hosting future meetings	

## Rural Mobility Study & CPT-HSTP Update Walla Walla Valley MPO/SRTPO and Nelson\Nygaard

### July 18, 2018 - Meeting Summary

**Attendees:** Steve Heimbigner-City of Prescott, Patrick Kenney-Helpline, Jolene Ferguson-United Blind of Walla Walla, Dick Fondahn & Ed McCaw-Valley Transit, Linda Howell-WSDOT Public Transportation Division

**WWVMPO/SRTPO Staff:** Andrea Weckmueller-Behringer, Elaine Dawson

**Nelson\Nygaard Staff:** Jamey Dempster, Dan Sommerville

Following attendee introductions and utilizing the PowerPoint presentation slides, Andrea Weckmueller-Behringer provided an overview of the MPO/SRTPO functions and activities, and Jamey Dempster provided an overview of the Nelson\Nygaard consulting team. The purpose and goals of the Rural Mobility Strategic Plan (RMSP) and the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) update were shared by Jamey and Andrea. A socio-economic overview of the region was provided by Andrea, and maps covering different population groups were on display (the maps are also available [online](#) for download).

The meeting then opened up to the group to share insights about existing transportation services, along with the high priority transportation related needs of the community and human service agency clients.

These are some of the thoughts shared about existing services:

- Valley Transit free fare summer is highly appreciated
- Monthly Valley Transit bus passes are purchased for clients and sold at a discount based on income
- Free fare service offered by Kayak is valuable
- GrapeLine fare is too expensive for the low-income population
- ADA-equipped taxi service is also too expensive for most people
- School district buses serving students to access after school activities are valuable
- Some Prescott residents coordinate private transportation to medical appointments

These are some of the ideas shared about transportation needs in the region:

- Transportation service for monthly food bank pickups are a regular challenge
- Bus routes to the Sykes office in Milton-Freewater should run more frequently
- Scheduling service with People for People for transport to medical appointments requires more planning
- Service to the front door of the BMAC Food Bank for the monthly Senior Food Program is missing
- Kayak Whistler route should run more frequently
- Affordable ADA-accessible transportation service during the evenings and on Sundays is lacking
- Lower cost connections are needed to access the Tri-Cities area on public transportation
- Human services agencies already coordinate regarding their clients' utility and housing assistance needs; closer coordination is needed on transportation
- WSDOT Consolidated Grant funding may be used for special needs transportation; however, vouchers or reimbursement programs are not eligible

In addition to this and future stakeholder meetings, outreach will include a community survey distributed by Nelson\Nygaard and a provider survey conducted by the MPO. Interviews with individual agencies can be scheduled by simply contacting [MPO staff](#).

The next stakeholder meeting to discuss survey results and service inventory is planned for **August 29, 2018**. Information about the progress of the Rural Mobility Study and the CPT-HSTP update is provided on the [MPO website](#).



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**Walla Walla Valley Metropolitan Planning Organization/  
 Sub-Regional Transportation Planning Organization**

**AGENDA**

**Coalition Meeting for the Coordinated Public Transit-Human Services Transportation Plan  
 and the Rural Mobility Strategic Plan**

**August 29, 2018 -- 3:30-4:30 PM**

Walla Walla Valley MPO Office  
 107 S Third Avenue, Walla Walla, WA 99362

1. Welcome and Introductions	Everyone
a. Which agency/organization/group do you represent	
2. Objectives of the Meeting	WWVMPO/SRTPO
a. Quick Review - Purpose of the Coordinated Public Transit-Human Services Transportation Plan and the Rural Mobility Strategic Plan	Nelson\Nygaard
b. A Snapshot in Time for Needs and Existing Services	
3. Public Transportation Needs Survey - Results	Nelson\Nygaard
4. Existing Providers - Overview	WWVMPO/SRTPO
5. Illuminating the Gap between Services and Needs - Work in Progress	Everyone
a. Typical Needs and User Stories	
b. Typical Human Services Provider Capabilities and Restrictions	
c. Impact of Private Transportation Providers	
6. Next Steps	
a. NEW DATE – October 24, 2018 – Review of Unmet Needs and Identification of Strategies	
b. Agencies interested in hosting future meetings	

## Rural Mobility Study & CPT-HSTP Update Walla Walla Valley MPO/SRTPO and Nelson\Nygaard

### August 29, 2018 - Meeting Summary

**Attendees:** Patrick Kenney-Helpline, Marcy Durbin & Grant Goss-People for People, Steve Dalke-Transportation Solutions, Cyndy Knight-Walla Walla Valley Disability Network, Perry Armstrong-GrapeLine, Dick Fondahn & Jesse Kinney-Valley Transit, Laurel Sweeney & Lisa Wasson-City of Milton-Freewater Public Transportation, Annee Hartvell-Citizen.

**WWVMPO/SRTPO Staff:** Andrea Weckmueller-Behringer, Elaine Dawson

**Nelson\Nygaard Staff:** Jamey Dempster, Dan Sommerville, Stephanie Wright

Following attendee introductions and utilizing the PowerPoint presentation slides, Andrea Weckmueller-Behringer provided a brief overview of the purpose and goals of the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) update, and Jamey Dempster provided a quick review of the Rural Mobility Strategic Plan (RMSP). Jamey also shared the results from the public transportation user survey. Andrea summarized the service profiles of the public transportation providers in the region.

The meeting then opened up to the group to share insights about the gap between transportation services and the needs of the community.

These are some of the thoughts shared about existing gaps in the region:

- It can be difficult to transport a special needs child in a private vehicle
- Destinations are often far out of the area to visit medical specialists
- Common barriers to using public transportation are cost, schedule, and unfamiliarity with how to use
- GrapeLine schedule is too infrequent for usual amount of time spent in the Tri-Cities
- GrapeLine evening schedule does not support late evening entertainment schedules in Tri-Cities
- Many Non-Emergency Medical Transportation (NEMT) services are limited to those on Medicaid; affordable private payment options are needed for non-Medicaid patients

It was announced that the [provider survey](#) is still open to collect information about mobility needs and existing transportation services. Interviews with individual agencies can be scheduled by simply contacting [MPO staff](#).

The next stakeholder meeting to review unmet needs and identify strategies is planned for **October 24, 2018**. Information about the progress of the Rural Mobility Study and the CPT-HSTP update is also provided on the [MPO website](#).





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**Walla Walla Valley Metropolitan Planning Organization/  
 Sub-Regional Transportation Planning Organization**

**AGENDA**

**Coalition Meeting for the Coordinated Public Transit-Human Services Transportation Plan  
 and the Rural Mobility Strategic Plan**

**October 24, 2018 -- 1:30-3:00 PM**

Walla Walla Valley MPO Office  
 107 S Third Avenue, Walla Walla, WA 99362

<ol style="list-style-type: none"> <li>1. Welcome and Introductions             <ol style="list-style-type: none"> <li>a. Which agency/organization/group do you represent?</li> </ol> </li> </ol>	Everyone
<ol style="list-style-type: none"> <li>2. Objectives of the Meeting             <ol style="list-style-type: none"> <li>a. As needed - Review of Purpose - <u>Coordinated</u> Public Transit-Human Services Transportation Plan and the <u>Rural Mobility</u> Strategic Plan</li> <li>b. As needed - Recap of Services and Needs</li> <li>c. Validation and Prioritization of Draft Strategies for both Rural Mobility and the Coordinated Plan</li> </ol> </li> </ol>	WWVMPO/SRTPO Nelson\Nygaard
<ol style="list-style-type: none"> <li>3. Draft Strategies for Coordinated Plan (Attachment A)</li> </ol>	WWVMPO/SRTPO Everyone
<ol style="list-style-type: none"> <li>4. Draft Strategies for Rural Mobility (Attachment B)</li> </ol>	Nelson\Nygaard Everyone
<ol style="list-style-type: none"> <li>5. Next Steps             <ol style="list-style-type: none"> <li>a. Next Meeting – December 12, 2018 – Review and prioritization of proposed projects and project ideas</li> <li>b. Gauging interest in continued meetings of the Coalition</li> </ol> </li> </ol>	

## **Rural Mobility Study & CPT-HSTP Update** **Walla Walla Valley MPO/SRTPO and Nelson\Nygaard**

### **October 24, 2018 - Meeting Summary**

**Attendees:** Sergio Hernandez-Walla Walla Public School District and Walla Walla Latino Alliance, Nancy Riggle-Valley Residential Services, Stanley Green-Walla Walla 2020, Perry Armstrong-GrapeLine, Dick Fondahn & Jesse Kinney-Valley Transit, Meghan DeBolt-Walla Walla County Department of Community Health, Linda Howell-WSDOT

**WWVMPO/SRTPO Staff:** Andrea Weckmueller-Behringer, Elaine Dawson

**Nelson\Nygaard Staff:** Jamey Dempster, Dan Sommerville

Following attendee introductions and utilizing the PowerPoint presentation slides, Andrea Weckmueller-Behringer provided a brief review of the purpose and goals of the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) update, and Jamey Dempster provided a quick review of the Rural Mobility Strategic Plan (RMSP). Andrea also summarized the information discussed at the previous meeting related to identified gaps between transportation services and community needs.

Strategies drafted for both the CPT-HSTP and the RMSP were distributed for review. The meeting then opened up to the group to validate select strategies and prioritize them into high, medium, or low importance.

These are some of the general thoughts shared as strategies were discussed and prioritized:

- The region is largely an agriculture-based economy; work hours differ from standard weekday business hours
- A major goal is to increase access to existing community services
- The Job Access program offered by Valley Transit has capacity to grow and potentially serve rural areas
- GrapeLine often receives inquiries about how to access other transit services
- The integration of fare pricing across providers would be beneficial to riders
- The use of the same software application by providers for fare payment would be beneficial
- Provide an online resource for medical or human service providers to schedule transit trips for clients who lack transportation to appointments

Following active discussion, the main mobility strategy areas developed and prioritized by the group were as follows:

- Implement regional marketing, trip planning, and mobility management
- Expand existing transit services
- Review existing routes and coordinate potential updates across systems
- Improve intercity connections

The next stakeholder meeting to review and prioritize proposed projects and project ideas, stemming from the draft strategies, is planned for **December 12, 2018**. Information about the progress of the Rural Mobility Study and the CPT-HSTP update is also provided on the [MPO website](#).

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**Walla Walla Valley Metropolitan Planning Organization/  
 Sub-Regional Transportation Planning Organization**

**AGENDA**

**Coalition Meeting for the Coordinated Public Transit-Human Services Transportation Plan  
 and the Rural Mobility Strategic Plan**

**December 12, 2018 -- 1:30-3:00 PM**

Walla Walla Valley MPO Office  
 107 S Third Avenue, Walla Walla, WA 99362

<p>1. Welcome and Introductions                  a. Which agency/organization/group do you represent?</p>	<p>Everyone</p>
<p>2. Meeting Objectives and Outcomes                  a. As needed - Review of Purpose - <u>Coordinated</u> Public Transit-Human Services Transportation Plan and the <u>Rural Mobility</u> Strategic Plan                  b. As needed - Recap of Services and Needs                  c. Review and Finalize Project Recommendations for both plans - Coordinated and Rural Mobility</p>	<p>WWVMPO/SRTPO                  Nelson\Nygaard</p>
<p>3. Coordinated Plan Overview                  a. Discussion of Recommended Project                  b. Ongoing Public Review</p>	<p>WWVMPO/SRTPO                  Everyone</p>
<p>4. Rural Mobility Strategic Plan                  a. Discussion of Recommended Projects                  b. Case Studies                  c. Potential Updates and Changes</p>	<p>Nelson\Nygaard                  Everyone</p>
<p>5. Next Steps                  a. Gauging Interest in Establishing a Special Needs-Specific, Multi-Agency Coordination Workgroup</p>	<p>Everyone</p>

## **Rural Mobility Study & CPT-HSTP Update** **Walla Walla Valley MPO/SRTPO and Nelson\Nygaard**

**December 12, 2018 - Meeting Summary**

**Attendees:** Lisa Wasson-City of Milton-Freewater Public Transportation, Nancy Riggle-Valley Residential Services, Stanley Green-Walla Walla 2020, Bill Barlow-Ben Franklin Transit, Dick Fondahn & Jesse Kinney-Valley Transit, Meghan DeBolt & Cindy Wolski-Walla Walla County Department of Community Health, Linda Howell-WSDOT

**WWVMPO/SRTPO Staff:** Andrea Weckmueller-Behringer, Elaine Dawson

**Nelson\Nygaard Staff:** Jamey Dempster

Following attendee introductions and utilizing the PowerPoint presentation slides, Andrea Weckmueller-Behringer provided a brief review of the purpose and goals of the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) update, and Jamey Dempster provided a quick review of the Rural Mobility Strategic Plan (RMSP). Andrea also summarized the existing public transportation services and providers, and recalled the unmet needs identified earlier in this effort.

The following five prioritized, overarching strategies for the Coordinated Plan were reviewed:

- Establish a multi-agency coordination workgroup
- Implement regional marketing, trip planning, and mobility management
- Expand existing services
- Review existing routes and coordinate across systems
- Improve intercity connections

The group then discussed a project proposed by Valley Transit, which calls for the development of a transit network plan through a comprehensive operational analysis. The project was recommended as an “A” (high) regional priority for the 2019-2021 Consolidated Grant Program managed by WSDOT.

The following three prioritized, overarching areas of need for the RMSP were reviewed:

- Transit information & marketing
- Coordinate regional transit service
- Enhance public transportation services

Jamey then provided a summary of potential project ideas, reviewed case studies for each area, and engaged with meeting participants in the discussion of implementation costs, priority, and timing for each of the project ideas. Two tech memos created by Nelson\Nygaard, covering needs assessment and strategy development, provide the background for the proposed project ideas, and both documents will be made available to the coalition members. A draft of the RMSP will be coming soon.

The meeting concluded following a brief discussion of how to best continue multi-agency coordination efforts.

Information about the progress of the Rural Mobility Study and the CPT-HSTP update is provided on the [MPO website](#).

## Appendix C – Public Transportation Needs Survey

### Walla Walla Valley Public Transportation Needs Survey

1. Where do you live? Enter as much information as you are comfortable with.

- City
- Zip
- Nearby Cross Streets

2. How do you typically get around your community?

- Drive Alone
- Get dropped off
- Carpool
- Public Transit / Bus
- Walk
- Bike
- Taxi / Ride Hailing (e.g. Uber, Lyft...)
- Human Services Transportation (Medicaid, agency vehicle, etc.)

3. Destination #1

- Place Name
- Street Address
- City / Town
- Zip

4. How do you usually get to Destination #1?

- Drive Alone
- Get dropped off
- Carpool
- Vanpool
- Public Transit / Bus
- Walk
- Bike
- Taxi / Ride Hailing (e.g. Uber, Lyft...)
- Human Services Transportation (please specify) \_\_\_\_\_

5. Destination #2

- Place Name
- Street Address
- City / Town
- Zip

6. How do you usually get to Destination #2?

- Drive Alone
- Get dropped off
- Carpool
- Vanpool
- Public Transit / Bus
- Walk
- Bike
- Taxi / Ride Hailing (e.g. Uber, Lyft...)
- Human Services Transportation (please specify) \_\_\_\_\_

7. Transportation challenges in your region?

- Limited options to get around without a car
- I don't feel safe using available services
- Travel costs (gasoline, public transportation, etc.)
- Travel distance to services
- Other (please specify) \_\_\_\_\_

8. Public transportation benefits?

- It's my only way to get where I want to go
- Low cost transportation
- Personal safety
- Environment: Reduced vehicle emissions
- Socializing: I get to meet people
- Health: It gets me moving
- Other (please specify) \_\_\_\_\_

9. Have you used public transportation in the past six months?

- Yes
- No

10. Which service did you ride?

- Valley Transit
- Valley Transit Plus
- Columbia County Public Transportation
- Milton-Freewater Bus
- Grant County People Mover (Oregon)
- Kayak Public Transit
- Grape Line
- Ben Franklin Transit
- Greyhound
- Amtrak
- Other (please specify) \_\_\_\_\_

11. What would make you take public transportation more?

- More frequent bus service
- Buses running earlier in the morning
- Buses running later at night
- Buses offer a faster trip
- More weekend service
- More comfortable bus stops
- More convenient regional connections
- More information to help me plan my trip
- Better access to the bus stop (such as paths, sidewalks, crosswalks)
- More local service in: (name community)

12. Why isn't public transportation a good option for you? Select up to two answers.

- Does not run when I need it
- Does not go where I need it
- Is not available near my home
- Takes too long
- Buses are not reliable
- Buses are unsafe
- Buses are not convenient
- I do not know where service goes
- Prefer to drive
- Other (please specify) \_\_\_\_\_

13. Is public transportation an important service to provide in the Walla Walla region?

- Yes, very important
- Moderately important
- No opinion / neutral
- Not very important
- No, other services are more important

14. What types of trips would you most likely use public transportation for? Select all that apply.

- Work
- School / College
- Recreation / Tourism
- Shopping / Errands
- Local Trips (intracity)
- Regional Trips (intercity)
- Other (please specify) \_\_\_\_\_

15. What type of improvement would most interest you or do you feel has the most value to the community? Select up to three answers.

- More buses connecting Walla Walla, Prescott, and Waitsburg, and/or Burbank.
- Shared-ride rural taxi or van with a flexible schedule w/ stops between Walla Walla, Waitsburg & Dayton.
- Shared-ride rural taxi or van with a flexible schedule w/ stops between Tri-Cities, Burbank & Walla Walla.
- More/ Earlier service on the Grape Line.
- More local connections in Walla Walla.
- More commuter vanpools from towns to Walla Walla.
- On-demand taxis (not shared) from point to point.
- A better walking and rolling network with access to public transportation stops.
- Other (please specify) \_\_\_\_\_

16. Are you... (Select all that apply)

- Employed full-time
- Employed part-time
- Retired
- Visitor
- Middle/High School Student
- College Student
- Other (please specify) \_\_\_\_\_

17. What is your age?

- 17 or under
- 18-22
- 23-34
- 35-49
- 50-64
- 65 +

18. What was your total household income last year, before taxes?

- \$14,999 or under
- \$15,000-\$29,999
- \$30,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000 or more

**Thank you so much for your input!**



## Appendix D – Prioritization of Draft Strategies for Coordinated Transit & Transportation Services

### Walla Walla Valley - Coordinated Transit & Transportation Services

Interested in making a difference?

Are you... or do you know... a senior, youth, person with disabilities, individual with lower income, and others who depend on public transportation services? Then please help us improve their transportation access...

The Walla Walla Valley Metropolitan Planning Organization/Sub-Regional Transportation Planning Organization has been working with local transportation providers and human services agencies to inventory transportation options, reach out to stakeholders and the public, identify unmet needs, and develop draft strategies.

**Please help us prioritize the following strategies. It'll take less than five minutes:**

#### 1. Create centralized "One-Stop Shop" for Public Transportation Info

	1	2	3	4	5	
Very Low	○	○	○	○	○	Very High

*Functions of "One-Stop Shop"*

- Real-time bus location info
- Transit trip planning across multiple agencies
- Portal to assist medical and human service provider in finding transportation for clients
- Coordinated advertising and marketing, including social media
- Spanish (and other) language information
- Other: \_\_\_\_\_

#### 2. Create formalized Multi-Agency "Coordination Group"

	1	2	3	4	5	
Very Low	○	○	○	○	○	Very High

*Functions of "Coordination Group"*

- Coordinate regional transit schedules and services
- Create one-stop contact point for the public - a Regional Mobility Manager
- Review transit routes/systems and coordinate service changes
- Identify ongoing transit funding
- Integrate fares
- Make transfers seamless

#### 3. More weekend service

	1	2	3	4	5	
Very Low	○	○	○	○	○	Very High

4. Later service

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

5. Earlier service

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

6. Improved Connection from Dayton / Waitsburg to Walla Walla

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

7. New connection from Burbank / Vista Hermosa to Pasco

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

8. New connection from Prescott to Walla Walla

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

9. More intercity connections from Walla Walla to Pasco

	1	2	3	4	5	
Very Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very High

10. Which additional strategies do you think are worth exploring?

- Regional vanpool marketing
- Carpool program
- Park-and-ride lot program
- Bike-share program
- Expansion of existing transit service areas
- Employer-based programs ("guaranteed-ride-home" for transit users, on-site transit pass sale, etc.)

11. Are there additional strategies you think should be included?

Please describe the needed strategy: \_\_\_\_\_

**Two additional questions:**

Are you a transportation user or provider? \*

- I am a direct user of public transit or other transportation services
- I assist in finding transportation for my clients
- I/My agency provide transportation services

If you are a direct user - Do you have special transportation needs?

- Do not own or drive a car
- Disabled
- Under 18 year of age
- 65 years or older
- Low income

## Appendix E – Public Comments on the Draft Coordinated Public Transit - Human Services Transportation Plan

The public comment period for the update of the WWVMPO/SRTPO Coordinated Public Transit - Human Services Transportation Plan took place from December 3 through December 17, 2018.

No comments were received.

## Appendix F – Overview of Transportation Providers and Services

Service Types	Service Areas	Service Days	Service Hours	Passenger Trips	Vehicle Revenue Miles	Vehicle Revenue Hours	VOMS <sup>3</sup>	Operating Budget	
<b>Valley Transit</b>									
Local Fixed-Route	<ul style="list-style-type: none"> <li>▪ Walla Walla</li> <li>▪ College Place</li> </ul>	Weekday	6:15 am – 5:45 pm	680,717	340,145	28,427	11	\$3,196,300	
Flex Routes		Weekday	5:50 pm – 9:10 pm	43,564	138,431	13,495	7	\$1,412,400	
		Saturday	10:45 am – 6:10 pm						
Connector Shuttle		Weekday	5:50 pm – 9:10 pm						
		Saturday	10:45 am – 6:10 pm						
Dial-a-Ride		Weekdays	6:15 am – 5:45 pm						
Job Access	Daily	5:00 am – 11:30 pm							
Vanpool		Daily	Varies	6,815	61,043	1,440	3	\$130,100	
<b>Milton-Freewater Public Transportation</b>									
Intercity Fixed-Route	<ul style="list-style-type: none"> <li>▪ Milton-Freewater</li> <li>▪ Walla Walla</li> <li>▪ College Place</li> </ul>	Weekday	7:50 am – 2:40 pm	6,373	22,827	1,245	1	\$124,000	
Demand Response Taxi <sup>d</sup>		Weekday	8:00 am – 7:30 pm	3,879	6,948	576	1	\$111,800	
		Saturday							
<b>Columbia County Public Transportation</b>									
Demand Response	<ul style="list-style-type: none"> <li>▪ Columbia County</li> <li>▪ Waitsburg</li> <li>▪ Dixie</li> <li>▪ Walla Walla</li> </ul>	Weekday	7:00 am – 7:00 pm	48,748	221,670	9,723	11	\$1,348,100	
Vanpool		Weekday	Varies 7:00 am – 5:00 pm	10,621	74,073	1,576	5	\$28,300	
<b>Kayak Public Transit</b>									
Local Fixed-Route	<ul style="list-style-type: none"> <li>▪ Walla Walla</li> <li>▪ College Place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission</li> <li>▪ Hermiston</li> <li>▪ Tutuilla</li> </ul>	Weekday	9:10 am – 4:50 pm	25,224	90,257	4,902	3	\$287,800

<sup>3</sup> Vehicles Operated at Maximum Service (VOMS)

Service Types	Service Areas	Service Days	Service Hours	Passenger Trips	Vehicle Revenue Miles	Vehicle Revenue Hours	VOMS <sup>3</sup>	Operating Budget	
Intercity Fixed-Route	<ul style="list-style-type: none"> <li>▪ Milton-Freewater</li> <li>▪ Pendleton</li> </ul>	<ul style="list-style-type: none"> <li>▪ La Grande</li> </ul>	Weekday Saturday	4:30 am – 8:40 pm	48,734	309,415	9,154	5	\$986,600
<b>Grape Line</b>									
Intercity Fixed-Route	<ul style="list-style-type: none"> <li>▪ Walla Walla</li> <li>▪ College Place</li> <li>▪ Touchet</li> <li>▪ Wallula</li> <li>▪ Burbank</li> <li>▪ Pasco</li> </ul>	Sunday – Saturday	6:15 am – 10:25 pm						
<b>People For People<sup>a</sup></b>									
Non-Emergency Medical Transportation (NEMT)	<ul style="list-style-type: none"> <li>▪ Adams County</li> <li>▪ Benton County</li> <li>▪ Chelan County</li> <li>▪ Columbia County</li> <li>▪ Douglas County</li> <li>▪ Franklin County</li> <li>▪ Grant County</li> <li>▪ Kittitas County</li> <li>▪ Lincoln County</li> <li>▪ Okanogan County</li> <li>▪ Walla Walla County</li> <li>▪ Yakima County</li> </ul>	Weekday	Varies 8:00 am – 4:30 pm	7,649 <sup>b</sup>	N/A	2,142 <sup>c</sup>	N/A		
Demand Response		Varies	Varies	36,988	318,699	18,523	13	\$1,364,800	
Intercity Fixed-Route		Varies	Varies	21,126	79,338	2,756	1	\$232,827	
<b>Grant County People Mover</b>									
Demand Response	<ul style="list-style-type: none"> <li>▪ John Day</li> <li>▪ Prairie City</li> <li>▪ Canyon City</li> <li>▪ Mount Vernon</li> </ul>	Weekdays Saturdays	7:00 am – 6:00 pm 9:00 am – 4:00 pm	29,403	134,995	7,184	6	\$253,052	

Service Types	Service Areas	Service Days	Service Hours	Passenger Trips	Vehicle Revenue Miles	Vehicle Revenue Hours	VOMS <sup>3</sup>	Operating Budget
Intercity Fixed-Route	<ul style="list-style-type: none"> <li>▪ Walla Walla (VA Clinic)</li> <li>▪ Milton-Freewater</li> <li>▪ Pendleton</li> <li>▪ John Day</li> <li>▪ Prairie City</li> <li>▪ Monument</li> <li>▪ Bend</li> <li>▪ Burns</li> <li>▪ Baker City</li> </ul>	Weekdays (Destination varies by day)	Varies 5:50 am – 8:25 pm	1,869	80,675	3,575	2	\$93,055
<b>Ben Franklin Transit<sup>e</sup></b>								
Local Fixed-Route	<ul style="list-style-type: none"> <li>▪ Richland</li> <li>▪ Pasco</li> <li>▪ Kennewick</li> <li>▪ West Richland</li> <li>▪ Benton City</li> <li>▪ Prosser</li> </ul>	Weekdays	6:00 am – 8:00 pm	2,184,099	2,245,140	140,249	46	\$15,423,100
Demand Response		Weekday Night	8:30 pm – 12:00 am	366,707	2,020,729	126,794	111	\$14,566,100
Night and Sunday Demand Response <sup>f</sup>		Saturday <sup>f</sup>	7:00 am – 7:00 pm					
Demand Response Taxi		Saturday Night	8:30 pm – 12:00 am					
Vanpool		Weekday	Varies 7:00 am – 5:00 pm	643,216	3,420,782	70,653	253	\$2,574,100

- Note:*
- a. People for People does not operate transportation services in Walla Walla County, but it does broker NEMT trips through other transportation service providers in the county.
  - b. Value is for People for People’s 2017 NEMT trips within Walla Walla County.
  - c. Calculated as the 8.5 service hours per day, multiplied by the 252 weekdays in 2018 calendar (excluding 10 federal holidays).
  - d. Milton-Freewater demand response taxi service area is within a 5-mile radius of Milton-Freewater City Hall.
  - e. Ben Franklin Transit does not currently provide any direct service to Walla Walla County; however, individuals can transfer to it from the Grape Line.
  - f. Ben Franklin Transit’s Night and Sunday Service is only available on these marked days and times.

Sources: 2017 National Transit Database and agency web sites; compiled by Nelson\Nygaard

