

# 2014 Human Services Transportation Plan

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Clark County  
Skamania County  
Klickitat County  
City of Vancouver  
City of Camas  
City of Washougal  
City of Battle Ground  
City of Ridgefield  
City of La Center  
Town of Yacolt  
City of Stevenson  
City of North Bonneville  
City of White Salmon  
City of Bingen  
City of Goldendale  
C-TRAN  
Washington DOT  
Port of Vancouver  
Port of Camas-Washougal  
Port of Ridgefield  
Port of Skamania County  
Port of Klickitat  
Metro  
Oregon DOT  
14th Legislative District  
17th Legislative District  
18th Legislative District  
20<sup>th</sup> Legislative District  
49th Legislative District



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# Chapter 1: Introduction

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The Human Services Transportation Plan for Southwest Washington Regional Transportation Council has been developed in response to federal and state requirements. These requirements necessitate the development of a locally developed coordinated human service transportation plan, in order to obtain certain federal and state funds. The plan must be developed through a public process that includes representatives from transportation and human service providers and participation by the public.

The purpose of the required plan is to provide a framework for the coordination of transportation services for aging adults, persons with disabilities, and individuals with economic disadvantages within the region. These provisions ensure that communities coordinate transportation resources provided through multiple funding programs. A coordinated plan for human services transportation enhances transportation access, minimizes duplication of services, and encourages the most cost-effective transportation possible.

This Plan, which updates the 2010 Human Services Transportation Plan will provide a structure for the development of projects that will address the transportation needs of the targeted populations by improving coordination between the many transportation stakeholders. The Plan is intended to improve the effectiveness and efficiency of transportation services provided in the area by reducing service duplications, identifying and addressing service gaps, extending the range of services available throughout the area, maximizing interagency cooperation, and prioritizing future investment strategies.

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

## Funding Programs

The region must have a Human Services Transportation Plan in place before transportation and non-profit agencies can apply for funding through Washington State Department of Transportation's statewide competitive Consolidated Public Transportation Grant program. Applicants for the grant program are required to participate in the Human Services Transportation Plan development process led by the local Regional Transportation Planning Organization. Southwest Washington

Regional Transportation Council (RTC) serves as the Regional Transportation Planning Organization for the three county region of Clark, Skamania, and Klickitat. Development of the Human Services Transportation Plan is coordinated through stakeholder groups and public meetings in each county.

From the needs identified in the Human Services Transportation Plan, human service transportation provider's work with RTC to develop projects and to prioritize these projects before submitting application to the Washington State Department of Transportation for funding consideration through the state's consolidated grant program.

The Consolidated Grant program combines applications for both state and federal public transportation grants to support public transportation programs. These grant programs include:

- ◆ Federal Transit Administration Programs
- ◆ FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities
- ◆ FTA Section 5311 Rural Transit
- ◆ State Rural Mobility Competitive
- ◆ State Paratransit/Special Needs Competitive for non-profit agencies

Within the Clark County urban area, C-TRAN is the designated recipient of FTA Section 5310 funds granted to Transportation Management Areas. This funding allocation, is a new provision under the federal transportation Act, MAP-21, Moving Ahead for Progress in the 21st Century. The Human Services Transportation Plan update will help to identify and support project applications for this new funding allocation. C-TRAN is to work with other transportation agencies and non-profits to decide on use of the Section 5310 funds.

## Planning Area

Southwest Washington Regional Transportation Council (RTC) is the Metropolitan Planning Organization (MPO) for the Clark County, Washington, portion of the larger Portland-Vancouver urbanized area. RTC is also the state-designated Regional Transportation Planning Organization (RTPO) for the region consisting of Clark County, Skamania County, and Klickitat County. As a bi-state region that borders the state of Oregon, the region has its own set of transportation issues and challenges.

Figure 1: Planning Area



## Region Wide Data

A required element of the Human Service Transportation Plan is to identify the transportation needs of the target population groups: individuals with disabilities, older adults, and persons with low incomes. This is accomplished by making observations of the population groups that are evident from a demographic analysis. This section is intended to provide a quick look at some of the three-county area population groups. More detailed information is provided in the individual chapters.

### 2010 Demographics

*Table 1: 2010 Three-County Demographic Data*

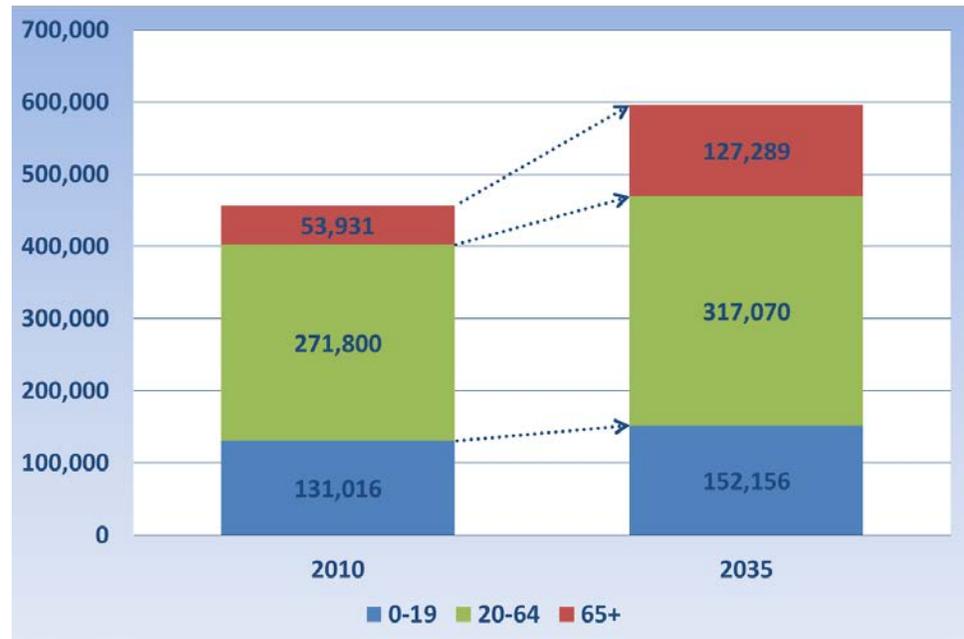
County	2010 Population	2010 Population 65+	2010 Population w/Disability	Household with no Vehicle	Persons below Poverty Level
Clark County	425,363	48,710 11.5%	51,918 12.2%	7,708 5.0%	53,376 12.6%
Skamania County	11,066	1,596 14.4%	1,613 14.7%	180 4.1%	1,357 12.4%
Klickitat County	20,318	3,625 17.8%	3,744 18.4%	282 3.0%	3,865 19.1%

Of the 3 counties, Klickitat County has the highest percentage of population 65 (at 17.8% of its population according to the State's OFM) and has the highest number

with disabilities (at 18.4% according to the US Census) and highest percentage of persons below the poverty level (at 19.1% according to the US Census).

## 2010-2035 Demographics

*Figure 2: RTC's 3-County Region: 2010 and 2035 Populations by Age Cohort*



In the 3-county region, the 65 and over age population will increase from around 53,931 to over 127,000 or from 11.8% of the population to almost 25.5% between 2010 and 2035.

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# Chapter 2: Clark County

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## Introduction

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

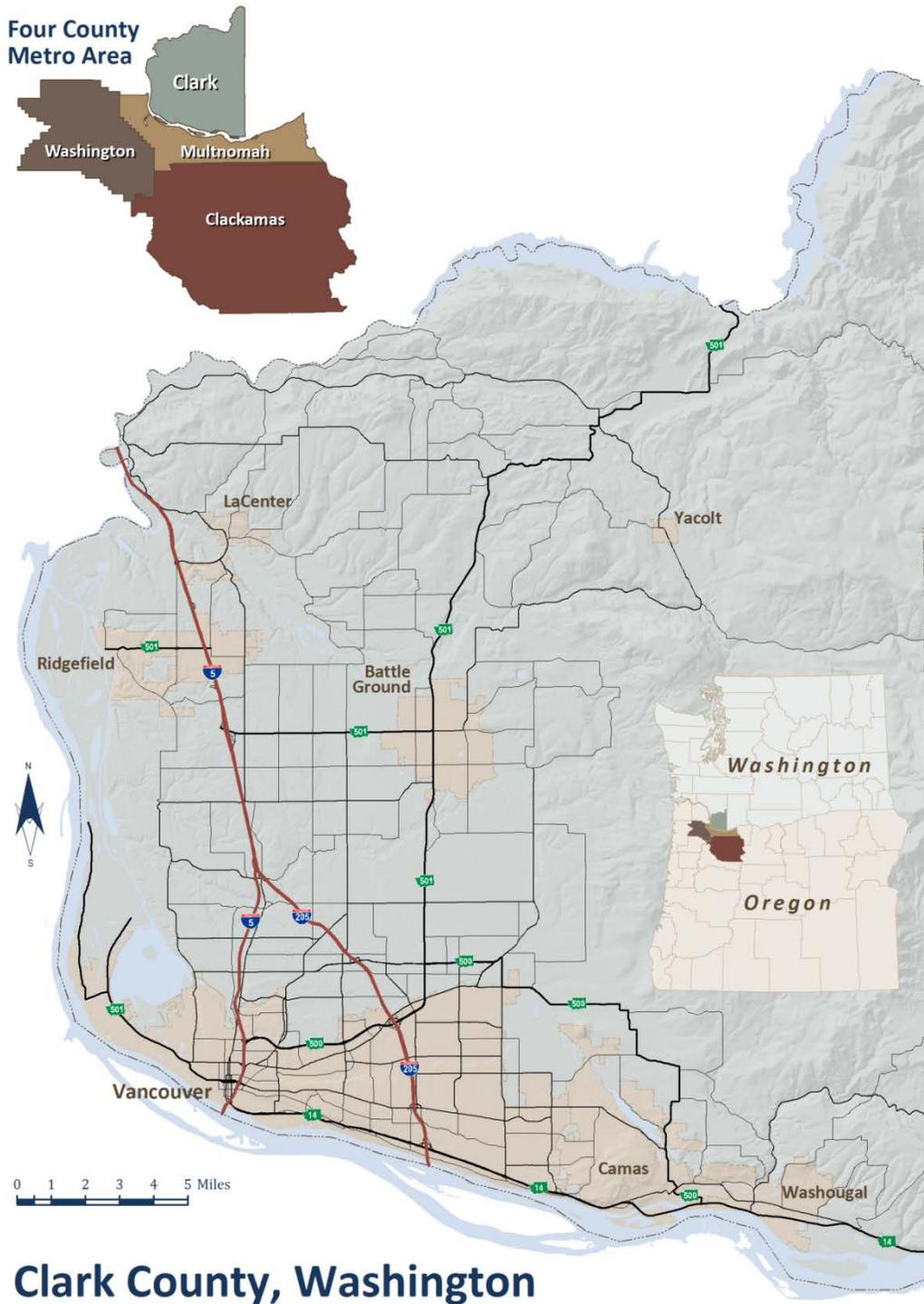
## Clark County

Clark County is located in southwest Washington State and is part of the Portland-Vancouver metropolitan region (see Figure 3, showing location map for Clark County). The county is compact, measuring approximately 25 miles across in either direction and has an area of 405,760 acres (627 square miles). Clark County is bordered by Cowlitz County to its north, Skamania County to the east and the Columbia river forms its south and west boundaries. South of the Columbia river is Portland, Oregon. Clark County ranks 5<sup>th</sup> among Washington State's 39 counties and has seen significant growth in recent years. Between 1980 and 2010 the population of the county increased by 127% from 192,227 to 435,600. The city of Vancouver is the County's major city with a population of 165,500 in 2010. Other cities in Clark County include Camas (2010 population 17,210) and Washougal (2010 population 14,050) in east county and Battle Ground (2010 population 17,400), Ridgefield (2010 population 4,370) and La Center (2010 population 2,575) in north county. These cities have all experienced rapid growth in recent years. 49% of Clark County's population live in unincorporated areas of the County.

Clark County has urban, suburban and rural areas. It has grown as an employment base in recent years, has two major hospitals and two higher education institutions with Clark College located near downtown Vancouver and Washington State University-Vancouver located in the Salmon Creek area. Nevertheless, Clark County residents often have to travel to Portland, Oregon for employment and services.

Almost a third of Clark County employed residents travel to work in Oregon each day and County residents often travel to Oregon for medical needs.

Figure 3: Clark County, Washington, location map



## Stakeholders & Public Participation

Stakeholder and public participation is the key to successful Human Services Transportation Planning. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community and region, identifying formal and informal transportation services available, and identifying solutions to fill transportation gaps. The Stakeholder and Public Involvement process included the following activities:

- ◆ Identification of stakeholders
- ◆ Communication with stakeholders through e-mail and telephone
- ◆ Co-host Accessible Transportation Coalition Initiative (ATCI) stakeholder meetings, working in close collaboration with Human Services Council and C-TRAN to convene these regular meetings
- ◆ Conduct a public survey of special transportation needs
- ◆ Make presentations on the Human Services Transportation Plan update at meetings where special needs clients meet such as the Clark County Commission on Aging, C-TRAN's ADA Task Force and C-TRAN's Citizens Advisory Committee.
- ◆ Clark County Regional Transportation Advisory Committee meetings
- ◆ Providing briefings on the Human Services Transportation Plan update to the RTC Board at monthly meetings which are broadcast to a wider audience on cable television and meeting recordings are available online.
- ◆ Provide information on the HSTP on RTC's updated website at <http://www.rtc.wa.gov/programs/hstp/>

The HSTP's Appendix A will include supplemental information on stakeholder and public outreach.

### Stakeholder Coordination Checklist

At the outset of the Human Services Transportation Plan update process, the following agencies and institutions were contacted by e-mail or telephone and were invited to participate in the development process.

- ARC of Clark County
- Area Agency on Aging and Disabilities of Southwest Washington (AADWS)
- Battle Ground School District
- Big Brothers Big Sisters
- Camas School District
- Catholic Community Services – Volunteer Chore Services
- City of Battle Ground

- City of Camas
- City of La Center
- City of Vancouver
- City of Washougal
- Clark College
- Clark County
- Clark County Community Development
- Clark County Corrections
- Clark County Public Health
- Clark Regional Emergency Services Agency (CRESA)
- Columbia River Mental Health Services
- Council for the Homeless (Clark County)
- Cowlitz Indian Tribe
- C-TRAN
- CVAB: Consumer Voices are Born (mental health recovery)
- C-VAN
- DCS - Division of Child Support
- Department of Social and Health Services
- Educational Service District (ESD) 112 - Child Care Resource & Referral
- Educational Service District (ESD) 112 - Pupil Transportation
- Employers Overload
- Evergreen Public Schools
- Fort Vancouver Library
- Free Clinic of SW Washington
- Golden Chariot
- Goodwill Industries Vancouver
- Greater Vancouver Chamber of Commerce
- Human Services Council (HSC)
- Innovative Services
- Innovative Services NW Adult Day Health Center
- Kaiser Permanente
- Loaves and Fishes
- Mercy 1 Transportation
- Metropolitan Family Service
- Mid-Columbia Economic Development District
- Partners in Careers
- Peace Health
- Ride Connection
- Ride Connection
- Sea Mar Community Health
- Share House (serving the hungry and homeless)
- Vancouver Cab
- Vancouver Housing Authority
- Vancouver Public Schools
- Washington Council of the Blind

- Washington State Association of the Deaf
- Washington State Department of Transportation
- Washington State University-Vancouver

## Stakeholders and Public Forums

Stakeholders were identified and were invited to participate at the convening of the Accessible Transportation Coalition Initiative (ATCI) in the region in October 2011 and were re-contacted at the outset of the 2014 HSTP update process in January 2014. Invitations were extended either by e-mail or by a telephone call from staff of Southwest Washington Regional Transportation Council (RTC), C-TRAN or the Human Services Council. As part of the Human Services Transportation Plan development, over 60 agencies and organizations were contacted and invited to participate in the ATCI stakeholder meetings or provide comments. In addition, stakeholders and citizens were invited to participate in several forums through The Columbian local newspaper, through CTVTV and on RTC's website.

An Open House was held at the Downtown Vancouver Community Library on September 8, 2014 when comments on the region's Regional Transportation Plan, Transportation Improvement Program and Human Services Transportation Plan updates were solicited. Over 40 citizens participated in the outreach event. At the Open House, there was opportunity for participants to discuss current services, additional needs, and ideas for improving current services.

## Survey of Transportation Needs: Human Services Council

In 2014, the Human Services Council conducted a transportation needs assessment across counties in Southwest Washington, including Clark County. The survey provides information on transportation challenges experienced by residents in the region. Both printed and online versions of the survey were made available. As of the end of July 2014, over 260 Clark County residents had completed the survey. Survey responses provided insight into transportation needs and will help service providers in determining how to best meet those needs.

## Accessible Transportation Coalition Initiative

Since the October 2011 Easter Seals initiative, which created the Accessible Transportation Coalition Initiative (ATCI) in the Southwest Washington region, regular meeting of ATCI have continued. In the past two years, ATCI meetings have convened special transportation needs stakeholders to discuss issues such as how Geographic Information Systems (GIS) can aid human service transportation planning, the work of the Human Service Council's VISTA staff member on mobility management activities and research into the potential for a 1-Call/1-Click Transportation Resource Center in the region, formal and informal transportation resources, a special transportation needs survey conducted across RTC's 3 counties, updates on the Clark County Commission on Aging's transportation issues, WSDOT's statewide Human Services Transportation Plan, update on the work of C-TRAN's

ADA Task Force, project updates from Ride Connections and volunteer driver recruitment efforts, and, over the past year, meetings have focused on the process and timeline for the 2014 HSTP update, public meetings and community outreach to support the HSTP's development, special transportation needs such as a community vanpool, and potential project applications for the Consolidated Public Transportation grant program and C-TRAN FTA 5310 funds. Over the past year, ATCI meetings were held on September 27, October 10, and December 10, 2013 and January 9, March 24, April 24, May 15 and June 24, 2014.

Meetings of the ATCI provide an opportunity for public agencies, non-profit organizations, and individuals to meet and coordinate special transportation service needs and provision within Clark County and the larger Southwest region. The ATCI will continue to meet regularly to continue to engage stakeholders and individuals with an interest in ensuring special transportation needs are met in the region.

## Regional Transportation Advisory Committee

The development of the HSTP was also discussed at meetings of the Regional Transportation Advisory Committee in Clark County. Participants on RTAC include Washington State Department of Transportation, Clark County, the cities of Clark County, Ports, Oregon Department of Transportation, and Metro. As a member of RTAC, the Human Services Council represents those with special transportation needs. The Transportation Policy Committee is scheduled to recommend adoption of the draft Human Services Transportation Plan at the October 2014 meeting, with the RTC Board scheduled to take action to adopt the HSTP update at the November 2014 Board meeting.

## Emergency Management

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

As part of the agreement, C-TRAN bus drivers would be expected to provide evacuation services in C-TRAN, C-VAN and ESD112 vehicles. Recent discussions have focused on the needs of these bus drivers to ensure their families are taken care of while they might be out ensuring the safety and evacuation of those with special needs.

## Data and Information

This section documents the numbers of people with the potential for having special transportation needs. These populations include individuals with disabilities, older adults, young people, persons with low incomes and rural populations. The section includes a series of maps showing the location of populations, as well as common travel origins and destinations. People with special transportation needs are defined in RCW 47.06B as people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."

The source of the data used in the demographic analysis is the US Census, American Community Survey and Washington Office of Financial Management (OFM). The American Community Survey data can be one year results or five year results with the source cited below each table. Census data provided in this section include total population, population density, population aged 65 years and over and aged 85 and over, forecast growth in the aging population, population aged 19 and younger, disability status for aged 5 and over, numbers living below the poverty level, households with no vehicle and number of veterans. Data is provided for Clark County, and where available, the cities in Clark County.

### Population: Density, Incorporated and Unincorporated Populations

Clark County has grown rapidly over the past two decades. In census year 2000, Clark County's population was 345,238. In 2010, Clark County's population had grown to 425,363 and in 2014 has reached an estimated 442,800 with 232,660 living in incorporated Clark County and another 210,140 in the unincorporated areas of the County. Figure 4 shows the density of population in Clark County in 2010.

Figure 4: Clark County, Population Density 2010

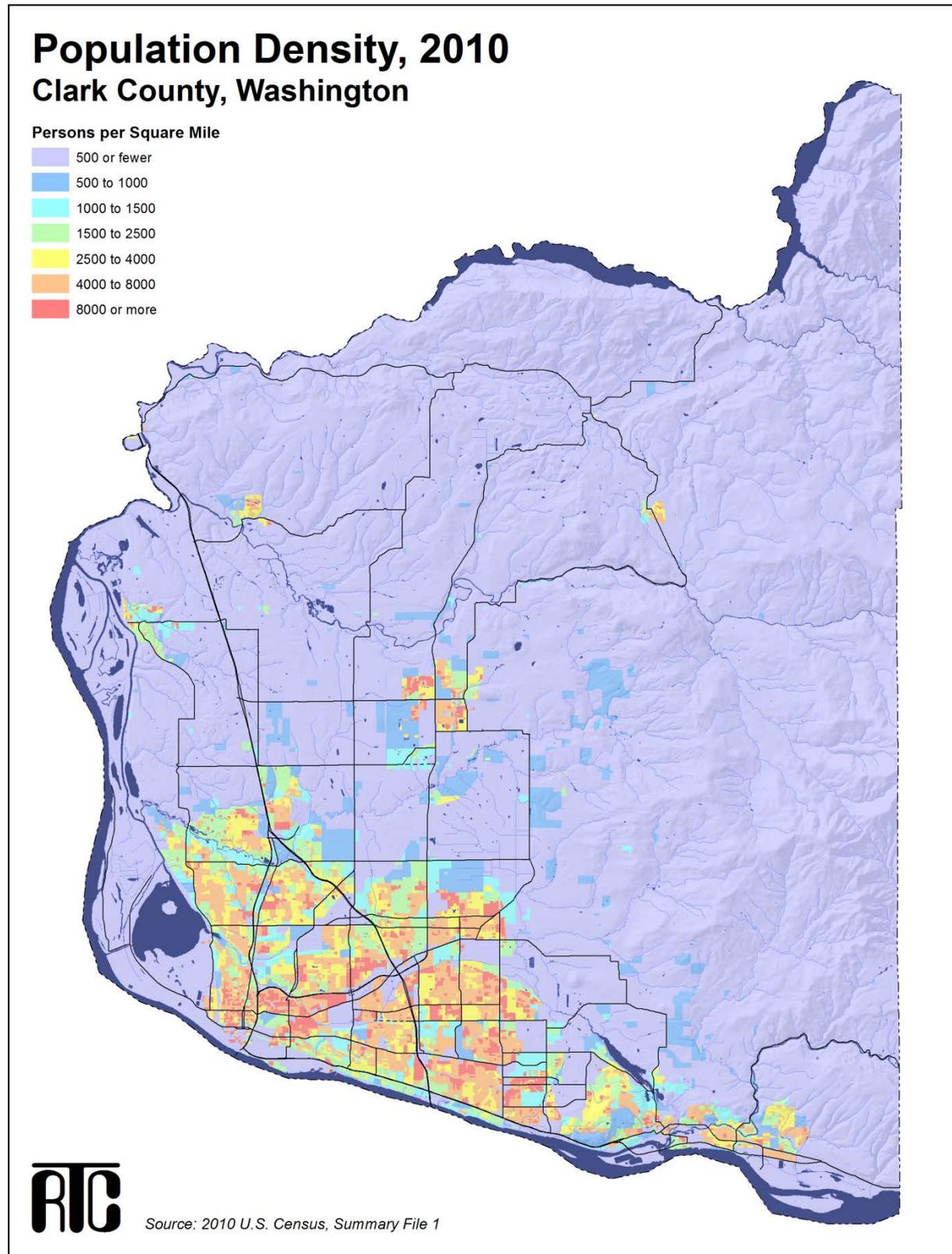


Table 2 shows the 2010 population densities for Clark County and cities within the County.

**Table 2: Population Density of Clark County and Cities: 2010**

Location	Population 2010	Pop/Sq. mile
Clark County	425,363	676.2
Vancouver	161,791	3,482.6
Camas	19,355	1,435.0
Battle Ground	17,571	2,454.4
Washougal	14,095	2,600.2
Ridgefield	4,763	672.9
La Center	2,800	2,205.4
Yacolt	1,566	3,131.5

*U.S Census, 2010, SF1*

## Clark County's Elderly Population

Clark County's population continues to grow as does its aging population. Table 3 below provides Washington Office of Financial Management's forecast of Clark County's population and growth in its aged population. While the total population is forecast to grow by 26.2% between 2010 and 2030, the population aged 65 and over is forecast to grow by 118.4%, from 48,710 or 11.5% of the County's population in 2010 to 106,363 or 19.8% of the population by 2030. There is also a growing population aged 85 years. Those aged 85 and over are forecast to grow by 106.2% between 2010 and 2030, from 6,408 to 13,213. Those aged 85 and over are often frail and need help in reaching services they need.

Table 4 shows the 2010 population aged 65 and over for counties and incorporated cities in Clark County and Table 5 shows the 2010 population aged 85 and over. The aged population is distributed throughout the County with data suggesting the largest percentages are located in unincorporated Clark County. The city with the highest percentage aged 65 and over is Washougal with 10.1% and Vancouver has the highest percentage aged 85 and over.

**Table 3: Forecast Growth in the Aging Population of Clark County, 2010 to 2030**

Clark County	2010		2020		2030	
<b>Total Population</b>	<b>425,363</b>	<b>100%</b>	<b>477,884</b>	<b>100%</b>	<b>536,717</b>	<b>100%</b>
<b>65+ Years</b>	48,710	11.5%	76,033	15.9%	106,363	19.8%
<b>85+ Years</b>	6,408	1.5%	8,194	1.7%	13,213	2.5%

*Washington State Office of Financial Management/2012 (through AAADSW)*

**Table 4: Elderly Population in Clark County and Cities, Aged 65+**

Location	Population 2010	2010 Population Aged 65+	Percentage of Total Population
Clark County	425,363	48,710	11.5%
Vancouver	161,791	8,453	5.2%
Camas	19,355	1,693	8.7%
Battle Ground	17,571	1,388	7.9%
Washougal	14,095	1,424	10.1%
Ridgefield	4,763	367	7.7%
La Center	2,800	262	9.4%
Yacolt	1,566	78	5.0%

*U.S Census, 2010***Table 5: Elderly Population in Clark County and Cities, Aged 85+**

Location	Population 2010	2010 Population Aged 85+	Percentage of Total Population
Clark County	425,363	6,408	1.5%
Vancouver	161,791	3,092	1.9%
Camas	19,355	176	0.9%
Battle Ground	17,571	192	1.1%
Washougal	14,095	179	1.3%
Ridgefield	4,763	59	1.2%
La Center	2,800	11	0.4%
Yacolt	1,566	8	0.5%

*U.S Census, 2010*

## Clark County's Young Population

In this report, the number of young is also of interest because the young are not able to drive themselves. Table 6 shows 2010 population numbers aged 19 and under for Clark County and its cities. The largest percentage aged 19 and under reside in Yacolt where 42.1% of its population is aged 19 and under. Among Clark County's cities, the City of Vancouver has the largest number aged 19 and under with 42,815 young residents.

**Table 6: Youth Population in Clark County and Cities, Aged 19 and Under**

<b>Location</b>	<b>Population 2010</b>	<b>2010 Population Aged 19 and Under</b>	<b>Percentage of Total Population</b>
<b>Clark County</b>	425,363	123,429	29.0%
<b>Vancouver</b>	161,791	42,815	26.5%
<b>Camas</b>	19,355	6,464	33.4%
<b>Battle Ground</b>	17,571	6,577	37.4%
<b>Washougal</b>	14,095	4,155	29.5%
<b>Ridgefield</b>	4,763	1,690	35.5%
<b>La Center</b>	2,800	918	32.8%
<b>Yacolt</b>	1,566	660	42.1%

*U.S Census, 2010*

### Population below Poverty

The percentage of population living below the poverty level in Clark County is approximately 10.9 percent. This compares to 13.8 percent of the U.S. population and 12.1 percent of the Washington state population living below the poverty level. The City of Vancouver has 14.8% of its population living in poverty which is higher than both the U.S. and Washington state percentages.

Table 7 shows the 2010 population living below the poverty level for Clark County and its incorporated cities. The data is sourced from the 2010 American Community Survey, 5 year average 2006-2010.

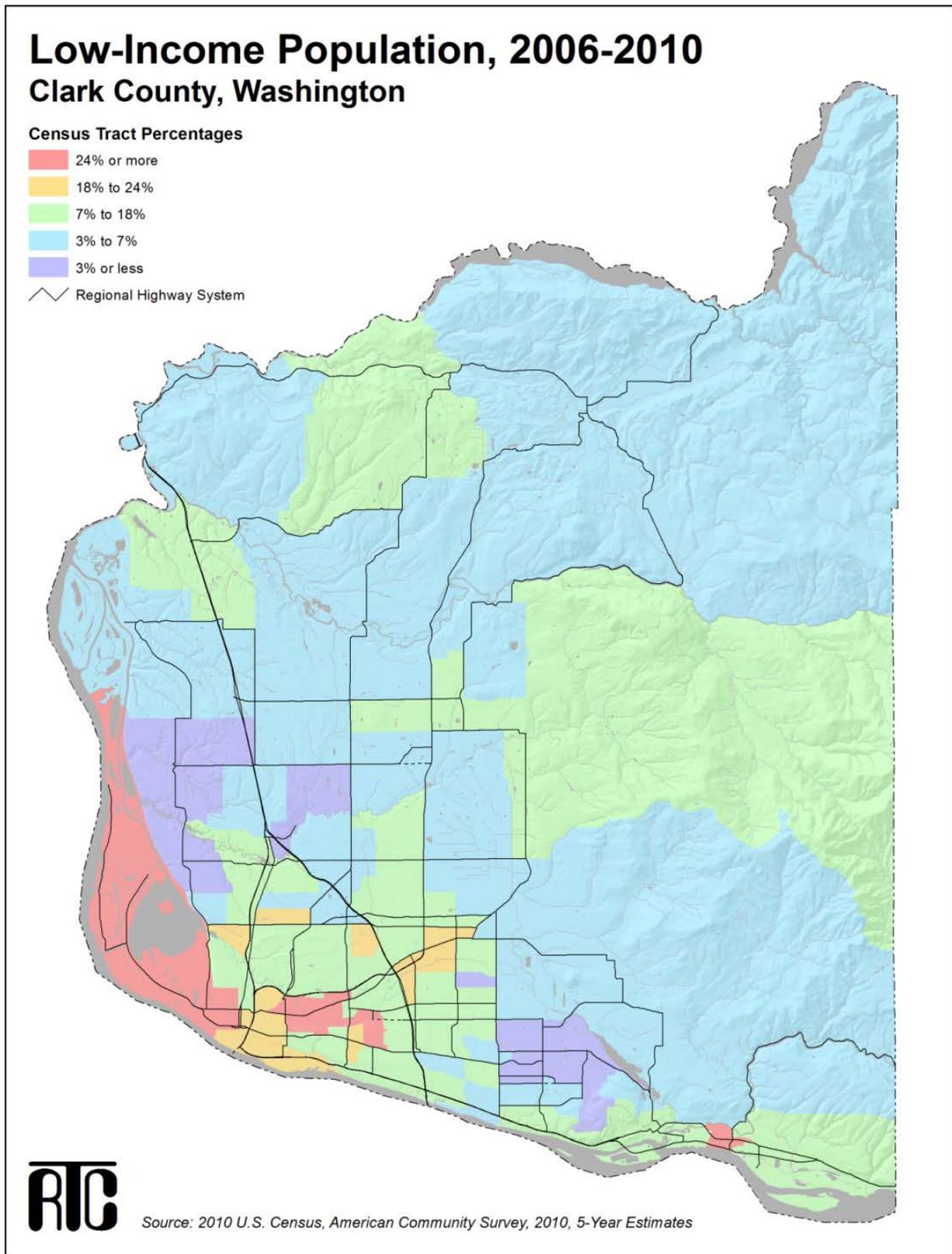
Figure 5 maps the distribution of the region's low-income populations, and identifies poverty impacted geographic areas and communities within Clark County. Census tracts with poverty rates equal to or higher than the regional threshold – 12.6 percent of persons below the federal poverty level - are shaded in yellow/pink, whereas census tracts with poverty rates lower than the regional threshold are shaded in blue/purple. Concentrations of poverty can be seen within Vancouver's urban core, in the Fruit Valley neighborhood, along the Fourth Plain corridor and around the I-5/78th Street interchange area in Hazel Dell.

**Table 7: Population Living in Poverty**

<b>Location</b>	<b>Population below Poverty Level</b>	<b>Percentage of Total Population</b>
<b>Clark County</b>	44,669	10.9%
<b>Vancouver</b>	23,426	14.8%
<b>Camas</b>	1,177	6.4%
<b>Battle Ground</b>	1,754	10.8%
<b>Washougal</b>	1,789	13.6%
<b>Ridgefield</b>	382	8.8%
<b>La Center</b>	121	4.6%
<b>Yacolt</b>	104	7.0%

*US Census, American Community Survey, 5 Year (2006-2010)*

Figure 5: Low-Income Population, 2006-2010



## Households with No Vehicle

The proportion of households with no vehicle in Clark County is approximately 1.1 percent. This compares to 9.1 percent of U.S. households and 6.7 percent of Washington State households living with no vehicle. Table 8 shows the number of households with no vehicle for both Clark County and incorporated cities. The data is sourced from the 5-year average American Community Survey data (2008-2012).

**Table 8: Households with no Vehicle**

Location	Total Households	Households with No Vehicle	Percentage of Total Households
Clark County	158,365	1,685	1.1%
Vancouver	65,954	588	0.9%
Camas	5,235	69	1.3%
Battle Ground	5,544	73	1.3%
Washougal	5,142	92	1.8%
Ridgefield	1,564	10	0.6%
La Center	970	6	0.6%
Yacolt	507	0	0.0%

*US Census, American Community Survey, 5 Year (2008-2012)*

## Persons with Disability

The Human Services Transportation Plan focuses on people with special transportation needs. Table 9 shows the percentage of 2012 population in Clark County living with some type of disability; hearing, vision, cognitive, ambulatory and those unable to care for themselves. The data in Table 9 is provided by age group and it is notable how the percentage of those living with disabilities rises significantly in the 65 year plus age group.

**Table 9: Percentage of 2012 Population Aged 5+ with Disability Characteristics, Clark County**

Clark County					
Ages	Hearing	Vision	Cognitive	Ambulatory	Self-Care
5 to 17	0.6%	0.5%	4.3%	0.6%	0.9%
18 to 64	2.3%	1.3%	5.3%	4.6%	1.8%
65 and Over	16.6%	5.6%	10.3%	23.1%	9.0%

*US Census, ACS 2012, 5 Year (2008-2012)*

## Veterans

Veterans in our community may also have special transportation needs to access services. Table 10 shows the estimated number of Veterans living in Clark County and its incorporated cities in 2009. Data is sourced from the American Community Survey, 5 year average data, 2005-2009.

**Table 10: Population with Veterans Status (from ACS 5 Year**

<b>Location</b>	<b>2009 Veterans Population</b>
<b>Clark County</b>	37,813
<b>Vancouver</b>	1,808
<b>Camas</b>	1,370
<b>Battle Ground</b>	1,060
<b>Washougal</b>	1,328
<b>Ridgefield</b>	410
<b>La Center</b>	237
<b>Yacolt</b>	106

*American Community Survey, 5 Year, 2005-2009*

While the previous section focused on the numbers of those who may have special transportation needs, this section focuses on where people with special transportation needs come from and where they may wish to go to access services and jobs.

## Common Trip Origins

Special needs population groups are located throughout the Clark County region, with the highest concentrations occurring within incorporated cities. Origins where individuals begin their trip include cities, communities and rural areas.

## Major Trip Destinations

Places to which people with special transportation needs may wish to travel in the Clark County region include medical centers, shopping districts, social service providers, recreational opportunities, schools, and childcare facilities. Clark County is part of the bi-state Portland-Vancouver metropolitan area so some common trip destinations are south of the Columbia River in Oregon. Some of the popular trip destinations are summarized below:

### Medical Centers

- ◆ PeaceHealth Southwest Medical Center, Vancouver WA
- ◆ PeaceHealth Southwest's Memorial Campus Urgent Care, at 3400 Main Street, Vancouver WA
- ◆ Legacy Salmon Creek Hospital, Vancouver WA
- ◆ Kaiser Permanente Clinics. Clinics are located throughout Clark County and clinics and hospitals are located in Portland OR
- ◆ The Vancouver Clinic at 87th Av. & Mill Plain and branches throughout Clark County, WA
- ◆ Clark County Center for Community Health at 1601 E Fourth Plain, Vancouver WA. The Center houses a number of service divisions such as Clark County Public Health, Clark County Department of Community Services, Clark County Veteran's Assistance Program, Cowlitz Indian Tribe Health & Human Services, SeaMar CHC and facilities for mental health and substance abuse.
- ◆ Sea Mar Community Health Centers, including at 7410 E Delaware Lane, Vancouver and clinics in Battle Ground and Washougal. A new east Vancouver facility is to be located off SE 192nd Avenue
- ◆ Free Clinic of Southwest Washington, 4100 Plomondon, Vancouver WA

- ◆ Dialysis centers, throughout the region
- ◆ Healthy Steps Women’s and Children’s Center, 6100 NE Fourth Pl. Blvd, Vancouver WA
- ◆ Cowlitz Tribal Health Center, new facility at
- ◆ Veterans Administration (VA) and Oregon Health Sciences University Hospital – Portland, OR

### Education

- ◆ Public Schools – Located throughout the region
- ◆ Clark College – main campus and CTC campus, Vancouver, WA
- ◆ WSU-Vancouver – Salmon Creek area of Clark County, WA
- ◆ Washington State School for the Blind at 2214 E 13th, Vancouver WA
- ◆ Washington State School for the Deaf, at 611 Grand, Vancouver WA
- ◆ The Skills Center at 12200 NE 28th Street, Vancouver WA

### Childcare and Children’s Facilities

- ◆ Head Start at NE Coxley Driver, Vancouver WA
- ◆ EOCF located at centers throughout region
- ◆ Childcare facilities located throughout the region with concentrations in dense urban areas

### Employment: Entry Level and Major Employers

- ◆ Partners in Careers at 3210 NE 52nd Street, Vancouver WA
- ◆ Goodwill Industries located at several locations in Clark County, WA
- ◆ Innovative Services, 9414 NE Fourth Plain Rd, Vancouver, WA
- ◆ Worksource at Towne Plaza, 5411 E Mill Plain, Vancouver WA
- ◆ Westfield Vancouver Mall, 8700 NE Vancouver Mall Drive, Vancouver
- ◆ Manufacturing sites such as Columbia Business Park, Port of Vancouver and west Vancouver industrial areas, Ridgefield Junction
- ◆ SEH America located on 112th Ave at 39th Street, Vancouver WA

### Shopping Districts

- ◆ Westfield Vancouver Mall, Vancouver WA
- ◆ Vancouver Plaza
- ◆ Hazel Dell Town Center
- ◆ J&M Plaza
- ◆ Wal-Mart – 4 locations in Vancouver, 1 in Battle Ground
- ◆ Goodwill stores – at various locations throughout Clark County
- ◆ Value Village at 4th Plain & Andresen
- ◆ Commercial areas along highway corridors such as Mill Plain, Fourth Plain, Highway 99, 164th Avenue, and 192nd Avenue as well as Camas, Washougal, Battle Ground city centers

### Social Services/Housing

- ◆ Department of Social and Health Services at various locations including 5411 E Mill Plain Blvd and 907 Harney Street in downtown Vancouver, WA
- ◆ Human Services Council, at 120 NE 136th Avenue, Vancouver WA
- ◆ Vancouver Housing Authority Administration, at 2500 Main Street, Vancouver WA
- ◆ Vancouver Housing Authority (VHA) housing – located throughout region
- ◆ Inter-Faith Treasure House of Camas/Washougal at 91 C St, Washougal
- ◆ The ARC of Clark County at 6511 NE 18th St, Vancouver, WA
- ◆ Columbia River Mental Health Services (CRMHS) at 6926 E 4th Plain Blvd, Vancouver and 7415 NE 94th Ave, Vancouver
- ◆ Area Agency on Aging and Disabilities of Southwest Washington (AAADSW) at 201 NE 73rd Street, Vancouver
- ◆ Share, Fromhold Service Center, helping the hungry and homeless at 2306 NE Andresen Road, Vancouver WA
- ◆ Food Banks – located throughout the region
- ◆ Churches – Located throughout the region
- ◆ Open House Ministries at 900 W 12th St, Vancouver, WA

## Recreation

- ◆ Firstenburg Center, 700 N.E. 136th Ave., Vancouver WA
- ◆ Luepke Center/Marshall Center, 1009 E McLoughlin Blvd., Vancouver WA
- ◆ Fitness Centers - located throughout region
- ◆ Bowling alleys - located throughout region
- ◆ 40 et 8 Bingo, 7607 NE 26th Ave., Vancouver WA
- ◆ Parsley Center, 2901 Falk Rd., Vancouver WA
- ◆ Propstra Aquatic Center, 605 North Devine Rd., Vancouver WA
- ◆ YMCA, 11324 NE 51st Circle, Vancouver WA
- ◆ YWCA, 3609 Main St., Vancouver WA
- ◆ Esther Short Park in downtown Vancouver
- ◆ Athletic clubs - located throughout region with concentrations in urban areas)
- ◆ Libraries - located throughout the region

## Existing Transportation Services

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

## Description of Providers

### C-TRAN Fixed Route Service

Clark County Public Transportation Benefit Authority (C-TRAN) provides public transit service in Clark County but C-TRAN's service area does not include rural areas of Clark County. C-TRAN's service area includes the city of Vancouver and its urban growth boundary, and the city limits only of Battle Ground, Camas, La Center, Ridgefield, Washougal, and the Town of Yacolt (see Figure 6). C-TRAN operates a fixed route bus system with urban and suburban routes, express commuter service to destinations in Portland, limited routes that connect with light rail in Portland, and a vanpool program. C-TRAN also provides general purpose dial-a-ride/ deviated fixed route, Connector service, and Americans with Disabilities Act (ADA)-compliant paratransit service. C-TRAN's bus fleet is entirely ADA-compliant and equipped with wheelchair lifts. All fixed route service uses buses that are lift-equipped to make boarding easier for customers.

Figure 7 maps C-TRAN's fixed route bus system with details available on [C-TRAN's website](#). C-TRAN operates local urban buses, express commuter limited stop buses, and innovative Connector routes. Service operations on some routes begin as early as 4:30 a.m. and end as late as 12:30 a.m. on weekdays, 6:00 a.m. to 12:30 a.m. on Saturdays, and 6:00 a.m. to 12:30 a.m. on Sundays/holidays. C-TRAN's fixed route service delivered 6.6 million rides in 2012 and C-VAN paratransit service provided 217,468 rides in 2012. C-TRAN offers discounted fixed route fares for low income individuals, seniors, youth, and people with disabilities. These fares have eligibility guidelines.

C-TRAN's system includes three transit centers and eight park and ride lots. C-TRAN park and ride facilities provide more than 2,000 parking spaces at the eight locations. C-TRAN maintains approximately 1,080 bus stops, 220 passenger shelters, benches and Simme seats throughout the fixed route system. C-TRAN installed solar-powered shelter flashers at transit stops which provide passenger-

activated illumination for safety and to more easily read posted schedule information, at bus stops along key transit corridors. Simme seats provide durable seating at bus stops that do not have enough ridership to merit a shelter. All C-TRAN buses are also equipped with a bicycle rack that holds two bicycles. C-TRAN provides instruction and assistance to bicyclists who plan to use transit for part of their trip. Bike lockers are provided at most of C TRAN's transit centers and park and ride lots.

Figure 6: C-TRAN Service Area

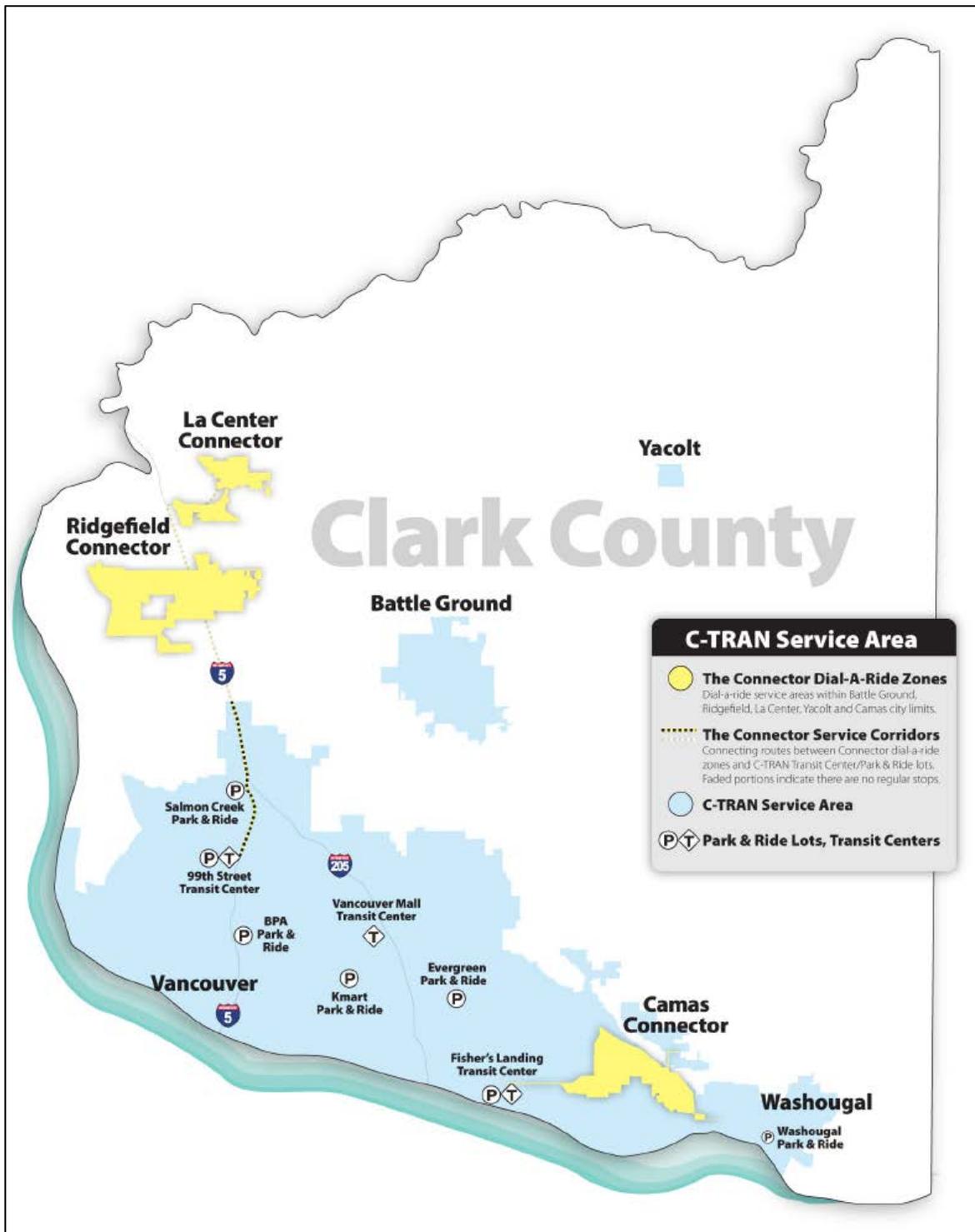
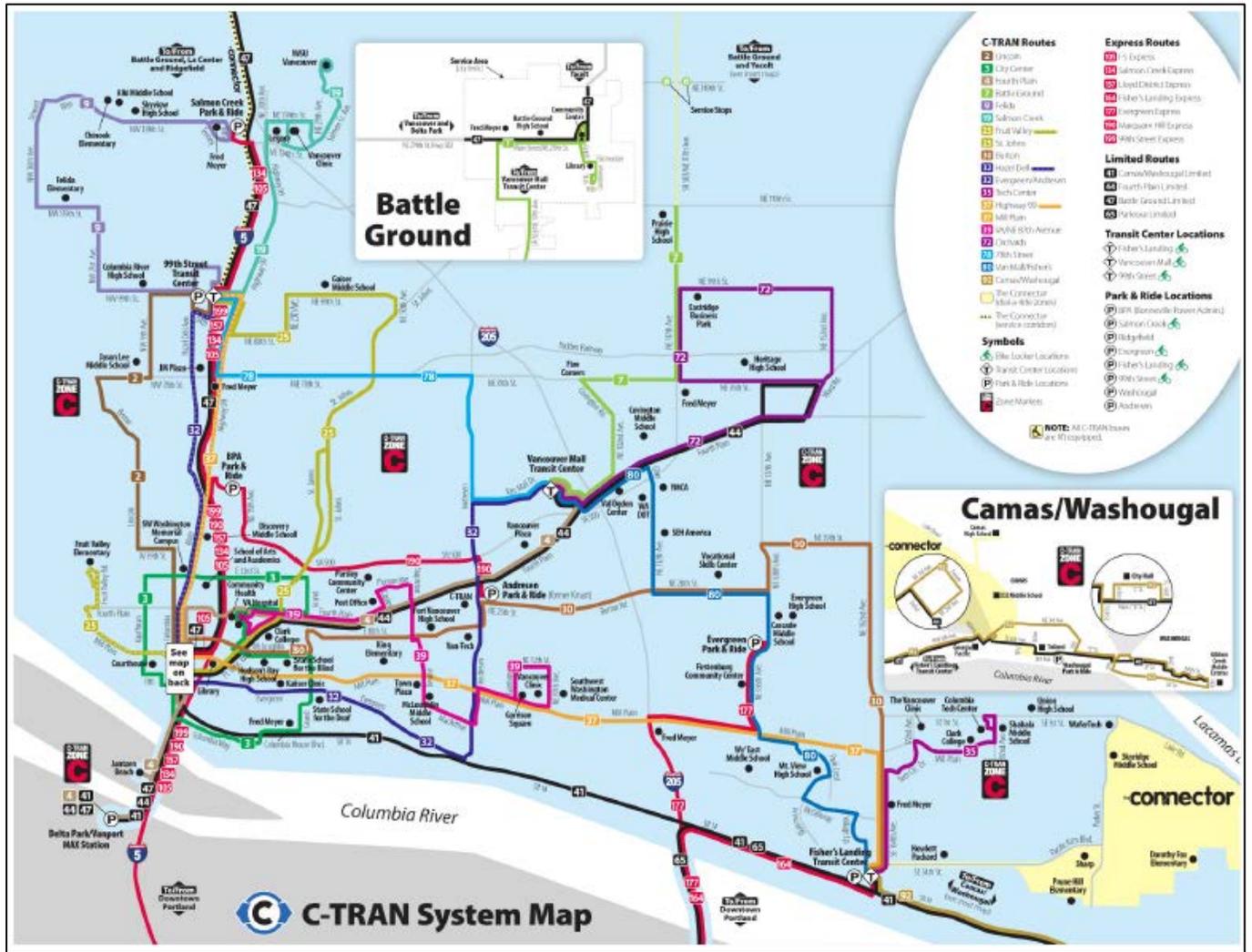


Figure 7: C-TRAN Service Area



### C-VAN Paratransit Service

C-TRAN also provides an ADA-compliant paratransit service, known as [C-VAN](#). Paratransit service is provided inside the Vancouver urban growth boundary (UGB) and within three-quarters of a mile of all C-TRAN fixed routes operating outside Vancouver's UGB, Figure 8 provides a map of the C-VAN service area. C-TRAN attained full compliance with the ADA in January 1997. Connections with TriMet's LIFT service, operating in the Portland, Oregon metropolitan region, are made at the Parkrose and Jantzen Beach transit centers. C-TRAN continues to utilize a functional assessment process to determine eligibility for paratransit services

Table 11 provides a summary of C-VAN paratransit service hours and ridership for selected years between 1998 and 2012.

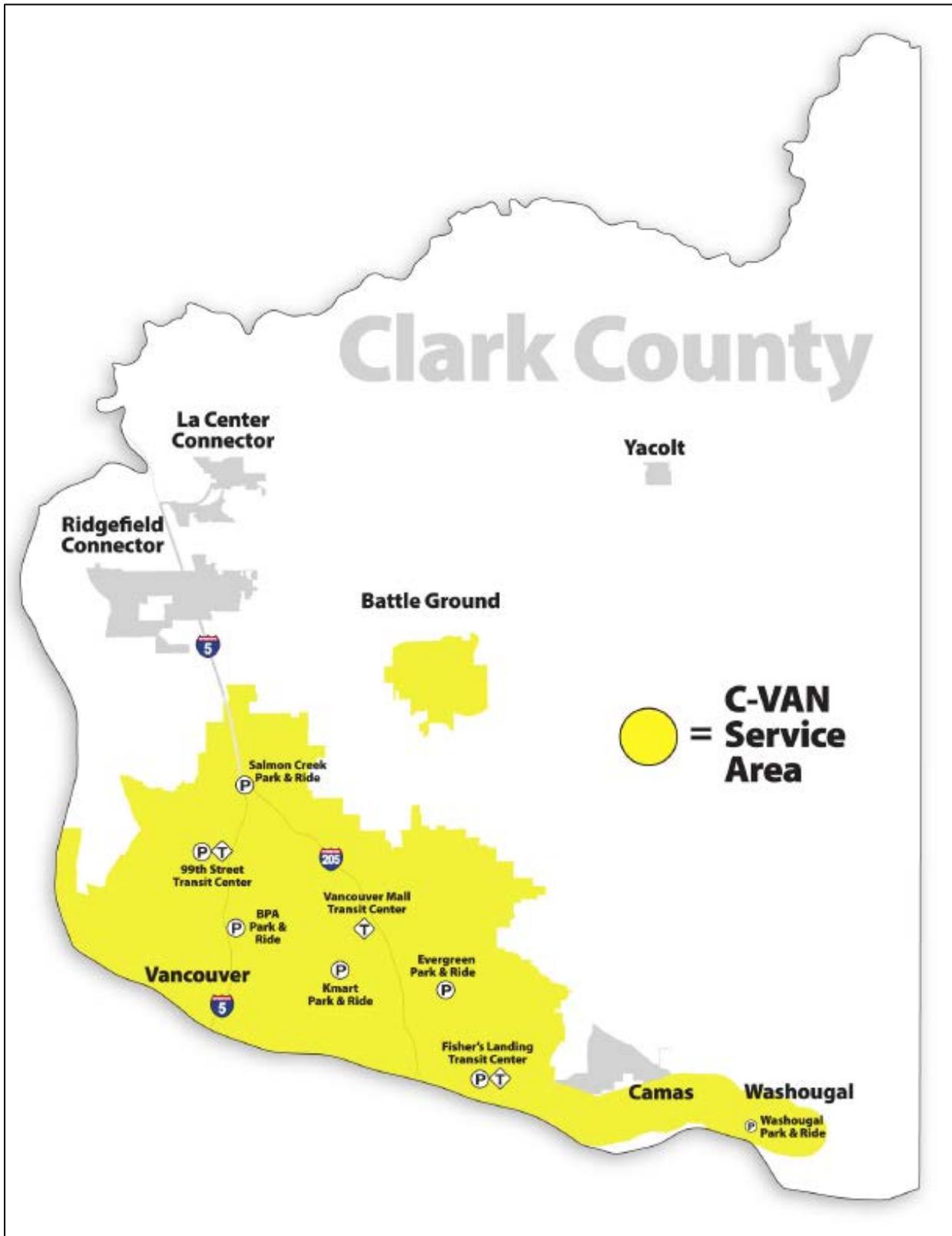
**Table 11: C-VAN Service and Hours**

Year	Paratransit Trips	Revenue Hours Per Year
1998	186,665	67,769
2000	162,130	55,308
2005	179,774	67,629
2010	218,104	80,555
2012	217,468	86,529

*C-TRAN TDP*

With forecasts of significant growth in paratransit service in the coming years, managing the costs of this service is a challenge for C-TRAN. In 2012, the cost per passenger boarding of C-VAN averaged \$39 while fixed-route passenger boarding costs averaged \$4.70. In 2009, C-TRAN convened a group of paratransit community stakeholders to discuss the service and identify a range of strategies to help C-TRAN manage it. ADA Task Force developed a series of recommendations that were adopted by C-TRAN's Board of Directors and are being implemented by staff. The ADA Task Force convened in 2013 and worked to update policies and make recommendations for C-VAN. Policies on no shows, door to door service, service boundaries, conditional eligibility, coordination with fixed route service, the travel training program and coordination with other social service agencies and transportation programs were all reviewed, public open houses held and recommendations submitted to the C-TRAN Board for adoption in January 2014.

Figure 8: C-TRAN Service Area



### **C-TRAN's Travel Training Program**

C-TRAN offers a Travel Training program that provides customized training to seniors and individuals with disabilities so they become comfortable riding the bus. Participants learn the skills necessary to plan trips and travel across the C-TRAN system. Travel trainers also teach the use of securement straps for individuals using mobility devices who ride fixed route buses. The straps help ensure mobility devices can be quickly and safely secured. In past years, the Travel Training program has been funded with Federal Transit Administration New Freedom formula funding which was discontinued with the new federal transportation act, MAP-21, Moving Ahead for Progress in the 21st Century.

### **C-TRAN's Travel Ambassador Program**

C-TRAN trains volunteers to offer their services as Travel Ambassadors to help others learn how to use fixed route buses. Seniors are being sought to help other seniors learn how to use C-TRAN.

### **Innovative Transit Service: Connector Service**

C-TRAN operates three general purpose, equally-accessible, dial-a-ride/deviated fixed route services, called [Connectors](#). These routes serve central Camas and the cities of Ridgefield and La Center. Connector service takes standing ride reservations, same day reservations as available, and also boards customers at identified stop locations.

### **C-TRAN Shopping Shuttle**

The [shopping shuttle](#) was one of the ADA Taskforce's original recommendations. C-TRAN's Shopping Shuttle provides residents of Smith Tower, Lewis & Clark, and Columbia House apartments direct access to major shopping destinations, twice monthly. C-TRAN provides fliers with details of the service including dates, times, and locations for pick-up and drop-off.

### **C-TRAN's Vanpool Program**

The [vanpool](#) program was instituted by C-TRAN and has become a highly successful program for helping commuters share a ride to work locations.

### **Plans for Future Transportation Services: C-TRAN's 20-Year Transit Development Plan, C-TRAN 2030**

C-TRAN adopted a 20-Year Transit Development Plan, [C-TRAN 2030](#), in June 2010. C-TRAN 2030 provides the framework on which to build public transportation to support the future transportation needs of Clark County. It sets in place a plan to preserve existing service levels with improvements that include two new bus routes

in east Vancouver, increased frequencies on many existing bus routes, meeting the growing demand for paratransit service for people with disabilities (C-VAN), two new park and rides with increased commuter service to downtown Vancouver and Portland, C-TRAN's first bus rapid transit line with service along Fourth Plain Boulevard, and operations and maintenance costs of light rail in downtown Vancouver as part of the Columbia River Crossing Project. The C-TRAN Plan includes a funding strategy that outlines potential revenues and assumptions to fund the transit system into the future.

C-TRAN's 20-year Transit Development Plan will be updated in the near future.

### **Human Services Council: Transportation Brokerage**

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

### **School Student Transportation**

Pupil transportations refers to the transportation system used to transport students to and from school and school related activities. Generally each school district has buses and vans used to transport students. Clark County has eight school districts as well as the Educational Service District, ESD 112, which pools resources to ensure equitable educational opportunities for all students.

### **Inter-City Bus Service**

Inter-city bus service to cities throughout the northwest and nation-wide, provided by Greyhound Bus Lines, is no longer available from Vancouver. The Greyhound bus service stop in Vancouver, WA closed on January 1, 2009. Vancouver residents now have to travel to Portland, Oregon to access this service. Bolt bus service now serves the I-5 corridor. Vancouver residents must access the Bolt Bus service in downtown Portland, Oregon.

Connection with Skamania County is provided through Skamania Senior Services and connection with Cowlitz County provided by CAP managed by Lower Columbia Community Council. Connections to both Skamania and Cowlitz counties are subject to continued grant funding.

### **Public/Private Providers**

There are also a number of public or private providers that provide limited, miscellaneous transportation services in the region. This includes Catholic Community Services that operates a volunteer driver program, Cowlitz Tribal

Transportation service, Veterans Transportation (DAV), private taxi companies, Blue Star Van services, vans operated by private facilities such as retirement living centers, and others.

### **Other Transportation Services**

In addition to services listed above, there are a number of other transportation services that are available to county residents or employers, such as Carpool Match NW, and others. In addition, there are a number of park-and pool facilities located in the region where people can meet to carpool.

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

In addition to C-TRAN's future plans for public transportation system development, Southwest Washington Regional Transportation Council (RTC) also plan for a multi-modal transportation future in the Metropolitan Transportation Plan for Clark County (December 2011). Local Comprehensive Growth Management Plans also address future transit needs to support local growth and economic development.

Providing better public transit services can help to support the development goals of the region and add to the region's quality of life. However, increased service will require increased funding. When growth in population and travel demand exceeds supply, creative transportation options must be considered.

## Needs Gaps and Analysis

This section of the Human Services Transportation Plan examines the unmet needs for transportation services in the Clark County region. The analysis addresses not only the demand for service among the transit disadvantaged population, but also among members of the general public. The identified needs for improved transportation services was based on demographic analyses and input from service providers, stakeholders and the general public. The data and transportation survey analyses as well as consultation with stakeholders at numerous Accessible Transportation Coalition Initiative meetings resulted in the identification of transportation service gaps in the Clark County region.

### Existing Service Coverage

The main public transportation service options in Clark County are provided by C TRAN fixed-route service and C VAN paratransit service. However, transit service is not county wide. Other services include pupil transportation, public/private providers, Amtrak service at the Vancouver station, BoltBus service available at stops in Portland and brokered special needs transportation trips through the Human Services Council. Transportation needs were discussed at regular ATCI stakeholder meetings held in Clark County from 2011 to the present as well as at community meetings and one-on-one phone calls.

### Identified Issues

Through stakeholder meetings, survey analyses and public outreach the following issues were identified:

- ◆ Meeting the growing demand for special transportation services.
- ◆ Providing mobility management services to coordinate comprehensive transportation information to the community and facilitating access to the most effective transportation services for those seeking transportation. The need for a “1-Call, 1-Click” program was discussed to make access to transportation services easier and more efficient for those who need to make trips.
- ◆ Raising awareness of special transportation service options for those that need them. This could be one of the functions of a mobility manager.
- ◆ Accommodating a wide range of individuals’ transportation needs with the acknowledgement that current services do not meet the diverse range of special service transportation needs.
- ◆ Meeting the special transportation needs for residents of the rural areas where public transportation is not available. The rural areas of Clark County are not part of C-TRAN’s service area for fixed route or C-VAN paratransit service.

- ◆ Meeting the special transportation needs resulting from the limited hours of transit service. We heard from the community that this creates problems for workers getting to and from their jobs and our Special Olympics athletes who may be able to use transit to get to their training but find service finished for the day when they get out of the practice.
- ◆ Maintaining curb to curb transportation for those not able to use fixed route service.
- ◆ Continuing travel training and travel ambassadors programs to support special needs clients who would prefer to learn how to use fixed route transit services rather than be dependent on paratransit service.
- ◆ Ensuring transportation to medical appointments. Life-sustaining medical treatments are a priority but there is growing demand for medical trips of all types including preventative appointments.
- ◆ Improving transportation access and circulation in the vicinity of Clark College, the Vancouver VA Complex and Clark County Public Health services center is important for health care and educational needs.
- ◆ Expanding the Human Services Council's Reserve-a-Ride program to help meet demands for special needs transportation. This program can only meet the most urgent needs for life-sustaining medical appointments. The program has had to be designed to fit the limited funding. This Program is focused on people who cannot use the fixed route transit or C-VAN system and have no other means for getting to appointments. Many live in the rural areas of the county not served by transit. When requests come in to HSC it takes a lot of creative cooperation between transportation entities to find a workable solution. Ideally, this program needs further funding support.
- ◆ Investigate and encourage services being taken to the special needs populations instead of them having to travel to services. Examples are health screening and dental services can be provided in mobile units that can travel to the client.
- ◆ Providing transportation services to support our seniors being able to "age in place", to enable them to access vital services such as medical, shopping, and to make recreational trips to avoid social isolation.
- ◆ Providing transportation of seniors to nutrition programs.
- ◆ Providing transport to adult day care services. Innovative Services runs an adult day health care center. Many clients are in wheelchairs and use C-VAN. However, many reside in rural areas (e.g. Amboy, Hockinson) are not covered by C-VAN. C-VAN will meet clients at the edge of the service area but it is often difficult for the caregiver to get clients to these locations. Many of the adult day care users used to receive transportation

funding through the Medicaid program but with shrinking funding this service was cut.

- ◆ Ensuring the Cowlitz Tribe Transit Service can help to get clients to medical appointments in Clark County and to the new Cowlitz Tribal Health facility which will open on NE 78<sup>th</sup> Street just east of I-5. The Cowlitz Tribe Transit Service is a public transit agency covering rural areas of Lewis and Cowlitz counties. The biggest challenge is getting people into the Portland- Vancouver area to medical appointments not available in Cowlitz and Lewis counties. Current funding allows transportation to connect with other services such as CAP and then C-TRAN service. However, for people who are unwell it is exhausting for them to have to make connecting transfers. C-TRAN's service area reduction impacted the Tribe's transportation. The Cowlitz Tribe would like to have capability of getting people all the way to the door of their medical appointments in Vancouver. Cowlitz Tribe Transit service also faces funding challenges with capping of FTA funding. Despite having opened a new clinic facility in Longview there is still need to get to more specialized medical services in Clark County.
- ◆ Providing transportation to employment opportunities. Some employees need expanded transit service hours to accommodate their work schedule. Getting people from the rural area to employment opportunities is challenging. Some people have been able to take advantage of the Human Services Council's Employment Transportation program. With MAP-21 funding program changes, the future of the Job Access and Reverse Commute-type program remains uncertain. It takes time for people with developmental disabilities to develop skills and routines to enable them to use transit to allow them to maintain a job. The HSC's Employment Transportation program has to limit eligibility for assistance.
- ◆ Meeting the challenges of getting children to/from childcare on their parents' way to and from work if parents are dependent on public transportation.
- ◆ Use of flex vehicle programs such as Car2Go and ZipCar can be beneficial to lower income clients unable to afford their own vehicle.
- ◆ Providing transportation for the youth in our community who are unable to drive themselves. There is large demand but little service. Youth need transportation to employment search activities, to jobs and to volunteer activities. The Human Services Council would like to be able to provide service to youth, especially from low income households, to address transportation needs for social connectivity, involvement in the community and children with disabilities getting to where they need to go. However, the HSC can currently only meet the highest priority transportation needs, i.e. life sustaining medical trips.

- ◆ Dealing with changing transportation eligibility criteria for those trying to access medical appointments, e.g. travel to and from mental health appointments and preventative medical appointments is not covered under Medicaid. There is concern that people who are just above the eligibility level for Medicaid are without transportation and cannot afford transportation. The poverty level is increasing and people who typically would not have been in the situation of being without their own transportation are now finding themselves in a difficult situation.
- ◆ Coordinating with the Veterans Administration to help our Veterans gain access to transportation, particularly for access to medical appointments.
- ◆ Meeting the special transportation needs of the homeless. There are requirements to get homeless students to a school base to provide a stable environment for them. This is an unfunded mandate required by the McKinney-Vento Homeless Assistance Act; the primary piece of federal legislation dealing with the education of children and youth experiencing homelessness in U.S. public schools. It was reauthorized as Title X, Part C, of the No Child Left Behind Act in January 2002. ESD 112 and school districts struggle to meet homeless student transportation needs. ESD 112 has a fleet of 50 buses and serves 23 school districts in the Southwest Washington region. ESD 112 provides the high cost, low incidence transportation needs of the school districts and typically serves about 200 homeless students per year. In any given month, ESD is typically meeting the transportation needs of about 100 homeless students many of them living in shelters. The challenge of providing transportation for the homeless students is that they are highly transitional and often move before a ride is established. There is evidence in our community of students living in cars with their parents who have no gas money to move the car. The families have been evicted, have no place to go and will not leave their car for fear it will be towed away and they will lose everything they have. These students are not making it to school. Homeless clients do not want to take housing out in the rural area because they have no way of getting into the urban areas to access jobs and services in a reasonable amount of time.
- ◆ Increasing the number of volunteer drivers in the community. There are growing needs for volunteers to help special needs clients get to appointments, grocery shops as well as other essential services. There is also need for drivers who can drive the personal vehicles of those with disabilities unable to drive themselves. Volunteer drivers usually volunteer their time and use their own vehicle and insurance. There may be compensation for gas used. The state has guidelines and a rate of compensation recommended for volunteer drivers. Catholic Community Services currently provides volunteer drives but has identified a number of challenges their clients face: 1) Transportation for Veterans who cannot drive to the Vancouver VA facility to get to appointments or enable them to take the shuttle service to the Portland VA Hospital, 2)

transporting people to preventative medicine appointments (e.g. colonoscopies) where patients need a driver, 3) the recessionary economy caused transportation impacts with people being hesitant to ask for help from relatives and friends who fear they will lose their jobs if they take time out to help others, 4) some medical transportation is not covered by Medicaid, e.g. mental health appointments; Catholic Community Services will take clients if they qualify for a program, and 5) the struggle to attract and increase the number of volunteer drivers to meet increasing demand.

- ◆ Veterans Transportation. There are growing numbers of Veterans in our community with growing travel demands. The Human Services Council and VA has worked on several pilot programs to help coordinated transportation delivery.
- ◆ Establishing a community vanpool to help fill gaps in transportation services.
- ◆ Working with emergency service providers to ensure planning for emergency management situations such as evacuation of area residents in the event of an earthquake, fire etc. Those with special transportation needs are particularly vulnerable at times of emergency. Although Memoranda of Agreement are in place between CRESA, C-TRAN and ESD-112, there is need for continual coordination to ensure everyone knows the expectations, emergency plan implementation should be reviewed periodically and everyone should know how to respond to implement that Plan. There is need for constant plan refinement and practice to make sure we are adequately prepared.
- ◆ Using emerging technology to help special needs populations use transportation services. This includes use of technology to dispatch transportation services most efficiently as well as way-finding technology for clients who may have hearing and/or sight disabilities.
- ◆ Meeting the challenges of funding for special needs transportation and the costs to clients, especially those with low incomes, seniors and those with disabilities. There are shorter-term funding challenges as well as long-term challenges of a growing, aging baby boom generation. In addition, aging often brings with it the challenges of living with disabilities. Numerous programs have faced cuts and there is only limited revenues available to fulfill needs. Grant requests are often not fully funded. Public transportation in Washington State is largely funded from sales tax revenues which have become more volatile as a result of the Great Recession. In comparison, Oregon funds transit from business and occupation taxes. Washington State may need to address diversifying revenue sources for transit to meet growing service demand.

### How to Help Fulfill Special Transportation Needs in Clark County:

- ◆ A mobility manager to help special needs populations gain access to transit and other transportation opportunities.
- ◆ Additional education, outreach, and training about public transportation and mobility opportunities.
- ◆ Additional Public Transit service, including earlier and later service, to enable access to educational and employment opportunities.
- ◆ Expand transportation service for youth.
- ◆ More volunteer drivers to provide services.
- ◆ Additional transit facilities such as shelters, benches and lighting to provide a comfortable and safe transit experience.
- ◆ Additional use of technology with intelligent transportation solutions to enable improved efficiencies in transit service provision.

## Technology

The application of advanced technologies can assist transit providers by making their operations more efficient, safe, and attractive. Technology can aid in the planning and coordination of transportation services and can enhance the travel experience of users. Intelligent Transportation Systems (ITS) includes a broad group of technology based solutions that can be applied to transportation issues and they include: Automatic Vehicle Location (AVL), Computer Aided Dispatch (CAD), Traveler Information Systems (TIS), and electronic payment and collection systems. C-TRAN uses AVL, CAD and TIS systems. Stakeholders discussed the use of enhanced ride-scheduling software to more efficiently schedule trips and volunteer drivers. However, client confidentiality requirements may limit the possibilities.

The following ITS solutions have been and should continue to be considered for implementation to improve transportation services:

- ◆ Computer Aided Dispatch (CAD). Automated or computer-assisted reservations, scheduling, dispatching, and billing systems can streamline the trip reservations process, improve the efficiency of vehicle schedules, enhance the capability of dispatchers, and upgrade the tracking and reporting of customer and trip data. C-VAN uses a sophisticated dispatch system.
- ◆ Internet-based Scheduling. Internet based scheduling capability where a customer can schedule, confirm, and cancel their own trips without ever talking to the transportation provider.

- ◆ Automatic Vehicle Location (AVL). AVL technology uses Global Positioning System (GPS) capabilities to identify the location of vehicles in real time.
- ◆ Mobile Data Terminals (MDT). MDT provides a means for dispatchers and drivers to exchange information about schedules, trips, passengers, or vehicles electronically, which can improve the accuracy of information, as well as reduce the need for voice communications.
- ◆ Call Center. A region-wide, “1-Call, 1-Click telephone call center would enable access to databases that include information about both formal and informal transportation options in the region. A customer can call and receive assistance from a live customer service representative.
- ◆ Smart Cards. Smart cards can be programmed to collect, store, and provide information about an individual customer. Smart Cards can be used to cover a variety of programs.
- ◆ Wayfinding. Improvements in technology can help passengers with wayfinding without having to ask for driver assistance.

## Coordinated Approach to a Regional Challenge

It will take a coordinated and sustained regional approach among transportation providers, human and social service agencies and the community to address the issues identified in meeting the transportation service demands of those with special needs. The HSTP outlines a range of strategies that can address the public transportation needs of those with disabilities, low-income, and elderly populations. on a significant amount of coordination between.

A coordinated approach offers advantages whereby transit, human, and social service agencies can all benefit from cooperative strategies that assist disabled, low-income, and elderly to pursue activities and services. Stakeholders will benefit from information sharing and shared development of solutions to the transportation needs of the entire population in addition to those with special needs.

## Strategies to Address Regional Needs

This section identifies a number of strategies focused on helping disabled, low-income, and elderly travel get to needed services and activities. Based on the strategies identified in this plan, local agencies will cooperatively develop projects to meet identified transportation needs.

### **Maintain Existing Transportation Services**

Maintaining existing transportation services is paramount for the special needs populations. Their choices are already limited so maintaining the services they have is so important.

### **Mobility Management**

A mobility manager would help identify community transportation options and work with community partners to coordinate individual transportation solutions for those with disabilities, low-income, and elderly populations as well as increase awareness of transportation services.

### **Travel Training**

Clients are delighted to be able to receive travel training to make them comfortable in their knowledge about and understanding of how to use the fixed route transit system. The travel training program should be expanded if use of the program warrants because this is a way to increase fixed route transit system usage and decrease relatively expensive paratransit service.

### **Volunteer Drivers**

Many trips could be efficiently and cost-effectively served by volunteer drivers. There is a continual need to recruit and train additional drivers to provide needed trips to services.

### **Apply Advanced Technology**

The application of advanced technologies can help transit providers by making their operations more efficient, safe, and attractive to riders. Types of systems include computer aided dispatch, automatic vehicle location, route planning using Geographic Information System capabilities and traveler information systems.

### **Clark County Public Health/VA Vancouver Campus/Clark College Campus Access and Circulation**

Clients have asked that transportation access to these adjacent campuses be improved and circulation between them established.

### **Replace and Expand Transit Fleet**

Replace and expand the transit fleet to maintain existing service and improve service.

### **Additional Transit Service and Hours**

Provide transit expanded service hours to meet the needs of those who are dependent on transit. This would enable better access to services, recreational activities and additional jobs.

### **Transit Facilities and Amenities**

Additional park-and-rides, transit shelters, and other amenities may attract additional riders to the existing system. People using mobility devices need shelter as they wait for fixed-route transit buses.

### **Outreach and Education**

Expanded and coordinated outreach and education is needed to inform the public of the mobility options in the region. This may include everything from a program to educate potential transit riders how to use public transit, to improved advertising and Web page. Responders to the Human Services Council survey indicate that a significant portion of the population is unaware of the services that are available.

### **Community Vanpool Program**

A community vanpool program can provide maximum flexibility in providing transportation to employment, education, and youth recreational opportunities.

### **Building Codes**

Building codes and building designs should be reviewed to make it easier to provide bus service to the door of a facility. Building up to the street line with no setback requirements allows pedestrians to get to the door of a building without having to navigate a sea of parking. Car parking spaces may be provided at the rear of a building.

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## Chapter 3: Skamania and Klickitat Counties

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Both Skamania and Klickitat Counties are located in the southern portion of the state of Washington along the north banks of the Columbia River. The back of this chapter includes maps of both Skamania and Klickitat Counties.

Stevenson is the Skamania County seat and lies approximately 45 miles east of Portland, Oregon and Vancouver, Washington. Skamania County has approximately 1,600 square miles within its boundaries and is home to about 11,000 residents, Gifford Pinchot National Forest, Mount St. Helens, and the Columbia River Gorge National Scenic Area. Most of the residents live in the southern-most part of the county near SR-14, a major east-west state highway that provides access between eastern and western Washington State. Several Columbia River bridges that provide access into the State of Oregon also serve the region. The population of Skamania County is spread throughout the communities of Stevenson, Carson, Stabler, Home Valley, Mill A, Willard, and Underwood.

Klickitat County is located in south central Washington and has a geographic area of 1,880 square miles and ranks 16th in size among Washington's 39 counties. Bordering Klickitat County are Skamania County to the west, Yakima County to the north, and Benton County to the east. The Columbia River forms the southern border. The southernmost portion of the Yakama Indian Reservation extends into northern Klickitat County. The Klickitat and White Salmon rivers, both tributaries of the Columbia, flow through Klickitat County. The county's economy is based on farming, timber, tourism, landfill, and wind power. Goldendale is the county seat.

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

## Stakeholders & Public Involvement

Stakeholder and public involvement is the key to successful Human Services Transportation Planning. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community and region, the transportation services available, and the identification of new solutions. Appendix A includes supplemental information on stakeholder and public outreach. The Stakeholder and Public Involvement process included the following steps:

- ◆ Identification and contact of stakeholders
- ◆ Hold stakeholder and public forums
- ◆ Perform a Public survey
- ◆ Skamania and Klickitat Community Network meetings
- ◆ County Transportation Policy Committee meetings

### Stakeholder Coordination Checklist

At the outset of the Human Services Transportation Plan development, the following agencies and institutions were contacted by e-mail or telephone and were invited to participate in the development process. Also, notices were placed in local newspapers.

- American Legion
- ARC of Washington State
- Bethel United Church of Christ
- Big Brothers Big Sisters of Columbia River Gorge
- Centerville School District
- City of Bingen
- City of Goldendale
- City of North Bonneville
- City of Stevenson
- City of White Salmon
- Clark College
- Columbia Gorge Community College
- Concepts in Community Living
- Custom Interface
- Department of Social and Health Services
- Educational Service District #112
- Fort Vancouver Library
- Goldendale Adventist Church
- Goldendale School District
- Hamilton Park Apartments
- Hear Journey Center

- High Cascade Forest
- Human Service Council
- Insitu
- Klickitat County Commissioners
- Klickitat County – Adult Probation
- Klickitat County Health Department
- Klickitat County Senior Services
- Klickitat School District
- Klickitat Valley Health
- Lyle School District
- Martin’s Gorge Tours
- Mid-Columbia Economic Development District
- Mid-Columbia Housing Authority
- Mid-Columbia Center for Living
- Mill A School District
- Mt. Adams Transportation
- Mt. Adams Wind River Work Center
- Mt. Pleasant School District
- Mt. View Foster Home
- Northshore Medical Group
- Northwest Justice Project
- One Community Health
- People for People
- Rock Cove Assisted Living
- Roosevelt School District
- Salmon Falls Retreat Center
- SDS Lumber
- Sea Mar Community Health
- Skamania County Chamber
- Skamania County Commissioners
- Skamania County Economic Development Council
- Skamania County Health Department
- Skamania County Senior Services
- Skamania Klickitat Community Network
- Skamania Lodge
- Skamania School District #2
- Skyline Hospital
- Slingshot Sports
- Stevenson Eagles
- Stevenson Carson School District
- Stevenson Food Bank
- Southwest Washington Agency on Aging & Disability
- Tribal Representative- Yakama Nation
- Trout Lake School District
- Washington Council of the Blind

- Washington State Association of the Deaf
- Washington Gorge Action Program
- White Salmon Elks Lodge
- White Salmon Seventh-Day Adventist Church
- White Salmon Valley School District
- Wishram School District
- WorkSource Columbia Gorge
- Washington State Department of Transportation
- Washington State University-Vancouver

## Stakeholders and Public Forums

As part of the Human Services Transportation Plan development, over 70 agencies and organizations were contacted and invited to participate in a stakeholder meeting or provide comments. In addition, stakeholders and citizens were invited to participate in several forums through the local newspapers (The Skamania County Pioneer, White Salmon Enterprise, and Goldendale Sentinel) and on RTC's Website.

Three Open Houses were held in the region between August 6 and 15 and approximately 12 stakeholders and 35 citizens participated. At each meeting, there was opportunity for participants to discuss current services, additional needs, and ideas for improving current services.

## Human Services Council Survey

In 2014, the Human Services Council conducted a transportation needs assessment for both Skamania and Klickitat Counties. The survey provides additional information on transportation challenges experienced by residents in the region. Both printed and online versions of the survey were available. As of the end of July 2014, a total of 86 Skamania County residents and 192 Klickitat County residents had completed surveys. Survey responses provided insight into transportation needs and will help service providers in determining how to best meet those needs.

## Skamania Klickitat Community Network

The Skamania-Klickitat Coordination Committee meets on the second Thursday of each month and provides an opportunity for public agencies, non-profit organizations, and individuals to meet and coordinate services to enhance service needs within Skamania and Klickitat Counties. The development of the Human Services Transportation Plan has been discussed at these meetings. Approximately 15-20 stakeholders regularly participate. RTC will continue to engage stakeholders through the Skamania-Klickitat Coordination Committee meetings.

## Skamania and Klickitat County Transportation Policy Committee

The development of the HSTP was also discussed at meetings of the Skamania and Klickitat County Transportation Policy Committees. Participants on the Transportation Policy Committees include WSDOT, Counties, Cities, and Ports. The Transportation Policy Committee is scheduled to recommend adoption of the draft Human Service Transportation Plan at their October 2014 meeting, with the RTC Board scheduled to take action at their November 2014 meeting.

## Emergency Management

Public transportation plays a key role in disaster preparedness, response, and recovery. In response, Skamania County and Klickitat County have each adopted a County Emergency Management Plan. As part of these plans, Skamania County Senior Services and Mt. Adams Transportation are responsible for providing personnel and equipment in support of disaster mitigation, preparedness, response, and recovery upon the request of their County Department of Emergency Management.

## Data and Information

A required element of the Human Service Transportation Plan is to identify the transportation needs of the target population groups: individuals with disabilities, older adults, and persons with low incomes. This is accomplished by making observations of the population groups that are evident from a demographic analysis.

A demographic analysis of five major factors associated with analysis of mobility needs within Skamania and Klickitat counties is included in this section. The factors include: Population Density, Elderly Population, Population below Poverty, Households with no Vehicle, and Persons with disability. Tables are used to illustrate these factors. Maps illustrating the geography of each county are included at the front of this document.

The source of the data used in the analysis is the 2010 US Census and American Community Survey. The American Community Survey includes both 2010 One year results for county wide data and 2010 five year results for city data.

For purpose of this chapter, maps showing data were not used. Due to large Census geography in rural Skamania and Klickitat Counties, the mapping of data did not provide additional insight into the target populations.

## Population Density

Both Skamania and Klickitat Counties are rural counties with population density of approximately 7 and 11 persons per square mile respectively. This compares to a national and Washington State population density of 87 and 101 persons per square mile. The highest population densities are located in the Cities of Bingen, Goldendale, North Bonneville, Stevenson, White Salmon, and in unincorporated communities within each county.

Table 12 demonstrates the 2010 population densities for counties and incorporated cities in both Skamania and Klickitat Counties:

**Table 12: Population Density**

Location	Population	Pop/Sq. mile
<b>Skamania County</b>	11,066	7
<b>Klickitat County</b>	20,318	11
<b>Bingen</b>	712	1,148
<b>Goldendale</b>	3,407	1,352
<b>North Bonneville</b>	956	397
<b>Stevenson</b>	1,465	888
<b>White Salmon</b>	2,224	852

## Elderly Population

Approximately 14.3 percent of Skamania County population and 18.1 percent of Klickitat County population is age 65 and over. This compares to 13.0 percent of the U.S. population and 12.3 percent of the Washington State population are age 65 and over. While elderly population is located throughout the region, the highest concentrations of elderly residents are located in the cities of Bingen, Goldendale, North Bonneville, Stevenson, and White Salmon. Of these cities, Goldendale has the highest percentage of a population at age 65 and over.

According to Washington State Office of Financial Management forecast, the region is expected to experience a 111 percent increase in population age 65 and over between 2010 and 2035. By 2035 almost 30 percent of the overall population in Skamania and Klickitat County will be age 65 or over.

Table 13 demonstrates the 2010 population age 65 and over for counties and incorporated cities in both Skamania and Klickitat Counties:

**Table 13: Elderly Population**

Location	Population	Percentage
Skamania County	1,581	14.3%
Klickitat County	3,696	18.1%
Bingen	64	9.0%
Goldendale	583	17.1%
North Bonneville	141	14.7%
Stevenson	224	15.3%
White Salmon	351	15.8%

### Population below Poverty

The portion of population living below the poverty level in Skamania County and Klickitat County are approximately 12.4 percent and 19.1 percent respectively. This compares to 13.8 percent of the U.S. population and 12.1 percent of the Washington state population living below the poverty level. Klickitat County has a significantly higher population living below the poverty level than the national or state average. The highest concentrations of population living below the poverty level are located in the cities. Klickitat County in particular has a high population living below the poverty level scattered throughout the county.

Table 14 demonstrates the 2010 population living below the poverty level for counties and incorporated cities in both Skamania and Klickitat County. County data is 2010, but city data is based on a 5-year average.

**Table 14: Population below Poverty**

Location	Population	Percentage
Skamania County	1,357	12.4%
Klickitat County	3,865	19.1%
Bingen	74	8.0%
Goldendale	767	22.6%
North Bonneville	18	2.1%
Stevenson	281	16.8%
White Salmon	459	22.5%

### Households with No Vehicle

The portion of households with no vehicle in Skamania County and Klickitat County are approximately 4.1 percent and 3.0 percent respectively. This compares to 9.1 percent of the U.S. population and 6.7 percent of the Washington State households with no vehicle. With most essential services located some distance away and with limited transportation options, both Skamania and Klickitat Counties are very car-oriented and have few households with no vehicle. The highest concentrations of households with no vehicle are located in the cities, with Bingen and White Salmon having the highest number of households with no vehicle.

Table 15 demonstrates the 2010 households with no vehicle for counties and incorporated cities in both Skamania and Klickitat County. County data is 2010, but city data is based on a 5-year average.

**Table 15: Household with no Vehicle**

Location	Households	Percentage
Skamania County	180	4.1%
Klickitat County	282	3.0%
Bingen	44	14.1%
Goldendale	125	7.8%
North Bonneville	0	0.0%
Stevenson	96	13.5%
White Salmon	155	17.2%

## Persons with Disability

The portion of population with disabilities in Skamania County and Klickitat County are approximately 14.7 percent and 18.4 percent respectively. This compares to 11.9 percent of both the U.S. population and Washington State population living below the poverty level. Both Skamania and Klickitat County have a higher percentage of population with disability compared to the national and state average. The highest concentrations of those with disabilities are located in the cities. Klickitat County in particular has a high population scattered throughout the county with disability.

Table 16 demonstrates the 2010 population with a disability for counties and incorporated cities in both Skamania and Klickitat County. County data is 2010, but city data is based on a 5-year average.

**Table 16: Persons with Disability**

Location	Persons with Disability	Percentage
Skamania County	1,613	14.7%
Klickitat County	3,744	18.4%
Bingen	108	11.4%
Goldendale	698	20.7%
North Bonneville	186	17.4%
Stevenson	244	16.7%
White Salmon	389	18.9%

## Common Origins

Targeted population groups are located throughout the region, with the highest concentration occurring within incorporated cities and unincorporated communities. Origins where individuals begin their trip include cities, communities and rural areas.

## Major Destinations

Places to which targeted groups need to travel to within the Skamania and Klickitat County region include destinations summarized below:

### Hospital and Clinics

- ◆ Klickitat Valley Hospital and Clinics – Goldendale, WA
- ◆ Skyline Hospital – White Salmon, WA
- ◆ Providence Hospital and Clinics – Hood River, OR
- ◆ Mid-Columbia Medical Center and Clinics – The Dalles, OR
- ◆ Northshore Medical Group – Stevenson/White Salmon, WA
- ◆ One Community Health – The Dalles, OR
- ◆ Comprehensive Mental Health – White Salmon/Goldendale, WA
- ◆ Dialysis – Hood River/The Dalles, OR
- ◆ VA and OHSU – Portland, OR

### Education

- ◆ Public Schools – Located throughout the region
- ◆ Clark College – Vancouver, WA
- ◆ Columbia Gorge Community College – The Dalles, OR
- ◆ WSU Vancouver – Vancouver, WA

### Major Employers

- ◆ Custom Interface – Bingen, WA
- ◆ High Cascade Forest – Carson, WA
- ◆ Insitu – Stevenson/Bingen, WA
- ◆ Klickitat County – Goldendale/White Salmon, WA
- ◆ Mt. Adams Wind River Work Center – Carson, WA
- ◆ SDS Lumber – Bingen, WA
- ◆ Skamania County – Stevenson, WA

- ◆ Skamania Lodge – Stevenson, WA
- ◆ Underwood Fruit – Bingen, WA

### **Social Services/Housing**

- ◆ Pioneer Center – White Salmon, WA
- ◆ Rock Creek Hegewald Center – Stevenson, WA
- ◆ Hamilton Park Apartments – North Bonneville, WA
- ◆ Mid-Columbia Center for Living – Hood River, OR
- ◆ Mt. View Foster Home – White Salmon, WA
- ◆ Rock Cove Assisted Living – Stevenson, WA
- ◆ Food Banks – Stevenson/Bingen/Goldendale, WA
- ◆ Churches – Located throughout the region

## **Existing Transportation Services**

Since the last Human Services Transportation Plan (2010) there has been little change in the types of transportation services provided in both Skamania and Klickitat Counties. With limited resources, social service providers, transit providers, and other agencies must work closely together to serve the transit disadvantaged population.

This section lists the transportation providers in or near the Skamania County and Klickitat County area. While there are a few other non-profit and social service-related transportation services that serve a small segment of the population, there are limited transportation providers in the region. Many of the services such as Amtrak, Greyhound, C-TRAN, and Gorge TransLink Partners must often be accessed from a neighboring county, but serve a portion of the population within the region. These services provide an important link to the public transportation system network.

## **Description of Providers**

### **Skamania County Senior Services**

Skamania County Senior Services is a county department established to meet a broad range of the needs of older residents of the county. It first began providing transportation to its clients in 1970. In 1990, transportation services were extended to Medicaid recipients. The dial-a-ride service was expanded to meet the

needs of the general public in 1995 with receipt of funds from the Washington Department of Transportation. In 2004, the county began operation of a deviated fixed route service between Skamania County and Clark County. Beginning in 2014, Skamania Senior Services expanded the west end transit service to weekends.

In 2013, Skamania County provided a total of 19,981 trips (13,092 dial-a-ride and 6,889 Skamania to Clark transit route). Approximately one quarter of all trips are provided by volunteer drivers.

### **Mount Adams Transportation Services**

Mount Adams Transportation Service is operated by Klickitat County Senior Services, a county department. Klickitat County Senior Services first began providing transportation to its clients in 1978. In 1988, transportation services were extended to Medicaid recipients. The dial-a-ride service was expanded to meet the needs of the general public in 1995 and became known as Mount Adams Transportation Services. Mt. Adams Transportation serves all areas of Klickitat County, and makes regular trips to The Dalles, Oregon and Hood River, Oregon.

In 2013, Mt. Adams Transportation provided a total of 17,595 trips. Approximately 26% of all trips were provided by volunteer drivers.

### **Pupil Transportation**

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

### **Human Services Council**

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

### **Public/Private Providers**

There are also a number of small public or private providers that provide limited transportation services in the region. This would include agencies such as Catholic Community Services, tribal transportation, Veterans Transportation, private taxi companies, Blue Star Services, private facility vans, and others.

### **National Transportation Providers**

There are a number of national transportation providers that serve a segment of the region. This would include bus (Greyhound), train (Amtrak), and airplane (many carriers). Skamania County and Klickitat County patrons generally must travel out

of the County to access these services. Greyhound travels along I-84 in Oregon and can be accessed in either The Dalles, Hood River or Portland. Amtrak travels along the Washington side of the Columbia River and can be accessed in Wishram, Bingen or Vancouver. For air travel the Portland International Airport is the nearest national airport.

### **Gorge TransLink Providers**

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

### **Other Transportation Services**

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

## **Accomplishments**

Since the completion of the last Human Service Transportation Plan, many accomplishments have been made. There are many examples of ongoing coordination of transportation services and activities within the region. The following describes many of these accomplishments.

### **Gorge TransLink**

Program accomplishments include the Columbia Gorge Transportation Summit, Gatekeeper Network Forum, a vanpool feasibility study; procurement of ITS solutions for Gorge TransLink providers; outreach and enhanced communication with partner agencies; grant and planning support; enhanced opportunities for transit connections between Gorge TransLink providers; and partnerships developed with employers to use ride matching tools to promote the use of transportation options among commuters in the Gorge.

### **Skamania County West End Transit (WET) Bus**

In 2014, the Skamania County West End Transit (WET) bus began a new expanded weekend schedule. The seasonal expansion added four runs a day on Saturday and Sunday (spring to fall). The seasonal runs are paid for by a two-year grant from Western Federal Lands, with an emphasis on accessing federal lands

### **Bingen/White Salmon to Hood River Service**

Mt. Adams Transportation provides three times a day service between Bingen/White Salmon, Washington to Hood River, Oregon. The service is provided on Monday, Wednesday, and Friday. The service provides access across the Hood River Bridge for pedestrians and bicyclists, which are not permitted on the bridge. As part of this service the Port of Hood River has purchased bicycle racks and is assisting with the advertisement of this service.

### **Technology**

In the last few years, the region has made incremental investment in technology to enhance the operations of existing transportation services. This has included updated communication hardware, computer aided dispatch software, and other technology based improvements. These enhancements should lead to more efficient use of existing resources.

### **Decreased Services**

Since the completion of the last Human Service Transportation Plan, a some services have been reduced. The following describes a few of these losses.

#### **Skamania West End Transit Weekday Mid-Day Service**

Skamania County Senior Services provides a West End Transit Service between Skamania County and Clark County. Due to financial constraints the mid-day run has been cut for all weekdays except Friday.

### **Transit Interruptions**

For budgetary reasons, transit providers have been forced to occasionally institute transit interruption days. These are days where all but essential transit services are cancelled.

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

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

The 2014 Regional Transportation Plan describes the regional transportation service and provides a strategy for future public transit improvements. These regional strategies include:

- ◆ Maintain and preserve the existing transportation system.

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

## Needs Gaps and Analysis

This section of the Human Services Transportation Plan examines the unmet need for transportation services in Skamania and Klickitat Counties. The analysis addresses not only the demand for service among the transit disadvantaged population, but also among members of the general public.

Analysis of the need for public transportation services was based on both input from service providers and the public, and examination of the demographics and existing service. This resulted in the identification of service gaps.

### Existing Service Coverage

All of Skamania County and Klickitat County are covered by general public transit service. Skamania County Senior Services and Mt. Adams Transportation Services are county departments and provide public transit service throughout their respective county. Due to long-distance and remote access both counties have areas that are difficult to serve. Often these agencies must rely on volunteer drivers to serve some of these difficult to reach areas.

### Identified Issues

Through the stakeholder and public outreach process the following issues were identified:

- ◆ Access to pharmacies accepting Medicaid in Goldendale and outlying Klickitat County
- ◆ Veterans transportation coordination
- ◆ Transportation to employment and educational opportunities
- ◆ Affordable transit fares
- ◆ Unaware of existing services
- ◆ Youth transportation
- ◆ Access to neighboring counties
- ◆ Limited Medicaid eligibility (some trips not covered)
- ◆ Transit need is greater than available service

- ◆ Rural land use pattern (dispersed locations)
- ◆ Transportation cost increases and limited funding available

#### The major unmet needs are:

- ◆ A mobility manager is needed to help transit disadvantage populations plan and organize individual trips.
- ◆ More volunteer drivers to provide additional services.
- ◆ Additional Public Transit Service: Additional morning, evening, and weekend service.
- ◆ Transit service for education and employment needs.
- ◆ Expanded transportation service for youth.
- ◆ Regular public transit service to neighboring counties
- ◆ Additional transit facilities (Park-n-Rides, shelters, benches, etc.).
- ◆ Additional education, outreach, and training about public transportation and mobility opportunities.
- ◆ Additional use of intelligent transportation solutions to improve the efficiency of existing public transit service.

## Technology

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

- ◆ Computer Aided Dispatch (CAD). Automated or computer-assisted reservations, scheduling, dispatching, and billing systems can streamline the trip reservations process, improve the efficiency of vehicle schedules, enhance the capability of dispatchers, and upgrade the tracking and reporting of customer and trip data.
- ◆ Automatic Vehicle Location (AVL). AVL technology uses Global Positioning System (GPS) capabilities to identify the location of vehicles in real time.

- ◆ Mobile Data Terminals (MDT). MDT provides a means for dispatchers and drivers to exchange information about schedules, trips, passengers, or vehicles electronically, which can improve the accuracy of information, as well as reduce the need for voice communications.
- ◆ Call Center. A region-wide telephone call center would have access to databases that include information about transportation options in the region. A customer can call and receive assistance from a live customer service representative.
- ◆ Internet based Scheduling. Internet based scheduling capability where a customer can schedule, confirm, and cancel their own trips without ever talking to the transportation provider.
- ◆ Smart Cards. Smart cards can be programmed to collect, store, and provide information about an individual customer. Smart Cards can be used to cover a variety of programs.

## Coordinated Approach to a Regional Challenge

The Human Service Transportation Plan for Skamania County outlines a range of strategies that address the public transportation needs of those with disabilities, low-income, and elderly populations. Strategies were structured to implement the goals of the Human Services Transportation Plan, but will depend on a significant amount of coordination between transportation providers, human and social services, and community agencies.

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

## Strategies to Address Regional Needs

This section identifies a number of strategies that address the area-wide needs focused on helping disabled, low-income, and elderly travel to needed services and activities. Based on the strategies identified in this plan, local agencies will cooperatively develop projects to meet identified transportation needs.

### **Maintain Existing Transit Service**

Maintaining both existing dial-a-ride and deviated fixed route service for the general public and disadvantage populations is the region's top priority. This service is essential to the transit dependent and identified population groups. The West End Transit Service should be maintained and return to three round trips per day (morning, midday, evening)

### **Replace and Expand Transit Fleet**

Replacement and expansion of transit fleet is needed to maintain existing service.

### **Intelligent Transportation Systems**

The application of advanced technologies can assist transit providers by making their operations more efficient, safe, and attractive. Types of systems include computer aided dispatch, automatic vehicle location, and traveler information system.

### **Gorge TransLink**

Continue to work with other Mid-Columbia transit providers to improve efficiencies and link systems. This will require the continuation of a Gorge TransLink Mobility Manager to lead the Gorge TransLink effort.

### **Mobility Manager**

A mobility manager would help identify community transportation options and work with community partners to coordinate individual transportation solutions for those with disabilities, low-income, and elderly populations.

### **Volunteer Drivers**

Given the dispersed population, many trips could be more efficiently and cost-effectively served by volunteer drivers. There is a continual need to recruit and train additional drivers to support local and inter-county transportation services.

### **Stevenson to Hood River Route**

The Stakeholders and a transit survey have identified Hood River as a major regional destination for needed services. A deviated route service connecting with Stevenson, Bingen, White Salmon and Hood River would provide significant mobility to disabled, elderly, low-income, and general populations.

### **Additional Transit Service and Hours**

To give the elderly and disabled more mobility to meet needs, additional dial-a-ride service is needed. This additional service will provide additional opportunities for

those that depend on transit. This additional in-county demand-responsive service would include additional service during weekdays and weekends.

### **Transit Facilities and Amenities**

Additional park-and-rides, transit shelters, and other amenities would attract additional riders to the existing system and provide more visibility to public transit services.

### **Outreach and Education**

Expanded outreach and education is needed to inform the public of the mobility options that are provided in the region. This may include everything from a program to educate potential transit riders how to use public transit, to improved advertising and Web page. Responses to Humans Service Council survey indicated that a significant portion of the population is unaware of the services that are available.

### **Targeted Employment, Education, and Youth Service**

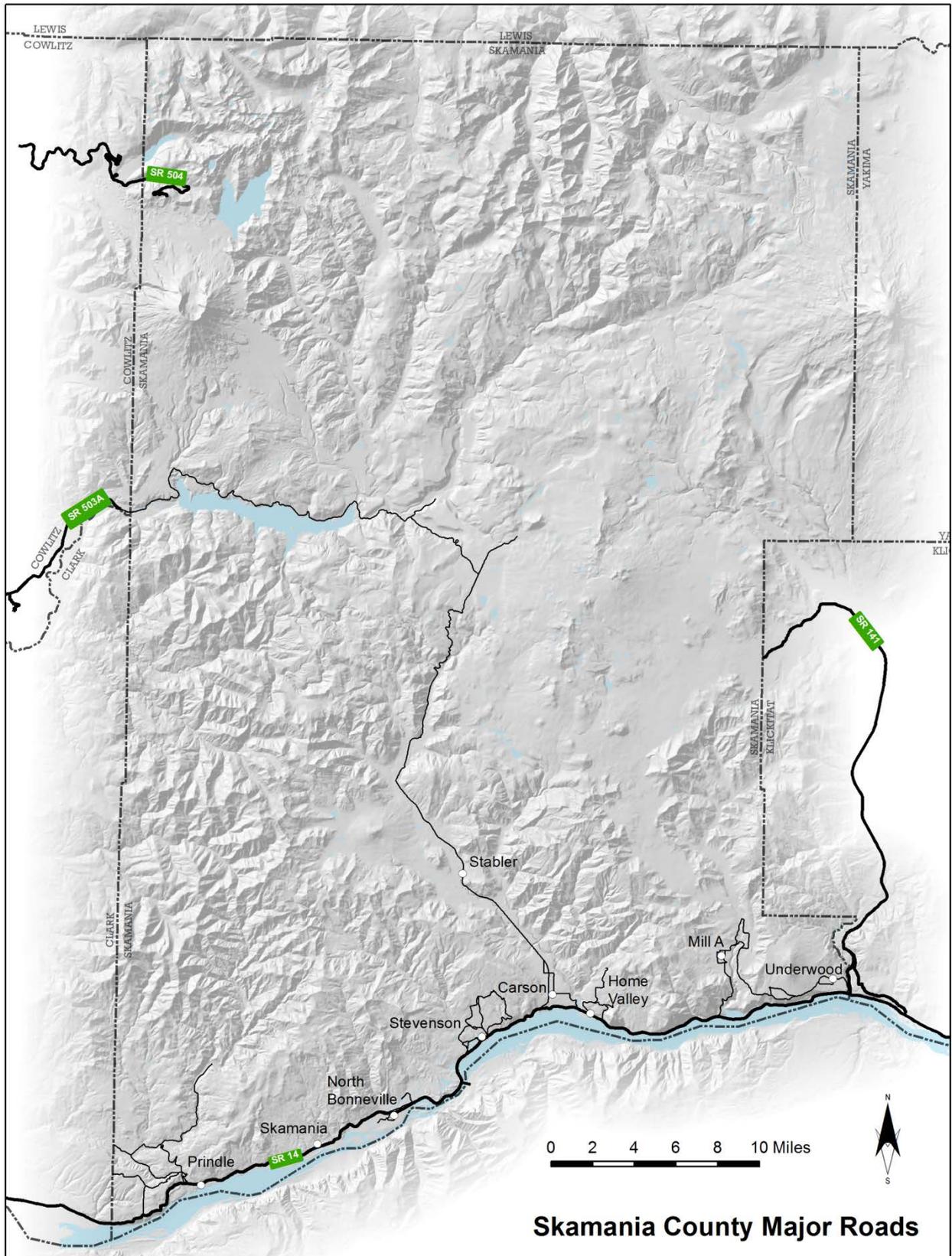
Programs and services should be developed to provide transportation options for employment, education, and youth. This could include an after school youth bus, van pool program, and more.

### **Inter-County Transit Routes**

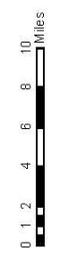
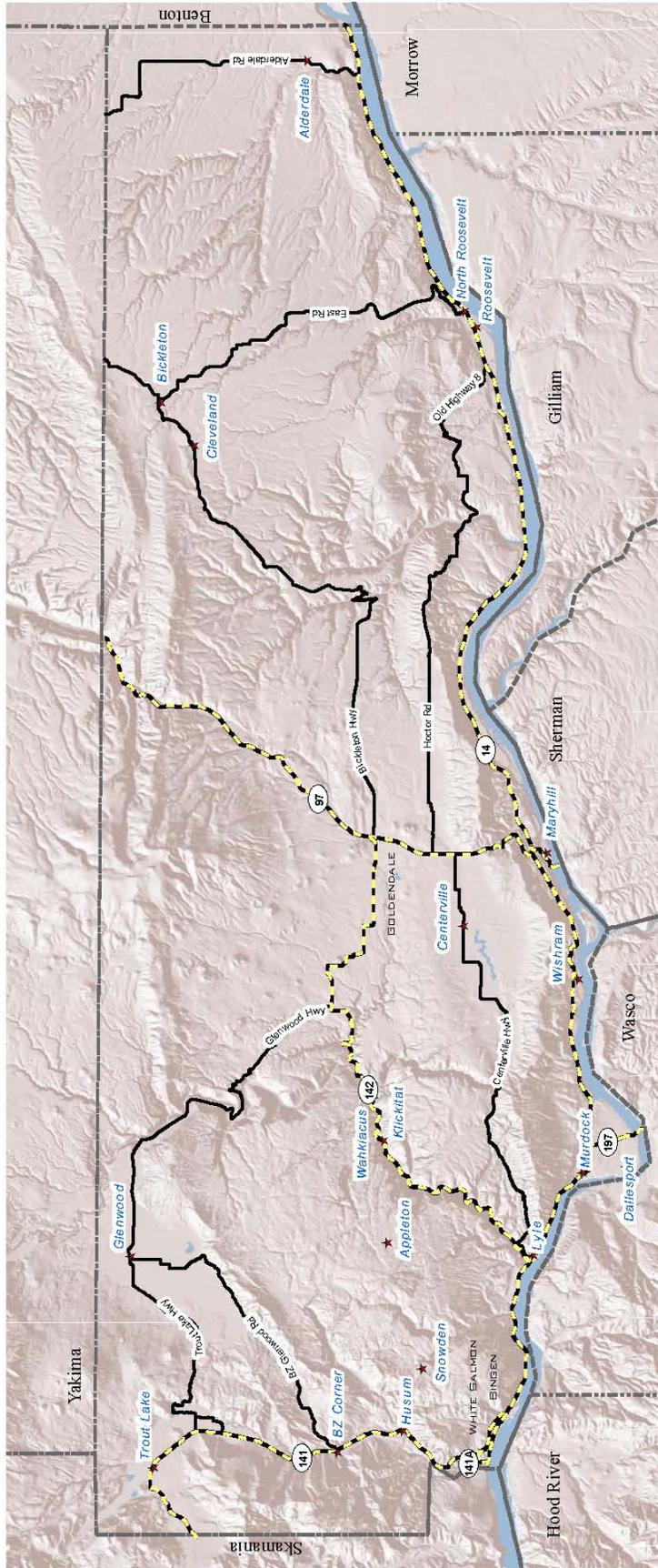
Additional deviated fixed route service between counties is needed to improve mobility for disabled, elderly, low-income, and general populations. Such service could also be designed to meet employment and educational needs.

### **Goldendale Pharmacy Access**

Develop a pharmacy access transit service for Medicaid patients who are released from the Klickitat Valley Hospital outside of normal Mt. Adams Transportation service hours.



**Skamania County Major Roads**



### Klickitat County Major Roads

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# Appendices

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